

केन्द्रीय मूगा एरी अनुसंधान एवं  
प्रशिक्षण संस्थान  
( ISO 9001:2015 प्रमाणित संस्थान )

केन्द्रीय रेशम बोर्ड  
वस्त्र मंत्रालय, भारत सरकार  
लाहदोईगढ़, जोरहाट – 785700, असम

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**Central Muga Eri Research &  
Training Institute**  
(ISO 9001:2015 Certified Institute)  
Central Silk Board  
Ministry of Textiles, Govt. of India  
Lahdoigarh, Jorhat– 785700, Assam

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No.CSB/ CMER&TI / 6(15) / 2019-Comp.AMC / 3523

Date : 24-09-2020

### TENDER NOTICE

Sub : Annual Maintenance Service with Resident Service Engineer for  
Computers & Peripherals – Regarding.

This Institute invites sealed tenders from interested firms / parties for providing comprehensive annual maintenance service for computers and peripherals with resident service engineer on contract basis for a period of 03 years AMC (subject to every year renewal with mutual consent of Institute and Party).

The tenders to be submitted in sealed envelopes superscribing "**TENDER FOR A.M.C. OF COMPUTERS & PERIPHERALS**" alongwith a refundable *Earnest Money Deposit* of **Rs. 3,000/- (Rupees Three thousand only)** by way of Demand Draft in favour of "**Director, C.M.E.R. & T.I.**" payable at Jorhat should reach the Director, Central Muga Eri Research & Training Institute, Central Silk Board, Lahdoigarh, Jorhat – 785700 on or before **16-10-2020 latest by 1:00 PM by post only** . Quotation not accompanied with E.M.D. shall summarily be rejected. The E.M.D. will not bear any kind of interest.

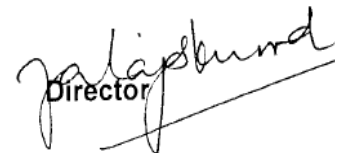
The tenders will be **opened on the same day (i.e. 16-10-2020) at 2:30 PM** in the presence of the parties or their authorized representatives as may choose to be present. If the date of opening of tender happens to be a holiday, the tenders will be opened on the next working day at the same time. The parties should keep their offered bid validity open up to **6 (six) months** from the last date of opening of the tender.

Before submitting the tender, the bidder should go through the terms and conditions stipulated by the Institute given in **Annexure-I**. They may make on the spot inspection of the systems on any working day between 10:00 AM to 3:00 PM before the last date for submission of tender.

The bidder should enclose the copies of orders issued by any other Government organizations where similar machines are being maintained by them through A.M.C. or otherwise.

The Institute is not bound to accept the lowest tender and reserves the right to reject any or all the tenders without assigning any reason whatsoever. The decision of the Director, CMER&TI, Lahdoigarh will be final and binding on all the parties.

The concerned bidder can obtain the reason for rejection of his bid, bidding procedure and conditions of the bid, if he chooses to do so by giving a request in writing.

  
Director

**Terms & Conditions for Comprehensive Annual Maintenance Service:**

- The party must be in the field of Computers and peripherals Servicing for at least 3 years.
  - 3 years servicing credential certificate must be submitted alongwith the quotation.
  - The Maintenance contract for both Computers & peripherals should be from single party.
  - Performance Security will be deposited at the time of execution of the agreement within 10 days of placing of order for AMC and the party shall deposit Security of 10% of the total A.M.C. charges. Security should be deposited in the form of Demand Draft drawn in favour of *Director, C.M.E.R.& T.I.* . Performance Security will be released after the closure of A.M.C. period. No interest shall be payable for the amount of Security Deposit.
  - The party shall maintain the said computers and peripherals including all hardwares in the central processing units, monitors, keyboards, mouse for their smooth and efficient integrated functioning for a period of one year.
1. The maintenance by the party shall be done satisfactorily in such a way that the performance of each item will remain as original and will conform not below to its present configuration.
  2. One suitably qualified/ experienced engineer should be deputed on full time basis to attend problems during working hours of the institute on all working days.
  3. The party shall provide comprehensive maintenance of the items, which includes free repairs and free replacement of spare and components, if required, except consumable items (like Ribbon, Toner Cartridge). In no case, any amount will be paid, barring the charge of A.M.C. Preventive maintenance of the machines at regular intervals is also to be ensured.
  4. The A.M.C. will be on-site. Whenever a Computer / Peripheral will go out of order or will show any problem, the same will be communicated by any means to the party. The party will rectify the faults within 3 (three) days time, failing which they will have to provide, respective items of either equivalent or higher configuration, as stand-by, for smooth functioning of institute works. If the party fails to provide standby, then penalty may be imposed.
  5. If the delay in proper rectification is more than 10 (Ten) working days from the date of receipt of the first communication, the competent authority of this institute will have the right to discontinue the contract by just informing the party, in which case the **Security Money Deposited by the party will be forfeited.**
  6. The spares and components to be provided by the party, if any, should neither be inferior in quality to nor less in configuration than the existing ones. If it is necessary to repair any existing machine or any component off-site, the same may be done after providing a stand by machine / component so that routine works are not hampered.
  7. The Institute shall provide proper power source and standard power connection for operating Computers and Peripherals. The Institute will ensure that the components of the systems are

not opened or removed by persons not authorized by the party. Rectification of the damage due to deviation from these and the same caused by other abnormal situations like short-circuiting, fire, theft, riots, accidents, natural calamity etc., if any, can be charged extra by the party at the prevailing market rate.

8. The charges for A.M.C. will be remain fixed throughout the period or extended period due to delay in providing services, if any. Payment against the A.M.C. will be made by the Institute to the party at the rate of half of the total A.M.C. charges reduced by TDS at prevailing rate on Half-yearly basis after completion of each six month period along with extended period due to delay in providing services, if any. Income Tax chargeable at source, as per rules, shall be deducted at the time of settling the bill. A certificate to this effect shall be issued in Form-16A.
9. Any addition or deletion of computer, Peripheral for the purpose of AMC should be possible on pro-rata basis.
  - EMD of unsuccessful tenders will be refunded after finalization of A.M.C. and the EMD of successful bidder will be retained till completion / execution of the assigned work. EMD will be forfeited in case the agency withdraws after selection.
  - Tender received from the parties after the deadline for submission of tender will be rejected and /or returned un-opened to the tenderer.
  - Rate should be quoted for all types of Computers, Printers , Scanners and service engineer separately. The party should quote the rates as per format provided to be printed in the letterhead of the firm.
  - Items which are not covered under A.M.C. should be clearly mentioned in the tender.
  - Applicable GST and other charges if any should be indicated separately.
  - *The bidder shall clearly mention the acceptance of entire terms and conditions of the tender notice in their offer.*
  - Photocopy of the PAN card of the firm, GST registration certificate / document, trade license must be enclosed with the bid.
  - All statutory provisions under the labour laws shall be complied with by the bidder and they will be responsible for such compliance.
  - The Director for any reason whatsoever may terminate the contract before its expiry, by issuing 15 days prior notice. In the event of such termination of the contract, payment of the service rendered upto the period of termination, subject to deduction of any dues, other recoveries etc.
  - The Director or his authorized officer reserves the right to accept or reject and or all Quotation(s) without assigning any reason whatsoever.

**List of Computers and Peripherals****Desktop Computers**

<i>Sl</i>	<i>Configuration &amp; Make / Model</i>	<i>Quantity in numbers</i>
1	P4 processor , 1/2 GB RAM, 80/160 GB HDD, DVD drive ( IBM/HP )	02
2	Core2Duo processor, 2 GB RAM, 160 GB HDD, DVD-RW drive ( HCL : Infiniti Pro BL 1280 )	13
3	Core-i3 processor, 2/4 GB RAM, 320 / 500 GB HDD, DVD-RW drive ( HCL : Infiniti M A380 / HP : 3330 / 400 G2 /406 G1 MT )	20
4	Core-i5 processor, 4 GB RAM, 320/500/1 TB HDD, DVD-RW drive ( HCL : M A375 PRO/ HP : 280 G3 MT )	05
5	HP PAVILION 570 Core-i5 processor, 4 GB RAM, 1 TB HDD, DVD-RW drive  WARRANTY UP TO 10-11-2021	01
6	LENOVO M720t, Core i7 Processor, 16 GB RAM, 1TB HDD, DVD-RW Drive  WARRANTY UP TO 14-02-2023	04
<b>Total</b>		<b>45</b>

**Desktop Computers (All in One)**

<i>Sl</i>	<i>Configuration &amp; Make / Model</i>	<i>Quantity in numbers</i>
1	Intel core i3, 4 GB DDR4 RAM; 1TB SATA HDD; DVD R/W optical drive; Wireless keyboard ; Wireless mouse ; OS: Windows 10 home [ make : DELL ]	01
2	Core-i5 processor, 4/8 GB RAM, 1 TB HDD, DVD-RW drive, Wireless keyboard ; Wireless mouse ; OS: Windows 10 home (HP - 22-B25IL / LEVO : V310Z )  WARRANTY UP TO 08-01-2021	02
<b>Total</b>		<b>03</b>

**Laptop Computer**

<i>Sl</i>	<i>Make / Model</i>	<i>Configuration</i>	<i>Quantity in number</i>
1	HP Compaq 510	Intel Core2Duo Processor – 2 GHz, 2 GB DDR2 RAM, 250 GB HDD, DVD+/-RW drive, Ports : 3 USB2 , RJ-11/modem, RJ-45/Ethernet, Integrated Marvell 10/100 NIC 14 inch display with 2 MP webcam.	01

3	HCL ME Laptop M1014	Intel core i-5 2450M CPU@2.50Ghz, 4GB RAM, HDD – 320 GB OS: Windows 7	02
4	HP 450	Intel core i3 3110M Ghz, 4GB RAM, HDD – 500 GB, 14.0” TFT LED display, Ports : 3 USB , 1HDMI, 1 RJ45, 10/100/ 1000 Ethernet OS: Windows8 Professional	01
5	ASUS	Intel core i3 Processor, 4GB RAM , HDD – 1 TB, 15.6” LED display, DVD +/- RW, OS: Windows 10	01
6	HP 250 G5	Intel core i3-6006U (2.0 GHz 3MB cache 2 Cores); 4GB DDR4 RAM; HDD – 1 TB SATA; OS: Windows 10 Home	01
7	HP Pavilion I5-BS146TU	Intel core i5-8250U (3.4 GHz 6MB cache 2 Cores); 4GB DDR4 RAM; HDD – 1 TB SATA; 15.6” LED display, OS: Windows 10 Home	01
8	HCL	Intel core i3-3110M @2.40 GHz, 4GB DDR3 RAM; 15.6 LED Display, HDD – 500 GB SATA; OS: Windows 7	04
9	HCL	Intel core i3-3110M @2.40 GHz, 4GB DDR3 RAM; 15.6 LED Display, HDD – 500 GB SATA; OS: Windows 7	01
10	HP I5 503 TV	Intel core i5-8250U @ 1.60 Hz 1.80 Hz, 4GB DDR4 RAM; HDD – 1 TB SATA; 15.6” LED display, OS: Windows 10 Home	05
11	HP 240 G2I3		01
<b>Total</b>			<b>18</b>

### Peripherals

<i>Sl</i>	<i>Make / Model</i>	<i>Quantity in number</i>
<b>A1</b>	<b>Laser Printers</b>	
1	HP Laserjet 1018	1
2	HP LaserJet P1007	1
3	HP LaserJet Pro P1108	6
4	HP LaserJet P 1606 dn	6
5	HP LaserJet Pro M202dw	3
6	HP LaserJet Pro M203dw	1
6	HP Laserjet M104A	1
7	HP LaserJet Pro M 12w	1
8	Samsung ML 1640	1
9	HP PRO MFP M132 NW	1
10	Canon F151300	1
11	Canon LBP3108B	1
<b>Total</b>		<b>24</b>

<b>A2</b>	<b>Laserjet All in One</b>	
<b>1</b>	<b>HP Laserjet M 1005</b>	<b>1</b>
<b>2</b>	<b>HP Laserjet M 1136</b>	<b>4</b>
<b>3</b>	<b>HP Laserjet Pro M126nw</b>	<b>3</b>
<b>4</b>	<b>Canon image CLASS mfb43cdw</b>	<b>1</b>
<b>Total</b>		<b>9</b>

<b>B1</b>	<b>Inkjet Printers (PSC)</b>	
<b>1</b>	<b>HP Deskjet GT 5810</b>	<b>4</b>
<b>2</b>	<b>Brother AIO DCP J315w</b>	<b>1</b>
<b>3</b>	<b>Brother AIO DCP T300</b>	<b>1</b>
<b>4</b>	<b>Brother AIO DCP T500w</b>	<b>2</b>
<b>5</b>	<b>HP Deskjet F2120</b>	<b>1</b>
<b>Total</b>		<b>9</b>

<b>D.</b>	<b>Scanners</b>	
<b>1</b>	<b>HP Scanjet G 3110</b>	<b>1</b>
<b>2</b>	<b>HP Scanjet G 2410</b>	<b>1</b>
<b>3</b>	<b>HP Scanjet 200</b>	<b>1</b>
<b>Total</b>		<b>3</b>

**TOTAL NO. OF DESKTOPS : 45 ( 04 UNDER WARRENTY UPTO 14-02-2023 & 01 UPTO 10-11-2021 )**  
**TOTAL NO. OF ALL IN ONE PCS : 03 (02 UNDER WARRANTY UPTO JANUARY 2021)**  
**TOATAL NO. OF LAPTOPS : 18**  
**TOTAL NO. OF PRINTERS : 42 (WARRATY UPTO 14-02-2023)**  
**TOTAL NO. OF SCANNERS : 03**

**TOTAL NO. OF ITEMS TO BE COVERED IN AMC : 103**

**Schedule of Rates for AMC of Computers and Peripherals**

[ All the format is to be printed in the Letter pad of the firm ]

**A. Desktop Computers**

<i>Sl</i>	<i>Configuration &amp; Make / Model</i>	<i>Quantity in numbers</i>	<i>Rate</i>	<i>Amount</i>
1	P4 processor , 1/2 GB RAM, 80/160 GB HDD, DVD drive ( IBM/HP )	02		
2	Core2Duo processor, 2 GB RAM, 160 GB HDD, DVD-RW drive ( HCL : Infiniti Pro BL 1280 )	13		
3	Core-i3 processor, 2/4 GB RAM, 320 / 500 GB HDD, DVD-RW drive ( HCL : Infiniti M A380 / HP : 3330 / 400 G2 /406 G1 MT )	20		
4	Core-i5 processor, 4 GB RAM, 320/500/1 TB HDD, DVD-RW drive ( HCL : M A375 PRO/ HP : 280 G3 MT )	05		
5	HP PAVILION 570 Core-i5 processor, 4 GB RAM, 1 TB HDD, DVD-RW drive WARRANTY UP TO 10-11-2021	01		
6	LENOVO M720t, Core i7 Processor, 16 GB RAM, 1TB HDD, DVD-RW Drive WARRANTY UP TO 14-02-2023	04		
7	Intel core i3, 4 GB DDR4 RAM; 1TB SATA HDD; DVD R/W optical drive; Wireless keyboard ; Wireless mouse ; OS: Windows 10 home [ make : DELL ]	01		
8	Core-i5 processor, 4/8 GB RAM, 1 TB HDD, DVD-RW drive, Wireless keyboard ; Wireless mouse ; OS: Windows 10 home (HP - 22-B25IL / LEVO : V310Z ) WARRANTY UP TO 08-01-2021	02		

**B. Laptop Computer**

<i>Sl</i>	<i>Make / Model</i>	<i>Configuration</i>	<i>Quantity in number</i>	<i>Rate</i>	<i>Amount</i>
1	HP Compaq 510	Intel Core2Duo Processor – 2 GHz, 2 GB DDR2 RAM, 250 GB HDD, DVD+/-RW drive, Ports : 3 USB2 , RJ-11/modem, RJ-45/Ethernet, Integrated Marvell 10/100 NIC 14 inch display with 2 MP webcam.	01		

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3	HCL ME Laptop M1014	Intel core i-5 2450M CPU@2.50Ghz, 4GB RAM, HDD – 320 GB OS: Windows 7	02		
4	HP 450	Intel core i3 3110M Ghz, 4GB RAM, HDD – 500 GB, 14.0” TFT LED display, Ports : 3 USB , 1HDMI, 1 RJ45, 10/100/ 1000 Ethernet OS: Windows8 Professional	01		
5	ASUS	Intel core i3 Processor, 4GB RAM , HDD – 1 TB, 15.6” LED display, DVD +/- RW, OS: Windows 10	01		
6	HP 250 G5	Intel core i3-6006U (2.0 GHz 3MB cache 2 Cores); 4GB DDR4 RAM; HDD – 1 TB SATA; OS: Windows 10 Home	01		
7	HP Pavilion I5-BS146TU	Intel core i5-8250U (3.4 GHz 6MB cache 2 Cores); 4GB DDR4 RAM; HDD – 1 TB SATA; 15.6” LED display, OS: Windows 10 Home	01		
8	HCL	Intel core i3-3110M @2.40 GHz, 4GB DDR3 RAM; 15.6 LED Display, HDD – 500 GB SATA; OS: Windows 7	04		
9	HCL	Intel core i3-3110M @2.40 GHz, 4GB DDR3 RAM; 15.6 LED Display, HDD – 500 GB SATA; OS: Windows 7	01		
10	HP I5 503 TV	Intel core i5-8250U @ 1.60 Hz 1.80 Hz, 4GB DDR4 RAM; HDD – 1 TB SATA; 15.6” LED display, OS: Windows 10 Home	05		
11	HP 240 G2I3		01		

### C. Peripherals

<i>Sl</i>	<i>Make / Model</i>	<i>Quantity in number</i>	<i>Rate</i>	<i>Amount</i>
<b>C1</b>	<b>Laser Printers</b>			
1.	HP Laserjet 1018 /P1007	2		
2.	HP LaserJet Pro P1108	6		
3.	HP LaserJet P 1606 dn	6		
4.	HP LaserJet Pro M202dw	3		
5.	HP LaserJet Pro M203dw	1		
6.	HP Laserjet M104A	1		
7.	HP LaserJet Pro M 12w	1		

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**Items which can not be covered under the AMC of Computers and Peripherals**

**1. Desktop Computers :**

**2. Laptop Computers**

**3. Laser Printers**

**4. Inkjet Printers**

**5. Dot-Matrix Printers**

**6. Scanners**

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