



भाकृअनुप-राष्ट्रीय पटसन एवं समवर्गी रेशा प्रौद्योगिकी अनुसंधान संस्थान
*ICAR-NATIONAL INSTITUTE OF RESEARCH ON JUTE AND
ALLIED FIBRE TECHNOLOGY*

भारतीय कृषि अनुसंधान परिषद

INDIAN COUNCIL OF AGRICULTURAL RESEARCH

12, रीजेन्ट पार्क, कोलकाता - 700040 12, REGENT PARK, KOLKATA - 700040

(आईएसओ 9001:थानसंस् प्रमाणित 2008 ISO 9001:2008 CERTIFIED INSTITUTE)

दूरभाष Phone: 2471-1807 (कार्यालय Office), 24212115/16/17 (ईपीबीएक्स EPBX), फैक्स Fax: ++91-33-24712583

ई मेल-E-Mail- nirjaft@vsnl.net, nirjaftdirectorcell13@gmail.com, वेबसाइट/Website: www.nirjaft.res.in



TENDER INVITING NOTICE FOR ANNUAL MAINTENANCE CONTRACT
(Non Comprehensive)

of

COMPUTER AND ITS ACCESSORIES

No 42(Adm.III)/AMC/Computers/16-17 dated 24/01/2017

Sealed and typed tenders are hereby invited by the Director, NIRJAFT for AMC of computers and its accessories. Bid documents containing number of computers & accessories required for AMC and sets of terms & conditions can be downloaded from our website-www.nirjaft.res.in/Central Public Procurement Portal www.eprocure.gov.in (e-publishing).

Last date of submission of tender: 20/02/2017 at 3.00 PM

Date and Time of opening of tender: 21/02/2017 at 12.00 Noon.

In-Charge, Administration



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No. 42(Adm.III)/AMC/Computers/16-17

Date : 24/1/2017



**TENDER DOCUMENT For ANNUAL MAINTENANCE CONTRACT (Non Comprehensive)
of Computers/Printers and Network Peripherals**

Sealed and Typed Tenders are hereby invited from bonafied, reputed organization/agencies for maintenance of hardware and software of existing computers and its accessories (Computer – 110 nos.; Printer- 82 nos.; UPS – 94 nos.; Scanner- 21 nos. and Network connection- 107 nos.).

The software maintenance includes operationalizing, loading/reformatting of software/discs with software like Windows XP, Vista, Windows 7, Windows 10, Microsoft Office, Mac software and Anti-virus software, Data retrieval and installation/removal/updating of any other software purchased by ICAR-NIRJAFT, Kolkata from time to time. It also includes removal of virus if corrupted, spam checker/cleaner on computers. Support for users and troubleshooting of commercial software (Licensed) packages mentioned above and also configuration of file tracker (Client/Server).

Maintenance of Computers and its accessories includes the replacement of each and every malfunctioning part of Computer, printers and related items like Hard Disk, Floppy Drive, CD/DVD Reader/Writer, Mother Board, Keyboard, Mouse, Printer Heads, roller drums, data cables, scanning unit, switch, power supply, display card spares/parts, LAN card, LAN Cable for proper functioning of all systems and sub-systems. Maintenance of smooth Internet and LAN connectivity, wifi connectivity, video conference should be keep in proper functioning .

Terms and Conditions:-

1. The Contractor shall depute a well-qualified engineer/technical person having proficient knowledge and experience in maintenance of computers, laser and dot-matrix printer and other accessories as mentioned in this tender notice. The engineer/technical person shall be required to report on all working days, from Monday to Saturday from 10.00 hours to 17.00 hrs to look after the day to day fault. The deputed personnel will sign the attendance register everyday with their timing.
2. The deputed personnel will work under the instructions of the Coordinator or any person authorized by NIRJAFT and shall submit complaint sheets/books to him for each complaint to be attended by him. The complaint sheet would clearly define the nature of complaint, name of section/division and time taken for rectification of a complaint. The engineer/technical person is also required to get the complaint sheets/books signed by the respective end users after rectification of complains. It will be the responsibility of the agency to rectify the complaints as early as possible and not later then 02 working days.
3. The Contractor must carry out preventive maintenance of each machine once in every six months, in order to forestall any major failure of the same which includes installing of updates of antivirus packages, upkeep and maintenance of the hardware installed. Contractor must also maintain the required drivers (CDs & Floppies) for maintaining the equipment.
4. Requirement of replacement of spare parts in computer & its accessories should be got checked by the designated officer of this Institute.
5. The Contractor shall ensure that the engineer/technical person to be deputed by the agency is punctual and possess valid ID cards on all working days. In case the engineer remains absent, alternate arrangements should be made well in advance and NIRJAFT must be given prior intimation for it. Absence of the engineer/technical person will attract penalty for that particular period. In case of an emergency, the engineer/technical person may be required to be deployed on holidays also.
6. The contractor shall not change the engineers (s)/technical person without prior permission from the Competent Authority of NIRJAFT.
7. The personnel to be deployed should be polite, decent and obedient, having moral character and shall carry out every work entrusted upon him/her carefully and seriously.
8. Since NIRJAFT is a research Institute, the firm should have infrastructure to give support after or before working hours including Sundays and Holidays, if required.
9. In the event of tender/quotation being submitted by a Firm, it must be signed by each partner thereof or it must be signed by a person holding authority to sign the tender/quotations. Copy of letter of authority/agreement signed by each partner should invariably be enclosed with the offer.
10. Rates quoted by the firm should be non-comprehensive in nature i.e. the rates should cover the maintenance of operating system, software installation, virus checking/elimination, configuration of internet-mail/licensed software only for maintenance and updating of software including virus and spam checker/cleaner on computers, configuration of file tracker (Client/sever).
11. Our quotation no. and its due date for opening should be inscribed on the cover of your quotation. Unsealed quotation will not be accepted. Quotation which does not indicate our quotation no and its due date for opening and also not accompanied with EMD will be summarily rejected Rates/Price should be quoted clearly both in figure and in words. Any overwriting/use of white ink or total price of all the computers & accessories taken together. All taxes & other charges, if any, should be mentioned clearly; otherwise, the rates will be treated as all inclusive.

12. Quotation must be submitted in the official letterhead of Firm/Agency along with photocopy of following documents :
 - (a) Company's turnover in last three years.
 - (b) VAT Registration /Service Tax Registration, if any.
 - (c) Copy of the registration certificate of firms of Trade License.
 - (d) Certificate in support of experience for having undertaken this kind of business alongwith a list of organization where the Contractor is currently providing/ has provided AMC of Computer and its accessories covered in the tender.
 - (e) EMD of Rs.5000/- in the form of demand draft in favour of ICAR-NIRJAFT should be accompanied with the quotations. Bid without EMD will not be accepted.
13. Income Tax Clearance Certificate for the last 3 years should be furnished with the quotation otherwise your quotation will be accepted. Your permanent account number (PAN) of the said tax should be indicated in your quotation.
14. Rs. 10,000/- should be deposited as security deposit in the form of demand draft in favour of ICAR NIRJAFT . No interest on security deposit and earnest money deposit shall be paid by the Institute to the tenderer.
15. Tenderer is at liberty to be present or to authorize a representative to be present at the time of opening of the tenders. The name and address of the representative who would be attending the opening meeting.
16. In case the contractor fails to perform the obligations as per clause of the AMC, security guarantee may be forfeited. If the selected bidder is unable to provide the service/ supply of goods or does not accept the work order, the EMD will be forfeited.
17. Other things being equal, preference may be given to the tenderers having higher experience, capacity etc, of providing AMC Services in similar organizations, hence, being L1 may not be the only criteria for awarding the AMC.
18. Payment will be made through electronically transfer on six monthly basis after presentation of bill in duplicate and after completion of satisfactory services for that six month period. TDS will be deducted at source for making payment. No advance payment will made to the successful bidder.
19. For inspection of computers and its accessories, an application addressed to Director, NIRJAFT for seeking permission to inspect the computers and its accessories will have to be submitted. The inspection time is between 2.30 PM to 4.30 PM on any working day till 18/02/2017
20. Last date of submission of tender is 20/02/2017 upto 3.00 PM which should be dropped in the tender box kept in Adm.III Section either by hand or by post. The Authority will not be liable for any kind of postal delay. Tender will be opened on 21/02/2017 at 12.00 noon.
21. The Director, NIRJAFT reserves the right to review the performance and terminate the contract, if necessary.
22. All disputes arising out of this contract are subject to Kolkata Jurisdiction only.

In-charge, Administration

TENDERER TO FILL UP THIS PAGE (In the Letterhead of the Firm)

1 (a) Name of the Tenderer firm/ Organization/ Agency:

(b) Name of the Proprietor/ Partner:

2. Office Address of the Firm:

3. Telephone/ Mobile No. :

4. E-mail Address:

5. Website address if any:

6. i) VAT Registration No:

ii) Trade License No:

iii) Service Tax No:

iv) PAN No:

7. i) Firm's Bank Account No and Type of Account:

ii) Name of Bank & Branch:

iii) IFSC Code No:

8. Name of authorized representative(s):

9. Whether proprietary or partnership Firm or Company:

10. Name of authorized representative(s) :

11. List of documents furnished alongwith the tender paper :

Signature of Authorized person of the
Firm / Agency with seal.

Date:

FINANCIAL BID OFFER

Sl.No.	Item / Description	Quantity	Total (In Rs.) AMC rate in figure	Total (in Rupees) AMC rate in words
1	Computer			
2	Printers			
3	UPS			
4	Scanner			
5	Plotter			
6	Server/ Net work connection			
Total :				

Note : The quoted rates are inclusive of all taxes etc.

I hereby certify that the information furnished above is full and correct to the best of my/our knowledge.
We understand that in case found any deviation in the above statement at any stage, the company will be black-listed and will not have any deal with the NIRJAFT, Kolkata in future.

Seal and Sign of Authorized Signatory

Place :

Date :

CHECK LIST TO BE ATTACHED WITH TENDER

SI No	Specification		Page number at which document is attached
1	EMD of ` 5,000/-/Tender fess of ` 500/-	Yes/ No	
2	Whether Black listed	Yes/ No	
3	Registration of Firm for Computer Maintenance /Trade License	Yes/ No	
4	PAN number of the firm	Yes/ No	
5	Service Tax Registration Certificate	Yes/ No	
6	VAT Registration no.	Yes/ No	
7	Sales Tax Registration Certificate	Yes/ No	
8	Annual turnover in last three years (enclosed proof)	Yes/ No	
9	Income Tax Return for last three years	Yes/ No	
10	List of Government Departments where computer AMC was done during the last three years	Yes/ No	

Authorized signatory

AMOUNT OF EARNEST MONEY	RS RUPEES
PARTICULARS OF DEMAND DRAFT	NO. DATE: BANK: BRANCH:
NAME OF THE BIDDER	
ADDRESS	
TELEPHONE/MOBILE NUMBERS	

(In the Letterhead of the Firm)

To
The Director,
ICAR-NIRJAFT
12, Regent Park
Kolkata-700 040

Subject: Authorization for attending bid opening on(date) in the Tender
no.....
for.....

Sir,

Following persons are hereby authorized to attend the bid opening for the tender mentioned above
on behalf of(Bidder's name) in order of preference given below.

Name in Order of Preference

Specimen Signature

- 1.
- 2.

Signature of bidder or Officer authorized to
sign the bid documents on behalf of the bidder

Note:

Only one representative will be permitted to attend bid opening

Permission for entry in the hall where bids are to be opened will be refused in case authorization as
prescribed above is not produced.