

केंद्रीय रेशम बोर्ड

केंद्रीय मूगा एरी अनुसंधान एवं
प्रशिक्षण संस्थान

(ISO 9001:2008 प्रमाणित संस्थान)

वस्त्र मंत्रालय, भारत सरकार

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Central Silk Board
Central Muga Eri Research &
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(ISO 9001:2008 Certified Institute)

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No.CSB/ CMER&TI / 6(15) / 2015-Comp.AMC / 2912

Date : 31-07-2015

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 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. 2500/-** by way of Demand Draft / Bankers' Cheque 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 **28-08-2015** latest by **1:00 PM**. E.M.D. of unsuccessful tenders will be refunded after finalization of A.M.C. 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 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 submission of the tender.

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

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

Performance Security will be deposited at the time of start of the agreement within 10 days of placing orders for AMC and the party shall deposit **Security of 10%** of the A.M.C. charges. Security should be deposited in Demand Draft. Performance Security will be released after the closure of A.M.C. Period.

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 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 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.
- 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.
- 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.
- 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.
- 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.
- Items which are not covered under A.M.C. should be clearly mentioned in the tender.
- 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 shall arrange to depute a suitably qualified personnel to this institute expert specially in rectification of monitor, CPU and other parts of the Computers / Peripheral as per requirement, not merely for inspection of the problem, but for its proper rectification, equipped with all spares which may be required, strictly within next 3 (Three) working days of the receipt of the communication. In no case the personnel will be allowed to take any component for its off-site repair except in situation as stated in the next para. In very rare and severe cases he may be allowed another three working days after his first visit. A delay beyond the first three working days will doubly extend the period of A.M.C. of the whole set of Computers / Peripheral. 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.**
- 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 the personnel deputed by the party consider any existing components to be repairable off-site to function like original then the same may be done. However, the party should provide a spare component of matching quality and not of lesser configuration to properly run the Computer / Peripheral before the said existing component is taken for its off-site repair.
- 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 insects and other pests and 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.
- 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.
- Any addition or deletion of computer, Peripheral for the purpose of AMC should be possible on pro-rata basis.

- E.M.D. will be forfeited in case the agency withdraws after selection with the stipulated date.
- 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 may quote for each machine or group similar machines together.
- VAT / Service Taxes / Statutory Excise Duties and other charges if any should be clearly mentioned.
- Income Tax chargeable at source if any shall be deducted at the time of settling the bill. A certificate to this effect shall be issued in Form-16A.
- All statutory provisions under the labour laws shall be complied with by the bidder and they will be responsible for such compliance.
- 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	Make / Model	Configuration	Quantity
1	HP Compaq	P4-3.0 GHz, 1 GB DDR RAM, 80 GB (SATA) HDD, DVD-R drive	3 nos
2	IBM Think Centre	P4 -2.8 GHz, 512 MB RAM, 80 GB HDD (PATA), DVD-R drive,	2 nos
3	Compaq	P4 Dual core -1.6 GHz, 512 MB DDR2 RAM, 80 GB HDD (SATA), DVD-R drive ,	1 no
4	HCL Busybee Alpha	P4 D -2.8 GHz, 512 MB RAM, 80 GB HDD (SATA) , DVD-CDRW combo	3 nos
5	HCL Ezeebee	P4-1.6 GHz, 2 GB DDR2 RAM, 80 GB HDD (SATA), , DVD-CDRW combo,	1 no
6	HCL Ezeebee	P4 3 GHz, 256 MB DDR2 RAM, 40 GB HDD (SATA) , CD-RW	2 nos
7	Wipro iValue	P4 – 2.93 GHz, 915 mthbrd, 512 MB RAM, DVD Drive (SATA), 80 GB HDD (PATA)	4 nos
8	Zenith	P4 – 2.26 GHz, Intel 845 GVSR mthbrd, 128 MB RAM, 40 GB HDD (PATA), CD-ROM	1 no
9	Dell Vostro	P4- Core2 Duo-2.53 GHz, 945 (G45M03) mthbrd, 1 GB RAM, DVD-RW, 250 GB (SATA)	1 no
10	HCL Infiniti Pro BL 1280	Intel Core2Duo 2.93GHz, 2 GB DDR2 RAM, 160 GB SATA HDD, 22X SATA DVD-RW	13 nos
11	Assembled	Intel Core I 5, 4GB RAM, 500 GB HDD, DVD RW	1 no
12	HCL Infiniti M A380	Intel Core I 3, 2 GB RAM, 320 GB SATA HDD, DVD-R drive	5 nos
13	HCL Infiniti M A375	Intel Core I 5, 2 GB RAM, 320 GB SATA HDD, DVD-R drive	2 nos

Laptop Computer

<i>SI</i>	<i>Make / Model</i>	<i>Configuration</i>	<i>Quantity</i>
1	HP Compaq 510	Intel Core2Duo Processor – 2 GHz, Mobile Intel GME 965 Express chipset, 2 GB DDR2 RAM, 250 GB HDD, DVD+/-RW SuperMulti DL Light Scribe drive, 3 USB2 ports, RJ-11/modem, RJ-45/Ethernet, Integrated Marvell 10/100 NIC 14 inch display with 2 MP webcam. 6-cell (47 WHr) Lithium-ion battery	1 no
2	HP 430 Notebook	Intel Core i3-2310M (2.10 GHz 3MB L3 cache); Mobile Intel HM 65 Express Chipset, 3GB DDR3 SDRAM, 500GB SATA HDD, DVD +/- RW Super Multi DL, 14.0" LED backlit HD Bright View; Ports : 3 USB2.0, 1VGA, 1HDMI, 1 RJ45, VGA webcam, Realtek Ethernet integrated controller (10/100/1000 NIC), 6-cell(47 WHr) Li-Ion battery.	1 no

Peripherals

<i>SI</i>	<i>Make / Model</i>	<i>Qty</i>	<i>SI</i>	<i>Make / Model</i>	<i>Qty</i>
A1	Laser Printers		B1	Inkjet Printers	
1	HP Laserjet 1018	2 nos	1	HP Deskjet 3745	1 no
2	HP Laserjet 1160	1 no	2	HP Deskjet D1560	2 nos
3	HP LaserJet P1007	1 no	3	Canon PIXMA iP1000	1 no
4	HP LaserJet Pro P1108	5 nos			
5	HP LaserJet P 1606 dn	7 nos	B2	Inkjet Printers (PSC)	
6	HP LaserJet Pro M202dw	2 nos	1	HP Deskjet F2120	1 no
7	HP Colour Laserjet 2600 N	1 no	2	HP Deskjet 1050	1 no
8	Samsung ML 1640	6 Nos			
9	Samsung ML 1610	3 Nos	C	Dot-Matrix Printers	
10	Canon LBP 3108 B	2 nos	1	Wipro LQ DX Gold	1 no
			2	WeP HQ 1070+ DX	2 nos
A2.	Laserjet All in One		D.	Scanners	
1	HP Laserjet M1105	2 nos		HP Scanjet G 3110	1 no
2	HP Laserjet M 1136	2 nos		HP Scanjet G 2410	1 no
3	HP Laserjet Pro M126nw	3 nos		HP Scanjet 200	1 no