



**CHANDERNAGORE MUNICIPAL CORPORATION**

Marie Park, P.O. Chandernagore  
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**URGENT**

Tender Notice No: IA/Re-Tend/2017-18/14

Dated: 06/09/2017


**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

## 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 **premisses** or wherever the LAN Nodes & Switches have been installed. In case the vendor feels that the equipment cannot be repaired at Chandernagore Municipal Corporation **premisses** 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

12. The vendor/tenderer should not have been black listed by any Govt. Department. An undertaking to this effect be provided by the authorized person.
13. Each paper of the tender should be numbered and stamped by the Tenderers / vendors with the seal of the firm.
14. 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.
15. The system down time should not exceed 24 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.
22. 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 agency and the cost & expenditure incurred therein shall be recovered from the vendor and the Department may also decide to levy penalty @ Rs. 250/- per day.
16. The tenderer/vendor/AMC holder shall check each LAN Switch (Cleaning of Switches, re-installation of Switches, Jack Panels, Wire Manager & dressing of cables including checking/repairing/replacement of the fiber optical wires.) installed at the Chandernagore Municipal Corporation, Chandernagore atleast once in a month, and get the signatures of the concerned user/Branch In charge and submit the satisfactory reports to this office simultaneously.
17. The vendor will replace the old/breakage wires from LAN point to switch and the wires are in loose condition, it will be installed under the conduit pipe/channel installed in CMC Main office & five Borough's, Hatkhola & Dishari Hospital during AMC period without any extra charges.
18. The AMC will be valid for one year but it may be extended for further period of maximum one year on mutual agreement.
19. The Department reserves its right to terminate the contract at any time before the expiry of contract period, if the work of the vendor is not found to be satisfactory will be terminated without assigning any reason.
20. It will be at the discretion of the Department to make inquiries either itself or through any of the officials of this office to judge the suitability and capability of the vendor.



Annexure-I

**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 :

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).			
<b>TOTAL(1+2+3+4+5)</b>		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.

SIGNATURE .....

NAME .....

ADDRESS .....

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

- 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