

AMC FOR CAMPUS-WIDE NETWORK WITH ALL EXISTING SYSTEMS AND DESKTOP COMPUTERS, LAPTOPS, PRINTERS AND SERVERS (WITH SPARE PARTS (i.e. <b>COMPREHENSIVE</b> )) FOR 2019-20		
Sl. No	Name of Item	Specification of Item
01	<p><b>A) ANNUAL MAINTENANCE CONTRACT FOR EXISTING CAMPUS WIDE NETWORK (CWN) of AROUND 400 NODES &amp; SERVERS DISTRIBUTED IN DIFFERENT BUILDINGS AND DEPARTMENTS (CSE, IT, TT, APM, CENTRAL LIBRARY, BASIC SCIENCE &amp; ENGINEERING, HOSTEL, ALL LABORATORIES, ALL OFFICES (PRINCIPAL, REGISTRAR, ACCOUNT OFFICER, STORE, ALL HEAD'S OFFICE), WORKSHOPS WITHIN THE INSTITUTION.</b></p> <p><b>DESCRIPTION:</b></p> <p>1. 5 EXISTING OUTLETS WITH FIBRE OPTICS and Copper UTP BACKBONE</p> <p>2. CONSISTS OF SEVERAL 2 Nos. Of LAYER-3 24 Ports Managed, 15 Nos. LAYER-2 Managed 24 Ports, 1 No 48 Ports Layer Managed, 10 Nos of Unmanaged Layer-2 24 Port SWITCHES, 1 No FIREWALL and ETC.</p> <p>3. EXISTING ROUTERS OF ISP</p>	<p><b>REQUIREMENTS:</b></p> <ol style="list-style-type: none"> <li>Maintenance &amp; Service of Campus Wide Network (CWN), Servers, Desktops, Laptops, Printers etc, installed in the institute on comprehensive basis that includes maintenance / repair / replacement of all spare parts in their own cost.</li> <li>Maintenance &amp; service of system <b>software and other Software packages/</b> material and customization of system as and when required. Installation of Antivirus in all desktops and laptops of users and updating (as and when required). Antivirus license will be provided by the institute.</li> <li>The Vendors should have the capabilities to handle AMC for all brands and types of hardware and networking devices and peripherals deployed on the institute. An indicative list is attached which is not exhaustive. Vendor should physically inspect our institute.</li> <li>The vendor should have <b>at least 3 years experience</b> in the field of maintenance of such as LAN, Routers, and switches, Servers, Desktops, Laptops, Printers etc. Latest certificates of satisfactory service from the organizations where the vendors are maintaining such as LAN, Routers, and switches, Servers, Desktops, Laptops, Printers etc. should be attached with the tender.</li> <li><b>A resident computer (hardware as well as software) and network engineer must be deputed in our institute to resolve the hardware / software / networking problems, between 10:00 AM to 4:30 PM on all working days. The engineer must have expertise specifically in repairing desktops, Laptops, Printers &amp; Server level maintenance in addition to maintenance of other IT items.</b> AMC Services may also be required, in case of urgency on holiday or Sunday and <b>no additional amount will be paid.</b></li> <li>The resident engineer will be attending the complaint and should continue in office till the problem is solved. No hit &amp; trial method will be allowed while attending the complaint. In addition, the <b>server will have to work in 24x7 hrs mode.</b></li> <li>The engineers may also be required to coordinate with faculty members &amp; staffs for all technical work.</li> <li>Engineers must have experience of three years after completing technical course in related field. Necessary documents in this regard should be submitted.</li> <li>The successful bidder will not be allowed to frequently change engineer.</li> <li>All laptops/desktops/printers shall be checked once in a month for preventive maintenance.</li> <li>The vendor must have a valid ISO certification. Necessary documents in this regard should be submitted.</li> <li><b>12. Participation in both (A) and (B) part of this tender is mandatory.</b></li> </ol>
	<p><b>B). ANNUAL MAINTENANCE CONTRACT FOR AROUND 450 COMPUTERS ALL OVER CAMPUS, SERVER COMPUTERS, AROUND 38 NOS. OF LAPTOPs (BRAND: DELL, HP, LENOVO, LG ETC.) DISTRIBUTED IN DIFFERENT PLACES OF THE CAMPUS, 40 NO. OF PRINTERS, AND WITH THE DIFFERENT DEPARTMENTS, FACULTIES AND STAFF(S) OF THE COLLEGE.</b></p>	

<u>Sl. No.</u>	<u>Name of Item</u>	<u>Specification</u>
2.	Identification & documentation of the main rack(42 U) for campus wide networking switches in the 1 <sup>st</sup> floor Server room of IT building	Checking & fixing up network connectivity of the switches for different computer laboratories from the main rack (42 U) is needed to be properly identified & documented for maintenance purpose. Apart from above if anything is required the bidder has to supply and install to complete the whole network (Pre-Inspection can be done before quoting)

Sd/-  
**Officer-in-Charge**  
**Govt. College of Engineering &**  
**Textile Technology, Serampore**

**Government of West Bengal**  
**Government College of Engineering and Textile Technology, Serampore**  
**12, William Carrey Road, Serampore – 712201. Dist- Hooghly, West Bengal.**  
College website: [www.gcetts.org](http://www.gcetts.org)

No: 522/Tender/CWN/ 2018-19

Dated: 26/ 07/2018

**NOTICE INVITING TENDER**

Sealed Tenders are invited for *item wise rates in two bid systems* by the Principal/ Officer-in-Charge, Government College of Engineering and Textile Technology, Serampore, from bona fide suppliers/ vendors/ distributors in the respective field for Supply of specified items/services with installation where necessary, for the year 2018-19 subject to the **terms & conditions** described in the following paragraphs:-

**1. Date and Time Schedule:**

Particulars	Date & Time
Date of availability of Tender documents (online & off-line)	From 27/07/2018, 10 a.m
Bid submission start date (off-line)	27/07/2018, 11 a.m
Bid submission closing date (off-line)	06/08/2018 up to 2.00 p.m
Date for opening Technical Bid (off-line)	06/08/2018 at 2.30 p.m.

a) Tender documents will be available from college website ([www.gcetts.org](http://www.gcetts.org)) as per date & time mentioned above (**they must submit a D/D of Rs.200/- along with tender papers**).

b) Tender will be opened (Technical Bid only) as per mentioned Time schedule at the college address in presence of the intending Tenderers/ Representatives. If for any reason the date of opening of the tenders be declared as a holiday, the tender will be opened on the next working day at the same time and place.

**2. Cost of Tender Documents and Earnest Money (Bid Security):**

a) The Demand Drafts/ Pay Orders of any nationalised bank drawn in favour of “**Govt College of Engg & Textile Technology, Serampore**” separately for (1) Earnest Money Deposit of Rs. 2000 (Rs. Two thousand only) and (2) **Tender Fee of Rs. 200 (Rs. Two hundred only)(Non-refundable)** are to be submitted by each bidder with Technical Bid Cover.

b) The earnest money of the Tenderer will liable to be forfeited if the Tenderer withdraws his tender as a whole or part at any stage after opening of the tender, or where a selected tenderer fails / refuses to supply the ordered items within the specified time.

c) Earnest Money deposit will be released on request by the unsuccessful tenderer, after finalization of the tender and in case of successful tenderer it will be retained as performance security and will be released only after acceptance of full consignment. No interest on Earnest Money Deposit is admissible.

d) Non-submission of E.M.D/ Bid security along with tender papers will result in rejection of the bid/tender. Exemption from depositing Earnest Money in terms of existing Govt. order may be considered if the request is supported with necessary documents in original.

**3. Validity Period of Tender:**

a) The offer of this tender shall be valid up to 31/03/2019.

b) For Annual Maintenance, the contract period will be from 01.04.2019 to 31.03.2020.

**4. Language of Tender:**

The tender shall be submitted in the prescribed form in English. All papers and Correspondences in connection with the tender shall be in English.

### **5. Scope of work:**

- a) Supply, testing/commissioning/ installation of equipment, furniture, computers, and machines etc. for different departments should be done strictly as per enclosed Tender Schedule (Bill of quantities/ Schedule of requirements) and are to be made at the Consignee's place as per Purchase Order.
- b) The AMC provider shall provide service on all working days to keep the machines / equipment under AMC in good working order. The Service Engineers shall attend the faults within reasonable time from the time of complaint. Monthly log sheet of the calls attended detailing the problem, corrective measure, and certification of call completion should be maintained. This log sheet will be the basis for Certification of the Completion of Contract. The release of security deposit will be made on the basis of the certified log sheet.

### **6. Delivery Point; Order & Supply:**

- a) Delivery of all consignment shall be made at the College address.
- b) Orders for supply of items will be placed with the successful tenderer after execution of agreement and they will have to supply it within specified time. Supply/ Testing/ Commissioning/ Installation (if any) of any kind of items shall have to be completed within one month from the date of issuing Purchase Order.
- c) List of required items is given in the Annexure. Required quantity as shown is tentative and may increase or decrease by 25%.
- d) Items to be supplied by the selected vendor should strictly conform to the item specification.

### **7. Quoting Rates:**

- a) The rate should be furnished inclusive of all taxes and charges, Insurance, Freight, Testing/ Commissioning charges, Incidental Charges, GST & Cess etc. (whichever is/are applicable) and for delivery up to the consignee's address.
- b) The tenderer should quote only one rate for one item as per specification.
- c) No extra charges will be paid other than the price as per quoted rate.
- d) The rate shall be quoted in Indian rupees only.
- e) The prices quoted shall be written both in figures and words. In case of conflict between the figures & words, words will prevail.
- f) Correction, if any, shall be made by crossing and initialling with date and re-writing.

### **8. Eligibility Criteria for participating in Tender :**

Manufacturers or their authorized dealers/ distributors/ stockist or reputed suppliers and/ or vendors in the respective field having adequate infrastructure and sufficient technical and financial capability to execute the contract successfully, are eligible to participate in the tender.

- a) This eligibility of a bidder will be ascertained on the basis of self-attested documents to be produced with tender in support of Financial Capacity, Technical Capability and Credential.
- b) Intending tenderer must have to produce the clientele list he served in last 03 years.
- c) A Bidder shall not be under a declaration of ineligibility to participate in tender for corrupt and fraudulent practices issued by any Bank, Government or Institution.

### **9. Submission of Tender:**

Bid must be submitted in two-bid system for all the items mentioned in the Tender schedule (Schedule of Requirements) as follows: -

**(A) Technical bid** should contain all technical details along with commercial terms and conditions for particular item/items. **Copies** of following documents should be furnished by the bidders along with Technical Bid:-

- (1) PAN Card; (2) **GST Registration No**; (3) Professional Tax Registration No;
- (4) Trade License No; (5) Professional Tax deposit Receipt/ challan for financial year 2017-18;
- (6) Past experience for undertaking similar type of work;
- (7) Demand Drafts against (a) cost of Tender fee, and, (b) Earnest Money Deposit.

**(B) Financial bid** should contain only item wise price for the items mentioned in the Schedule of Requirement **as per format of 'Bill of Quantity'**. The 'Bill of Quantity' should be submitted separately for each **department/ section/ laboratory** if shown in schedule of requirement. Correction or any other changes must be initialled by the person signing the tender documents.

**(C)** The technical bid and the financial bid should be sealed by the bidder in separate cover duly super scribed and both the sealed covers are to be **put in a bigger cover** which should also be sealed and duly super scribed.

**(D) Tender must be submitted at the college address** in sealed cover super scribing "TENDER FOR SUPPLY OF ITEMS/SERVICES VIDE TENDER NOTICE NO \_\_\_\_\_ DATE \_\_\_\_\_ AND DO NOT OPEN BEFORE \_\_\_\_\_" in bold letters and shall be deposited in tender box allotted for the purpose in the college office.

**(E)** All papers submitted with the tender must be in serial number. Tenders submitted are to be written in ink neatly or to be typed without overwriting/ illegible writing. Words in figures must be sufficiently clear. Tenderers, if necessary, may attach supplementary Literatures/Catalogues etc. Correction or any other changes must be initialled by the person signing the tender documents.

#### **10. Warranty:**

a) The Supplier warrants that the Goods supplied under this Contract are new and shall have no defect arising from design materials or workmanship (except when the design and/or material is required by the Purchaser's Specifications) or from any act or omission of the Supplier, that may develop under normal use of the supplied Goods in the conditions prevailing in the college.

b) Warranty/guarantee for all the items supplied shall be on 'all comprehensive' basis (including repairs, replacements of defective parts & spares, maintenance, etc.) without any cost to purchaser. And the warranty period shall be minimum 12 months from the date of acceptance of the Goods.

c) If any system/item gives continuous trouble during the warranty period, the supplier shall replace the system/item at his own cost.

d) Repairs/ replacements/ maintenance services shall normally be carried out at site, within a reasonable time, on requisition/intimation from the concerned department of the College. In case the equipment needs/need to be transported to service centres, all arrangements must be made and all expenses must be borne by the supplier.

e) Warranty / guarantee, for all software items, shall be on the basis of on-site maintenance and up-gradation to the latest version issued during the warranty period.

**f) Suppliers not agreeing to the above terms of warranty/guarantee need not quote.**

#### **11. Evaluation of Bids:**

a) Evaluation of bids shall be carried out by 'Tender Selection Committee'. The decision of the 'Tender Selection Committee' will be final and binding in the matter of selection of tender.

b) For evaluation of offers under two-bid system, technical bids shall be opened first for evaluation and financial bids of only those technically acceptable offers shall be opened for furnishing value and ranking before finalisation. Evaluation of the tenders will be done on the basis of Best quality of items with Lowest Price quoted by the bidders. The purchaser will evaluate and compare the quotations which conform to the laid down terms and conditions and specifications. The quotations would be evaluated separately for each item.

#### **12. Deduction of taxes under GST act:**

Under GST act tax will be deducted from the bill (if applicable) of supplier at the rate applicable for purchase of any goods and services taxable under GST act.

#### **13. Award of Contract:**

The purchaser shall award the contract, within the validity period of tenders, to the bidder who meets the tender conditions in all aspects, has the necessary technical and financial resources and whose bid is substantially responsive to the tender conditions and has offered the lowest rate.

#### **14. Security Deposit (performance security):**

a) The successful tenderer will have to submit the security deposit @ 5% of the total price (in case of supply of Machinery/ Equipment/Computer etc.) and @ 20% of the AMC value (in case of AMC) in the form of Demand Draft/ Pay Orders of any nationalised bank drawn in favour of "Govt College of Engg & Textile Technology, Serampore" .

b) No interest on security deposit is admissible.

c) The security deposit will be released after expiry of 12 months from the date of acceptance of the consignment or sixty days from the date of expiry of guarantee whichever is later (In case of supply of Machinery/ Equipment/ Computer etc.) and in case of AMC it will be released within sixty days after successful completion of the contract period.

d) In the event of breach/violation or contravention of any terms and conditions contained herein or in the event of forming any cartel or furnishing any fraudulent/ misleading documents by the selected vendor, the security deposit shall be forfeited and the firm/company shall be blacklisted in addition to termination of contract.

#### **15. Payment:**

a) As per e-payment system introduced by the State Government, payment shall be made direct to the Bank Account of Supplier/ Vendor through ECS/ NEFT **within 31.03.2019**. Therefore, each successful Bidder shall have to deposit with us his Bank Account Details as per Proforma to be supplied later on.

b) *Payment procedure will be started only after completion of full delivery and acceptance of consignment after due successful testing/ commissioning/ installation etc, (if applicable) at the delivery point. Therefore, the supplier should remain cautious to complete the entire process of delivery including testing/ commissioning/ installation etc. within the prescribed time limit.*

c) In case of AMC, full payment will be made in advance.

d) No extra charges will be paid other than the price as per quoted rate.

e) Payment will be made subject to: (1) deposit of Security Deposit, and (2) Penalty clause as per Para- 17.

#### **16. Important:**

a) The Tender Inviting Authority reserves right to accept or cancel/reject any or all tenders wholly or in part without assigning any reason whatsoever.

b) Any dispute arising out this contract will be settled amicably. All disputes are subject to jurisdiction in the courts of Serampore, West Bengal.

#### **17. Penalty Clause for formation of Cartel/ Misleading Documents:**

If, during the tender process or at any stage during the validity of the tender period, it is found that a Tenderer(s) has formed a cartel in what so ever form or name to fix up the rates or suppliers to the detriment of the fairness of the tender process, penal measures shall be initiated. Similar penal measures shall also be initiated against those tenderers who have submitted false/ misleading/ fraudulent documents or made incorrect declarations. The penal measure will be forfeiture of Earnest Money, and/ or forfeiture of Security Deposit.

Sd/-

**Officer-in-Charge  
Govt. College of Engineering &  
Textile Technology, Serampore**

**Bill of Quantities for Annual Maintenance Services(2018-19)**

**(To be filled in by the tenderer)**

(Tenderer should quote rate of AMC as per this Proforma separately for each **department/ lab** as noted in Schedule of Requirements by using separate sheets)

Delivery of service Point: - Govt. College of Engg. and Textile Technology, Serampore, 12, William Carrey Road, Serampore – 712201.

Tender No: ----- Date: ----- Name of Department / lab \_\_\_\_\_

Name of Tenderer/ Tendering organisation:

Address:

Contact No:

GST Registration No:

Tender SL. No.	Description of Item Under AMC	Department/ Lab	Rate (Rs)	Total Amount (Rs)	
				In figures	In words

(Signature of the Vendor with Date)  
(With official seal)

Declaration

In reference to Tender Notice No. \_\_\_\_\_ dated \_\_\_\_\_ of Govt. College of Engg. & Textile Technology, Serampore, Govt of West Bengal, I/ We declare and agree that:-

- 1) I/we have gone through each clause of terms and conditions and submit all the necessary information and documents for evaluation and also agree to abide by all the terms and conditions of the Tender.
- 2) Should this tender be accepted, I/we hereby agree to carry out Annual Maintenance work as per terms and conditions specified in Tender Notice.
- 3) If I/we fail to carry out Annual Maintenance work as per terms and conditions of the Tender, the EMD held as performance Security will be forfeited to the government.
- 4) We also confirm that we have taken steps to ensure that no person acting for us or on our behalf will engage in any fraudulent activity regarding the above mentioned procurement in the college.
- 5) Also we understand that:
  - a) Tender Inviting Authority can amend the scope & value of the Tender.
  - b) Tender Inviting Authority reserves the right to reject any application without assigning any reason.

**Enclosure(s):**

- 1) Bill of Quantities duly signed.
- 2) Signed & Accepted Copy of Terms & Conditions.

Date:

(Signature of the Vendor)  
(With official seal)

**Bill of Quantities (2018-19)**

**For Supply of Machineries, Equipment, Furniture, Computers and accessories etc.**

(Tenderer should quote rate of items as per this Proforma separately for each department/ lab as noted in Schedule of Requirements by using separate sheets)

Delivery Point: - Govt. College of Engg. and Textile Technology, Serampore, 12, William Carrey Road, Serampore – 712201.

Tender No: ----- Date: ----- Name of Department / lab \_\_\_\_\_

Name of Tenderer/ Tendering organisation:

Address:

Contact No:

GST Registration No:

Tender SL. No.	Description of Item with specification	Quantity	Unit	Rate (Rs)	Total Amount (Rs)	
					In figures	In words

(Signature of the Vendor with Date)  
(With official seal)

Declaration

In reference to Tender Notice No. \_\_\_\_\_ dated \_\_\_\_\_ of Govt. College of Engg. & Textile Technology, Serampore, Govt of West Bengal, I/ We declare and agree that:-

- 1) I/we have gone through each clause of terms and conditions and submit all the necessary information and documents for evaluation and also agree to abide by all the terms and conditions of the Tender.
- 2) Should this tender be accepted, I/we hereby agree to supply the above goods in accordance with the technical specification and/ or to carry out Annual Maintenance work as per terms and conditions specified in Tender Notice.
- 3) If I/we fail to supply items and/ or fail to carry out Annual Maintenance work as per terms and conditions of the Tender, the EMD held as performance Security will be forfeited to the government.
- 4) We also confirm that we have taken steps to ensure that no person acting for us or on our behalf will engage in any fraudulent activity regarding the above mentioned procurement in the college.
- 5) We also confirm that the normal commercial Warrantee/Guarantee of 12 months shall apply to all the offered goods.
- 6) Also we understand that:
  - a) Tender Inviting Authority can amend the scope & value of the Tender.
  - b) Tender Inviting Authority reserves the right to reject any application without assigning any reason.

**Enclosure(s):**

- 1) Bill of Quantities duly signed.
- 2) Signed & Accepted Copy of Terms & Conditions.

Date:

(Signature of the Vendor)  
(With official seal)

NOTE: IF THE DECLARATION IS NOT SIGNED BY THE TENDERER, THE TENDER WILL LIABLE TO BE CANCELLED.