

Tender No.: JCI/IT/Support/2020-21/AMC1

Date: 22/07/2020

**TENDER NOTICE FOR ANNUAL CONTRACT FOR COMPREHENSIVE  
MAINTENANCE OF  
DESKTOPS, LAPTOPS, PRINTERS & NETWORK HARDWARE AT KOLKATA**

Sealed tenders are invited from **Reputed / Registered** Firms for Comprehensive Maintenance of Desktops, laptops, Printers and Network Hardware installed at Kolkata for One year.

The Quotations should be submitted in sealed cover super-subscribing **Quotations for Comprehensive AMC for Desktops, laptops, Printers and Network Hardware**. The Tender Form along with the terms and conditions are enclosed herewith. The tender form duly filled in all respect should reach this office on or before **14:00 Hrs. on 13/08/2020**. The tender received within stipulated time shall be opened in the presence of the tenderers who wish to remain present at **15:00 Hrs. on 13/08/2020**.

Tender forms can be downloaded from the website **www.jutecorp.in**

JCI reserves the right either to accept or reject any or all tenders without assigning any reason.

**For any query, please contact**

The Jute Corporation of India Limited  
Hudco Building, 7<sup>th</sup>Floor  
15N Nellie SenguptaSarani,  
Kolkata-700087.  
Phone No.: 033 -2252 6770  
Email Id: it@jcimail.in  
(10am – 6:30pm)

**PLACE: KOLKATA**

**THE JUTE CORPORATION OF INDIA LIMITED**

## **Section – I: Invitation for Bids**

1. Sealed tenders are invited from Reputed / Registered Firms for Comprehensive Maintenance of Desktops, laptops, Printers and Network Hardware installed at Kolkata.
2. Bidders are advised to study all **Pre-qualification aspects, technical instructions, financial instructions, forms, terms and specifications** carefully before submission of the duly filled tender document. Failure to furnish all information required in the Tender Document or submission of a bid not substantially responsive to the Tender document in every respect will be at the bidder's risk and may result in **the rejection of the bid**.
3. Sealed offers prepared in accordance with the procedure enumerated in **Clause 1 of Section II** should be submitted to The Jute Corporation of India Limited, not later than the date and time laid down, at the address given in the schedule for invitation to Tender under **Clause 11 of Section-I**.
4. The Tender Document can be downloaded from the web sites **www.jutecorp.in**. The downloaded Tender Document must be accompanied by a separate Demand Draft of Rs. 1000/- (being the cost of the Tender) in favour of the "THE JUTE CORPORATION OF INDIA LIMITED" along with the EMD Fee in EMD Bid. Bid of the Tender will be considered only on receipt of Cost of Tender.
5. The tender should be submitted in three cover systems i.e. (a) EMD Bid; (b) Technical Bid; and (c) Financial/Commercial Bid. There should be proper indication of the contents on each envelope as indicated in **Clause 6 of Section-II**.
6. The Tender should be submitted along with Earnest Money of Rs. 15,000/- in the form of Demand Draft valid for a period of 3 months in favour of "**THE JUTE CORPORATION OF INDIA LIMITED**". Tenders not accompanied by Earnest Money or incomplete in any respect will be rejected outright.
7. JCI reserves the right to reject any or all tenders without assigning any reason whatsoever.
8. The tenders will be opened on the date and time indicated in the presence of tenderers, if any, present on the occasion.
9. All damaged or unapproved goods shall be returned at the bidder's risk and cost and the incidental expenditure thereupon shall be recovered from the concerned party.
10. Printed conditions of the firm sent along with the quotation, if any, shall not be binding on JCI.

### **11. Schedules for Invitation to Tender**

- a) Tender should be dropped at the Tender Box kept at the Reception of JCI Head Office and must be addressed to:

**The Jute Corporation of India Limited,**

**15N, Nellie Sengupta Sarani,  
HUDCO Building, 7<sup>th</sup> Floor  
Kolkata – 700 087**

b) Pre Bid Meeting Date\*:

04/08/2020 16:00Hrs

c) Latest time and date for receipt of Tender:

13/08/2020 14:00Hrs

d) Place, Time and Date of opening of EMD bids:

Place: JCI HO

Date & Time: 13/08/2020 15:00 Hrs.

e) Date till which the tender is valid:

90 days from the opening of EMD Bid.

f) JCI shall not be responsible for any postal delay about non-receipt/non-delivery of the documents.

\*If may be conducted through Video Conferencing (VC).

## **Section – II: Instruction to the Bidders**

### **1. Procedure for submission of Bids**

- 1.1 It is proposed to have a Three Cover System for this tender
- a) EMD Bid in one cover duly super scribed as '**EMD Bid**'
  - b) Technical Bid in another cover duly super scribed as '**Technical Bid**'
  - c) Financial bid in another cover duly super scribed as '**Financial Bid**'
- 1.2 All three – EMD, Technical and Financial bids, should be put in a single sealed cover superscribing "**TENDER FOR IT SUPPORT AT H.O. - 2020**"
- 1.3 The cover thus prepared should also indicate clearly the name and address of the tenderer to enable the Bid to be returned unopened in case it is declared "Late".

### **2. Cost of Tender**

Cost of the Tender is Rs.1000/- The bidder shall bear all costs associated with the preparation and submission of its Bid, regardless of the conduct or outcome of the Tendering Process.

### **3. Pre-Qualification Criteria**

1. The bidders should have completed at least 1 (one) project of similar capacity (covering presentscope of work) of value not less than Rs.2 lacs per annum in each of last three financial year completing 31<sup>st</sup> March, 2019.

Or

The bidder should have completed at least 2 (two) projects of AMC of similar capacity of value not less than Rs. 1.5 lacs per annum in each of last three financial year completing 31<sup>st</sup> March, 2019.

Or

The bidder should have completed at least 3 (three) projects of AMC of similar capacity of value not less than Rs.0.75 lac per annum in each of last three financial year completing 31<sup>st</sup> March, 2019

2. Bidders must submit self-attested copy of relevant work completion certificate issued by his client/customer in support of his submission against pre-qualification criteria.
3. Bidders should have to submit Trade License, PAN, GST registration number and Provident Registration Number.
4. The Vendor must have support office/ Branch office at Kolkata, a self-certified letter containing the office address, contact phone numbers, Mobile Numbers, Email Ids and contact person name should be attached along with tender.

5. The bidder should not have been disapproved or black-listed by any organization in last three years.
6. Any non-compliance as regards matching with pre-qualification criteria may summarily result to rejection of the bid.

**The Pre-Qualification Criteria to be submitted in a separate envelope in the technical bid envelope and superscribed as Pre-Qualification criteria.**

#### **4. Clarification of Tender Document**

A prospective bidder requiring any clarification of the Tender Document may notify JCI in writing at the Corporation's mailing address mentioned above.

#### **5. Amendment of Tender Document**

- 4.1 At any time prior to the last date for receipt of bids, the client may for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the Tender Document by an amendment.
- 4.2 The amendment will be displayed on the web sites [www.jutecorp.in](http://www.jutecorp.in) at least five working days prior to the opening of technical bid and will be deemed to have been notified to all concerned by all means.
- 4.3 In order to afford prospective Tenderers reasonable time in which to take the amendment into account in preparing their bids, the Client may, at its discretion, extend the last date for the receipt of the Bids.
- 4.4 The contract will be valid for a period of one year and the rates quoted will remain in force for the full period of the contract.
- 4.5 This Tender is non-transferable.

#### **6. Language of Bids**

The bid prepared by the Tenderer and all correspondence and documents relating to the Bid exchanged by the Tenderer and the Client, shall be written in English language.

#### **7. Documents comprising the Bids**

The Bids prepared by the Tenderers shall comprise of following components: -

**a) EMD Bid shall consist of the following:-**

- I.) Demand Draft of Rs.1000/- towards Tender Document Fee.
- II.) Demand Draft of Rs.15,000/- towards Earnest Money Deposit Fee.

Any claim of exemption from submission of tender documents fees and/or EMD as per policy of Govt. of India applicable to MSME/SSI/NSIC/registered entities/public sector undertakings will be considered only on submission of self-attested copy of relevant exemption/registration certificate under the cover of EMD bid.

**b) Technical Bid shall consist of the following:-**

- I.) Copy of valid Trade Licence.
- II.) Copy of Permanent Account Number (PAN).
- III.) Compliance of the Contract Labour (R&A) Act, 1970, if applicable.
- IV.) Self Certified Income Tax Returns for last three years
- V.) Annual Turnover of Rs. 25 lakhs for the last three years duly certified by Auditor.
- VI.) List of contract in hand with copy of work orders, completion certificates of assignments completed.
- vii.) Copy of ESI/PF Registration Certificate
- viii.) Copy of GST Registration Certificate
- ix.) Bank Account Number and IFS Code.
- x.) One cancelled cheque.
- XI.) EMD of requisite amount and cost of tender fees.
- XII.) Complete tender document each page duly signed & stamped as a token of its understanding/acceptance.
- XIII.) An undertaking in bidder's letter head stating that it is not blacklisted by any Ministry/ Department of the Government of India or any PSU or any other organization during last 3 years.

Non-submission of above information/incomplete documentations shall invalidate the bid and would be summarily rejected.

**c) Financial Bid consisting of the following:-**

Bid prices duly filled, signed and complete as per the format **(Section-IV)**.

## **8. Evaluation**

- a) Those who qualify in preliminary stage, i.e. EMD Bid opening stage, their technical bid will only be opened.
- b) Those who qualify in the Technical Bid, as per "General Terms and Conditions", their Financial Bid will be opened and evaluated on lowest total quoted basis.

## **9. Return of EMD**

- a) EMD of unsuccessful bidders shall be refunded within 30 days from the date of opening of financial bid.

- b) EMD of the successful bidder will be released only after submission of 'Performance Security' for Rs.15,000/- in the form of D/D or B/G (Valid for 13 months from the date of contract) or their EMD may be converted as Performance Security'. The same be released to said bidder within 30 days of successful completion of contract period.
- c) In no case, the EMD amount will bear any interest thereon.
- d) Bidders who have been qualified in financial bid but EMD not submitted on the strength of MSME/SSI/NSIC certificate, they have to submit performance security either in form of DD or BG (Valid for 13 month).

## **Section – III: General Terms & Conditions**

### **1. Comprehensive Maintenance of Computers, Printers and Hardware**

- a) The successful bidder will have to support for Desktops, Laptops, Printers and Network Hardware installed at above premises. **(Listed in Annexure-I)**
- b) Maintenance contract will be awarded for a period of one year.
- c) Maintenance Contract shall consist of Quarterly Preventive Maintenance plus any No. of break down calls as per complaint lodged.
- d) Quarterly Preventive Maintenance shall include -
  - i. Complete Hardware Diagnostic Check
  - ii. Operating System Diagnostics
  - iii. Disk Defragmentation
  - iv. Delete unneeded temporary files
  - v. Updates and patches to operating system installed
  - vi. Compressed Air cleaning of keyboard
  - vii. Compressed air cleaning of system case and fans
  - viii. Clean mouse, if applicable
  - ix. Check and tighten loose cards and connections
  - x. Verify current and updated anti-virus
- e) Payment will be released in quarterly basis in equal four instalments against the contract annual amount within 15 days on completion of the quarter on receipt of bill and certification of job completion by concerning department of JCI.
- f) JCI's decision shall be final & binding to all. JCI reserves its right to accept or reject any of the quotations without assigning any reason thereof.
- g) Interested bidders may visit our office to see present Systems/LAN set up before submitting the tender.
- h) Under comprehensive maintenance contract, the contract awarded party will have to use only original spare parts of same make & model no or with higher configuration. Duplicate parts will not be accepted in any case. In case of repeated problem, the same must be replaced immediately with new part.

- i) The bidder which quotes the lowest rate and found fit for awarding the work order by JCI, shall have to enter into an agreement on Non-judicial stamp paper with The Jute Corporation of India Limited for above work after receiving the work order.
- j) Service will be provided only at our office premises during 10 a.m. to 6:30 p.m. between Mondays to Saturday.
- k) Complaint lodged by 2 pm between Mondays to Friday must be solved on the same day of lodging the same, if a complaint lodged after 2 pm, must be solved within 11 am on next day (including Saturdays). Otherwise from the second day Rs.450/- per day per hardware penalty may be charged maximum up to 2 calendar days from submitted quarter bill.
- l) After attending the call the bidder is responsible to repair the solution within 24 hours and if it has taken more than 24 hours to repair the solution without any rigid ground, Rs. 450/- will be deducted from the next day up to 4 calendar days from the submitted quarter bills. And it is also to be noted that in between if office has to call alternative arrangement then the bidder is responsible to pay the bills for alternative arrangement or office has every right to cancel the contract and forfeited the Earnest Money Deposit. The vendor shall depute adequate no. of well equipped engineer who can maintain the equipments provided in section III and they should be specialised in repairing and maintain laser printer and dot-matrix printer.
- m) The defective parts will have to be repaired within the premises of JCI. In the event the solution requires more time, to repair the same outside office then it would be duty of the bidder to provide backup arrangement within 24hrs to supply the same or higher make and model hardware, thereafter the bidder can lift the defective item from office for repairing purpose.
- n) If preventive maintenance job is not performed in any quarter, Rs.3000/- penalty may be charged (in addition to non-payment of respective charges for that quarter) from that particular quarter's payment. If the same thing occurred consecutively for two quarters, their Performance Security amount will be forfeited and appropriate action will be taken for cancellation of contract etc.
- o) The vendor will maintain a separate log books for each of the machines. These Log Books with successful completion of Preventive Maintenance Reports must be submitted to Computer Section failing which an appropriate, penalty would be imposed. The quarterly payment will strictly be made on the basis of satisfactory report of the computer section of JCI.
- p) The new spare if installed, shall be treated as JCI's asset from the time of installation and the defective parts shall be deposited Computer Section of JCI unless otherwise decided by JCI authorities.
- q) Any bidder wants to cancel the contract then they have to intimate JCI one month notice and if the bidder cancel the contract suddenly without any intimation then the bidder is responsible to pay the total cost for repairing the solution which will be incurred by JCI and the Earnest Money Deposit & amount of any pending bills will be forfeited and also will lead to blacklisting of the vendor.
- r) If the lowest awarded want to cancel the contract after giving one month notice or JCI is bound to cancel the contract under any circumstance the JCI can offer the L2 bidder on urgent basis for one year Annual maintenance contract with same terms and condition.



- s) The quoted AMC Rate should be inclusive of all applicable taxes and levies.
- t) JCI has every right to cancel the contract at any time if the service of the bidder is not found satisfactory without any prior intimation.
- u) In case of any variation to Unit of items for maintenance, AMC charges will be accordingly adjusted by the JCI.

### Dispute Resolution

In case of any dispute arising between the parties which cannot be settled between the parties despite attempts being made, the same shall be referred to Arbitration as per provisions of the Arbitration Act. The seat of the dispute resolution would be the Head office of JCI at Kolkata.

## Section – IV: Forms

### Technical Bid Format (to be typed on bidder's letter head)

TENDER NOTICE FOR ANNUAL CONTRACT FOR COMPREHENSIVE MAINTENANCE OF DESKTOP,  
LAPTOPS, PRINTERS AND NETWORK HARDWARE AT KOLKATA

NAME OF THE

TENDERER :

---

Firm'sName :

---

PostalAddress :

---

---

---

DateofEstablishment :

---

TelephoneNos. :

ContactPerson :

MobileNo. :

EmailID :

PAN :

GSTNo. :

Provident FundRegn.No. :

Date:

Place:

Signature of Bidder

(Seal)

---

Financial Bid Format (to be typed on bidder's letter head)

THE JUTE CORPORATION OF INDIA LIMITED

**1. Comprehensive Maintenance of Computers, Laptops, Printers and Network Hardware.**

Item Type	Brand	Model Number	No of Items	All Incl. Maintenance Rate (₹/unit)	Total (₹)
Desktop	HP	DX2700 S.F.F	5		
Desktop	HP	DX2080MT	2		
Desktop	HP	280G3MT	1		
Desktop	Lenovo	9439-DP1	10		
Desktop	Assembled	-----	11		
Desktop	HCL		1		
Desktop	HCL	Infiniti LA380-TRU	13		
All in One	Dell	Inspiron one 2020	1		
Laptop	HP	NX6320	1		
Laptop	HP	Probook	2		
Laptop	HP	3FQ2OPA	5		
Laptop	HP	Probook4430s	4		
Laptop	HP	HP Pavilion X360	4		
Dot-Matrix Printer	Epson	DLQ-3500	3		
Deskjet Printer	HP	D4368	1		
Deskjet Printer	HP	D2460	1		
Deskjet Printer	HP	D4168	1		
Deskjet Printer	HP	1112	1		
Laserjet Printer	Canon	L11121E	1		
Laserjet Printer	HP	P1008	1		
All-in-one Printer	HP	1050	1		
All-in-one Printer	Brothers	MFC-7340	1		
All-in-one Printer	HP	2520hc	1		
All-in-one Printer	Panasonic	8020	2		
All-in-one-Printer	HP	Laserjet Pro 400 Colour	1		
All-in-one-Printer	HP	Laserjet Pro MFP M435NW	1		
All-in-one-Printer	HP	LaserJetProMFP126nw	1		
All-in-one-Printer	HP	Laserjet Pro MFP 1536DNF	2		
Scanner	HP	G2410	1		
Scanner	CANON	LIDE120	1		
Fax	Brother	2820	1		
Projector	Dell	1220	1		
Switch	HP	ProCurve24port(2510)	2		
Switch	D-link	24 port (DE51024D)	1		
Switch	ACE	8 PORT(8PS)	1		
Patch Panel	Digit Link	Digilink 24 port	2		
Modem	D Link	DFN-560E	1		
Modem cum Router	HUAWEI	WA1003A	1		
Router	NokiaSiemens	SL2_141 Modem	1		
Router	D-Link	DIR-605L,N300 series	1		
Modem Router	TP Link	TD-W8901N	1		
<b>TOTAL COMPREHENSIVE MAINTENANCE AMOUNT</b>					

The total rate quoted is Rupees..... (in words)

**Note1** : In case, any error is observed in totalling of 'Rate' column then JCI will consider the applicable correct total amount for evaluation

**Note2**:If any discrepancy is found in total amounts mentioned in figure and in words then, the amount pertaining to the correct total of the 'Rate' column will be considered for evaluation. GST to be provided separately if applicable

## List of Hardware to covered under Comprehensive Maintenance

Item Type	Brand	Model Number	No of Items
Desktop	HP	DX2700 S.F.F	5
Desktop	HP	DX2080MT	2
Desktop	HP	280G3MT	1
Desktop	Lenovo	9439-DP1	10
Desktop	Assembled	-----	11
Desktop	HCL		1
Desktop	HCL	Infiniti LA380-TRU	13
<b>TOTAL DESKTOP</b>			<b>43</b>
All in One	Dell	Inspiron one 2020	1
<b>TOTAL ALL IN ONE DESKTOP</b>			<b>1</b>
Laptop	HP	NX6320	1
Laptop	HP	Probook	2
Laptop	HP	3FQ2OA	5
Laptop	HP	Probook4430s	4
Laptop	HP	HP Pavilion x360	4
<b>TOTAL LAPTOP</b>			<b>16</b>
Dot-Matrix Printer	Epson	DLQ-3500	3
<b>TOTAL DOT-MATRIX PRINTER</b>			<b>3</b>
Deskjet Printer	HP	D4368	1
Deskjet Printer	HP	D2460	1
Deskjet Printer	HP	D4168	1
Deskjet Printer	HP	1112	1
<b>TOTAL DESKJET PRINTER</b>			<b>4</b>
Laserjet Printer	Canon	L11121E	1
Laserjet Printer	HP	P1008	1
Canon E560	Canon		1
<b>TOTAL LASERJET PRINTER</b>			<b>3</b>
All-in-one Printer	HP	1050	1
All-in-one Printer	Brothers	MFC-7340	1
All-in-one Printer	HP	2520hc	1
All-in-one Printer	Panasonic	8020	2
All-in-one Printer	HP	LaserjetPro400colour	1
All-in-one Printer	HP	Laserjet Pro MFP M435NW	1
All-in-onePrinter	HP	LaserJetProMFPM126nw	1
All-in-one Printer	HP	LaserjetProMFP1536DNF	2
<b>TOTAL ALL-IN-ONE PRINTER</b>			<b>10</b>
Scanner	HP	G2410	1
Scanner	CANON	LIDE120	1
<b>TOTAL SCANNER</b>			<b>2</b>
Fax	Brother	2820	1
<b>TOTAL Fax</b>			<b>1</b>
Projector	Dell	1220	1
<b>TOTAL Projector</b>			<b>1</b>
Switch	HP	ProCurve 24port(2510)	2
Switch	D-link	24 port (DES1024D)	1
Switch	ACE	8 PORT(8PS)	1
Patch Panel	Digit Link	Digilink 24 port	2
Modem	D Link	DFN-560E	1
Modem cum Router	HUAWEI	WA1003A	1
Router	Nokia Siemens	SL2_141 Modem	1

Router	D-Link	DIR-605L,N300 series	1
Modem Router	TP Link	TD-W8901N	1