

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



केंद्रीय रेशम बोर्ड

वस्त्र मंत्रालय, भारत सरकार  
लाहदोईगढ़, जोरहाट – 785700, असम

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 /

Date : 21-02-2019

## 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 one year.

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 **26-03-2019** latest by **1:00 PM**. 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. 26-03-2019) 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.

  
r Director

## ANNEXURE - I

### **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

Sl	Configuration & Make / Model	Quantity
1	P4 processor , 1 GB RAM, 80 GB HDD, DVD drive ( <b>HP / HCL / Wipro</b> )	6 nos
2	Core2Duo processor, 2 GB RAM, 160 GB HDD, DVD-RW drive ( <b>HCL : Infiniti Pro BL 1280</b> )	14 nos
3	Core-i3 processor, 4 GB RAM, 320 / 500 GB HDD, DVD-RW drive ( <b>HCL : Infiniti M A380 / HP : 3330 / 400 G2 /406 G1 MT</b> )	18 nos
4	Core-i5 processor, 4 GB RAM, 320 GB HDD, DVD-RW drive ( <b>HCL : Infiniti M A380 / HP : 800 G1 MT</b> )	3 NOS.

## Desktop Computers (All in One)

Sl	Configuration & Make / Model	Quantity
1	Intel core i3 7100 CPU-3.9 Ghz; 4 GB DDR4 RAM; 1TB SATA HDD; DVD R/W optical drive; Wireless keyboard ; Wireless mouse ; OS: Windows 10 home [ make : <b>DELL</b> ]	1 no

## Laptop Computer

Sl	Make / Model	Configuration	Quantity
1	<b>HP</b> Compaq 510	Intel Core2Duo Processor – 2 GHz, 2 GB DDR2 RAM, 250 GB HDD, DVD+/-RW drive, <b>Ports</b> : 3 USB2 , RJ-11/modem, RJ-45/Ethernet, Integrated Marvell 10/100 NIC 14 inch display with 2 MP webcam.	1 no
2	<b>HP 430</b> Notebook	Intel Core i3-2310M (2.10 GHz 3MB L3 cache); 3GB DDR3 SDRAM, 500GB SATA HDD, DVD +/- RW, 14.0" LED backlit HD Bright View; <b>Ports</b> : 3 USB2.0, 1VGA, 1HDMI, 1 RJ45, VGA webcam, Realtek Ethernet integrated controller (10/100/1000 NIC)	1 no
3	<b>HCL ME</b> Laptop M1014	Intel core i-5 2450M CPU@2.50Ghz, 4GB RAM, HDD – 320 GB OS: Windows 7	1 no
4	<b>HP 450</b>	Intel core i3 3110M CPU@2.4 Ghz, 4GB RAM, HDD – 500 GB, 14.0" TFT LED display, <b>Ports</b> : 3 USB , 1HDMI, 1 RJ45, 10/100/ 1000 Ethernet ; OS: Windows8 Professional	1 no
5	<b>ASUS</b>	Intel core i3 Processor, 4GB RAM , HDD – 1 TB, 15.6" LED display, DVD +/- RW, OS: Windows 10	1 no
6	<b>HP 250 G5</b>	Intel core i3-6006U (2.0 GHz 3MB cache 2 Cores); 4GB DDR4 RAM; HDD – 1 TB SATA; 15.6" LED display, OS: Windows 10 Home	1 no
7	<b>HP Pavilion</b> 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	1 no

## Peripherals

<b>Sl</b>	<b>Make / Model</b>	<b>Qty</b>
<b>A1 Laser Printers</b>		
1	HP Laserjet 1018	2 nos
2	HP LaserJet P1007	1 no
3	HP LaserJet Pro P1108	5 nos
4	HP LaserJet P 1606 dn	7 nos
5	HP LaserJet Pro M202dw	2 nos
6	HP LaserJet Pro M203dw	1 no
6	HP Laserjet M104A	1 no
7	HP LaserJet Pro M 12w	1 no
8	Samsung ML 1640	2 Nos
9	Canon LBP 3108 B	2 nos
<b>A2. Laserjet All in One</b>		
1	HP Laserjet M 1005	2 nos
2	HP Laserjet M 1136	3 nos
3	HP Laserjet Pro M126nw	3 nos
<b>B1 Inkjet Printers (PSC)</b>		
1	HP Deskjet GT 5810	4 nos
2	Brother AIO DCP J315w	1 no
3	Brother AIO DCP T300	1 no
4	Brother AIO DCP T500w	2 nos
<b>C Dot-Matrix Printers</b>		
1	Wipro LQ DX Gold	1 no
2	WeP HQ 1070+ DX	1 no
<b>D. Scanners</b>		
1	HP Scanjet G 3110	1 no
2	HP Scanjet G 2410	1 no
3	HP Scanjet 200	1 no

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

#### A. Desktop Computers

Sl	Configuration	Quantity	Rate	Amount
1	P4 processor , 1 GB RAM, 80 GB HDD, DVD drive ( HP / HCL )	6 nos		
2	Core2Duo processor, 2 GB RAM, 160 GB HDD, DVD-RW drive ( HCL : Infiniti Pro BL 1280 )	14 nos		
3	Core-i3 processor, 4 GB RAM, 320 / 500 GB HDD, DVD-RW drive ( HCL : Infiniti M A380 / HP : 3330 / 400 G2 /406 G1 MT )	18 nos		
4	Core-i5 processor, 4 GB RAM, 320 GB HDD, DVD-RW drive ( HCL : Infiniti M A380 / HP : 800 G1 MT )	3 nos		
5	<b>All in One Deesktop</b> Intel core i3 7100 CPU-3.9 Ghz; 4 GB DDR4 RAM; 1TB SATA HDD; DVD R/W optical drive; Wireless keyboard; Wireless mouse ; OS: Windows 10	1 no		

#### B. Laptop Computers

Sl	Configuration	Quantity	Rate	Amount
1	Intel Core2Duo Processor @ 2 GHz, 4 GB DDR2 RAM, 250 GB HDD, DVD+/-RW drive, 3 USB2 ports, 14 inch display with 2 MP webcam. (HP Compaq 510)	1 no		
2	Intel Core i3 processor; RAM : 3 GB / 4 GB; HDD : 500GB; Display : 14.0" LED. <b>Ports</b> : 3 USB2, 1HDMI, 1 RJ45, 10/100/1000 Ethernet ( HP 430 Notebook / HP 450 )	2 nos		
3	Intel core i3 Processor, RAM : 4GB; HDD – 1 TB SATA; 15.6" LED display ( ASUS / HP 250 G5 )	2 nos		
4	Intel core i-5 processor; RAM : 4 GB; HDD : 320 GB* / 1 TB; 15.6" LED display. (*HCL ME Laptop M1014 / HP Pavilion I5-BS146TU)	2 nos		

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

**Peripherals**

<i>Sl</i>	<i>Make / Model</i>	<i>Quantity</i>	<i>Rate</i>	<i>Amount</i>
<b>Laser Printers</b>				
1	HP Laserjet ~ 1018 [2] / P1007 [1] / Pro M 12w [1] / P1108 [5]	9 nos		
2	HP LaserJet P 1606 dn	7 nos		
3	HP LaserJet Pro M202dw	2 nos		
4	HP Laserjet ~ M 104A [1] / Pro M203dw [1]	2 nos		
5	Samsung ~ ML 1640	2 nos		
6	Canon LBP 3108 B	2 nos		
<b>Laserjet All in One</b>				
1	HP Laserjet ~ M1005 [2] / M 1136 [3]	5 nos		
2	HP Laserjet Pro M126nw	3 nos		
<b>Inkjet Printers (AIO)</b>				
1	HP Deskjet GT 5810	4 nos		
2	Brother AIO DCP J315w [1] / T300 [1]	2 nos		
3	Brother AIO DCP T500w	2 nos		
<b>Dot-Matrix Printers</b>				
1	Wipro LQ DX Gold [1] / WeP HQ 1070+ DX [1]	2 nos		
<b>Scanners</b>				
1	HP Scanjet G 3110	1 no		
2	HP Scanjet ~ G 2410 [1] / 200 [1]	2 nos		

TOTAL amount for all hardware Items  
( Computers and Peripherals )  
GST \_\_\_\_%

**Resident Service Engineer** 12  
months (Per month)  
GST \_\_\_\_%

**GRAND TOTAL**

( Rupees \_\_\_\_\_ only)

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**Items not 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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**[ Frmt4 AMC rate ]**