

PURCHASE ENQUIRY

ENQUIRY NO: EU/AMC/COMPUTER/TNG

Dated: 27/12/2017

Last date of submission: 12/01/2018, 11 am

Opening Date of Techno-Comm.bid: 12/01/2018, 02 pm

Dear Sir,

Sealed two part offers are invited for Annual Maintenance Contract (non-comprehensive type) of the following computer peripherals at two factories of Electrical Division, Kolkata Operation.

Factory address: 1. Switchgear Unit, 14, Mayurbhanj Road, Kol – 700023.
2. Brentford Unit, P-25, Transport Depot Road, Kol – 700088.

SI	Description	Qty.	Operating System
1	Annual maintenance contract for computer hardware Computer/s (486 / DX4/P-III, P-IV, Celeron / Dual Core / Core 2 Duo) (Code – MAMC034)	91	Windows 98, Windows XP, Windows 7
2	Annual maintenance contract for Dot Matrix Printers (Code – MAMC035)	03	
3	Annual maintenance contract for Desk Jet Printers (Code – MAMC036)	03	
4	Annual maintenance contract for Laser Jet Printers (Code – MAMC037)	12	
5	Annual maintenance contract for Earth net Switches (Code – MAMC038)	18	
6	Annual maintenance contract for Server (Code – MAMC039)	04	2 Nos Windows NT with SQL Database and 2 Nos Novel Server 3.12
7	Annual maintenance contract for Scanner (Code – MAMC042)	07	

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Scope of Work

Routine Maintenance

You have to attend each computer and printer once every month. During such service visit your Engineer shall

- (1) Clean the screens, mouse, keyboard, CD-ROM drive, laser and tray & inside the computer.
- (2) Check the battery, operating system and applications. If required OS to be installed to make the computer in working condition.
- (3) Update / Verify the anti-virus software
- (4) Check the printers. Print a test page. Make sure the printers are producing clean copies, and that the toner cartridges aren't about to run out.

A chart is to be maintained for such routine maintenance duly signed by individual user. The said copy is to be submitted along with every monthly bill.

Breakdown Maintenance

Your Engineer will attend all break down calls / problems related to Computer Hardware(s), Software, Internet and Networking (i.e. Machine Formatting, O/S installing or repairing, virus related problems and Networking Software maintenance in Server) **within 24 hours** from intimation.

You will take all the responsible steps to ensure that all the components related to Computer / Printers / Earth net Switch or Hubs are kept in good working condition and under Network at all the times during contract period.

In case any spares / defective parts need to be brought / replaced, the same would be reimbursed on actual price basis subject to available market price.

Essential Qualification -

- 1)** Bidders should have adequate exposure to installed SQL database on the server working under window NT OS.
- 2)** Bidders are to submit a **price list** of tentative spare parts that may be required during AMC period.

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General Terms and Conditions

- 1) The tenderer should have full-fledged office at Kolkata and experience in maintaining a network of more than 50 nodes at a single site or in at least one Govt. organisations / Undertakings. The firm should have at least five years' experience in the field of maintenance of computer equipment and network.
- 2) The contract will be awarded initially for a period of one year. However, the same will be extendable on year-to-year basis for the maximum additional period of two years provided the institute finds the services satisfactory.
- 3) In case an equipment / machine is been taken for servicing to service center, the firm will provide a stand by equipment and will take prior permission of the systems Department before taking the equipment out. Cost of transportation and insurance of equipment will be born by the firm.
- 4) **GST** - Please specify GST rate and the registration no.
- 5) **Penalty Clause** - In case you do not depute your service engineer in time as per AYCL schedule, we shall impose a penalty as deemed fit by us.
- 6) **Payment Terms** - The vendor is required to submit monthly bill of any month within the first 7 days of the following month. Payment of each bill is to be made after 30 days from the date of submission of bill. Any other payment terms would be heavily loaded as per AYCL norms.
- 7) **Award of Contract** - Contract will be awarded to the L1 bidder, to be determined on total package basis.
- 8) **Validity of Offer** - The offer should remain valid for at least 60 days from the date of opening of offer.
- 9) **Validity of price** - The price shall be valid for one year from the date of placement of order. However, it can be extended for further one-year subject to mutual consent.
- 10) **Risk Purchase** - For delay in Maintenance, we reserve the right to do the same through some other agency's which shall be deemed fit and the additional cost if any (Incidental / consequential) shall be deducted from your payment.

- 11) **Earnest Money** - 1% of bid value in the form of Demand Draft or pay order to be deposited along with quotation (may be adjusted with outstanding amount which is to be clearly spelt out). SSI unit will be exempted as per State / Central Govt. directive. The same would be converted to security deposit for the successful bidder.

- 12) **Arbitration** - All disputes relating to this order or relating to the price of the goods supplied there under or otherwise arising there from between the seller and buyer shall be subject to and referred to the court of competent jurisdiction situated within the limits of the city Kolkata neither the seller nor the buyer shall take or adopt any legal proceedings to enforce any claim against the order relating to this order or arising there from in any court other than the court of competent jurisdiction within the limits of the city of Kolkata.

Submission of offer

Your offer should be submitted in two parts – **(a)** Techno-commercial bid and **(b)** Price Bid.

TECHNO-COMMERCIAL BID SHOULD CONTAIN -

1. Please submit your Company profile / details as per format attached.

- Name of the Firm and registered address

- Name and designation of Coordination Person

- Address of service center in Kolkata with Landline Phone No., Mobile No. and Fax No., Website and e-mail address

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- Does the firm posses ISO Certification / any other accreditation : Yes / No if Yes: give details with year of Certification

➤ Trade license No. _____

➤ GST Registration No. _____

➤ Pan No. _____

- Years of operation

❖ Maintenance ----- Years

❖ Other Computer related business -----Years

- Yearly turn-over 2015-16 2016-17

❖ Maintenance -----

❖ Other activities -----

❖ Total -----

- Support staff and qualifications

❖ No. of Qualified Hardware Engineers -----

❖ No. of Qualified Software Engineers -----

❖ Others -----

➤ Enclose list of major clients preferably in Govt. / Public Sector and duration of contract.

➤ Whether the firm is black-listed by any Govt. agency? Yes / No

➤ Any other information of importance

2. Bidders should confirm exposure to installed SQL database on the server working under window NT OS and submit documents in support of the same.

3. Performance Certificate issued by your customer towards quality of services. (Computer Hardware, SQL Database, Windows NT etc.)

4. Price List of tentative spare parts

5. Acceptance of all General Terms and Conditions as stated above

PRICE BID SHOULD CONTAIN -

Rate in the specified format as below

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NOTE

- 1) L1 will be determined on summation of price basis.
- 2) Proper loading on the price shall be made by us for important terms e.g. payment terms, cost of delivery to the destination, excise, sales tax/vat, other taxes & duties etc. having financial implications.

Andrew Yule & Company limited reserves the right to reject the offer, without assigning any reason whatsoever. In case of any dispute relating to this contract decision of the Unit Management shall be final and binding for binding both the parties.

For Andrew Yule & Co. Ltd.

(ELECTRICAL DIVISION)