



# NEW TOWN KOLKATA DEVELOPMENT AUTHORITY

(A Statutory Authority Under Government of West Bengal)

3, Major Arterial Road, New Town, Kolkata - 700 156

Memo No: 1494/NKDA/Admn-274/2012

Date: 16.05.2012

## **Notice Inviting Quotation**

**Name of Work : Annual Maintenance Contract for Computers / Printers / Servers / Scanners / UPSs , Fax Machine / Xerox machine / Local Area Network ( Including Router , Switch , Modem etc. ) and other related peripherals installed in two office buildings of New Town Kolkata Development Authority office at 03 , and 01 MAR , New Town , Kolkata – 700 156**

Sealed quotations are invited from Experienced firm / company registered as a firm or as a company with the Registrar of Firms or Registrar of Companies for the Annual Maintenance Contract for Computers / Printers / Servers / Scanners / UPSs , Fax Machine / Xerox machine / Local Area Network ( Including Router , Switch , Modem etc. ) and other related peripherals installed in two office buildings of New Town Kolkata Development Authority office at 03 , and 01 MAR , New Town , Kolkata – 700 156 .

**The Last date of submission of Quotation is 15.06.2012.**

The general scope of the work includes :

- (i) The contract would be comprehensive i.e. including replacement of parts of Original Equipments Manufacturers (OEM) except replacement of exhausted battery of UPS .
- (ii) Upkeep the maintenance of the hardware installed.
- (iii) To provide and maintain the required drivers for additional peripherals and hardware for maintaining the equipment(s) .
- (iv) Repair to be carried out at the location of the equipment(s).
- (v) Stand by arrangement to be made in case the equipment(s) is/are to be taken to workshop for repairs.
- (vi) Support for users and troubleshooting of commercial software packages and removal of virus and re-installation of software , if corrupted .
- (vii) Coordination with OEMs for troubleshooting of the computer and other peripherals under warranty .
- (viii) Any other maintenance work to be undertaken related to the above mentioned items .

2. Interested firms are hereby requested to furnish their proposals / rates through two bid system i.e. Technical Bid ( Annexure –A) and Financial Bid ( Annexure –B) .
3. The list of computers , printers , servers , UPSs , Scanners , Xerox Machine , Fax Machine , Router , Switch etc . is attached as Annexure –C . However new equipment(s) likely to be purchased from time to time , after 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 term and conditions for these new equipment(s) . NKDA reserves the right to add/remove any item from AMC during the contract period.
4. The Technical and financial terms and conditions of AMC shall be as follows :
  - (i) The firm / company must be registered as a firm or as a company with the Registrar of Firms or Registrar of Companies.
  - (ii) The firm/company should have a previous experience for at least 02(Two) years in maintenance of such equipments with Government Departments / Public Sector Undertaking in Kolkata. Necessary papers must accompany the technical bid . The company should furnish its Downtime Statement of previous maintenance work in any organisation in Kolkata .
  - (iii) The firm/company must have expertise in on-site maintenance and repair of servers , computers , Laser / Inkjet Printers , network components , scanners , Xerox machine , fax machine peripherals and other hardware parts and accessories .
  - (iv) The firm/ company also must have expertise and experience in LAN troubleshooting. The bidder should have executed satisfactorily Annual Maintenances of 50 or more computers connected in LAN under Window environment for two years. A Performance Certificate to this effect from at least one Govt. Organisation shall be furnished.
  - (v) The firm/ company applying for this tender would produce certificates for the previous 02(two) financial years from the concerned authorities about the payment of service tax , income tax , works contract tax and any other tax applicable .
  - (vi) The replacement of any part of the computer / peripherals, whenever required, must be carried out by the vendor with the genuine part of same specification and warranty.
  - (vii) The firm shall maintain the equipments as per manufacturer's guidelines and shall use standard OEM components for replacement . Until and unless written order are conveyed , the original specification / characteristics /features shall not be changed .
  - (viii) The firm/company should produce the self attested photocopies of documents related to allocation of Registration Number , PAN Number , Service Tax number , P.T clearance certificate, valid document in support of enlistment, S.T clearance certificate.

5. The other terms and conditions for awarding the AMC shall be as under :
- (i) The rates quoted will remain in force for the full period of contract . No demand for revision of rate on any account shall be entertained during the contract period.
  - (ii) The firm/company will prepare log books for each of the machines to be taken under the AMC and Preventive maintenance with virus scanning and virus removal will be carried out is also reported within that .
  - (iii) The firm will be responsible for taking backup of data programmes and application available on the computer whenever necessary before attending the fault and will also be responsible for restoring the data, programmes and applications after removing the fault to the satisfaction of the user . The vendor must also ensure restoring of all backups to the user under its acknowledgement .
  - (iv) The service engineers would take up any reported fault within 3 hour. As far as possible, the repairs would be carried out on-site itself. However, in case the equipment(s) is taken to the workshop, the firm would provide a stand-by for the same.
  - (v) The successful bidder shall provide necessary support for maintaining virus free computer environment in the NKDA and help in upgrading the Software's / Virus Detection mechanism.
  - (vi) Immediately on award of the contract, the contractor would give a report taking over all equipment(s) (giving their configuration in working condition also) . It shall be the responsibility of the firm / company to make all the computers and peripherals work satisfactorily throughout the contract period and also to hand over the systems in working conditions on the expiry of the contract.
6. The interested firm may submit 2(two) sealed separate envelopes respectively envelopes for "Technical Bid " and "Financial Bid" in a big outer sealed cover super scribed " Quotation for AMC of Computers and other Peripherals" .
7. Quotation received after due date, received without separate sealed cover and received without rate quoted both in figure and words in specified proforma will not be accepted.
8. The contractor shall be responsible for any loss or damage caused to any of the machines owing to negligence on his part. The contract will be on comprehensive basis inclusive of repairing and replacement of spare parts without extra payment.
9. The accepting authority reserves the right to reject any or all the bids without assigning any reasons and he will not be bound to accept either the lowest bid or any of the bids.

10. The selected agency will have to submit Performance Guarantee (PG) for Rs. 50,000.00 (Fifty Thousand)/- in the shape of Demand draft with any Nationalized / Scheduled Bank in India payable to and encashable by New Town Kolkata Development Authority. The PG shall be referred with NKDA till the security period is over.
11. The selected agency shall have to furnish Security Deposit for an amount equal to 10% of the accepted value of the contract in the shape of Bank/ Demand Draft on any Nationalized / Scheduled Bank in India in the favour of New Town Kolkata Development Authority. The amount of Security deposit thus deposited shall be retained with the Authority till the Security Period is over.
12. The Security period is upto 03(three) months from the date of completion of the contractual period.
13. The Contractual Period is for 01(one) year from the date of awarding the contract.
14. Both the P.G and Security deposit are forfeitable in full or part as may be decided by the Authority in case damage/ losses sustained by the Authority due to negligence on the part of Agency if the repairs are not properly done and or the spares are not properly replaced as per cl-8 of this Tender Document.
15. The contract may be determined and put an end at any time within the period of contract as may be decided by the Authority in accordance with any of sub-clause under clause (3) of the Agreement to be executed in WBF 2911(II).
16. For any inordinate delay in execution of the work to be entrusted to the Agency/ disproportionate progress of work in relation to the time elapsed the Authority shall take action against the Agency as per clause (2) of WBF 2911(II).

**Administrative Officer**  
**New Town Kolkata Development Authority**

Memo No: 1494/NKDA/Admn-274/2012

Date: 16.05.2012

Copy forwarded for information to :

1. The Chief Executive Officer, New Town Kolkata Development Authority
2. The Finance Officer, New Town Kolkata Development Authority.
3. Accountant, New Town Kolkata Development Authority.
4. P.A to the Chairman, New Town Kolkata Development Authority.
5. Office Notice Board.

**Administrative Officer**  
**New Town Kolkata Development Authority**

**Technical Bid**

1.	Name of Firm		
2.	Address of Firm		
3.	Registration No.		
4.	Name of the authorized signatory		
5.	Specimen Signature of the Authorized signatory		
6.	Telephone Number of the authorized signatory and other Telephone Numbers of the Firm		
7.	Details of the Organisations in which the firm is engaged in Computer AMC activities . Copies of Work Orders in which they have been given AMC of at least 50 Computerts in one single order may be enclosed	Year	
8.	Details of the Organisation in which the firm is engaged in maintenance of LAN . Copies of Work Orders in which they have been given AMC of at least 50 Computers attached in a single LAN in one single order may be enclosed	2009-10	
		2010-11	
		2011-12	
9.	List of copies of documents enclosed		

**Financial Bid**

To

The Chief Executive Officer

New Town Kolkata Development Authority

Sub: Financial proposal for Annual Maintenance Contact of Server, Computer and its related accessories of New Town Kolkata Development Authority (NKDA).

Sir,

We here by propose a total cost of Rs. < Rupees in Figure and whole number > (Rupees in words ) only inclusive of all costs, taxes and levies for Annual Maintenance Contact of Server, Computer and its related accessories of New Town Kolkata Development Authority (NKDA). This amount is valid for the whole period of the contract for the work.

Yours Faithfully

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Signature

Name:

Designation:

Office Address:

**Computers , Printers , Scanners , UPSs , Xerox Machine , Fax Machine To be Considered for AMC For Full Year**

S.No.	Items	Number of Units	Unit Price	Total Price			
<b>Computers</b>							
1.	HP and IBM Make	35					
<b>Server ( IBM Make )</b>							
2.	Web Server ( Configuration Below )	1					
	1x Quad-Core Intel Xeon Processor E5300 series	2.00 GHz	16 GB	146 x 3 GB (RAID 5)	Yes	Dule Port Gigabit Ethernet port for Network Management	10/100 Ethernet portfor Network Managemen t, 4 USB port
3.	Content Server ( Configuration Below )	1					
	1x Quad-Core Intel Xeon Processor E5300 series	2.00 GHz	16 GB	300 x 4 GB (RAID 5)	Yes	Dule Port Gigabit Ethernet port for Network Management	10/100 Ethernet portfor Network Management, 4 USB port
4.	Data Server ( Configuration Below )	1					
	1x Quad-Core Intel Xeon Processor E5300 series	2.00 GHz	16 GB	300 x 4 GB (RAID 5)	Yes	Dule Port Gigabit Ethernet port for Network Management	10/100 Ethernet portfor Network Managemen t, 4 USB port
<b>5. Server ( 1 &amp; 2 ) ( Configuration Below )</b>							
1 x QuadCore Intel Xeon Processor 3.4 GHz , 1 GB RAM , 146 x 2 GB ( for server 1 ) and 146 x 3 GB ( for server 2 )							
<b>Printer</b>							
6.	Deskjet Color A4 Size	8					
7.	Officejet Color A3 Size	1					
8.	Laserjet Mono	7					
9.	All in One ( Printer +Scanner+ Copier )	3					
10.	Dot-Matrix Printer	2					
<b>Scanner</b>							
11.	HP Scanjet 2400	1					
<b>Plotter</b>							
12.	HP Designjet Z 6100 PS	1					

13.	HP Designjet 500 PS	1			
UPSs					
14.	500 VA	15			
15.	650VA	6			
16.	1KVA	1			
17.	6 KVA	1			
Rate of new UPS' Battery					
18.	Rate of each battery of UPS	500 VA	650 VA	1 KVA	6 KVA
Router					
19.	CISCO	1			
Switch					
20.	D-Link -24 Port	2			
21.	CISCO -24 Port	1			
22.	HP Procurve- 8 Port	1			
Fax Machine					
23.	Canon JX210P	1			
Xerox Machine					
24.	Canon iR32245	1			
25.	Canon iR2116J	1			



**CONTRACT AGREEMENT**

( To be executed on a Non-Judicial stamp paper of Rs. One Hundred only )

Agreement made this .....day.....(month) of Two  
Thousand ..... and ..... Twelve  
Between.....(hereinafter called “ the  
Agency ”) of the one part and the New Town Kolkata Development Authority at  
03, Major Arterial Road , New Town , Kolkata – 700156 of the other part .

**WHEREAS** the agency has quoted for providing “ Total solution for Comprehensive  
Annual Maintenance Contract of Computers and Peripherals to the NKDA ( hereinafter  
called “ The Tender accepting Authority ”) as per the terms and conditions mentioned

in the NIQ No. .... dated .....  
Whereas such offer has been accepted and the agency has deposited with the

Tendering Authority the sum of Rs. ....

(Rupees .....only )  
as security and Rs. . . . . (Rupees . . . . . only) as Performance  
Guarantee for the fulfilment of this Agreement.

Now it is hereby agreed between the parties hereto as follows:

In accordance with the terms of proposal submitted by the agency and the lowest rate  
offered by them @ Rs. .... Resulting to a total sum of contract  
value of Rs. ....( Rupees .....)  
only the T.A.A has accepted the contract on the terms and conditions set out in the  
tender notice no. ....dated .....as well  
in the letter of acceptance cum work order no. ....dated

....., and executed an agreement in WBF 2911(ii) which shall hold  
good during period of this agreement.

Upon breach of the contract by the agency of any of the conditions of the agreement ,  
rendering failure to carry out failure , bad workmanship , the Tender accepting  
Authority may issue a notice in writing , determine and put an end to this agreement  
without prejudice to the right of the NKDA to claim damages for antecedent breaches  
thereof on the part of the agency and also to reasonable compensation for the loss  
occasioned by the failure of the contractor to fulfil the agreement as certified in writing  
by the Tender accepting Authority which certificate shall be conclusive evidence of the  
amount of such compensation payable by the contractor to the NKDA .

Upon the determination of this agreement whether by efflux ion of time or otherwise the said deposit shall be forfeited in full or for such an amounts as may be determined by the NKDA.

Upon sustaining any losses/ damages to any the machine by the Authority outing to negligence on the part of the Agency ( tantamounting bad workmanship performance). The said Performance Guarantee shall be liquidated by the Authority in full or for such b amount as may be decided by the NKDA.

This agreement shall remain in force until the expiry of 12 months from the date of entering into the contract but the Tender accepting Authority may terminate the contract at any time upon giving one months notice in writing without compensating the contractor.

The Tender accepting Authority may give notices in connection with the contract .

In consideration of the payments to be made by the Tender Accepting Authority to the successful Bidder as hereinafter mentioned the Agency hereby covenants with the Tendering Authority to provide the Services and to remedy defects therein conformity in all respects with the provisions of the Contract .

The Tender accepting Authority hereby covenants to pay the Agency in consideration of the provision of the Services and the remedying of defects therein , the Contract Price or such other sum as may become payable under the provisions of the contract at the times and in the manner prescribed by the contract .

If subject to circumstances beyond control ( Force Majeure ) the agency fails to deliver the services in accordance with the conditions mentioned in the tender , the Tender accepting Authority shall be entitled to render services from else other organisation after giving due notice to the agency on the amount and at the risk of the agency cancelling the contract in respect of the consignment not yet due for delivery , or to cancel the contract and extra cost if any involved for doing the work by outside agency would be adjusted from the dues to the Agency or from the amount of Security Deposit lying with the NKDA .

In the event of action to be taken , the agency shall be liable for any losses , which the Tender accepting Authority , may sustain on that account . The recovery by way of penalty shall be made by deducting the amount from the bills be made good by a credit note within the stipulated period for the purpose .

CONTRACTOR

NKDA Official

Witnesses

- 1.
- 2.

The parties are hereto required to enter into the contract Agreement being these presents to record the terms and conditions and covenants of the contract .

NOW THIS AGREEMENT WITNESSETH

1. (i) In this Agreement words and expressions shall have the same meaning as are respectively assigned to them in the scope of work of the Tender Document and conditions of Contract hereinafter referred to  
  
(ii) The Notice Inviting Tender No.....dated..... and WBF 2911(ii) shall be deemed to form and be read as an integrated part of the Agreement .  
  
(iii) The work order No. ....dated shall also be deemed to form and be read as an integrated part of the agreement.
2. The above documents shall be taken as complementary and mutually explanatory of one another , but in this event of ambiguity or discrepancies , shall follow relevant clause(s) of the special conditions and terms and conditions of the Tender Document and WBF 2911(ii) and the conditions imposed in the work-order .
3. NKDA covenants to pay back the money withhold as Security Deposit and PG after successful completion of the Contract after expiry of 3(three) months from the date of completion of the work .
4. Be as it may , the contractual value shall not exceed more than 3% of the amount accepted and in such occasion the contract may be closed forthwith .
5. The Tendered quantity may be increased upto 10% of the quantity provided subject to a maximum of 3% of the estimated value put to Tenderor vis-à-vis the tendered quantity may be abruptly decreased for some reasons beyond the control of the Authority for which the Agency shall have no claim to NKDA nor NKDA shall be bound to make payment towards compensation of losses to the Agency .

In witness whereof the parties hereto have hereinto set their respective hands and seals the day and year first above written .

For Agency

For NKDA

WITNESSES

WITNESSES

1.

1.

2.

2.