

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
3rd MSO Building, CGO Complex,
DF-Block, E & F Wing, 4th Floor,
Sector-I, Salt Lake City,
Kolkata – 700 064.
G.P.O. Post Box No.2208

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

Dated 23rd September, 2019

Notice Inviting Tender for Comprehensive Annual Maintenance Contract (CAMC) for computers, printers and accessories and server of Office of the Jute Commissioner.

Sealed tenders are invited herewith for AMC (Comprehensive) for the period of one year for computers/printers/UPSs / 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 three (3) years in the trade with the maintenance of (Hardware) IT system business. 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 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)
- IV. The company / firm must be registered with Registrar of Companies / firm and with the Goods and Service Tax (copy to be enclosed).

V. 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) FINANCIAL

- I. The rates may be quoted on comprehensive basis for the computers, laptops, printers, UPSs, etc. as per proforma placed at Annexure-I.
- II. The other terms and conditions governing the AMC shall be as follows:-
 - a. The successful bidder / 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.
 - b. The company / firm has to provide services as mentioned above in CGO Complex, Salt Lake, Kolkata and in future Patsan Bhawan also.
 - c. The company / firm will at the initialization of their services, list out all the equipments (with serial numbers / distinctive numbers 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.

- d. After complaint of fault record, the firm should carry out on repair earliest possibility. 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.
- e. 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.
- f. 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. Successful bidder will be deposited performance security in terms of bank guarantee / demand draft (DD) in favor of Senior Accounts Officer, RPAO Textiles only 5% of total contract amount.
- IV. The earnest money of Rs. 10,000/- 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 will not be without bank guarantee 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 (2019-20) for both Technical and Financial" and send to the undersigned within 18th October, 2019.

(Lopa Banerjee)

Dy. Director (Executive & Finance)



ANNEXURE-I

NAME OF WORK: Comprehensive AMC of Hardware (PCs, Peripherals and accessories), software at Office of the Jute Commissioner, CGO Complex, 3rd MSO Building, 4th Floor, E&F wing, Sector-I, Kolkata – 64 and residence of Jute Commissioner.

Assets list for CAMC 2019-20

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	HP 280 G2	19				
2	HP 406 G1	2				
3	Compaq Presario – CQ3550IX	1				
4	HP Desktop Pavilion 6720	1				
5	HP Compaq Pro 6300	1				
6	ACER VARITON IC-5609	9				
7	Lenevo Think Center	3				
8	HP Compaq Elite 8300 small form factor (i7)	3				
9	HP Compaq Elite 8300 Micro Tower (i5)	3				
	<u>Laptop</u>					
1	HP Laptop Pro book 4440S	1				
2	HP Envy 14-J106 TX (i7)	2				
3	HP 7265 ngw (i5)	1				
	<u>Printer</u>					
1	HP LaserJet 1010	1				
2	HP LaserJet 1020	2				
3	HP PSC4488	1				
4	Color Printers HP PSC 2608	1				
5	HP Laser Jet Pro MFP M26a	1				

Tel: 2337-6982, 2337-6971, PBX: 2337-75/79/80. Fax: 2337-6972/6973/6974

Email: jcoffice@jutecomm.gov.in web site: www.jutecomm.gov.in

6	HP 1606dn Printer	1				
7	HP Printer P1108	1				
8	HP Printer CLJ CP1215	1				
9	HP Printer CLJP M176n	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	6				
17	HP Laser Jet M1005 mfp	1				
	<u>SCANNER</u>					
1	Scanner (HP Scanjet 4070)	1				
2	Scanner (HP Scanjet pro 3000 S2)	1				
	<u>NETWORK ACCESSORIES</u>					
1	Network switches [D-link] 24 Ports	2				
2	Network UPS – APC - 6 KVA Server Room with battery	2				
3	Network UPS – APC - 1 KVA	2				
	<u>Server</u>					
1	HP ML350 Gen 9, 8SFF CTO Tower Server with two socket	1				

Place

Signature of the Authorized firm

Date

Seal of the firm

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



(Lopa Banerjee)

Deputy Director (Executive & Finance)

लोपा बैनर्जी
Lopa Banerjee
उप निदेशक (ए. एवं वित्त)
Deputy Director (E & F)

Tel: 2337-6982, 2337-6971, PBX: 2337-75/79/80. Fax: 2337-6972/6973/6974

Email: jcoffice@jutecomm.gov.in web site: www.jutecomm.gov.in