



GOVERNMENT OF INDIA: MINISTRY OF FINANCE: INCOME TAX DEPARTMENT

भारत सरकार : वित्त मंत्रालय: आयकर विभाग

DIRECT TAXES REGIONAL TRAINING INSTITUTE: प्रत्यक्ष कर क्षेत्रीय प्रशिक्षण संस्था

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F. NO. DTRTI/KOL./ADMIN.-30 (PART IV)/2017-18/1694

Dated: 31.08.2017

TENDER NO.09/2017-18

**COMPREHENSIVE ANNUAL SERVICE SUPPORT CONTRACT OF
INFORMATIONAL TECHNOLOGY EQUIPMENT AND OTHER RELATED
SERVICES AT DTRTI, KOLKATA**

LAST DATE OF RECEIPT OF TENDER: 21.09.2017 up to 12 noon.



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**COMPREHENSIVE ANNUAL SERVICE SUPPORT CONTRACT OF
INFORMATIONAL TECHNOLOGY EQUIPMENTS AND OTHER RELATED
SERVICES AT DTRTI, KOLKATA**

1. INTRODUCTION


The DTRTI Kolkata holds several Desktop Computers, Servers, Laptops, LaserJet/DeskJet printers, Scanners and UPS at various locations in its office building at 110, Shantipally, E.M Bypass, Kolkata 700 107 and requires professional services for their regular maintenance and prompt repair.

1.2 RELATED INFORMATION

S. No.	Item	Description
1.	Scope of work	COMPREHENSIVE ANNUAL SERVICE SUPPORT CONTRACT OF INFORMATIONAL TECHNOLOGY EQUIPMENTS AND OTHER RELATED SERVICES AT DTRTI KOLKATA
2	Cost of Tender Documents	Cost of bid document is Rs. 200/-(non-refundable), to be paid through a demand draft favouring 'ZAO,CBDT, Kolkata' and should be enclosed with the bid document
3	Earnest Money Deposit (EMD)	A sum of Rs. 5000/- (Rupees Five thousand only) shall be furnished as Earnest Money Deposit (EMD) through an account payee demand draft favouring 'ZAO, CBDT, Kolkata. The EMD must accompany the bid without which the bid will be rejected
4	Period of Sale of Tender documents	11.09.2017 to 15.09.2017 (10.00 am to 5.00 pm)
5	Persons** from whom the tender documents can be obtained and submitted	Addl. Assit. Director Of Income Tax (Trg)-3, 3 rd floor, DTRTI, Kolkata. 110, Shantipally, E.M.By-Pass, Kolkata - 700107.
6	Pre-bid meeting	08.09.2017 at 4.00 pm at the chamber of Jt. Director of Income Tax DTRTI, Kolkata, 110, Shantipally, E.M.By-Pass, Kolkata -700107.
7	Last Date and Time for submission of Bid	21.09.2017 , up to 12.00 noon
8	Date and Time of Opening of technical Bids	21.09.2017 , at 02.00 pm
9	Place of Opening of Bid	Addl. Assit. Director Of Income Tax (Trg)-3, 3 rd floor, DTRTI, Kolkata, 110, Shantipally, E.M.By-Pass, Kolkata - 700107.
10	Address for Communication	Addl. Assit. Director Of Income Tax (Trg)-3, 3 rd floor, DTRTI, Kolkata, 110, Shantipally, E.M.By-Pass, Kolkata -700107.

**** The bid document can also be downloaded from www.incometaxindia.gov.in**




 (SUNITA V. LANGSTIEH)
 Addl. Asst. Director (Trg)-3
 DTRTI, Kolkata

2. INTENT OF THE SPECIFICATIONS :

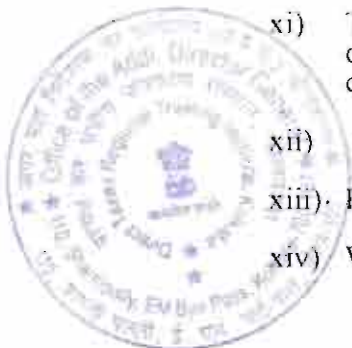
2.1 It is intended to award the Comprehensive Annual Maintenance Contract (AMC) for the following in DTRTI, Kolkata :

2.1.1 Annual Maintenance Contract (AMC) includes repair and Maintenance of following computers (including Desktop Computers, Servers, Laptops, etc.) and associated peripherals, printers and associated hardware connected to LAN or otherwise.

- i) 62 Desktop computers
- ii) 17 Laptops
- iii) Projectors, computers / Electronic Podiums and sound system fitted in four lecture halls.
- iv) 60 and 40 computers installed in two computer lab.
- v) Laser and Inkjet Printers attached with computers
- vi) Networking server (HP ML 350 and HP 406 GT) and Wi-Fi at DTRTI, Kolkata
- vii) Electronic podiums in two conference halls.
- viii) Computers and other peripherals in Audio-Visual lab
- ix) Computers and other peripherals in Cyber Forensic Lab

2.1.2 Scope of Work:- The service provider will be required to provide the following services:-

- i) Repairs of desktop computers including laptops and associated peripherals.
- ii) To assist personnel of respective vendor in ITBA software installation on all computers in computer lab, if required
- iii) Wireless network configuration, installation and maintenance
- iv) Networking and maintain different types of IP addresses. Distribution & handling of multiple live IPs
- v) Tally installation in computer lab.
- vi) Virus cleaning and antivirus installation and updating
- vii) Resolving of issues related to different types of internet connections like BSNL broadband and 3G connections! 4G connections
- viii) CD/DVD writing during training sessions.
- ix) Lab, Lecture halls projector maintenance
- x) Software installation on Desktops and laptops
- xi) The complaints related to hardware and operating system including formatting of hard discs as and when required and loading of necessary drivers with LAN card configuration.
- xii) Short animation movie making
- xiii) PHP and MYSQL software installation, maintenance and enhancement
- xiv) Website preparation, installation, maintenance and upgradation



- xv) Preparation of study materials and related jobs.
- xvi) Maintenance of networking server throughout the building
- xvii) E-granthalay software installation, maintenance and upgradation
- xviii) Uploading of materials in NADT and other websites as directed
- xix) Maintenance of Digital Display Board,
- xx) Maintenance of Cyberroam Firewall,
- xxi) Maintenance of Globus Podium
- xxii) Generate Id card & Certificates
- xxiii) CCTV monitoring and data backup.
- xxiv) The service provider has to depute a full time professional from 10AM to 6 PM on all week days(except Sundays).

2.13 The detailed specifications and quantities of the equipment are indicated at Annexure-I . Bids will be evaluated on the basis of quantities indicated in Annexure-I. However, DTRTI Kolkata reserves the right to vary the quantities as well as items at the time of award of contract and also while renewal of contract.

3. INSTRUCTIONS TO THE BIDDERS

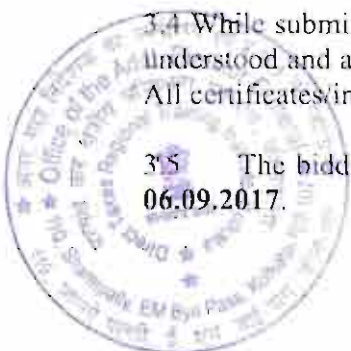
3.1 Interested bidders may either download the Bid Document from the website www.incometaxindia.gov.in or may collect it from the AADIT (Trg.)-3, o/o The ADG (RTI), Kolkata, DTRTI, Kolkata having office at 3rd floor, 110 Shantipally, Kolkata- 700 107 on any working day from 11.09.2017 to 15.09.2017 between 11.00 am to 05.00 pm. In either case tender document cost Rs.200/- (Rupees Two Hundred Only) in the form of "Crossed Demand Draft" drawn in favour of "ZAO, CBDT, Kolkata" shall have to be enclosed with the bid.

3.2 The bids should be prepared strictly in accordance with the instructions contained in the specifications. These shall be submitted in a properly sealed cover as described in Clause 3.3 of these specifications, addressed to ADG (RTI), Kolkata, 3rd floor DTRTI, Kolkata and superscribed "COMPREHENSIVE ANNUAL SERVICE SUPPORT CONTRACT OF INFORMATIONAL TECHNOLOGY EQUIPMENTS AND OTHER RELATED SERVICES AT DTRTI KOLKATA ". The interpolations, insertions, cuttings and corrections, if any, made in the quotation, if any, must be duly signed /initialed by the bidder.

3.3 Each of the bidders shall submit its bids in two parts viz. 'Technical Bid' and 'Financial Bid' in separate sealed covers superscribed with the words 'Technical Bid' and 'Financial Bid' as the case may be. The draft/pay order for Earnest Money must be submitted in a separate sealed envelope and superscribed with the words "Earnest Money". The Financial bid shall be prepared as per pro forma Annexure-I enclosed here with. The two parts of the bid and the envelope containing Draft/Pay Order for Earnest Money shall be placed in one sealed cover which shall be marked and superscribed as indicated in Para 3.2 above.

3.4 While submitting the bids as per the specifications, the bidder shall be deemed to have read, understood and accepted all the terms and conditions stated in the tender document for this work. All certificates/information/documents as listed under Para 4 shall be furnished alongwith the bid.

3.5 The bidders shall be free to inspect the equipment between 11.00 AM and 4.00 PM, on 06.09.2017.



3.6 A Certificate that all costs of repair and maintenance charges other than that specifically provided for as per the terms of this contract have been included in price bid, shall be furnished by the bidder along with the price bid.

3.7 The bidder will indicate the complete address of the company/office and service centre along with the name(s) of the contact person(s) and their telephone/Fax/Mobile No.(s) and other particulars as per the Proforma given in **Schedule-I**.

3.8 In case of discrepancies, the minimum quoted price shall be considered for evaluation. In case of difference between the amounts in figures and in words the rates quoted in **words** will govern.

3.9 The offers/bids must be sent by Registered Post/Courier/By hand/Speed Post sufficiently in advance so as to reach the Office of the DTRTI, Kolkata as at Para 3.2 above, by the scheduled date and time. Any bid received after the due date and time, by whatever means, shall not be considered and shall be returned unopened.

3.10 The bids prepared as per procedure in Para 3.3 above will be received up to 12.00 noon on 20.09.2017 in O/o Addl. Assit. Director Of Income Tax (Trg)-3, 3rd floor, DTRTI, Kolkata and will be opened (Technical bids only) at 4.30 p.m.. In case the said day happens to be a holiday, the bids will be accepted and opened on the next working day. The bidder or any of his authorized representatives may be present along with the authorization certificate at the time of tender opening. The tenders received after the deadline shall not be considered.

3.11 The tender specifications indicating the details of the items to be covered under AMC and terms and conditions shall be available up to 4.00 PM of the last date of tender sale against payment of a bank draft of Nationalized Bank of Rs. 200/- drawn in favour of ZAO, CBDT, Kolkata.

3.12 Conditional or ambiguous tenders are liable to be rejected summarily.

3.13 Facilities and Inputs which will be provided to the contractor by the Institute

The following facilities and inputs will be provided by the Institute to the contractor in order to enable him to perform the services satisfactorily during duty hours.

- 1 The Institute will provide a suitable place in the campus to the technical staff where they can sit with fan and light.
- 2 Public Toilet facilities in the DTRTI can be used.
- 3 A chair and table will be provided for each staff.
- 4 The DTRTI will provide the stationery required for the performance of services.

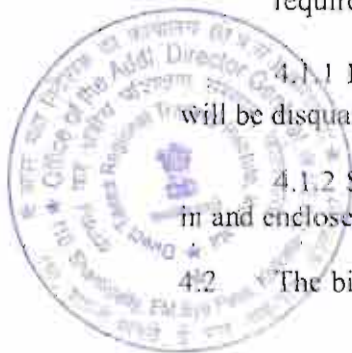
4. QUALIFYING REQUIREMENT AND DOCUMENTS TO BE FURNISHED

4.1 The "Technical Bid" must contain the following documents, failing which the tender is likely to be rejected. The decision of DTRTI Kolkata regarding fulfilment of the requirements of the Technical Bid shall be final and binding.

4.1.1 Please note that no prices shall be indicated in the technical bid, otherwise the bid will be disqualified.

4.1.2 Schedules I, II, III, IV and V attached with these specifications shall be duly filled in and enclosed with the technical bid.

4.2 The bidder must have the experience of providing the similar services for Maintenance of



PCs, Servers, Laptops, Printers, UPS, etc. with resident engineer(s) to other Govt. Organizations/PSUs/Nationalised Banks and should be in this field for at least three years. A list of Govt. Departments and other offices where the bidders have executed such orders during last three years shall be furnished with the technical bid (Schedule II).

4.3 The bidder should have a minimum turnover of Rs.25 lac (Rupees Twenty Five Lac only) per annum, during each of the last three years. It should have its own office/branch office and service centre at Kolkata.

4.4 The bidder should have at least 3/5 qualified personnel. The company should have sufficient facility management personnel for handling issues like video-streaming, webcasting, computer labs (including digital forensic lab) and data entry/uploading on website.

4.5 The company shall provide proof of having satisfactorily executed comprehensive AMC for the equipment mentioned in Clause 4.4 along with a list of equipment so handled.

4.6 Copies of Trade License for work related to repair and maintenance of Software and Hardware, Sales Tax Registration certificate and Sales Tax Paid for the Financial Years 2014-15, 2015-16 and 2016-17, Copies of GST registration certificate, Permanent Account No.(PAN) card allocated by the Income Tax Department, audited/ un-audited balance sheet, Profit and Loss Account of the bidder for the previous financial years 2014-15, 2015-16 and 2016-17 shall be furnished with technical bid.

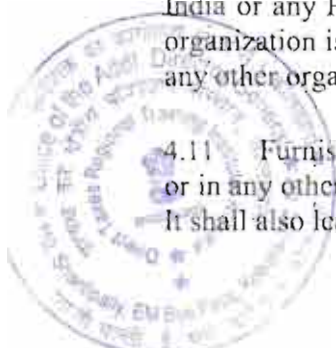
4.7 A list of qualified service personnel, along with their qualifications and experience (Schedule-III), who are permanent employees of the company for the last two years, shall be furnished along with the technical bid.

4.8 The bidders are required to deposit the Earnest Money of Rs.5,000/-(Rupees Five Thousand only) in a sealed cover at the time of submission of bid. The earnest money deposit (EMD) shall be deposited in the form of a pay order/bank draft drawn in favour of the ZAO, CBDT, Kolkata. The tender shall be summarily rejected in the absence of Earnest Money. No interest on the Earnest Money shall be paid. The demand draft towards EMD of all other bidders except those whose technical bids have been accepted shall be returned within one week of finalisation of the technical bids. The EMD of technically qualified bidders, with the exception of successful bidder, shall be returned within one week of the finalisation of financial bids. The EMD of successful bidder shall be returned within one week of furnishing of necessary Performance Bank Guarantee as mentioned in clause 5.20. The EMD is liable to be forfeited if the bidder withdraws or impairs or derogates the bid in any respect within the period of validity of the offer. If the successful bidder fails to furnish the Performance Bank Guarantee as mentioned in clause 5.20. the earnest money shall be liable to be forfeited.

4.9 The bidder shall furnish with the bid all information as sought as per the specifications, in the absence of which the bid is liable to be rejected.

4.10 The bidder should not be blacklisted by any Ministry/Department of the Government of India or any PSU or any other organization. The bidder should give undertaking that the bidder organization is not blacklisted by Ministry/Department of the Government of India or any PSU or any other organization.

4.11 Furnishing of false, misleading, inaccurate information or particulars in the bid document or in any other manner shall lead to the disqualification of the bid and bidder at any stage or time. It shall also lead to termination of the contract, if awarded.



5. GENERAL TERMS AND CONDITIONS

5.1 The bidder must be conversant with the handling of repair and maintenance of all the Computer Systems , associated peripherals and related software covered in the specifications.

5.2 The Addl Director General DTRTI ,Kolkata reserves the right to reject any/all the bids without assigning any reason.

5.3 In case two vendors are quoting the same price, then the bidder with the higher turnover in total for three years i.e. from F.Y. 2014-15 to F.Y. 2016-17 will be preferred.

5.4 The above agreement will be valid for 12 months from the date subject to satisfactory performance failing which the agreement for maintenance will be terminated. However the agreement would also be extendable further in case of satisfactory performance on same terms and conditions.

5.5 The detailed specifications and quantities of the equipment are indicated at A1 (attached hereto with the specifications). DTRTI reserves the right to vary the quantities as well as items at the time of award of contract and also while renewing of contract.

5.6 Authorized person must sign the service report and/ or email the signed copy.

5.7 All the machines will be in proper working condition at the time of signing of the agreement. If any machine is found improper, the repairing charges will be borne by the client before giving it for maintenance.

5.8 Bill will be raised by the vendor and Payment will be made on Monthly basis after deduction of TDS (Tax Deductible at source).

5.9 Any modification or up gradation in the existing machine will be paid as per actual.

5.10 Complaint Register is to be maintained in hard copy and on line also as per format -1

5.11 Contractor shall be solely and exclusively liable and responsible to its workers for the following:

- i) The payment of wages, allowances and other benefits as per Minimum Wages Act.
- ii) The payment of compensation under the Workman's Compensation Act or any other applicable acts or enactments in case of injury or death of any of the employees/workers.
- iii) Any other allowances or benefits as admissible under different laws, rules and enactments of the Central Government and State Government to employees/workers, including regarding weekly rest / off day's leave, national holidays etc.

5.12 The workers deployed by the contractor for the work / service as specified in this document shall be the employees of the contractor / services provider for all intents and purposes and in no case a relationship of employer and employee between the said persons and the DTRTI shall accrue implicitly or explicitly.

5.13 Contractor agrees and undertakes to bear all taxes, rates, charges, levies or claims by whatever name called as may be imposed by the State/Central Govt. or any local body or any other authority.

5.14 The Contractor shall be responsible for any damage to the land & buildings, equipments, furniture & fixtures, vehicles, other items and articles within the DTRTI premises if such damage in the opinion of the DTRTI is due to negligence or carelessness or

any fault on part of the contractor or its employees or workers or agents and the Contractor shall be liable to pay to the DTRTI such amount in respect of such damage as may be assessed by DTRTI.

5.15 Without prejudice to the preceding terms of contract, the contractor will be liable to reimburse the DTRTI any cost or legal liability / penalty / fine imposed on the DTRTI by any authority, because of any misconduct or any act of omission or commission of the contractor or any of the workers / subcontractors / agents / any other persons deployed by the contractor.

5.16 Drugs and Liquor are prohibited inside the campus. The entire campus is declared as "Smoking free zone". Strict disciplinary action will be initiated against offenders.

5.17 The contractor shall be permitted to consume water and electricity for rendering the service contract and the cost of these items shall be borne by the DTRTI.

5.18 The workers of the contractor shall have no right to stay in the campus beyond their duty hours unless required by the Institute to do so.

5.19 The E.M.D. (i.e.Rs.5,000/-) submitted by the Contractor with the pre-qualification bid would be held by the Institute as Security Deposit and shall be refunded upon furnishing the performance bank guarantee and signing the contract. No interest shall be payable by the Institute on EMD.

5.20 The contractor will be required to deposit a Performance Bank Guarantee from a Scheduled Commercial Bank @ 10% of the annual value of the contract as security for due fulfillment of the contract. The Bank guarantee should be executed as per the pro-forma in **Annexure-2**. It should be valid till the expiry of twenty four (24) months period after the date of awarding the contract by the DTRTI. The bank guarantee must be submitted within 10 days from date of award of contract. This security shall be liable to forfeiture in the event of any breach or non-observance of the terms of the contract by the contractor or premature termination of the contract on part of the contractor for any reason. The performance bank guarantee will be renewed by the contractor, if the contract is extended after the normal expiry period of the contract.

5.21 The Institute shall have the right to withhold any reasonable sums from the amounts payable to the Contractor under this contract, if the Contractor commits breach of any of the terms and conditions with regard to payment of all statutory and other dues or compliance with statutory or other obligations.

5.22 In the event of instances of the gross misbehavior, theft, burglary, moral turpitude, misuse of the occupied area, breach of contract, unsatisfactory services etc. by the Contractor or by any staff/agent of the Contractor, or for any other undisclosed reason the DTRTI may forthwith terminate this Contract summarily without previous notice to the contractor and Contractor shall have no claim whatsoever against DTRTI or any of its officers in consequence of such termination.

5.23 In case the Contractor assigns or sub-contracts this contract to some other person or attempts to do so, the DTRTI shall have the right to terminate the agreement without giving any notice to the contractor,

5.24 The Performance Bank Guarantee will be released by the DTRTI on the expiry of the contract only if all the articles have been handed over to the DTRTI in proper working condition and the equipment and property under the security of the Contractor have not been damaged. In case of any damage to the articles, equipment or property attributable to contractor, an amount equivalent to the damages will be intimated to the contractor and will have to be paid by the contractor before the Performance Bank Guarantee is released. In case of delay of more than 15 days in payments, the DTRTI may, at its discretion, recover the

same amount from the Performance Bank Guarantee.

5.25 The Contractor shall co-operate with the other Contractors/service providers and their workers working in the campus.

5.26 The DTRTI shall have the right to unilaterally terminate the contract without specifying or assigning any reasons for the same, by giving one month's notice. In such a case the DTRTI shall return the performance guarantee to the contractor within ten days of the clearance of any damages due upon the contractor and after the termination of the contract and vacation of the premises

5.27 The entire work included in the contract shall be executed by the successful bidder and shall not directly or indirectly, be transferred, assigned or underlet or any part shared nor shall they take a new partner without the written consent of DTRTI.

5.28 The performance of the successful bidder will be continuously monitored by the Officer-in-charge of the DTRTI and reports will be prescribed for the purpose of monitoring the work and performance of the vendor which the vendor shall have to furnish.

5.29 The bidder supplying the technical persons is responsible for the conduct of the personnel provided by it.

5.30 The successful bidder and / or his staff shall neither use nor spend any part of their duty hour on recreational or entertainment activities.

5.31 The officers of DTRTI Kolkata may visit the premises of the technically qualified bidders to assess their capability to handle such jobs without giving any prior intimation. Thereafter, the price bid of only those bidders shall be opened whose technical bids have been found acceptable.

5.32 Acceptance of the bid shall be communicated to the successful bidder by a formal letter of acceptance.

5.33 The successful bidder shall be required to pay taxes, which would be levied by the Govt., for the execution of the work awarded under the Contract and all such charges must be included in the final price declared in the financial bid.

5.34 The successful bidder shall submit a certificate within 10 days of award of the contract that all the equipments have been taken over by him failing which the earnest money may be forfeited.

5.35 Each page of the tender should be numbered and signed by the bidder with the seal of the firm.

5.36 Telegraphic/telex/fax/e-mailed letterhead quotations are not acceptable and will be ignored.

5.37 The bidder, after award of the contract agrees to attend to all the complaints as well as follow the procedures and satisfy all terms and conditions in accordance with Clauses 6. of the specifications.

6. TERMS OF PAYMENT

6.1 The DTRTI shall make the contract payment as per the payment schedule mentioned below

Monthly bills complete in all respects submitted by the contractor, No advance payments shall be made.

Following deductions adjustments shall be made from the bills before making the payment:

- (i) Income Tax deduction at source as per rules.
- (ii) The amount equivalent to any damages / Loss etc. caused to DTRTI which is attributable to the contractor or its employees, and
- (iii) any other charges (penalties and other deductions etc.).

6.2 If any of the equipment(s) remains non-operational/non-functional due to unattended Hardware/Software/OS malfunctioning beyond the agreed upon permissible period as specified in Clauses above or/and if stand-by equipment is not provided, then deduction of Rs.500/- (Rupees five hundred only) per Item/part per calendar day.

6.3 The DTRTI officials will review the status of pending complaints with the Contractor from time to time. If it is found that many complaints (5 or more) requiring repair of systems/printers are pending for over a month, the ADG, DTRTI reserves the right to withhold the payment of bills temporarily till all pending complaints are cleared.

7. ARBITRATION:

7.1 In case of any disagreements so as to the interpretation of any clause or otherwise, relating to the AMC, that may arise during or after the execution of the contract, the matter shall be referred to the person(s) to be appointed or nominated by the ADG,DTRTI whose decision shall be final. Also in the event of any dispute, relating to the AMC, that may arise during or after the execution of the contract, the matter shall be referred to the person(s) to be appointed or nominated by the ADG,DTRTI for arbitration and the decision of such person(s) would be binding on both the parties. The proceedings of the arbitration shall be carried out only in Kokata.

8 RENEWAL/TERMINATION OF THE CONTRACT

8.1 The contract will be initially for a period of one year. The DTRTI, however, reserves the right to Renew/ Extend the term of the contract on a quarterly, six-monthly or annual basis, upto a total period of three years, after obtaining willingness of the Contractor, with or without altering any or all the terms and conditions of the contract.

8.2 During renewal of the contract, the hardware quantity per item may be added/ reduced.

8.3 In case of renewal of the contract, the Contractor shall have to furnish a fresh Performance Bank Guarantee, valid up to twelve months beyond the expiry of the Contract, for an amount equivalent to 10% of the amount of AMC

8.4 The DTRTI reserves the right to abandon or terminate the contract of AMC at any time without assigning any reason, after giving one month notice to the Contractor. In the event of the service/work being found unsatisfactory and/or not according to the specifications and standards laid down in the contract, the contract may be terminated at one month's notice after giving to the Contractor an opportunity to show cause as to why such an action should not be taken. In the event of termination of contract on account of unsatisfactory/substandard services, the DTRTI shall not accept any responsibility for any loss suffered by the Contractor.

8.5 In case of termination of contract, DTRTI shall be at liberty to get the job completed from alternative sources at the risk and cost of the Contractor and deduction to this account shall be made from the Contractor.

9. HANDING OVER

9.1 At the time of expiry of contract all the equipment under maintenance shall be handed over in working condition so that handing over of AMC to next Contractor takes place in a smooth manner.

9.2 Any equipment not made available in working condition on the last working day of the contract period shall be rectified/ repaired by the Contractor within next 3 working days failing which the equipment shall be got rectified from alternate sources and deductions of the same made from the AMC payment.

9.3 The Contractor shall provide services for 15 working days from the date of the expiry of the contract for smooth transfer of the AMC to the new contractor without any extra cost. In this connection, any equipment which is noted as in non-working condition till last hour of the AMC contract period shall be rectified by the outgoing AMC Contractor without any extra cost to DTRTI.



FORMAT – I

COMPLAINT REGISTER

(To be submitted every alternate day in the morning to the ADIT (Trg)-3

Sl. No.	Date & Time of receiving complaint	Name of the Member/ Officer/Section	Contact Number	Room No/Address	Type of Complaint	Machine Sr.No.	Complaint Attended Date & Time	Token Number	Status of Complaint	Remarks
1	2	3	4	5		6	7	8	9	10



CLEANING RECORD

(To be submitted every Monday in the morning to the ADIT (Trg)-3)

Date	Type of Equipment	Machine Sr.No.	Name of building & Room No.	Name of the user	Signature of User/Representative



ATTENDANCE REGISTER
 Vendor's Support Staff and Engineers
 (To be kept in the office of the ADIT (Trg)-3)

Sr. No.	Name of Engineer	Dates	Time of Arrival	Time of Departure	Signature of the Engineer	Remarks of AD/DD(Sys)



Quarterly Report on Preventive Maintenance

(To be submitted equipmentwise and building wise in the week after the end of the quarter to the ADIT (Trg)-3 along with the soft copy of the details)

For the Quarter(period):

Type of equipment:

Building Name:

Sr. No.	Name of User	Room No/ Address	Machine Make/Model, Sr. No./RAM/HDD and other peripheral details	Hardware/O.S/ Drivers/antivirus/ check done (Y/N)	Disk defragmentation/ removal of temporary files/cleaning of disk drives/physical cleaning are done (Y/N)	Power Input to the system & earthing checked (Y/N)	Date	Signature of user



GENERAL INFORMATION

TENDER PROFORMA

(To be filled in by the bidder for the technical bid)

1. Name of the company:
2. Head/Regd. Office Address:
 - (a) Postal
 - (b) Fax No.
 - (c) Telephone No. (s)
 - (d) E-mail Address
 - (e) Website Address
3. Former name of Company (if any)
4. kolkata office Address:
 - (a) Postal
 - (b) Fax No.
 - (c) Telephone No. (s)
 - (d) E-mail Address
5. Type of Organization
 - (a) Individual
 - (b) Partnership
 - (c) Incorporated
6. Control Room Details
 - (a) Postal
 - (h) Fax No.
 - (c) Telephone No. (s)
 - (d) Mobile No.
 - (e) Working Hour
 - (f) E-mail Address
7. Year of establishment
8. Amount of I:MD deposited
 - Draft No.
 - Bank Detail
 - Amount
9. Tender Fee
 - Draft No.
 - Bank Detail
 - Amount



10. Period of validity of tender
11. Details of technical particulars and schedules/Annexure enclosed.
12. Name and Address of the authorized signatory/contact person for this tender
13. Submission of a Letter of authorisation for attending bid opening as per Schedule-V
14. Submission of tender compliance report in the format given in Schedule-IV
15. Turnover for the last two F.Y
 - 2014-15
 - 2015-16
 - 2016-17
16. Total staff strength of the company on its payroll
 - a) Regular for last 2 years
 - b) Engineers/ other staff
 - c) Daily wages
17. PAN --(Whether copy of PAN Card is attached)
18. Documents mentioned in para 4.6

DECLARATION

I hereby certify that the information furnished above is true and correct to the best of my/our knowledge and belief. I also hereby certify that this concern was never blacklisted in past by any organisation. In case any deviation /discrepancy is found in the above statement at any stage, the contract will be terminated immediately and the concern will be blacklisted.

Signature of bidder

Date:

Name

Place:

Office Seal



Schedule-II

Details of Annual Maintenance Contracts Executed/Under Execution since 01.04.2014

S.No.	Name of Organization/Address	Contract period		Value of AMC	Size of the AMC	whether AMC was with resident Technical Personnel(s) or not
		From	To			

Signature of bidder

Date:

Name:

Place :

Office Seal



Schedule – III

Details of Staff working continuously with the company for more than two years

S. No.	Name of the Staff	Mob.No.	Email.ID	Whether Regular or temporary	Qualifications	Date of Appointment	Designation

Signature of Bidder

Date:

Name

Place:

Office Seal



[Format of Tender Compliance Report]

To,

Sir,

Sub: Regarding tender for providing AMC OF COMPUTERS AND PERIPHERAL SERVICES at DTRTI KOIKATA .

I have gone through the complete terms and condition of the Tender for Providing AMC OF COMPUTERS AND PERIPHERAL SERVICES at DTRTI KOLKATA and accept the same.

Place:

Date:

Bidder

Signature of the

Name:



OPENING OFFICER

SIGNATURE OF THE CONTRACTOR WITH SEAL

LETTER OF AUTHORISATION FOR ATTENDING BID OPENING

To,

The

Sir,

Sub: **Authorization for attending bid opening in the tender of “AMC OF COMPUTERS AND PERIPHERAL SERVICES” DTRTI,Kolkata. reg.**

Following persons are hereby authorized to attend the bid opening for the tender mentioned above on behalf of (Bidder) in order of preference given below:-

Order of preference	Name	Specimen Signature
I.		
II.		
	(Alternate Representative)	

Signature of bidder

Or Officer authorized to sign the bid Documents on behalf of the bidder

Note:

1. Maximum of two representatives will be permitted to attend bid opening. In cases where it is restricted to one, first preference will be allowed. Alternate representative will be permitted when regular representatives are not able to attend.

2. Permission for entry to the hall where bids are opened may be refused in case authorization as prescribed above is not received.



Schedule of Prices for Comprehensive AMC of Computers, Printers, Scanner & other Equipments

To

Sir,

Sub : Submission of quotations in the tender of "COMPREHENSIVE ANNUAL SERVICE SUPPORT CONTRACT OF INFORMATIONAL TECHNOLOGY EQUIPMENTS AND OTHER RELATED SERVICES" DTRTI, Kolkata. reg.

With reference to the above, // We hereby submit the quotation for COMPREHENSIVE ANNUAL SERVICE SUPPORT CONTRACT OF INFORMATIONAL TECHNOLOGY EQUIPMENTS AND OTHER RELATED SERVICES AT DTRTI KOLKATA

Particulars	Amount (Rs.) for the entire year
Comprehensive Contract amount quoted	

Date :

Place :

Signature of the Bidder



FORM FOR PERFORMANCE GUARANTEE
IN CONNECTION WITH AMC OF COMPUTERS AND PERIPHERAL SERVICES

To

The President of India

WHEREAS (name of address of the contractor)
..... (hereinafter called "the contractor") has undertaken, in pursuance of contract no.
..... Dated
For AMC of computers and peripheral Services (hereinafter called "the contractor").

AND WHEREAS is has been stipulated by you in the said contract that the contractor shall furnish you with a bank guarantee by a scheduled commercial recognized by you for the sum specified therein as security for compliance with its obligations in accordance with the contract;

AND WHEREAS we have agreed to give the contractor such a bank guarantee:
NOW Therefore we hereby affirm that we are guarantors and responsible to you, on behalf of the contractor, up to a total of (amount of the guarantee in words and figures), and we undertakes to pay you, upon your first written demand declaring the contractor to be in default under the contract and without cavil or argument, any sum or sums within the limits of (amount of guarantee) as aforesaid, without you needing to prove or to show grounds or reasons for your demand or the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the contractor before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the contract to be performed there under or of any of the contract documents which may be made between you and the contractor shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification.

This guarantee shall be valid until the day of, 20

(Signature of the authorized officer of the Bank)

.....

Name and designation of the officer

.....

Seal, name & address of the Bank and address of the Branch

(Bank's common seal)

