

(A Government of India Enterprise)
27, RAJENDRA NATH MUKHERJEE ROAD
KOLKATA – 700 001 (WEST BENGAL)
TEL: (033) 2248 5841-44; FAX: (033) 2210 3961
E-MAIL: bbjproj@vsnl.net ; info@bbjconst.com
Website: www.bbjconst.com

Tender No.	NIT/DGM(P-V)/AMC-COMPUTER/2019-20/GS&OE	Date:	30.10.2019
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NOTICE INVITING TENDER

Tender under **two-bid system** (i.e. "Techno-Commercial Part" & "Price Part") are invited from eligible Kolkata based vendors to carry complete Annual Maintenance of our all Computers, Laptops, Servers, Printers, UPS, Scanner, Networking Switches with patch panel, Routers, Networks and cleaning of virus at our Registered Office (27 R.N. Mukherjee Road, Kolkata-700 001) and Heavy Plant Yard (P-82 Taratala Road, Garden Reach, Kolkata-700 024) as per details hereunder:

01.	SCOPE OF WORK	Annual Maintenance of Computers, Laptops, Servers, Printers, UPS, Scanner, Networking Switches with Patch Panel, Routers, Networks and cleaning of Virus at our Registered Office and Heavy Plant Yard.	
02.	COST OF TENDER DOCUMENT (NON-REFUNDABLE)	NIL	
03.	EARNEST MONEY DEPOSIT	Rs.5,000/- (Rupees five thousand only) in the form of Demand Draft/ Pay Order/ Banker's Cheque in favour of "The Braithwaite Burn And Jessop Construction Co. Ltd.", payable at Kolkata.	
04.	MODE OF SUBMISSION	Offline	
05.	PLACE OF SUBMISSION	The Braithwaite Burn And Jessop Construction Co. Ltd. 27, R. N. Mukherjee Road, Kolkata – 700 001	
06.	Date & Time Schedule:	Date of Publishing NIT & Tender Documents	30.10.2019
		Start Date of Bid Submission	31.10.2019 at 10:00 Hrs.
		End Date for Bid Submission	12.11.2019 at 17:00 Hrs.
		Date of opening of Technical Bid	13.11.2019 at 11:00 Hrs.
		Date of opening of Financial Bid	To be notified later.

(A. Neogi)
DGM (P-V)

INSTRUCTION TO THE BIDDERS

1.0 SUBMISSION OF BID –

All the pages of the tender document to be signed with Company's seal by the bidders. The rates in the appropriate space in the BOQ should be properly filled, both in figures and words. No overwriting, using of correction fluid will be allowed. Any correction will be done by scoring out the incorrect entry and inserting the new entry in a legible manner. Both the correction and new entry to be signed and sealed with Company's seal. In the event of any difference between figure & words of the quoted rates, the rate in word shall be considered for evaluating the tender. Tenders to be submitted in two parts:-

a) **TECHNO-COMMERCIAL PART:** The Techno-Commercial part will consist of -

i) **PRE-QUALIFICATION CRITERIA OF THE BIDDER**

Documentary evidence satisfying the Pre-Qualification Criteria (PQC) should be provided as part of Technical Bid. Any bidder not qualifying PQC criteria will be rejected and price bid will not be opened.

a) The bidder company should have office in Kolkata with adequate manpower for carrying the contract. Address proof of Kolkata office is required to be submitted along with the bid. If the bidder changes its address within the period of contract, then the bidder/ vendor should inform the same with proof of address.

b) The bidder company should be registered in India.

c) Copy of PAN, GST Registration should be submitted.

d) The bidder company should have provided AMC service during last 05 (five) years.

e) The bidder company should have provided AMC service to minimum one Government Company within last two (02) years.

f) Signed copy of tender documents as a token of acceptance.

b) **PRICE-PART -**

Properly filled up BILL OF QUANTITY (BOQ-1) duly sealed and signed to be put in a sealed envelope superscribing "TENDER NOTICE NO." and "PRICE PART".

c) The above 'Techno-Commercial Part' and 'Price-Part' to be put in a sealed envelope superscribing "TENDER NOTICE NO./SCOPE OF WORK" to be submitted to BBJ.

4.0 **Conditional tenders may be rejected and no additional clause will be entertained.**

5.0 The successful bidder shall not sub-contract the selling and support procedure for the entire duration in BBJ.

6.0 "Goods & Service Tax" registration certificate should be submitted. All duties, taxes, fees and other levies payable by the Bidder under the contract or any other cause shall be included in the quoted prices.

7.0 The bidder should provide all the papers related to service and product warranty. The product should cover 03 (three) years' onsite comprehensive warranty and support service free for all the Hardware and Software installation at our office. Any hardware become unusable / not functioning properly, required to replace immediately, without any cost.

8.0 **VALIDITY OF TENDER: – 90 (ninety) days** from the date of opening of tender or for a further period if mutually accepted.

SPECIAL CONDITION OF CONTRACT**1. DEFINATIONS AND INTERPRETATION:**

In this Tender Document, as hereinafter defined, the following words and expressions shall have the meaning as under:

- a) "**BBJ**" shall mean The Braithwaite Burn And Jessop Construction Company Limited having its registered Office at 27, R. N. Mukherjee Road, Kolkata- 700 001.
- b) The "**TENDER**" shall mean the proposal submitted by the Tenderer/ Bidder/ Supplier/ Dealer/ Agency in response to BBJ's Notice of Invitation to this Tender Document.
- c) The "**ORDER**" shall mean a written Purchase Order issued by BBJ.
- d) The "**TENDERER/ BIDDER**" shall mean the firm or Company (hereinafter called Tenderer) whose Tender has been accepted by BBJ.

2. DETAILED SCOPE OF WORK

- 2.1 The bidders are advised to inspect the Computers, Printers & UPS and other computer peripherals presently located at our **REGISTERED OFFICE** (27, R.N. Mukherjee Road, Kolkata - 700001) and **HEAVY PLANT YARD** (P-82 Taratla Road, Garden Reach, Kolkata - 700024), before submission of tender.
- 2.2 To carry out complete Annual Maintenance of our all Computers, Laptops, Servers, Printers, UPS, Scanner, Networking Switches with patch panel, Routers, Networks (as mentioned in SOR) and cleaning of virus at our Registered Office (27, R.N. Mukherjee Road, Kolkata – 700001) and Heavy Plant Yard (P-82 Taratala Road, Garden Reach, Kolkata - 700024).
- 2.3 The AMC will cover complete repairing / replacement / procurement of spares from respective manufacturers of Computers, Laptops, Server (i.e. IBM/ COMPAQ/ LENOVO/ HP/ DELL/ ACER etc.), Printers & Scanner (i.e. HP/ EPSON/ CANON/ XEROX etc.), UPS (APC, MICROTECH, TVS, DIGITAL, ZEPRONICS etc.), (excluding battery), Switches with patch panel, Routers, Networks (excluding LAN cable) and replacement of the same and make the computers, laptops, server, printers, UPS, scanners, networking switches with patch panel, routers, networking etc. running in good condition. **Old and used spares are not acceptable as replacement.** If new spares with same configuration is not available in the market, the vendor is required to provide higher suitable configuration of spares, as replacement of old spares. If new spares with same/ higher configuration is also not available, special permission should be taken from the department, for installation of old spares as replacement immediately. Whenever the new spares will be available, the vendor will replace the old spares with new one. If old spares is also not available, the service provider is required to submit declaration on that and BBJ will arrange for replacement of the peripheral/ system with new/ old one and the same will be automatically come under this AMC. On this type of incident, cost of new/ old spares purchased by BBJ will be deducted from the bill of AMC vendor.
- 2.4 The AMC will also cover installation and maintenance of different Server operating system (Windows – all version, Linux etc.), PC operating system (Windows – XP, 7, 8, 10 etc., Linux, free IPCop firewall etc.) and utility software's for Engineering drawing, data processing, projects, accounting, Bengali, Rajbhasa, office etc.
- 2.5 The AMC will also cover for antivirus cleaning from all computers, twice in a month. At the time of antivirus cleaning, they have to update database of antivirus on those computers, which are not on LAN and have no Internet connectivity.

- 2.6 The AMC service provider has to ensure smooth functioning of all hardware, software, networking etc. including Hard Disk Drive, in terms of data flow, bad sector management and other parameters.
- 2.7 The AMC service provider has to take necessary backup of important data from each computer, laptops and servers, once on every month. Backup could be taken on separate drive/ space provided by the company. On any condition, data backup could not be taken on service provider's storage drive.
- 2.8 In case of any data loss for the cause of Hard Disk Drive (HDD) problem (any type), the AMC service provider will be sole responsible for recover all the data within 15 (fifteen) days' time period, from the date of problem on the HDD. The AMC vendor shall do the entire data recovery and related process at their cost. If the service provider not be able to recover data, BBJ will try to recover data from the drive by deploying 3rd party vendor and cost of the service will be recovered/ deducted from the bill/ bills of the AMC service provider.
- 2.9 In the period of service, if any HDD cashed/ corrupted/ tempered etc. the service provider will change the same or higher version of new HDD free of cost and also not be able to take the crashed/ corrupted/ tempered HDD with them. The owner of the crashed/ corrupted/ tempered HDD will be BBJ only, as it contains data.
- 2.10 Call just attended but not solved is not acceptable. On emergency, service calls (as require time-to-time) require to attend immediately by professional.
- 2.11 The bidder shall provide a stand-by/ back-up support against the defective device/ system/ computer/ printer/ peripherals, if the computers, laptops, server, printers, UPS's, scanners, switches with patch panel, routers, networking peripherals etc. is not repairable / replaced, within 48 Hrs. from the reporting time of fault.
- 2.12 Prompt and efficient service on part of the agency in respect of the above is highly required. If any service call registered within 12:00 Hrs., then the call requires to close within same day. If the call registered after 12:00 Hrs., then the call requires to close within next working day by 12:00 Hrs.
- 2.13 Immediately on starting the work as per contract and before submission of each quarter bill, all computers, laptops, servers, printers, scanners, UPS, Switches with patch panel, Routers, Networks configuration require to check, as per format provided by BBJ. **Signed report of the same required to submit with the bill.** Network configurations required to monitor time-to-time as per requirement.
- 2.14 The service provider requires providing and maintaining the required drivers and additional peripherals and hardware for maintaining the equipment.
- 2.15 New equipment purchased from time to time, after the expiry of warranty/ guarantee period, will also have to be serviced/ maintained at the same terms and conditions, and the AMC has also to be done at the same terms and conditions for this new equipment. BBJ reserves the rights to add/ remove any item from AMC during the contract period.
- 2.16 **The service provider not be able to take faulty equipment's to their workshop by providing only call report.** The service provider have to submit request letter with details of previous call log of the particular computer peripheral and the corresponding

department will decide by discussion with the user, whether the faulty equipment will be allowed to take out of office for repairing or not. If the company not agreed, the vendor have to repair the faulty equipment at BBJ premises only. The service provider required to provide stand by, without fail, before taken the faulty equipment to their workshop.

- 2.17 The AMC service provider will prepare logbooks for each of the machines to be taken under the AMC and preventive maintenance with virus scanning and virus removal etc. Call report required to provide for each problem attended by the service engineer. Without call report, the call for problem will not be close and will be considered as not attended.
- 2.18 The service provider requires to provide Virus, Spyware, Worms, Trojans, Bots, Malware and ransomware free computer environment in the BBJ and help in upgrading the software's/ virus/ Spyware/ Worms/ Trojans/ Bots/ Malware and Ransomware detection mechanism.
- 2.19 The Security Deposit amount will not be returned, if the service provider failed to deliver all equipment under contract, on working condition with satisfactory performance.
- 2.20 Replacement of UPS battery, printer cartridge/ toner, defected LAN cable etc. is not covered under this AMC.
- 2.21 TP-Link router firewall, Linux based free IPCop firewall etc. required to manage and monitor in terms of bandwidth management, URL filter etc.
- 2.22 Any problem faced by the AMC vendor for any computer service related issue, should inform in written.
- 2.23 Payment will be made within 30 days from the date of submission of bill. Bill should be submitted on quarterly basis on satisfactorily rendering of service. No advance payment will be made at any circumstances.
- 2.24 All computers, laptops, servers, printers, scanners, UPS, Switches with patch panel, Routers, Networks configuration required to check, as per format provided by BBJ. Signed report of the same required to submit to the corresponding department within 7 days of submission of the bill.
- 2.25 For any reason, if any computers, laptops, servers, printers, scanners, UPS, Switches with patch panel, Routers, Networks and other peripherals become non-operative and not useful in future also, and BBJ not replace the faulty device, then the device will be automatically out of this AMC contract. The payment for AMC of that computers, laptops, servers, printers, scanners, UPS, Switches with patch panel, Routers, Networks and other peripherals will be deducted from the total payment for AMC for that unserviceable period. If BBJ replace the faulty device, then the same will be automatically come under the AMC.
- 2.26 The bidder required to perform webserver installation & configuration, apache webserver, router port forwarding system and Static IP configuration system on webserver and / or router.
- 2.27 If the vendor is not been able to render service as per our "Terms and conditions with scope of work" mention on the tender document, within 4-5 days, BBJ will arrange to take the service from other local vendors. Cost incurred for such type of service, which

paid to the local vendor, will be deducted from the bill of the AMC vendor.

3. **CONTRACTUAL PERIOD**

The contractual period shall be for a period of **12 (twelve) months** from the date of Order and your quoted rates shall also be valid for a period of 12 (twelve) months from date of Order.

4. **PAYMENT TERMS**

Payment will be made within 30 days from the date of submission of clear bill subject to certification by the respective department. Bill should be submitted on quarterly basis on satisfactorily rendering of service. No advance payment will be made at any circumstances.

5. **SECURITY DEPOSIT CUM PERFORMANCE GUARANTEE**

5.1 The successful bidder will be required to furnish the Security Deposit cum Performance Guarantee for **10% (ten percent)** of the order value for items mentioned in "BOQ-1" after adjustment of EMD. The total amount of SD-PG shall be deposited within 15 (fifteen) days from the date of LOA (Letter of Acceptance) in the form of Demand Draft/ Pay Order/ Banker's Cheque in favour of "The Braithwaite Burn And Jessop Construction Co. Ltd.", payable at Kolkata. On submission of SD-PG, Work Order shall be issued.

5.2 In case the successful bidder (agency) fails to submit the requisite SD-PG even after 15 days from the date of issue of LOA or within the extension period approved by Competent Authority, the same (LOA) shall be terminated. The failed bidder (agency) shall be debarred from participating in Re-Tender for that work and EMD shall be forfeited.

5.3 The SD-PG shall be submitted by the successful bidder after the LOA has been issued, but before issue of Order. This PG shall be initially valid up to the stipulated date of completion. In case, the contractual period of work gets extended, the SD-PG shall stand extended time for such extended period of work. SD-PG shall be released along with the payment of Final Bill duly certified by Competent Authority.

6. **PANALTY FOR DELAY**

For any delay to comply with the AMC work within a reasonable period, BBJ will charge penalty @0.5% (zero decimal five percent) of the order value per week or part thereof, subject to a maximum of 5% (five percent).

7. **FIRM PRICE**

Rates shall remain firm & shall not attract escalation due to any reason in pursuance of this contract from the date of order.

8. **TAXES & DUTIES:**

The contractor shall be exclusively responsible for payment of all Taxes, Royalties etc. (except Goods and Service Tax) that may be levied from time to time according to the Laws & regulation now in force & also hereafter to be imposed, increased or modified from time to time. Nothing will be payable extra by the Company in respect of any duties/ taxes to be imposed on procurement of materials for execution of contract.

8.1 **Goods and Service Tax (GST)**

Without prejudice to stipulation in General Conditions of Contract, the quoted price

shall be exclusive of **Goods and Service Tax**. The GST as legally leviable & payable by the bidder under the provisions of applicable law/ act shall be paid extra by BBJ as per bidder's bill. Bidder shall quote their rate after considering the input tax credit on their input materials and services.

The bidder shall get registered with the GST authorities and the registration certificate shall be submitted along the bid documents (techno commercial). Bid without GST number shall be cancelled.

At present no GST-TDS is applicable. If the same is applicable in future, deduction of GST-TDS at source would be enforced from the running bills at the rates prescribed. The GST (i.e. SGST, CGST or IGST) amount shall be shown separately in invoice and also submit proper **Tax Invoice as per section 31 of CGST Act, and Rule 46 of CGST Rules, 2017 to get Input Tax Credit by BBJ.**

Bidder shall raise their tax invoice in regular interval as per contract condition and uploaded their supply invoice in GSTN Portal through GSTR-1 return with 10th of next month. Mismatch in return of BBJ due to any reason attributable to bidder, the same shall be recovered from Bidder's bill.

8.2 **New Levies / Taxes**

In case Government imposes any new levy / tax after award of the work during the tenure of the contract, BBJ shall reimburse the same at actual on submission of documentary proof of payment subject to the satisfaction of BBJ that such new levy/tax is applicable to this contract.

9. **TERMINATION OF CONTRACT**

In case the successful bidder fails to comply any of its respective Contractual obligation within stipulated time frame, for reasons solely attributable to the breaching party, the non-breaching party reserves the right to terminate the contract by giving 10 days' notice, provided the failure is not cured within such 10 days' notice period, without any valid reason provided by the breaching party within 7 days of end of stipulated time frame. In the event of either party terminating the Agreement, BBJ will make payments of all dues to the successful bidder for all services rendered as of and up to the date of termination, as per contracted terms. SD-PG shall be forfeited.

10. **JURISDICTION OF COURT**

The Courts at Kolkata shall have the exclusive jurisdiction to try all disputes, if any, arising out of this agreement between the parties.

11. **IMPORTANT NOTES;**

(A) BBJ reserves the right to:

- (i) Accept or reject any bid received at its discretion without assigning any reasons whatsoever.
- (ii) Increase/ decrease/ alter the job description/ scope of work with corresponding change in the value of contract.
- (iii) Postpone or extend the above-mentioned date, split and distribute the work among more than one bidder without assigning any reason what so ever.
- (iv) May ask for further qualification during techno commercial scrutiny of bids received.
- (v) BBJ shall not be responsible for any delay, loss, damage for bids sent by post.
- (vi) BBJ shall not be liable for any expenses incurred by bidder for delivery of

materials or during preparation of bid irrespective of whether it is accepted or not.

- (vii) Canvassing i.e. soliciting favour, seeking advantage etc. in any form is strictly prohibited and any bidder found to have engaged in canvassing shall be liable to have his bid rejected summarily.
- (viii) If the bidder deliberately gives any wrong information in his tender to create circumstances for the acceptance to his bid, BBJ reserves the right to reject such application.

(A NEOGI)

Dy. General Manager (P-V)

BILL OF QUANTITIES

Sl. No.	Name of Equipment	No. of Units	Rate per Unit - Only Service	Rate per Unit - (Service with Spares)
1	Computers – P-III, P-IV, Dual Core, Core2Duo, i3, i5 etc. Make – IBM, Lenovo, HP, Dell, Acer etc.	60 No's (including 2 HP servers used as PC)		
2	Servers, Make – IBM & DELL	2 No.		
3	Laptops – Lenovo, Dell, HP etc.	7 No's		
4	Printers (including all-in-one printers), Make – HP (LaserJet, DeskJet, OfficeJet etc.), Xerox etc.	61 No's		
5	Scanners, Make – Canon, HP, Umax astra etc.	3 No's		
6	UPS's – 500VA, 600VA, 650VA, 700VA, 725VA, 800 VA & 1KV etc. with different make & model	60 No's		
7	Unmanaged Switches, Port – 8, 24 etc., Patch pannel Make - CISCO, D-Link etc.	9 No's		
8	Routers, Make – D-Link, TP-Link, Netgear, Tenda, Huawai etc.	3 No's		
9	Networks of all computers and peripherals with all software support as mention on the "Scope of Work"	Not applicable	Not applicable, as Network Cable is not under AMC	
	TOTAL			
	AMOUNT IN WORDS:			

(A NEOGI)
 Dy. General Manager (P-V)