

भारत सरकार  
वस्त्र मंत्रालय  
पटसन आयुक्त का कार्यालय  
सी. जी. ओ. कॉम्प्लेक्स, तृतीय एम. एस. ओ. भवन,  
ई एवं एफ विंग, चतुर्थ तल, डी एफ ब्लॉक,  
सेक्टर-I, सॉल्टलेक, कोलकाता-700 064.  
जी.पी.ओ पोस्ट बाक्स सं.2208



Government of India  
Ministry of Textiles  
Office of the Jute Commissioner  
3<sup>rd</sup> MSO Building, CGO Complex,  
DF-Block, E & F Wing, 4<sup>th</sup> Floor,  
Sector-I, Salt Lake City,  
Kolkata – 700 064.  
G.P.O. Post Box No.2208

Tender No. Jute (Com)/4/2013 - V

Dated 10<sup>th</sup> September , 2018

Notice Inviting Tender for Comprehensive Annual Maintenance Contract (CAMC) for computers, printers and accessories along-with updation of website [www.jutecomm.gov.in](http://www.jutecomm.gov.in) and On-line submission facilities and monitoring servers of Office of the Jute Commissioner.

Sealed tenders are invited herewith for AMC (Comprehensive) for the period of one year for computers/printers/UPSs / along with updation of website and On-line submission of Returns facilities and monitoring servers etc. in the Office of the Jute Commissioner, Ministry of Textiles, Govt. of India for one year. The technical and financial terms and conditions of the AMC shall be as follows: -

(A) Technical

- I. The company / firm should be in existence for not less than five years in the trade with the maintenance of IT system business (service business turn over) during last three years.

Necessary documentary evidence may be submitted.

- II. The company / firm must have previous experience of maintaining hardware and network systems in Government Organizations / PSUs and provide certificate from the Original Equipment Manufacturer (OEM) that his / her company is authorized and competent to take up AMC. Performance certificates from existing Govt. clients (Central / State Govt. organizations) must be attached with the tenders.
- III. The company / firm should be able to develop, maintain and run an interactive online database system. Experience in the relevant work will be given additional weightage.
- IV. The company / firm must have expertise in preventive onsite maintenance and repair of Servers, PCs, Laptops, Laser/Inkjet/DeskJet/Multi Function Printers, Printer network component, scanners, and other hardware parts and accessories (Please see list of hardware in the Annexure -I)

*Rope Banerjee*

- V. The company / firm must have expertise in LAN troubleshooting and maintenance. A performance certificate to this effect from at least two existing Govt. Department/PSUs shall be furnished.
- VI. The company / firm may preferably be ISO Certified.
- VII. The company / firm must be registered with Registrar of Companies / firm and with the Goods and Service Tax (copy to be enclosed), Employees State Insurance and Provident Fund Authorities and should produce documentary evidence of submission of up-to date Returns.
- VIII. The 'Annual Maintenance Contract' shall be comprehensive in nature and shall include servicing and repairs / fixing replacement of all the electrical / electronic, and / or mechanical components and parts of computer systems, including the Hard Disk, Media and Printers, scanners, C.D. and DVD writers, modems, thereof etc. during the period of the contract at the exclusive risk, responsibility, and the cost to the contractor. The scope of maintenance also covers possession of necessary device / drivers for the purpose of installation of computers and other peripherals and their components, wherever and whenever necessary. The terms 'maintenance' shall also include rectification of all hardware and software problems / defects and also include cost of all parts/ replacements necessary for the proper maintenance / functioning of the aforesaid systems and also monitoring of Jute Smart. No additional charges for replacement of spare parts shall be borne by the Department.

(B) REGULAR UPDATING OF WEBSITE

Regular updating of website [www.jutecomm.gov.in](http://www.jutecomm.gov.in) and monitoring servers which have installed in this office.

(C) ON LINE SUBMISSION OF RETURN FACILITY

1. Creation of an online data base structure.
2. Comprehensive maintenance of data generated through the submission of online reports.
3. Retrieval of the data for generation of reports as required by the office.
4. Full time Resident Database Programmer for maintenance of data and generation of report as and when required by the office.

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(D) FINANCIAL

I. The rates may be quoted on comprehensive basis for the computers, laptops, printers, UPSs, website updation and On-line submission of Returns facility etc. as per proforma placed at Annexure-I.

II. The other terms and conditions governing the AMC shall be as follows:-

- a. For regular and proper maintenance of the system and instantaneously attending to the complaint received from officers / staff of this office, the firm will have to depute one Resident Engineer and one Database Programmer at the Office of the Jute Commissioner from 10.00 AM to 6.15 PM subject to presence of maximum of 26 days in a month. In the event of Service Engineer and Data base Programmer remain absent /on leave, without substitutes thereof, prorata deduction will be made for day(s) of absence from the contracted amount.
- b. The successful company / firm will be required to do the work for a period of one year from the date of entering into contract with this Department. This Department, however, reserve the right to terminate the contract at any time without assigning any reason. The decision of the Department in this regard shall be final and binding on the company / firm.
- c. The company / firm has to provide services as mentioned above in CGO Complex, Salt Lake and the residences of the Jute Commissioner and senior officers of this office in Kolkata and in future Patsan Bhawan also.
- d.
  - i. The rates quoted by the company / firm for the service of full time Resident Engineer and full time Data base programmer should not be less than the latest Minimum wages as notified by the Central Government authorities (as applicable) from time to time.
  - ii. The rate of Variable DA (VDA) which shall be paid to the full time Resident Engineer and full time Data base programmer by the Service provider should be in accordance with the relevant Orders of Ministry of Labour & Employment (as amended from time to time).
  - iii. The Service Provider should also ensure that the full time Resident Engineer and full time Data base programmer engaged for the said purpose are issued appointment order to work in this department, will

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be paid monthly remuneration through E-Payments, credit to the bank a/c of the incumbents directly within 7<sup>th</sup> of next month with payment slip, PF and ESI acknowledgement, are covered under the relevant provisions of the PF and ESI benefits, and Bonus as applicable.

- iv. The wages will be fixed by no. of presence of days subject to maximum of 26 days in a month.
- v. The Service Provider may be allowed to revise the claim in the event of amendment of the rate(s) payable as mentioned under Clause II (d) - (i), (ii) and (iii) above.
- e. The company / firm will at the initialization of their services, list out all the equipments (with serial numbers / distinctive numbers etc.), software's etc. They shall prepare a log book for the services rendered against each machine covered under the AMC and preventive maintenance with virus detection and special cleaning of the monitor, printer, key board, mouse etc, from outside with liquid cleaner, portable vacuum cleaner, duster, brush etc. on monthly basis. If shortcomings in service are found, an appropriate penalty would be imposed.
- f. The service engineers stationed in this office would be required to take up any reported fault within one hour. As far as possible, the repairs would be carried out on-site itself. However, in case the equipment is taken to the workshop, the firm would provide a stand by for the same. In case of non-availability of drivers of the machine (branded one like HP, Dell, Acer etc.) they will arrange from their sources. In case the requisite parts are not available with the company / firm, the same should be replaced with the parts of higher level compatible with the system. If for any reason, the company / firm is not able to do the work and Jute Commissioner has to obtain the services from some other firm / open market, the expenditure incurred by the department on such repairs shall be recovered from the contractor.
- g. The necessary support for maintaining virus free computer environment in the department, and assistance in upgrading the software / virus detection mechanism would be maintain by the company / firm.
- h. On expiry of the contract after one year, the company / firm will have to hand over the systems in perfect working condition to the Department, failing which suitable amount will be deducted from the last and final payment.

*Deep Banerjee*



- i. It may also be noted that in case of contractor backing out midstream, without any explicit consent of this Department, he / she will be liable to recovery at higher rates, vis-à-vis those contracted, which may have to be incurred by this Department on maintenance of machines for the balance period of contract by alternative means. The above act of backing out would automatically debar the company / firm from any further dealing with this office and the EMD amount would also be forfeited.
- III. The earnest money of Rs.25000/- through a Demand Draft on any scheduled bank in Kolkata drawn in the name of (Pay & Accounts Officer, Textiles), Kolkata must accompany the "Technical Bidding" Tenders letter. Tenders received without bank guarantee will not be considered. Earnest money received from the unsuccessful tenderers will be returned without interest immediately after the process of selection of tender is over. The other requisite documents mentioned above should also accompany the tender letters. The prize bid/ tenders will be considered only after fulfillment of technical bid as stated above.

If the company / firm meets the above technical / financial requirements, they may apply in sealed cover.

(E) PAYMENT TERMS

- I. No advance payment will be made for the AMC.
- II. Payment will be made on monthly basis after completion of satisfactory performance at the end of each month as certified by the Nodal officer, Computer Cell, Office of the Jute Commissioner.

(F) SUBMISSION OF QUOTATION

All quotations should be accompanied by relevant documents as mentioned above. The bids are to be submitted separately with the marking (i) Technical Bid and (ii) Financial Bid under sealed cover. The financial bid will be opened only for those tenderers who qualify in the Technical Bid. Interested companies / firms may submit their offer in a sealed cover superscripted with "Quotation for Comprehensive AMC of Computers and related items (2018-19) for both Technical and Financial" and send to the undersigned within 5<sup>th</sup> October, 2018.



(Lopa Banerjee)

Dy. Director (Executive & Finance)



**ANNEXURE-I**

NAME OF WORK: Comprehensive AMC of Hardware (PCs, Peripherals and accessories ), software and updation of website and On-line submission of Returns facility at Office of the Jute Commissioner, CGO Complex, 3<sup>rd</sup> MSO Building, 4<sup>th</sup> Floor, E&F wing, Sector-I, Kolkata – 64 and residence of Jute Commissioner.

**Assets list for CAMC 2018-19**

Sl No.	Description of item Laptop & Desktop Computers	Qty Nos.	Rate (₹) / Unit per anum	GST	Total amount (₹ per anum)	Remarks
	<u>Desktop Computers</u>					
1	HCL EZEE BEE	1				
2	Compaq Presario – CQ3550IX	1				
3	HP Desktop Pavilion 6720	1				
4	HP Compaq Pro 6300	1				
5	ACER VARITON IC-5609	10				
6	Lenevo Think Center	3				
7	HP Compaq Elite 8300 small form factor ( i7)	3				
8	HP Compaq Elite 8300 Micro Tower (i5)	4				
	<u>Laptop</u>					
1	HP Laptop Pro book 4440S	1				
	<u>Printer</u>					
1	HP LaserJet 1010	2				
2	HP LaserJet 1020	2				
3	HP PSC4488	1				
4	Color Printers HP PSC 2608	1				
5	EPSON CX5500 Printer	1				

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6	HP 1606dn Printer	1				
7	HP Printer P1108	1				
8	HP Printer CLJ CP1215	1				
9	HP Printer DJ 910	1				
10	HP COLOR LJ M551DN	1				
11	HP 1025 Color Laser jet Printer	1				
12	HP Office Jet Pro 8600	1				
13	HP Laser Jet Pro MFP M128fn	3				
14	HP Laser Jet M126nw	1				
15	HP Laser Jet M401dne	1				
16	HP Laser Jet M1136 mfp	5				
17	HP Laser Jet M1005 mfp	1				
18	HP Deskjet 3940	1				
	<b><u>SCANNER</u></b>					
1	Scanner (HP Scanjet 4070)	1				
2	Scanner (HP Scanjet 8250)	1				
3	Scanner (HP Scanjet pro 3000 S2)	1				
	<b><u>NETWORK ACCESSORIES</u></b>					
1	Network switches [D-link] 24 Ports	2				
2	Network switches (super stack) 12 port	1				
3	Network UPS – APC - 6 KVA Server Room with battery	2				
	<b><u>UPDATION OF WEBSITE ALONG WITH ON LINE SUBMISSION FACILITIES</u></b> <a href="http://www.jutecomm.gov.in">www.jutecomm.gov.in</a>					
1	i) Creation of online database structure. ii) Updating of Website <a href="http://www.jutecomm.gov.in">www.jutecomm.gov.in</a> on regular basis alongwith maintenance and report generating of on-line return submission facilities.					

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Category of Worker	Minimum Wages As per Chief Labour Commission	PF @ 13.00%	ESI @ 4.75%	BONUS @ 8.33%	GST	Total Amount (Rs.)
Cost of full time Resident Engineer						
Cost of full time Data Base Programmer						

**N.B. RATE SHOULD BE QUATED PER DAY BASIS.**

Place

Signature of the Authorized Signatory of the firm

Date

Seal of the firm

**N.B. – NO HAND WRITTEN OR OVERWRITING OF QUOTATION WILL BE ACCEPTED.**



(Lopa Banerjee)

Deputy Director (Executive & Finance)

O/o the Jute Commissioner