

**NATIONAL JUTE BOARD (NJB)**

**Ministry of Textiles, Govt. of India**

3A & 3B, Park Plaza, 71, Park Street, Kolkata - 700 016

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***NIT No. 9/NJB/Computer/2015-16 Dated : 17th November, 2015***

**Notice Inviting Tender for**

**Comprehensive Annual Maintenance Contract (CAMC) for computers,**

**printers and accessories of National Jute Board, Kolkata**

Sealed tenders are invited herewith for AMC (Comprehensive) of computers/ printers/ UPSs/ of National Jute Board, Ministry of Textiles, Government of India at its H.O. in Kolkata for one year. The technical and financial terms and conditions of the AMC shall be as follows :

1. **TECHNICAL**
2. The firm should be in existence for not less than five years in the trade with the maintenance of IT system business ***Annual turnover of the firm during last three years must be attached with the tenders. .***
3. The 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. However, the job may not be limited to OEM only. ***Performance certificates from existing Government clients (Central / State Government organizations) must be attached with the tenders.***
4. The ***Earnest Money*** of Rs.15,000/- (Rupees fifteen thousand only) through a Demand Draft on any scheduled bank in Kolkata drawn in the name of “National Jute Board” payable at Kolkata must accompany the "Technical Bid" Tender letter. Tenders received without Earnest Money will not be considered.
5. The firm must have expertise in preventive onsite maintenance and repair of Servers, PCs, Laptops, LaserJet/ Inkjet/ DeskJet/ Multi-Function Printers, Printer network component, scanners, and other hardware parts and accessories ***[Please see list of hardware in the Financial Bid proforma].***
6. The firm must have expertise in LAN troubleshooting and maintenance. ***A performance certificate to this effect from at least two existing Government Departments/ PSUs shall be furnished.***
7. The firm may be registered with Registrar of Companies or Proprietorship/ Partnership firm. ***Copies of such proof along with copies of PAN Card and Service Tax Registration certificate*** ***must be attached with the tenders.***
8. 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, CD 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 term “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. ***No additional charges for replacement of spare parts shall be borne by NJB.***
9. Technical bid must be submitted as per proforma marked **‘Technical Bid’** placed at the end of the document.
10. **FINANCIAL**

1. The rates may be quoted on comprehensive basis for the computers, laptops, projectors, printers, UPSs, etc. as per proforma marked **‘Financial Bid’** placed at the end of the document.
2. The other terms and conditions governing the AMC shall be as follows :
3. All services shall be performed by persons qualified and skilled in performing such services as per the scope of work stated above. The personnel would be equipped with mobile phone to facilitate contact.
4. The successful bidder will enter into an Agreement with NJB on these terms and conditions and work order will be issued depending on requirement/need of machines during AMC. The Agreement will be valid for a period of twelve months from the date of contract and shall continue to be in force in the same manner, unless terminated in writing. The Agreement is further extendable subject to satisfactory performance of the agency with such amendments as mutually agreed upon. NJB, however, reserves the right to terminate the contract at any time without assigning any reason. The decision of NJB in this regard shall be final and binding on the firm.
5. The firm will at the initialization of their services, list out all the equipment (with serial numbers / distinctive numbers etc.), software etc. They shall prepare a log book for the services rendered against each machine covered under the AMC and preventive maintenance with virus detection, assistance in upgrading the software 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.
6. The deputed personnel of the firm would be required to take up any reported fault within one day. 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 standby for the same. In case of non-availability of drivers of the machine *[branded one like HP, HCL, IBM etc.]* the firm will arrange from their sources. In case, the requisite parts are not available with the firm, the same should be replaced with the parts of higher level compatible with the system. If for any reason, the firm is not able to do the work and Secretary, National Jute Board has to obtain the services from some other firm / open market, the expenditure incurred by NJB on such repairs shall be recovered from the firm.
7. On expiry of the contract after one year, the firm will have to hand over the system in perfect working condition to NJB, failing which suitable amount will be deducted from the last and final payment.
8. It may also be noted that in case of the firm backing out midstream, without any explicit consent of NJB, the firm will be liable to recovery at higher rates, vis-à-vis those contracted, which may have to be incurred by NJB on maintenance of machines for the balance period of contract by alternative means. The above act of backing out would automatically debar the firm from any further dealing with this office and the EMD amount would also be forfeited.
9. Earnest money received from the unsuccessful firms 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 financial bid will be considered only after fulfillment of technical bid as stated above.
10. If the firm meets the above technical/ financial requirements, they may apply in sealed cover.
11. **PAYMENT TERMS**
12. No advance payment will be made for the Comprehensive Annual Maintenance Contract for computers, printers etc.
13. Payment for Comprehensive Annual Maintenance Contract for computers, printers etc. will be made on quarterly basis as certified by the Nodal Officer, Computer Cell, National Jute Board, Kolkata.
14. **OTHER TERMS & CONDITIONS**
15. Payments to the agency would be strictly on certification by the officer with whom the persons deployed are attached that their services were satisfactory and their attendance certified as per the bill of the agency.
16. The service provider’s personnel shall not claim any benefit / compensation / absorption / regularization of services from / in NJB under the provision of Industrial Disputes Act., 1947 or Contract Labor [Regulation & Abolition] Act, 1970. Undertaking from the persons to this effect shall be submitted by the service provider to NJB.
17. The agency’s personnel shall not divulge or disclose to any person, any details of office, operational process, technical know-how, security arrangements, administrative/ organizational matters as all these matters are of confidential/ secret nature.
18. The transportation, food, and other requirements in respect of personnel of the agency to attend the office for repair/ maintenance of computers, etc. shall be the responsibility of the agency.
19. The agency on its part and through its own resources shall ensure that the goods, materials and equipment, etc. are not damaged in the process of carrying out the services undertaken by it and shall be responsible for acts of commission and omission on the part of its person(s), etc. If NJB suffers any loss or damage on account of negligence, default or theft on the part of the employees of the agency, then the agency shall be liable to reimburse to NJB for the same.
20. The agency shall not assign, transfer, pledge or sub contract the performance of services without the prior written consent of NJB.
21. The agreement can be terminated by either party by giving one month’s notice in advance. If the agency fails to give one month’s notice in writing for termination of the Agreement then one month’s wages, etc. and any amount due to the agency from NJB shall be forfeited by NJB.
22. **SUBMISSION OF QUOTATION**

All quotations should be accompanied by relevant documents as mentioned above. The bids are to be submitted in sealed covers separately with the marking (i) Technical Bid and (ii) Financial Bid and both are to be put under one sealed cover. The financial bid will be opened only for those firms who qualify in the Technical Bid. Interested firms may submit their offer in a sealed cover superscripted with ***"Quotation for Comprehensive Annual Maintenance Contract (CAMC) for computers, printers and accessories of National Jute Board, Kolkata"*** and send to the undersigned by 3.00 p.m. within **4th December, 2015** to the **National Jute Board at 3A&3B Park Plaza, 3rd Floor, 71, Park Street, Kolkata - 700 016**. Tender will be opened on 7/12/2015 at 2.oo p.m.

 ***sd/-***

**[Arvind Kumar M.]**

 **Secretary**

**TECHNICAL BID**

**NAME OF WORK :** Comprehensive Annual Maintenance Contract (CAMC) for computers, printers and accessories at National Jute Board, Ministry of Textiles, Government of India, 3A & 3B, Park Plaza, 71, Park Street, Kolkata - 700 016.

|  |  |  |
| --- | --- | --- |
| 1 | Name of the Bidder |  |
| Address |  |
| e-mail address, Telephone /Fax, |  |
| Contact Person: with Mobile no. |  |
| 2 | Details of Earnest Money Deposit: | DD. No Dt………….. Drawn on……. | Enclosed |
| 3 | PAN Card Details |  | Copy attached |
| 4 | Service Tax Registration Details |  | Copy attached |
| 5 | Performance certificates from existing Government clients (Central/ State Government organizations) | (List of Govt. clients with copies of Performance certificates attached) |
| 6 | Performance certificates from existing Govt./PSU clients on LAN trouble-shooting and maintenance | (List of Govt./PSU clients with copies of Performance certificates attached) |
| 7 | Annual turnover | 2014-15(Rs. lakh) | 2013-14 (Rs. lakh) | 2012-13 (Rs. lakh) | Unabridged annual reports or audited financial accounts attached |
|  |  |  |
| 8 | Document in support of the establishment of the firm |  | Copy Attached |

**Place Signature of the Authorized Signatory of the firm**

**Date Seal of the firm**

**Note :** The documents must indicate total number of pages with page number and authorized signature in each page.

**FINANCIAL BID**

**NAME OF WORK :** Comprehensive Annual Maintenance Contract (CAMC) for computers, printers and accessories at National Jute Board, Ministry of Textiles, Government of India, 3A & 3B, Park Plaza, 71, Park Street, Kolkata - 700 016.

**SCHEDULE OF QUANTITY**

| **Sl****No.** | **Description of item** | **Qty. Nos.** | **Rate per unit per annum (Rs.)** | **Total amount****per annum (Rs.)** | **Remarks** |
| --- | --- | --- | --- | --- | --- |
| **COMPUTERS - DESKTOP** |
| 1 | HP core 2 duo, 2.53GHz, 1 GB RAM, TFT 18.5” | 2 |  |  |  |
| 2 | HP Pentium 4 | 1 |  |  |  |
| 3 | HP, core 2 duo, 2.83GHz, 4GB RAM, TFT 21" | 1 |  |  |  |
| 4 | IBM X3300 M4 | 1 |  |  |  |
| 5 | IBM X3500 M2 | 1 |  |  |  |
| 6 | IBM, Pentium , 3GHz, 2GB RAM, TFT 18.5” | 5 |  |  |  |
| 7 | Intel, core i3, 2.93Ghz, 2GB RAM, TFT 18.5” | 7 |  |  |  |
| 8 | Lenovo, core i3, 3.40 GHz, 4GB RAM, TFT 18.5” | 1 |  |  |  |
| 9 | Lenovo, Intel 1.60 GHz, 3 GB RAM, TFT 18.5” | 4 |  |  |  |
| 10 | Lenovo, Intel core 2 duo, 2.93GHz, 2GB RAM, TFT 18.5” | 20 |  |  |  |
| 11 | Lenovo, Intel core 2 duo, 2.93GHz, 2GB RAM, TFT 21” | 1 |  |  |  |
| 12 | Lenovo, Intel Core i5,2.90GHz,2GB RAM,TFT21” | 1 |  |  |  |
| 13 | Lenovo, Intel i3, 3.20 GHz, 2GB RAM, TFT 18.5” | 1 |  |  |  |
| 14 | Lenovo, Pentium dual core, 1.60GHz, 2GB RAM, TFT 18.5” | 3 |  |  |  |
| **TOTAL** | **49** |  |  |  |
|  |
| **COMPUTERS - LAPTOP** |
| 1 | Toshiba portage | 1 |  |  |  |
| 2 | Toshiba Satellite C640 | 2 |  |  |  |
| 3 | Toshiba L50B-i0010 | 1 |  |  |  |
| 4 | Toshiba Satellite C50A-i2012 | 1 |  |  |  |
| 5 | Toshiba Satellite C640 | 1 |  |  |  |
| 6 | Macbook pro dual core i5, 2.5 GHz | 1 |  |  |  |
| 7 | IBM Thinkpad R400 | 2 |  |  |  |
| 8 | Dell Inspiron 14 | 1 |  |  |  |
| 9 | Toshiba L50B-i0010 | 1 |  |  |  |
| **TOTAL** | **11** |  |  |  |
| **PRINTERS** |
| 1 | HP Deskjet D2568 | 1 |  |  |  |
| 2 | HP Deskjet 3050 3 in 1 | 2 |  |  |  |
| 3 | HP Deskjet D2460 | 1 |  |  |  |
| 4 | HP Deskjet D2568 | 2 |  |  |  |
| 5 | HP Deskjet D2668 | 1 |  |  |  |
| 6 | HP Deskjet ink advantage | 1 |  |  |  |
| 7 | HP Laser CP1025 Color | 1 |  |  |  |
| 8 | HP Laserjet | 1 |  |  |  |
| 9 | HP Laserjet 1020+ | 3 |  |  |  |
| 10 | HP Laserjet P1008 | 1 |  |  |  |
| 11 | HP Laserjet P1108 | 4 |  |  |  |
| 12 | HP laserjet P1566 | 7 |  |  |  |
| 13 | HP Officejet 6318 4 in 1 | 1 |  |  |  |
| 14 | HP Officejet pro 8600+ ,4 in 1 | 1 |  |  |  |
| 15 | HP Photosmart C4200 3 in 1 | 1 |  |  |  |
| 16 | HP Photosmart C4348 4 in 1 | 1 |  |  |  |
| 17 | HP Photosmart C4688 3 in 1 | 1 |  |  |  |
| 18 | HP Topshot Laserjet pro M275 | 1 |  |  |  |
| 19 | HP, Deskjet Ink advantage 2060 | 1 |  |  |  |
| 20 | Panasonic, KX-MB2030 4 in 1 | 1 |  |  |  |
| 21 | TVS DMP 24 pin | 2 |  |  |  |
| **TOTAL** | **35** |  |  |  |
|  |
| **SCANNERS** |
| 1 | HP Scanjet 8300 | 1 |  |  |  |
| 2 | HP Scanjet G2410 | 1 |  |  |  |
| **TOTAL** | **2** |  |  |  |
|  |  |  |  |  |
| **NETWORK ACCESSORIES & SECURITY SYSTEM** |
| 1 | Switch 24 port | 4 |  |  |  |
| 2 | Access point  | 5 |  |  |  |
| 3 | Patch pannel 24 port | 2 |  |  |  |
| 4 | LAN / WAN accessories, cables etc. |  |  |  |  |
| 5 | Sonicwall (Firewall ) | 1 |  |  |  |
| 6 | Trendmicro Antivirus Server edition | 1 |  |  |  |
|  |
| **UPS** |
| 1 | Offline UPS 600 va | 25 |  |  |  |
| 2 | Offline UPS 5 KVA | 1 |  |  |  |
| 3 | Online UPS 11 KVA | 1 |  |  |  |
| **TOTAL** | **27** |  |  |  |
|  |
| **PROJECTORS** |
| 1 | Sony | 1 |  |  |  |
| 2 | Sony XGA VPL-EX7 | 1 |  |  |  |
| **TOTAL** | **2** |  |  |  |

**Place Signature of the Authorized Signatory of the firm**

**Date Seal of the firm**

**Note :** The documents must indicate total number of pages with page number and authorized signature in each page.