



The Bhagirathi Cooperative Milk Producers' Union Limited
(A Govt. of West Bengal Project)

BU:MIS:COMP&APL:AMSC:4061

Dated: February 11, 2019

NOTICE INVITING OFFLINE TENDER (TWO COVER SYSTEM)

Note: The Bidder must go through the tender document understand the requirement and then quote the bid. Any clarification regarding the tender shall be resolved in the pre bid meeting.

Name of the Work: Annual Maintenance and Service Contract of ICT, Networking and Surveillance Components of The Bhagirathi Milk Union and Kandi Chilling Plant.

The Managing Director of The Bhagirathi Cooperative Milk Producers' Union Limited, invites offline rate tenders in **TWO BID SYSTEM** from reliable, resourceful, bonafide and experienced firms/ companies/ individual contractors having requisite financial capability and sufficient experience service and maintenance of ICT components and technical credential on execution of similar nature of work.

Scope of Work: Annual Maintenance Contract for ICT, Networking and Surveillance Components like Computers, Printers, Servers, Routers, Switches, NVRs CCTVs etc and others peripherals installed in various sections of the Bhagirathi Milk Union and Kandi Chilling Plant.

Timeline of Tender:

PARTICULAR	DATE & TIME
Date of Publication of NIT	11/02/2019 at 11:00 am
Tender submission start date & time	11/02/2019 from 11:05 am
Tender submission end date & time	21/02/2019 till 16:00 pm
Pre-bid meeting in the chamber of The Managing Director of The Bhagirathi Cooperative Milk Producers' Union Limited	12/02/2019 at 11:00 am
Date & Time of opening of Technical Bid in the Office of the Milk Union	23/02/2019 at 16:00 pm
Date & Time of opening of Financial Bid in the office of the Milk Union	To be notified later

Estimate of the Work: NIL. The rate shall be quoted by the bidder depending upon the prevailing market rate.

Eligibility Criteria & Mandatory Documents:

Experience: Bidder should have at least 3(three) years of experience in service and maintenance of ICT Components. Work Completion Certificate/POs issued from a competent authority of minimum value of 2 lakhs should be submitted in support of the claim.

Financial Capability: Bidders should have minimum annual turnover of minimum 5.0 lakhs. Audited Balance sheet should be furnished in support of the claim.

Earnest Money Deposit: Bank Draft/ Bankers Cheque of Rs. 5,000/- (Rupees Five Thousand) only shall be submitted in favour of the "The Managing Director of The Bhagirathi Cooperative Milk Producers' Union Limited" payable at Berhampore.

Statutory documents: Bidder must submit latest GST Registration Certificate, copy of valid PAN Card.

All the above-mentioned criteria and documents are mandatory and if the bidder fails to submit any of them, their bid will summarily be rejected.

Submission of bids: The bids will be submitted in offline mode.

Technical bid submission:

All the mandatory documents given below such be furnished in Technical Bid Envelope

1. PO/ Work completion certificate from competent authority of 2 lakhs.
2. EMD
3. GST Registration
4. Copy of valid PAN
5. Audited Balance sheet with annual turnover of 5 lakhs

Shall be placed in a sealed cover having written on top "Technical Bid for Annual Maintenance and Service Contract of ICT, Networking and Surveillance Components. "

Financial Bid Submission:

The financial offer of the bidder shall be submitted in a sealed cover having written on top Financial Bid for Procurement & Installation of Server and ICT Components ". The financial offer of the bidder shall be in the following format:

To
The
Managing Director
The Bhagirathi Cooperative Milk Producers' Union Limited
Berhampore, Murshidabad

Sub: Financial Offer

Sir,

I beg to submit that I agree with all the terms and conditions mentioned in the NIT No BU:MIS:COMP&APL:AMSC:.....dated..... and submitting my Financial Offer of Rs..... for Annual Maintenance Contract for ICT, Networking and Surveillance Components like Computers, Printers, Servers, Routers, Switches, NVRs CCTVs and others peripherals installed in various sections of the Bhagirathi Milk Union and Kandi Chilling Plant. My financial offer includes all the taxes and incidental charges.

You are requested to kindly accept my financial offer

Yours faithfully

Dated:

[Name of the Bidder]

Both the sealed covers of Technical and Financial bid shall be placed in another bigger sealed cover having written on its top as "BID for Annual Maintenance Contract for ICT, Networking and Surveillance Components".

The bid shall be submitted in the Receive & Dispatch section of The Bhagirathi Cooperative Milk Producers' Union Limited within the date and time referred in this NIT.

Security deposit: EMD of successful bidder shall be converted to Security Deposit and will be released after successful execution of the Tender.

Validity of the bid: The bid once submitted shall be valid for 90 days.

Validity of Contract: The Contract shall be valid for 1 year from the date of issuing work order.

Other Terms & Conditions:

EMD: Bank Draft/ Bankers Cheque of **Rs. 5,000 (Rupees five thousand) only** in favour of the "MANAGING DIRECTOR" to be enclosed with duly filled up the tender document, subsequently which will be treated as Security deposit for success full bidder and will be refunded after successful completion of the work. Earnest money of the unsuccessful tenderer will be refunded after 7(seven) days from the date of opening of tender. **Offers not accompanied by the EMD will summarily be rejected.**

The earnest Money deposited:

- a. Can be converted into a security deposit against selected bidder. The EMD will be returned to the non-selected bidders within 7 days after opening of financial bid.
- b. Forfeiture of EMD will be done
 - i. If the bidder withdraws tender after opening or acceptance.
 - ii. If the selected bidder fails to accept work order, refuse wither wholly or partly the offer that would be made by the undersigned.
 - iii. If the selected bidder fails to do the work as per specifications.

Details of Scope of Work: Annual Maintenance Contract for ICT, Networking and Surveillance Components like Computers, Printers, Servers, Routers, Switches, NVRs CCTVs etc and others peripherals installed in various sections of the Bhagirathi Milk Union and Kandi Chilling Plant.

- The maintenance of hardware and software installed. The software maintenance includes operationalizing, loading/formatting/reformatting of software disks with software which may be system software or application software which is used in the office purposes. Data retrieval, installation of software, removal of virus and reinstallation of software, if corrupted. Support to users and troubleshooting of commercial software and Licensed Packages.
- Maintenance includes replacement of malfunctioning spares/parts for proper functioning of all systems and subsystems listed in the Annexure-I of the NIT. If any part gives repeated problems i.e. 2 repairs in a minimum period of 2 months time, then the contractor must replace it immediately with a new original part.
- Maintenance includes replacement of each and every malfunctioning part of the Computer printer and related items listed in the Annexure-I like Hard Disk, Motherboard, RAM, Cabinet, Keyboard, Mouse, Display Units, SMPS, UPS, LAN, Fuser Assembly, Roler Drums, Data Cables, Scanning Unit, Switch, Racks, Modem, Roters, Intercoms, Biometric Authentication Units, LAN Cables, Cat5, 6 cables, CCTV Cameras, Network Video Recorders, Projectors, Speakers, Public Address Systems, Netbooks etc. (any accessories and peripheral not mentioned here but essential for execution of the work should also be included in the scope of work of the Contractor).

Terms and Conditions:

- The Contractor of the firm/company/agency shall have to depute minimum 1 no(s) of well qualified Systems and Network engineer in the Office of The Bhagirathi Cooperative Milk Producers' Union Limited who will be responsible for monitoring of the existing Computers Printers and other accessories and peripherals.
- The deputed personnel should have sound knowledge, experience and specialization in repairing Computers, Dot Matrix and Laser Printers. The engineer should be well versed with network entities and topologies and should also have adequate experience in maintenance of Networks, firewalls etc.

- The engineers are required to report in the office of The Milk Union in all working days at 10:00 am. The Engineer shall sign in the attendance register **(in time and out time)** of the Milk Union with timing kept at the Security Block of the Main Gate. The engineers will work in accordance of the instructions of the Competent Authority and any other person authorized by him during his absence.
- The Contactor shall ensure that Engineer(s) are present timely (10:00 am to 1700 pm) and should possess valid identity cards on all working days. In case the Engineer is going on leave, alternative arrangements to depute engineer in the Milk Union on his behalf is to be done by the Contractor and should be communicated to the competent authority well in advance. Failure to do so will attract penalty.
- The engineer(s) are required to visit each and every Section of the Milk Union every day and check if any system is not working properly. The Engineer(s) are required to maintain a “Register of Complaints “. The Engineer will register the problem and make suitable solution to the problem. The final report must be furnished in the register countersigned from the Sectional In-Charge of the Milk Union.
- During operation and maintenance if it is found that any spares need to be changed then the Engineer(s) is/are required to submit a report of the changes to be made duly signed by him stamped, sealed and furnished in the company’s letter head and then change the non functional spare with a new original spare after prior approval of the Competent Authority. **The bill of the spare should clearly contain the Section for which the spare is purchased.**
- Any problems regarding operation and maintenance should be resolved within 48 hours. Failure to do so without any notice for which the day to day activities of the Milk Union gets jeopardized will attract penalty.
- Any equipment should be repaired in-house. In cases where it is very essential to take out the equipment for repairs outside the office of the Milk Union, it is mandatory to have a valid Gate pass for such equipment issued from the concerned Sectional In-Charge with proper entries in the Security Office.
- Preventive Maintenance of each and every machine shall be carried out each and every month. This involves installation of important updates, updating software and licensed packages, vacuum cleaning of computers, printers and switches. It should be clearly understood that failure to do so will attract penalty.
- The Contractor shall provide a Computerized System equipped with internet and mobile facility to the Engineer(s) to ensure proper communication, monitoring and online helpdesk facility to the officials of the Milk Union.
- Standby arrangement is to be made in case any equipment is taken to the workshop for repair or if item is not usable. In case the standby arrangement is not made and the system is not usable beyond 48 hours, a penalty of Rs. 100/-(one hundred) per day will be charged.
- Loss of any part in the product on account of negligence attributable to the vendor will be subjected to penalty. The vendor may either reinstate the lost part or provide a new original

part of similar match or of higher configuration. Failure to do will impose penalty and cost of the lost part will be recovered from the Contractor.

- The Contractor shall not change the engineer(s) without prior clearance from the competent authority of the Milk Union. Any such change should be communicated to the Milk Union.

Tenure of Contract

The tenure of Contract of the AMC will be for a period of 1 (one) year and date of inception of the Contract will be specified in the Work Order. Unsatisfactory performance will lead to termination of the Contract. It is to be noted that the Milk Union reserves full right to cancel the contract without assigning any reason to the Contractor. It should also be noted that any dispute regarding AMC between the Contractor and the Milk Union. The decision of the Management shall be final and binding.

Terms of Payment

- Payment shall be made on monthly basis after acceptance of the Work Order.
- The Contractor must submit the attendance register of the Engineer along with the report of the items serviced by the Engineer.
- It is to be noted that payment for replacement of the spare parts will be done as per submission of 3 copies of the bill stipulating details of the spare and the Section for which the spare is used.

Penal Clause for Delayed Service

- The AMC includes rectification of all hardware and software related problems. The deputed engineer(s) will have to ensure that calls are attended within 1 (One) hour and the upkeep time for the repair of any system would be up to two working days. Failure to do so, in any case will impose a penalty of Rs.100/- (one hundred) per day.
- The Milk Union reserves full right to cancel the contract in case company is failing to provide services up to the satisfaction level or on security grounds.
- The imposed penalties, if any, shall be recovered from the monthly bills.

General Instructions to the Bidder

- The bidders must submit the technical and financial documents in sealed envelope before the last date of submission of bids.
- The bid should be submitted in sealed in the envelope. Open bids, bids received through mails, fax etc shall not be taken into consideration.
- The list of Computers and printers are detailed in Annexure-I
- The Milk Union reserves the right to accept or reject any tender or all tenders without assigning any reason thereof.

ANNEXURE-I

List of Computers and Laptops

SL No	LAPTOP/ DESKTOP	Make, Model & Configuration	Quantity in No(s)
1	LAPTOP	HP PROBOOK 440S, 4GBRAM, 750GB HDD, INTEL CORE I5, WIN 8 (ORIGINAL)	1
2	DESKTOP	Assembled Computer	5
3	DESKTOP	Assembled Computer	1
4	DESKTOP	Assembled Computer	1
5	DESKTOP	WIPRO iVALUE WTV68B55, RAM 2GB, HDD 500GB, Intel® Processor	1
6	DESKTOP	Assembled Computer	1
7	DESKTOP	Acer Veriton 4GB,1TB,DOS, Intel Core i3, 3.90 GHz	1
8	LAPTOP	HP PROBOOK 440S, 4GBRAM, 750GB HDD, INTEL CORE I5, WIN 8 (ORIGINAL)	1
9	LAPTOP	HP, MODEL-240 G5, 7th Generation 7200U, 4GB RAM,500GB HDD, Windows 10 Pro (Original)	1
10	DESKTOP	DELL INSPIRON 3252, RAM 4GB, 500GB, INTEL R PROCESSOR	1
11	DESKTOP	Acer Veriton 4GB,1TB,DOS, Intel Core i3, 3.90 GHz	1
12	LAPTOP	LENOVO-80LG00081H, 4GB DDR3 Expandable upto 8GB, 500GB Intel HD (WIN 10 ORIGINAL)	1
13	DESKTOP	Acer Veriton 4GB,1TB,DOS, Intel Core i3, 3.90 GHz	1
14	DESKTOP	Assembled Desktop	1
15	LAPTOP	HP PROBOOK 440S, 4GBRAM, 750GB HDD, INTEL CORE I5, WIN 8 (ORIGINAL)	1
16	DESKTOP	WIPRO iVALUE WTV68B55, RAM 2GB, HDD 500GB, Intel® Processor	1
17	DESKTOP	WIPRO iVALUE WTV68B55, RAM 2GB, HDD 500GB, Intel® Processor	1
18	LAPTOP	COMPAC PRESARRIO A100, 4GB RAM, 320GB HDD, INTEL DUAL CORE, WIN 7	1
19	LAPTOP	HP PROBOOK 440S, 4GBRAM, 750GB HDD, INTEL CORE I5, WIN 8 (ORIGINAL)	1
20	DESKTOP	Assembled Desktop	1
21	DESKTOP	Assembled Desktop	1
22	DESKTOP	Assembled Desktop	1
23	DESKTOP	DELL INSPIRON 3252, RAM 4GB, 1TB, INTEL R PROCESSOR, ANTIVIRUS, QUICKHEAL ORIGINAL	1
24	NETBOOK	ACER Make	5

TOTAL 23 No(s) of Computers (Laptop and Desktop) along with UPS in the Milk Union and Kandi Chilling Plant

N.B.: AMC of Finance and Accounts Department is excluded in the scope of Tender

List of Printers

SL No	PRINTER TYPE	MAKE AND MODEL	Quantity
1	LASER PRINTER	CANON LBP 6030B	1
2	LASER PRINTER	SAMSUNG 1676P	1
3	COLOUR LASER PRINTER	HP LASERJET PRO 200 COLOR M251n	1
4	LASER PRINTER	HP M1005MFP	1
5	LASER PRINTER	HP M1005MFP	1
6	LASER PRINTER	CANON LBP 2900B	1
7	LASER PRINTER	HP LASERJET P1106	1
8	LASER PRINTER	CANON MF4820d	1
9	LASER PRINTER	CANON LBP 2900B	1
10	LASER PRINTER	CANON LBP 2900B	1
11	LASER PRINTER	HP LASERJET 1020PLUS	1
12	LASER PRINTER	HP LASERJET 1020PLUS	1
13	LASER PRINTER	HP M1005MFP	1
14	LASER PRINTER	CANON LBP 2900B	1
15	LASER PRINTER	CANON LBP 2900B	1
16	LASER PRINTER	CANON LBP 2900B	1
17	LASER PRINTER	CANON LBP 2900B	1
18	DOT MATRIX	TVS MSP	1
19	LASER PRINTER	CANON LBP 2900B	1
20	LASER PRINTER	HP LASERJET PRO 400MFP M425dn	1
21	LASER PRINTER	CANON LBP 2900B	1
22	DOT MATRIX	TVS MSP	1
23	LASER PRINTER	HP LASERJET 1020PLUS	1
24	DOT MATRIX	TVS MSP	1

Total 24 No(s) of Printers in the Milk Union and Kandi Chilling Plant

In addition to the Computers and Printers listed above a CCTV Surveillance System of 6 Cloze Circuit Cameras with Hard Drive, Display and NVR is functional in the Kandi Chilling Plant. The service and Maintenance if the CCTV Surveillance System is included in the scope of the Tender.

Sd/-
Managing Director
For The Bhagirathi Cooperative
Milk Producers' Union Limited

Copy forwarded to:

1. In-Charge (F&A)
2. In-Charge MIS Office Copy
3. Official Website
4. I/C Purchase
5. I/C E&A