



NEW TOWN KOLKATA DEVELOPMENT AUTHORITY

(A Statutory Authority Under Government of West Bengal)
3, Major Arterial Road, New Town, Kolkata - 700 156

Memo No: 4654/NKDA/Admn-274/2012(pt-1)

Date:07/08/2017

Notice Inviting Tender No: 19/NKDA/ADMN of 2017(3rd)

Sealed Tenders are invited from registered firm/companies having experience in undertaking Annual Maintenance Contract for Computers / Printers / Plotter/ Servers / Scanners / UPSs , / Local Area Network (Including Router , Switch , Modem, Firewall etc.) and other related peripherals installed in both the office buildings of New Town Kolkata Development Authority located at 03 , and 01 MAR , Utility Building (Action Area –II), New Town Business Club and other future offices NKDA New Town , Kolkata – 700 156 .

Name of Work: Annual Maintenance Contract for Computers / Printers / Servers/Scanners / UPSs / Local Area Network(Including Router, Switch, Modem etc.)/Firewall and other related peripherals installed in both the office buildings of New Town Kolkata Development Authority located at 03 , and 01 MAR , New Town , Kolkata –700 156, Business Club, Utility Building and others.

1. IMPORTANT DATES:

SL No.	Particulars	Date & Time
1.	Last Date of Submission	17.08.2017 upto 2.30 P.M
2.	Date of opening of Bids	17.08.2017 at 3.00 P.M.

2. TERMS AND CONDITIONS

- 1) New Town Kolkata Development Authority, invites a scaled tender under Two Bids system (Technical and Financial Bid) for experience agencies for managing and providing support for AMC of Computers / Printers / Servers/Scanners / UPSs / Local Area Network(Including Router, Switch, Modem etc.)/Firewall and other related peripherals.
- 2) Tender document can be downloaded from the website of NKDA i.e. <https://nkdamar.org>
- 3) **Bidding Procedure:**
 - a. The bidders have to submit 3(three) sealed separate envelopes respectively envelopes for “Technical Bid”, “Financial Bid” and “EMD” in a big outer sealed cover superscribed “ **Quotation for AMC of Computers and other Peripherals**”.
 - b. The bidder will have to submit EMD for Rs. 25,000.00 (Twenty five Thousand)/- in the shape of Demand draft with any Nationalized / Scheduled Bank in favour of “**New Town Kolkata Development Authority**” payable at “**Kolkata**”. EMD will not be exempted in any case. For the successful bidder EMD shall be retained with New Town Kolkata Development Authority till the security period is over. For unsuccessful bidder EMD will be refunded after completion of the all process.
 - c. All bids must be delivered to the office of Administrative Officer – I, NKDA, 03 Major Arterial Road, New Town Kolkata -700156 as per time schedule mentioned in important dates.
- 4) 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.
- 5) The quoted price should include the charges for all maintenance and support for the same.
- 6) Bid shall be valid for 6 (six) months from that date of submission of bids.
- 7) *Conditional tender will not be entertained and shall be deemed as 'informal'. In case of any conditional bids the Earnest Money will be forfeited.*
- 8) Late bids will be rejected.
- 9) The Security period is upto 03(three) months from the date of completion of the contractual period.
- 10) The Contractual Period is for 01(one) year from the date of awarding the contract.
- 11) The quotation inviting authority reserves the right to reject any or all the offers received in response to this N.I.T. without assigning any reason whatsoever.

3. ELIGIBILITY CRITERIA:-

- 3.1. The bidder should have done similar work regarding AMC at least for last 5 years.
- 3.2. Turnover of bidder in last 3 years should be minimum 5 Crore or above in aggregate.
- 3.3. The bidder should have the office in Kolkata having minimum 10 no of permanent employee.
- 3.4. The resident engineers should be well qualified and having at least 3 years of working experience in this similar kind of work. A list of engineers showing experience in Desktop, Server, Laptop, Networking, Sonic Firewall, Printer, Plotter to be attached in a separate sheet.
- 3.5. The bidder should have tender specific power of attorney from the competent authority to quote, if applicable.
- 3.6. **Tender Specific authorization certificate from OEM.**
- 3.7. Bidder should have office at Kolkata.
- 3.8. Experience in similar type of AMC work in 5 (five) Govt. offices in last 3 yrs.
- 3.9. Bidder must enclose copy of Valid Trade License, GST registration along with the tender document.

4. SCOPE OF WORK

4.1. General Scope of Work

- a. **Extended warranty information of all the hardware under AMC should be available in the OEM website. Selected bidder have to submit the hard copy of extended warranty from OEM, at the time of Agreement.**
- b. Maintenance & Service of Servers, Desktop, Laptops etc, installed in NKDA all offices on Comprehensive basis including replacement of all spare part etc.
- c. Maintenance Service of UPS on comprehensive basis including replacement of all spare part like logic card, transformer, switches etc. UPS battery is out of the scope of work.
- d. Maintenance & Repair of all Printers including replacement of Teflon, Logic card etc. Printer head and cartridges are out of the scope.
- e. Maintenance & Service of system software, Antivirus and other Software packages/ material and customization of system as and when required.
- f. Integration of the complete system and testing of the complete system as and when required.
- g. The resident engineer will be attending the complaint and should continue in office till the problem is solved. No hit & trial method will be allowed while attending the server complaint.
- h. In case resident engineer not able to resolve the problem, in that case expert engineer or OEM engineer should attend the call in same day or next business day.
- i. Stand by arrangements to be made in case of hardware failure.
- j. The engineers also required to coordinate with IT Cell for all. The office will not pay any additional amount for working in holidays.
- k. Installation of Anti-Virus in all Desktop and Laptops of users and updation (as and when required) and Antivirus license will be provided by this office.
- l. Backup of data and application to be take regular basis.
- m. Preventive/ Corrective Maintenance shall be carried out during the last month of each quarter for PCs, Servers, Printers, peripherals and system software and it includes:-
 - Inspection for hardware and software issues and satisfactory solutions to defects, if any.
 - Checking of UPS for any problem in switching and battery conditions.
 - Checking of Power supply source for proper grounding.
 - Cleaning of all Servers using vacuum air, brush and soft muslin clothes.
- n. The contract would be comprehensive i.e. including replacement of parts of Original Equipments Manufacturers (OEM) except replacement of exhausted battery of UPS, Printer cartridges, Printer/Plotter head. Equipments under warranty and future procurements shall fall under Vendor Management.
- o. In case resident engineer not able to resolve the problem, in that case same should be attended to expert engineer / OEM engineer same day or next business day.
- p. Standby arrangement to be made in case the equipment(s) is/are to be taken to workshop for repairs. Problem should be solved with in maximum 02 no(s) of working days.
- q. Any other maintenance work to be undertaken related to the above mentioned items.
- r. Monthly review of ongoing work and pending work to be held on last week of each month.

4.2. Service Support

- a. The Successful Bidder has also to depute one resident engineer onsite to resolve issues, between 10:00 AM to 7:00 PM on all working days. These engineers are also liable to work on **all holiday and Saturday/Sunday (If services are required) and no additional amount will be paid.**
 - b. The Resident Engineer shall report to the Authorized person of this Authority. It shall be the responsibility of the bidder to provide the full Contact details of the Resident Engineer to all the staff members of the office.
 - c. The Engineer shall maintain a web based software for call book-cum-attendance book compliance with ITIL frame work. All complaints lodged will be entered in the log book software with date and time of lodging of complaint and thereafter the date and time of attending to the complaint by the Engineer with details of repairs done to restore the machine to the satisfaction of the Authority.
 - d. An amount of Rs.200/- per day will be deducted if any Resident Engineer remains absent/leave without providing substitute.
 - e. Resident Engineer should be present on the time. Three late coming after 10:30 am will be count as an absent. Necessary deduction will be made at the rate of absent.
 - f. The Resident Engineer shall have to attend all the calls of all the NKDA offices (2), Utility Offices (1), Business club (1) and forthcoming offices. **Bidders have to provide complete note monitoring system all equipments off all offices.**
 - g. Engineers must have experience of three years after completing technical course in related field.
 - h. Police verification, EPF, ESIC issue related to staff deputing on this site should be handled by the successful bidder. This office does not have any role in it.
5. Bidders are hereby requested to furnish their proposals / rates through two bid systems i.e. Technical Bid (Annexure – A) and Financial Bid (Annexure –B).
6. The list of computers, printers, servers, UPSs, Scanners, 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 terms and conditions for those new equipment(s) . New Town Kolkata Development Authority reserves the right to add/remove any item from AMC during the contract period.
7. The other terms and conditions for awarding the AMC shall be as under:
- 7.1. 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.
 - 7.2. The quoted price should include the charges for all maintenance and support for the same.
 - 7.3. The bidder will prepare software based log books compliance with ITIL framework for each of the machines to be taken under the AMC and Preventive maintenance with virus scanning and virus removal to be carried out.
 - 7.4. 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 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.
8. 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 repairing are not properly done and or the spares are not properly replaced OEM as per clause of this Tender Document.
9. **Rate offered by the bidder should be exclusive of tax.**
10. Payment shall be made in four equal instalments on the completion of each quarter based on submission of following documents:

- 10.1. Triplicate copy of Bills.
 - 10.2. Log book for call register for the quarter showing the all calls registered and closed & signed by the corresponding user.
 - 10.3. Copy of Preventive maintenance report.
11. Successful bidder have to execute a formal agreement in Non-Judicial stamp paper within 7(seven) days from the date of issuing LOI.
12. **Service termination :**
- 12.1. If this Authority not satisfied by performance of Resident Engineer, then new manpower required to be replace within 15 (fifteen) days, failure of that contact will be terminated.
 - 12.2. NKDA may terminate the contact due to any reason, by issuing a notice prior to 30(thirty) days.



Administrative Officer – I

New Town Kolkata Development Authority

Memo No: 4654/1(4)/NKDA/Admn-274/2012(pt-1)

Date: 07/08/2017

Copy forwarded for information to:

1. The Finance Officer, New Town Kolkata Development Authority.
2. P.A to the Chairman, New Town Kolkata Development Authority.
3. Office Notice Board.
4. NKDA official website(www.nkdamar.org)



Administrative Officer – I

New Town Kolkata Development Authority

Technical Bid

1	Name of the Firm/Company			
2	Registered office Address at Kolkata with Valid Trade License			
3	Corporate Profile:			
4	Office for correspondence: Contact person's name Designation Address Fixed Phone No. & Mobile No. Fax No. E-mail id			
6	Trade License (Valid):			
7	GST Details			
8	Financial (for last 3 years): Turnover (Rs in Cr.) Profit after Tax (Rs in Cr)	2016-15	2015-14	2014-13
9	Employee strength at Kolkata: 1) Field Service Engineers 2) Back office support Engineers (Should specify whether bidders own employees or of franchisees)			
11	Details of EMD of Rs 25,000/-	Demand Draft No: Name of Issuing Bank: Date issued:		

Signature

Name: Designation: Office Address:

Annexure –A (2)**Check List**

SL No	Details	Related document	Supporting Document Details	Compliance
1.	Work regarding AMC at least for last 05 years	Work order Job Completion report		
2.	Turnover of bidder in last 3 years should be minimum 5 Cr	Audited report		
3.	The bidder should have the office in Kolkata having minimum no of employee 10	Statutory statement (EPF Statement)		
4.	Resident engineers should be well qualified and having at least 3 years of working experience	Statutory statement And Job Competition report		
5.	Tender specific power of attorney from the competent authority	power of attorney		
6.	Deceleration of non-Black list	Deceleration		
7.	Tender Specific authorization certificate from OEM.	Valid Certificate		
8.	Microsoft Platinum/Gold Partnership	Valid Certificate		

Signature

Name: Designation: Office Address:

**Financial Bid
[In Bidders Letter head]**

To

The Administrative Officer –I
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 hereby propose that a total cost of Rs. < Rupees in Figure and whole number > (Rupees in words) only exclusive 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.

SL No	Item	Cost	Tax	Total Cost
1	Annual Maintenance Contact of Server, Computer and its related accessories of New Town Kolkata Development Authority (NKDA) as per schedule			
2	Cost of Resident Engineer			

**N. B : 1) Detailed cost breakup attached herewith in separate sheet.
2) Rate is exclusive of Tax.**

Yours Faithfully

Signature

Name: Designation: Office Address:

AMC for Computers, Scanners, Printers, Servers and UPSs for One Year

1. Server details : Qty-03		
Product Name	product ID	Serial number
IBM (X3650)	7979B1A	99Z7090
IBM (X3650)	7979B1A	99Z7108
IBM (X3650)	7979B1A	99Z7080
IBM (X3100M4)	2582IKA	06DPRV6

2. Computers and Desktops		Make : HP, Acer and Lenovo Qty-88
Sl. No.	Items	
	Serial No.	
1.	LENOVO, L94VA17	
2.	HP, INA510R7Z2	
3.	HP, INA132S934	
4.	HP, INA428PTTV	
5.	HP, INA01106HH	
6.	HP, INA215TIFL	
7.	HP, INA428PTV8	
8.	ACER, UXVJSSI027F3541629	
9.	ACER, UXVJSSI027F3641629	
10.	ACER, UXVJSSI027F3641689	
11.	HP, INA011087K	
12.	HP, INA523WYWQ	
13.	HP, INA428PTWV	
14.	LENOVO, M806405	
15.	HP, INA434R1NH	
16.	LENOVO, L93RZ71	
17.	LENOVO, L981308	
18.	HP, INA215T1GL	
19.	DELL, DPCR9B2	
20.	LENOVO, L989147	
21.	HP, INA428PTVL	
22.	LENOVO, 1S5894A36L911419	
23.	LENOVO, 1S7298AU7L948569	
24.	LENOVO, L940558	
25.	HP, INA428PTTZ	
26.	HP, INA445VDCX	
27.	LENOVO, L906392	
28.	HP, INA0240GQM	
29.	HP, INA428PTWJ	
30.	HP, INA312ZF68	
31.	LENOVO, L906398	
32.	LENOVO, L905336	
33.	HP, INA312Z7G6	
34.	HP, INA312Z77H	
35.	LENOVO, L997737	
36.	ACER, UXVJSSI027F3641631	
37.	HP, INA342YPH8	
38.	HP, INA434R1NJ	
39.	HP, SGH410PV1L	

40.	LENOVO, L93RYGG
41.	HP, INA342YPFV
42.	HP, INA434RINF
43.	LENOVO, L998825
44.	HP, INA0240GYP
45.	HP, INA342YPKB
46.	HP, INA434R1NG
47.	LENOVO, L915423
48.	HP, INA308XJSX
49.	LENOVO, L948581
50.	LENOVO, L981320
51.	HP, INA523WYV2
52.	HP, INA215SXF3
53.	HP, INA434R1NK
54.	HP, INA434R1NL
55.	LENOVO, L905337
56.	HP, INA203Z5LJ
57.	HP, INA211Q8CV
58.	HP, INA132S93V
59.	LENOVO, L981323
60.	HP, INA211Q8C7
61.	HP, INA342YPJV
62.	HP, 4CE6490W4R
63.	HP, INA342YPJM
64.	HP, INA0240H0L
65.	HP, INA342YPJF
66.	HP, INA132S93Q
67.	LENOVO, L906405
68.	HP, INA342YPJL
69.	HP, INA203Z5KS
70.	LENOVO, L948576
71.	HP, INA132S94L
72.	HP, INA211Q8H9
73.	HP, INA211Q8HP
74.	HP, INA523WYV8
75.	ACER, UXVJSS1027F3541628
76.	ACER, UXVJSSI027F3541630
77.	LENOVO, IS9439DP2L990161
78.	HP, 3CR5360081
79.	HP, INA607Y6WD
80.	HP, INA609Z1FH
81.	HP, INA608YQJ3
82.	HP, INA523WYWY
83.	HP, INA608YQHH
84.	HP, INA609YTDQ
85.	HP, SGH620VH5M
86.	HP, INA608YQKW
87.	HP, INA608YQLC
88.	HP, INA608YQ7H7
3. PRINTERS	
Make : HP and EPSON Qty-67	
	Model No. & Serial No.
1.	HP LASERJET 100 COLOR, 519B1A
2.	HP OFFICEJET PRO 8100, CN56HHV08J
3.	HPOFFICEJET8100, CN4APGV00P
4.	HP DESKJET D2568
5.	HP COLOR LASERJET PRO
6.	HPOFFICEJETPRO8610, CN62NFX02X

7.	HP OFFICEJET PRO 8610, CN62NFX02X
8.	HP LESARJET P1606DN, VNF3C12621
9.	HP OFFICEJET PRO 8610
10.	HP OFFICE JET PRO 8100,CN4APGV00P
11.	HP LESAR ET P1108, VNC7L16807
12.	HP OFFICE JET PRO 8610, CN524E32FR
13.	HP OFFICE JET PRO 8610, CN524E32GJ
14.	HP OFFICE JET PRO 8610, CN479FV0RC
15.	CANONJX210P
16.	HP LESARJET PRO M202DW, VNC3J25264
17.	HP OFFICE JET PRO 8100, CN479FV0RZ
18.	HP LASER JET M4345MFP, A3C39F
19.	HP OFFICEJET PRO 8600 PLUS, CN38NE4M1W
20.	HP LESARJET PRO M4345MFP, CNCJ7DV00H
21.	HP LESARJET P1007, VNFNX11654
22.	HP OFFICE JET 7612, CN66L3R037
23.	HP OFFICE JET 7612, CN48L2M043
24.	HP LASERJET P1606DN
25.	OFFICE JET PRO 8100, CN56HH016
26.	HP COLOR LASERJET PRO M202DW
27.	HP LASERJET P1007
28.	HP LASERJET P1108
29.	HP LASERJET P1606DN
30.	HP LESARJET P1108, VNC7K19984
31.	HP LESARJET PRO M202DW, VNC3520433
32.	HP DESK JET D2668, CN99D3F0DY
33.	HP LESARJET P1108, VNC7K21695
34.	HP OFFICEJET 7610, CN36O1KJP1
35.	HP LESARJET PRO 8100, CN566HV2ZJ
36.	HP LESARJET PRO 8100, CN258BQ1PK
37.	HP LESARJET P1106, VNC7Y08148
38.	HP LESARJET P1606DN, VNF3C38145
39.	HP OFFICEJET 7000 Wide Format, MY9AH1100M
40.	HP OFFICEJET 7500A, MY3943102F
41.	HPLESARJET P1106, VNC7307955
42.	HP LESARJET P1106, VNC7Y08147
43.	HP OFFICEJET PRO 8100, CN45CFV3QW
44.	HP LESARJET P1106, VNC7303253
45.	HP LESARJET P1107, VNF3221949
46.	HP DESK JET F2235, CN8AH4T5WV
47.	HP OFFICEJET PRO 8610, CN62NFX004
48.	HP LESARJET PRO M202DW, VNC3J01496
49.	HP LESARJET P1606DN, VNF3L23815
50.	HP LESARJET P1007, VNFN159777
51.	HP OFFICEJET PRO 8610, CN524E32RS
52.	HP LESARJET P1106, VNC7Y08177
53.	HP LESARJET P1106, VNC7Y08180
54.	HP OFFICEJET PRO 6230, TH5C95110D
55.	HP LESARJET PROM202DW, VNC3J26675
56.	HP LASERJET M202dw, VNC3J26670
57.	HP LASERJET P1007, VNFNX57688
58.	HP OFFICEJET PRO 8610, CN62NFX013
59.	HP OFFICEJET PRO 8610, CN5CLFX1KG
60.	HP OFFICE JET PRO 8610
61.	HP OFFICEJET PRO 8610
62.	HP OFFICEJET PRO 8610
63.	FARGO DTC1250
64.	HP OFFICEJET 8610

65.	HP OFFICEJET PRO 8610
66.	EPSON LX310
67.	EPSON LX310

4.	Scanner	Make : HP	Qty-02
1.	HP Scanjet 2400		
2.	Epson Scanjet Enterprise Flow 5000 s2		
5.	Plotter	Make : HP	Qty-03
1.	HP Designjet 500 PS (MY6A7D3016)		
2.	HP Designjet T2500 (CN43S5H015)		
6.	UPSs	Make : APC	Qty-65
1.	500 VA	-7	
2.	550VA	-3	
3.	600VA	-7	
4.	650VA	-10	
5.	700VA	-35	
6.	1KVA	-01	
7.	6 KVA	-02	
	APC RT 6000, APC RC 6000 (SRC600UXI)		
7.	Router	Make : CISCO	Qty-01
1.	CISCO		
8.	Switch		Qty-16
1.	D-Link -24 Port	-06	
2.	CISCO -24 Port	-01	
3.	HP Procurve- 8 Port	-01	
4.	8 Port Multi-Platform KVM Switch	-02	
5.	Firewall: Sonic WALL NSA 240	-01	
6.	24-Port Managed L3 Switch. (2910-24G al) Switch of HP	-01	
7.	Managed L2 Gigabit 24-Port Ethernet Switch. (2510-24G) of HP	-04	

CLIENTELE/ EXPERIENCE

Sr. No	Client's Name & Address, Contact person, Designation, Telephone no. & Mobile No.	Period of contract	PCs, Servers, Printers etc under Direct maintenance	Details of the Services provided to the client	Approx. Contract Value (in Lakhs)
			Under vendor management		
1					
2					
3					
4					

Note: Please use additional sheets and attach copies of the work orders for minimum two clients of the above contracts along with copy of proof of satisfactory execution of the contracts with respect to AMC services and Resident Engineers.

Date

Place

Signature :

Name :

Designation:

Company :

Seal of the Company:

Service Level Agreement Schedule

Condition	Coverage Hours	Baseline Performance	Measurement and Reporting	Penalty
Server Availability	24 x 7 x 365	99%	Measure Daily Report Monthly/ Quarterly	Less than 99% but more than 95%: penalty 3% of Equated Quarterly Installments (QAI) Less than 95%: Penalty 15% of QAI
Desktop Availability	Business Hours	98%	Measure Daily Report Monthly/ Quarterly	Less than 98% but more than 95%: Penalty 3% of QAI Less than 95%: Penalty 15% of QAI
Printer & Plotter	Business Hours	98%	Measure Daily Report Monthly/ Quarterly	Less than 98% but more than 95%: Penalty 3% of QAI Less than 95%:
Network and Firewall;	24 x 7 x 365	98%	Measure Daily Report Monthly/ Quarterly	Less than 98% but more than 95%: Penalty 3% of QAI Less than 95%: Penalty 15% of QAI
System Backup	24 x 7 x 365	0 Data Loss	Measure Daily Report Monthly/ Quarterly	Penalty of 10% of EAI for each data loss case.

SLA will be measured via real time software without any manual intervention.

Date

Place

Signature :

Name :

Designation:

Company :

Seal of the Company:

Technical Proposal for Monitoring System for different offices of NKDA under AMC

Date

Place

Signature :

Name :

Designation:

Company :

Seal of the Company: