



CHANDERNAGORE MUNICIPAL CORPORATION

Marie Park, P.O. Chandernagore

Hooghly - 712136, West Bengal.

Phone No.: 033-2683-5297/2562/6706; Fax No.: 033-26835068

Tender Notice No: IA/Re-Tend/2017-18/09


Dated: 04/08/2017

INVITATION TO TENDER AND INSTRUCTIONS TO TENDERERS

Dear Sir(s),

On behalf of the undersigned sealed tenders are invited from the IT expertise from experienced Computer accessories and maintenance skilled firm for Annual Maintenance Contract (AMC) for Local Area Network at Chandernagore Municipal Corporation, Chandernagore. The terms and conditions of this contract applicable are given in the tender document. The bidders can see/download tender documents from our website : <http://wbtenders.gov.in>, on or before the prescribed date and time indicated in the terms and conditions of contract. After final selection, the lowest bidder will have to deposit 2% EMD Amount on the lowest rate, after that work order will be issued in his favour.

Rate Required : 1) Monthly Basis 2) Yearly Basis


Mayor
Chandernagore Municipal Corporation
Chandernagore

CHECK LIST

Please verify the following before submission of the tender and submit the required documents in the sequence listed below, to avoid rejection or disqualification of your tender.

1. Following documents as indicated in the tender document may be submitted on the tenderer letter head with dated signature and seal
 - a) Tender form
 - b) Rate Schedule
 - c) Statement on Compliance
 - d) Performance statement
 - e) Service support details
 - f) Other formats, if any provided in the tender; and
 - g) Details of previous contracts, if any (Work order for any Computer related maintenance job)
2. Certificates of registration for sales tax and incorporation etc. Issued by appropriate government for the required services with seal of the tenderer.
3. Vat registration/.
4. Certificates issued by employers where the similar services were rendered / being rendered with seal of the tenderer.
5. Any other document or information as required in the tender document.
6. Certificate of service tax no.
7. Time and Date for submission of Tender: **Up to 18.08.2017 at 3:00 PM.**
8. Time and Date for opening of Tender: **At 03:30 PM on 18.08.2017** (interested tenderer requested to submit the Tender Documents in Tender Box of Central Office of this Corporation).

DESCRIPTION OF AMC OF LAN NODES & SWITCHES

Comprehensive Annual Maintenance Contract of 100 nos. of LAN Nodes & 31 nos. of LAN Switches (managed & unmanaged) at Chandernagore Municipal Corporation premises in Chandernagore and Installation of fresh LAN Nodes.

Contract Period from the date of entering into the Agreement will be informed later.

The firms fulfilling the Terms and Conditions as prescribed below, may submit their bids super scribed as "Quotation for Comprehensive on site AMC of LAN Nodes & LAN Switches" and addressed to the Mayor, Chandernagore Municipal Corporation.

The tender will be called in single bid system i.e. Technical eligibility with Financial bid be submitted in sealed envelope on the following terms and conditions: -

Technical Bids :

Technical bid envelop should contain the following documents :-

1. Address Proof
2. Copy of Trade License
3. Copy of PAN Card
4. Copy of Last I.T. Return
5. Copy of Last Sales Tax Return
6. Experience Certificate (as mentioned in Tender Document)
7. Written Declaration from the tenderer that they should have not been black listed from any Govt. Organization

Financial bid envelop should contain :-

1. Rate Chart of the items.

TERMS & CONDITIONS:-

1. The comprehensive maintenance includes preventive maintenance/regular services of the LAN Nodes (LAN Networking) and LAN Switches and all accessories/or replacement of all such hardware/items necessary for keeping the LAN Nodes in prefect working order and condition at all the times during the period of the AMC from any defects/disturbance or any unscheduled call for corrective and maintenance services, by taking appropriate steps on time to set right the full functioning of the LAN Nodes & Switches.
2. The replacement of all spares of hardware is included under the AMC. Defective parts will be replaced with good and **standard quality** spares by the vendor without any extra charges of any kind.
3. The comprehensive maintenance shall be carried out at Chandernagore Municipal Corporation premises or wherever the LAN Nodes & Switches have been installed. In case the vendor feels that the equipment cannot be repaired at Chandernagore Municipal Corporation premises will carry and deliver the equipments at their own cost and risk to get it repaired promptly and provide standby forthwith in lieu thereof and Job card will be maintained strictly and signature of the users will be obtained on every visit.

TECHNICAL TERMS AND CONDITIONS: -

1. The applicant shall enclose details of infrastructure and backup facility

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- 2.4 The comprehensive maintenance shall be carried out at CMC, Chandernagore premises or wherever the LAN Nodes & Switches have been installed. In case the vendor feels that the equipment cannot be repaired at CMC, Chandernagore premises will carry and deliver the equipments at their own cost and risk to get it repaired promptly and provide standby forthwith in lieu thereof and Job card will be maintained strictly and signature of the users will be obtained on every visit.
- 2.5 The firm whose quotation is finally accepted shall deposit Performance security, which will be 10 % of the actual of contract in the form of demand draft/term deposit or bank guarantee drawn in favor of the Secretary, CMC, Chandernagore. No interest shall accrue on security deposits.
- 2.6 The contractor shall check the LAN, switches and wire other equipments etc. every month and submit a report to the department. In case of failure to do so a penalty of Rs.500/- shall be imposed on every default and penalty can be adjusted against pending payment/Security Deposit.
- 2.7 All repairs and servicing of equipment shall be carried out on site. In exceptional circumstances where the equipment/component is/are to be taken to the companies premises/service centre for repair standby component shall be made available. The equipment being taken to the workshop for repair would be at company own risk and expenses.
- 2.8 The replacement of components or equipment shall be as per manufacturer's instruction under orders of CMC, Chandernagore.
- 2.9 Any damage or loss caused to equipments due to negligence, mishandling shall be made good by contractor either by payment in cash at the prevailing market price of the equipment/items or by replacing equipment/item of same make and specification.
- 2.10 The contractor shall maintain and use genuine/original components for replacement wherever needed.
- 2.11 The bidder should state whether the Firm is accompany under Corporation Act, Partnership Firm. The address of the firm with telephone number/s and fax number/s has to be given. The firm shall have dedicated email address(es) and landline/mobile connection to attend to the complaints in regard operation of LAN.
- 2.12 The operating environment conditions in which the equipments are presently installed are quite satisfactory. The vendor will not raise any conditions/objections with regard to the working environment for the equipment covered under this AMC would be given on as-is-where-is basis.
- 2.13 The system down time should not exceed 12 hours from the time at which the complaint was made. In case, the LAN Node is not repaired or standby is not provided within stipulated time, the Department may elect/choose to get the same repaired or replaced from any other outside agency and the cost & expenditure incurred therein shall be recovered from the vendor and the Department may also decide to levy penalty @ Rs. 500/- per day.
- 2.14 In case, the Switch mode is not repaired or standby is not provided within 48 hours, the Department may elect/choose to get the same repaired or replaced from any other outside

2. The contractor shall check the LAN, switches and wire other equipments etc. every month and submit a report to the department. In case of failure to do so a penalty of Rs. 250 /- shall be imposed on every default and penalty can be adjusted against pending payment/EMD/Security Deposit.
3. All repairs and servicing of equipment shall be carried out on site. In exceptional circumstances where the equipment/component is/are to be taken to the companies premises/service centre for repair standby component shall be made available. The equipment being taken to the workshop for repair would be at company own risk and expenses.
4. The replacement of components or equipment shall be as per manufacturer's instruction under orders of CMC.
5. Any damage or loss caused to equipments due to negligence, mishandling shall be made good by contractor either by payment in cash at the prevailing market price of the equipment/items or by replacing equipment/item of same make and specification.
6. The contractor shall maintain and use genuine/original components for replacement wherever needed.

The Corporation Authority reserve the right to accept or reject any tender without assigning any reason thereof.

7. The tenderer/bidder must have satisfactorily executed for atleast three AMC's contracts of the last three years.
8. The quotations must be accompanied with copy of VAT registration Certificate duly attested by Gazetted officer only.
9. The vendor will also quote the charges of installation of fresh LAN Nodes, Switches, Cabling etc and its all accessories, unit wise with specifications, during the period of the tender.
10. The bidder should state whether the Firm is accompany under Corporation Act. The address of the firm with telephone number/s and fax number/s has to be given. The firm shall have dedicated email address(es) and landline/mobile connection to attend to the complaints in regard operation of LAN.
11. A general undertaking that all the terms and conditions of this Bid Document are acceptable on the letter head of the firm. This needs to be signed by an authorized person with Firm seal.

21. The announcement of decrease/increase of taxes, duties or prices etc., will not affect the AMC rates during entire period of the contract.
22. The terms of a contract, including the scope and specification once entered in to, will not be materially varied.
23. This department may accept the tenders at any time within period of 90 days from the date of submission of tenders and the rates quotes will be valid during the entire contract period.
24. This department may impose further liquidated damages as it think fit for any delay/defective work or material etc.
25. The rates quoted shall be inclusive of all taxes and charges including VAT/ Sales Tax, Custom Duty, Service Charge/Tax, Transportation etc.
26. This department reserves the right to accept or reject any tender without assigning any reason whatsoever. However the bidder is entitle to question any bidding conditions process or rejection of its bids.
27. The tenders received after the due dates and time shall not be considered by this department.
28. The tender must be unconditional. If the tenderer imposes any condition, this department may reject tender without assigning any reason.
29. The tender is not transferable.;
30. The rates should be quoted in words as well as in figures, without any overwriting or erasing which will render particular item invalid.
31. When any working day is declared a holiday, then tenders will be opened on the next working day.
32. Tenders are advised to visit the office to see the hardware within official time between 10.30 am. to 4.30 am.

Tender for Annual Maintenance Contract (AMC) for Local Area Network & Facility Management Services at Chandernagore Municipal Corporation (Main Office Five Borough's, Hatkhola & Dishari Hospital)

(Please provide the following details along with documentary proof of the supporting documents as asked in eligibility criteria, without which the tender will not be considered. In case sufficient space is not available, use separate sheets)

1. Company Name & Address :
2. Company profile :
3. Income Tax PAN No. :
4. Total Income Tax paid in the year 2016-17 :
5. Company Status (Prop./Pvt./Ltd.) :
6. Name of organizations and value of AMC:
7. Registration details in State/Central Govt. :
8. Service Tax No. :
9. No. of Engineers & Technicians in the firm :
10. List of clients along with their contact names, telephone numbers and address (tender will not be considered without this information):
11. Present total number of such AMCs being serviced:
12. Are you authorized service provider of any reputed Company: (If yes, please give details and enclosed copy of authorization)
13. Address of Workshop :

- 14 Facility available for servicing
- i) Spares available
 - ii) Test equipment
 - iii) Test tools (Hardware/software)
 - iv) any others.
- 15 Is your firm certified with ISO: Yes/No
(If yes, please enclose a copy of certification)
- 16 Have you attached the brief write up on approach and strategy: Yes/No
(If yes, please enclose a copy of write up)
- 17 Has the firm ever been black listed by any Government/undertaking organization: Yes/No (If
No, enclose the undertaking as asked in para-18)
- 18 Any other Information

Annexure-II

(PRICE BID)

S.N.	Description	Quantity	Unit Price	Amount (in Rs.)
1	LAN Nodes	100		
2	Switches (D-link) 24 ports with Jack panel	08		
3	Switches (D-link) 08 ports	14		
4	Switches (D-link) 04 ports	09		
5	Installation of additional LAN node (rates should be included all types of cables & other fixtures).			
TOTAL(1+2+3+4+5)		131		

*The L1 will be decided on lowest total.

Certified that the above information is correct and the firm is willing to accept all the terms and conditions of the tender document.

SINGNATURE

NAME

ADDRESS

PHONE NO..... FAX NO.....