

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

Letter No. Jute(Com)/ 4 / 2008-II

Dated the 11th April, 2011.

To

The System Engineer
For hosting in the website of
www.jutecomm.gov.in

Subject: - Comprehensive Annual Maintenance Contract (CAMC) for computers, printers and accessories alongwith updation of website www.jutecomm.gov.in and On-line submission facilities of Office of the Jute Commissioner – Inviting Quotations.

Sir/Madam,

I am to invite herewith tender quotations for AMC (Comprehensive) of computers/printers/UPSs / alongwith updation of website and On-line submission of Returns facilities 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 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 firm must have previous experience of maintaining hardware and network systems in Government Organisations / PSUs and provide certificates 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 firm should be able to develop, maintain and run an interactive online database system.

- IV. The 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)
- V. The 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 firm must be registered with Registrar of Companies and with the West Bengal Sales Tax Department for Works Contract Tax.
- VII. 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. writers, modems, thereof etc. during the period of the contract at the exclusive risk, responsibility, and the cost of 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. **No extra charges for replacement of spare parts, etc caused due to general wear and tear shall be made** by the Department.

(B) **REGULAR UPDATING OF WEBSITE** www.jutecomm.gov.in

Regular updation of website www.jutecomm.gov.in

(C) **ON LINE SUBMISSION OF RETURN FACILITY**

1. Comprehensive maintenance of data generated through the submission of online reports.
2. Retrieval of the data for generation of reports as required by the office (MIS).
3. Full time Resident Database Programmer for maintenance of data and generation of report as and when required by the office.

(D) **FINANCIAL**

- I. The rates may be quoted on comprehensive basis for the computers, laptops, projectors, 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 on all working days.** The engineers would be **equipped with mobile phone** to contact him easily. In the event of Service Engineer and Data base Programmer remain absent /on leave, without substitutes thereof, deduction will be made @ Rs. 500/- for each day of absence from the contracted amount.
- b. The successful tendered 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 firm.
- c. The awardee has to provide services in CGO Complex, Salt Lake and the residences of the Jute Commissioner and senior officers of this office in Kolkata.
- d. The firm will prepare a log book for the machines 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, brass etc. on monthly basis. If shortcomings in service are found, an appropriate penalty would be imposed. The quarterly payment will strictly be made on the basis of satisfactory report from the user.

- e. The service engineers stationed in this office would 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, HCL, IBM etc.) they 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 got it done from some other firm / open market and the expenditure incurred by the department on such repairs shall be recovered from the contractor.**
- f. The necessary support for maintaining virus free computer environment in the department, and assistance in upgrading the softwares / virus detection mechanism would be provided by the firm.
- g. On expiry of the contract after one year, the firm will have to hand over the system in perfect working condition to the Department, failing which suitable amount will be deducted from the last and final payment.
- h. 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 firm from any further dealing with this office and the EMD amount would also be forfeited.

III. The successful tendered / firm will be required to furnish bank Guarantee towards the Pay & Accounts Officer (Textiles), Kolkata for an amount of Rs.25,000/- (Rupees twenty five thousand only) which will be released to the contractor on completion of the contract. 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 earnest money will not be considered.** Earnest money received from the tenders 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.

- i. If the 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 quarterly basis after completion of satisfactory performance at the end of each quarter.

(F) SUBMISSION OF QUOTATION

All quotations should be accompanied by relevant documents as mentioned above. The bid/ quotations will be considered only after fulfillment of the aforementioned conditions and submission of documentary evidence as asked for. Interested firms may submit their offer in a **sealed cover** superscribed with "**Quotation for Comprehensive AMC of Computers and related items**" and send to the undersigned **within 25-04-2011.**

Yours faithfully,

**(T. K. Mondal)
Deputy Director (Mktg)**

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, 3rd MSO Building, 4th Floor, E&F wing, Sector-I, Kolkata – 64 and residence of Jute Commissioner & Sr. Officers.

SCHEDULE OF QUANTITY

Sl No.	Description of item	Qty Nos.	Rate per unit per annum	Total amount(Rs) per annum	Remarks
1	IBM Think centre M80	1			
2	IBM x 236 Server No. 8841-14S	1			
3	[HP Brio P-III]	1			
4	[IBM Netvista P-IV]	2			
5	IBM Think centre	1			
6	[Zenith P-IV]	14			
7	[HCL EZEE BEE]	3			
8	HCL BZeebee	5			
9	Laptop Computer (IBM ThinkPad R-40)	1			
10	Laptop Computer (Compaq)	1			
11	HCL Infiniti Powerlite (Laptop)	1			
	<u>PRINTER</u>				
12	Network Laser Printer (HP LaserJet 2100 TN)	1			
13	Network Laser Printer (HP LaserJet 2420 DN)	1			
14	Laser Printer [HP LJ 1200]	1			
15	Laser Printer [HP LJ 1010]	3			
16	Laser Printer [HP LJ 1020]	1			
17	HP PSC4488	1			
18	Multifunction Colour Printers (HP PSC2608)	2			
19	Multifunction Laser Black Printer (HP MFP3030)	1			
20	Xerox Work Centre Pro 423 PCL 6	1			
21	EPSON C x 5500 Printer,	1			
22	HP Printer CLJ CP1215	1			

23	HP Printer DJ 910	1			
	<u>SCANNER</u>				
24	Scanner (HP Scanjet 4070)	1			
25	Scanner (HP Scanjet 8250)	1			
	<u>NETWORK ACCESSORIES</u>				
26	Network switches [D-link] 24 Ports	2			
27	Network physical connectivity [LAN set up with 32 nodes]	1			
28	Network UPS – Tata Liebert - 3 KVA, F Wing	1			
29	Network UPS – APC - 5 KVA Server Room	1			
30	Projector	1			
	<u>UPDATION OF WEBSITE ALONG WITH ON LINE RETURN SUBMISSION FACILITIES www.jutecomm.gov.in</u>				
31	Updating of Website www.jutecomm.gov.in on regular basis alongwith maintenance of return submission facilities.				
32	Cost of full time Resident Engineer				
33	Cost of full time Data Base Programmer				
		Total Amount			

Place

Signature of the Authorized Signatory of the firm

Date

Seal of the firm