



**NEW TOWN KOLKATA DEVELOPMENT AUTHORITY**  
(A Statutory Authority Under Government of West Bengal)  
3, Major Arterial Road, New Town, Kolkata - 700 156

Memo No: 3928 /NKDA/Admn-274/2012

Date: 03.07.2014

**Notice Inviting Quotations**  
**EOINo.03/NKDA/ADMNOF2015-16**

Sealed quotations are invited from registered firm/companies having experience in undertaking Annual Maintenance Contract for Computers / Printers / Servers / Scanners / UPSs , / Local Area Network ( Including Router , Switch , Modem, Firewall etc. ) and other related peripherals installed in both the office buildings of New Town Kolkata Development Authority located at 03 , and 01 MAR , New Town , Kolkata – 700 156.

**Name of Work: Annual Maintenance Contract for Computers / Printers / Servers/Scanners / UPSs / Local Area Network( Including Router, Switch, Modem etc. ) and other related peripherals installed in both the office buildings of New Town Kolkata Development Authority located at 03 , and 01 MAR , New Town , Kolkata –700 156**

**IMPORTANT DATES:**

SL No.	Particulars	Date & Time
01	Pre-bid Meeting	10.07.2015 at 3.00 PM
02	Last Date of Submission	17.07.2015 upto 2.00 PM
03	Date of opening of Technical Proposal	17.07.2015 at 2.30 P.M.
04	List of Last Date of uploading list for Technically Qualified Bidder	Will be intimated in due course
05	Date for opening of Financial Proposal	Will be intimated in due course

**ELIGIBILITY CRITERIA:-**

- The Bidder must have been in the business of computer hardware / software / system management etc. at least for the last 10 years.
- Turnover of bidder in last 3 years should be minimum 75 lakhs or above in aggregate and 20 Laks or above in last financial year.
- The bidder should have the registered office in Kolkata having minimum no of employee 25. The bidder should have done similar work regarding AMC at least for last 10 years. The bidder should be an **authorised service provider of HP, DELL, IBM.** Work Order for service worth 10 lakh to be produced.
- The engineers should be well qualified and having at least 10 years of working experience in this similar kind of work. A list of engineers showing experience in Desktop, Server, Laptop, Networking, Sonic Firewall, Printer, Plotter to be attached in a separate sheet. Minimum Wage Act is maintained by the bidder.
- Bidder should possess valid statutory documents like, Trade Licence, Service Tax, Registration, Certificate, PAN and Sales Tax Registration Certificate, etc. Original certificates as aforesaid are to be produced for verification. Employees PF Statement and ESI Challans are to be produced along with the bid.
- Consortium or joint venture is not allowed.
- **The bidder should have tender specific power of attorney from the competent authority to quote.**

- The quotation inviting authority reserves the right to reject any or all the offers received in response to this E.O.I without assigning any reason whatsoever at any point of time.
- For details of this tender and necessary terms and conditions pertaining to the tender, the intending tenderers are requested to contact the office of the undersigned within the specified dates at the address noted above on any working day within office hours.
  - a) Inspection for hardware and software issues and defects shall have to be rectified or resolved satisfactorily.
  - b) Checking of UPS for any problem in switching and battery conditions.
  - c) Checking of Power supply source for proper grounding.
  - d) Cleaning of all **Servers** using vacuum air, brush and soft muslin clothes.

**General Terms and Condition:**

1. **The general scope of the work includes:**

- i. The contract would be comprehensive i.e. including replacement of parts of Original Equipments Manufacturers (OEM). Items except listed in Inclusion form AMC is under the cover of AMC. No Conditional terms will be accepted. Equipment's under warranty and future procurements shall fall under Vendor Management. The Bidder have to give a separate list for item wise rate per quarter for new equipments under warranty.
- ii. Inclusion form AMC :
  - Battery of UPS.
  - Printer cartridges.
  - Printer/Plotter head.
- iii. Preventive/ Corrective Maintenance:  
Preventive/ Corrective maintenance shall be carried out during the last month of each quarter for PCs, Servers, Printers, peripherals and system software.
  - a) Inspection for hardware and software issues and defects shall have to be rectified or resolved satisfactorily.
  - b) Checking of UPS for any problem in switching and battery conditions.
  - c) Checking of Power supply source for proper grounding.
  - d) Health check-up for Desktop, **Servers**.
  - e) **Backup of Server.**
- iv. To provide and maintain the required drivers for additional peripherals and hardware for maintaining the equipment's.
- v. Repair to be carried out at the location of the equipment's installed.
- vi. Stand by arrangement to be made in case the equipment(s) is/are to be taken to workshop for repairs.
- vii. Support for users and troubleshooting of commercial software packages and removal of virus and re-installation of software, if corrupted.
- viii. Coordination with OEMs for troubleshooting of the computer and other peripherals under warranty.

- ix. Any other maintenance work to be undertaken related to the above mentioned items.
2. Interested firms are hereby requested to furnish their proposals / rates through two bid systems i.e. Technical Bid (Annexure –A) and Financial Bid (Annexure –B).
3. The list of computers, printers, servers, UPSs, Scanners, Router, Switch etc. is attached as Annexure –C. However new equipment(s) likely to be purchased from time to time , after expiry of warranty / guarantee period , will also have to be serviced/ maintained at the same terms and conditions , and the AMC has also to be done at the same terms and conditions for those new equipment(s) . New Town Kolkata Development Authority reserves the right to add/remove any item from AMC during the contract period.
4. The Technical and financial terms and conditions of AMC shall be as follows:
- a. The firm/company should have a previous experience for at least 05(five) years in maintenance of such equipments with Government Departments / Public Sector Undertaking in Kolkata. Necessary papers must accompany the technical bid. The company should furnish its Downtime Statement of previous maintenance work in any organisation in and around Kolkata.
  - b. The firm/company must have expertise in on-site maintenance and repair of servers, computers, Laser / Inkjet Printers, network components, scanners, other peripherals and other hardware parts and accessories. The firm/company is responsible for supplying replacement against damaged parts for all the items within the stipulated time and for that time the firm/company has to supply backup system without any cost.
  - c. The firm/company also must have expertise and experience in LAN troubleshooting and Firewall Configuration. The bidder should have executed satisfactorily Annual Maintenances of 100 or more computers connected in LAN under Window environment for two years. A Performance Certificate to this effect from at least one Govt. Organisation shall be furnished.
  - d. The firm/company applying for this tender should produce certificates for the previous 03(three) financial years from the concerned authorities about the payment of service tax , income tax , works contract tax and any other tax applicable .
  - e. The replacement of any part of the computer / peripherals, whenever required, must be carried out by the vendor with the genuine part of same specifications and warranty.
  - f. The firm/company shall maintain the equipments as per manufacturer's guidelines and shall use standard OEM components for replacement. Until and unless written order is conveyed, the original specification / characteristics /features shall not be changed.
  - g. The firm/company should produce the self attested photocopies of documents related to allocation of Registration Number, PAN Number, Service Tax number, P.T clearance certificate, valid document in support of enlistment, S.T clearance certificate.
  - h. For any item /services not quoted, the highest quoted rate from other bidders will be loaded to the item by default. However, in case of successful bidding, the bidder shall execute the service at the lowest quoted rate.
5. The other terms and conditions for awarding the AMC shall be as under:
- a. The rates quoted will remain in force for the full period of contract. No demand for revision of rate on any account shall be entertained during the contract period.
  - b. The quoted price should include the charges for all maintenance and support for the same including one year free of cost.

- c. No other charges in any other form will be borne by New Town Kolkata Development Authority for the work except in special circumstances to be mutually agreed upon subject to maximum 3% of the accepted amount.
  - d. The firm/company will prepare web based log books for each of the machines to be taken under the AMC and Preventive maintenance with virus scanning and virus removal to be carried out. Each quarter all call report have to be attached with the bill.
  - e. The firm/company will be responsible for taking backup of data programmes and application available on the computer whenever necessary before attending the fault and will also be responsible for restoring the data, programmes and applications after removing the fault to the satisfaction of the user. The vendor must also ensure restoring of all backups to the user under its acknowledgement.
  - f. The successful bidder shall provide necessary support for maintaining virus free computer environment in the New Town Kolkata Development Authority and help in upgrading the Software's / Virus Detection mechanism.
  - g. Immediately on award of the contract, the contractor would give a report taking over all equipment(s) (giving their configuration in working condition also). It shall be the responsibility of the company to make all the computers and peripherals work satisfactorily throughout the contract period and also to hand over the systems in working conditions on the expiry of the contract.
6. The interested firm/company may submit 3(three) sealed separate envelopes respectively envelopes for "Technical Bid", "Financial Bid" and "EMD" in a big outer sealed cover superscribed "Quotation for AMC of Computers and other Peripherals".
  7. Quotation received after due date/ without separate sealed cover/ without rate quoted both in figure and words in specified proforma will not be accepted.
  8. The contractor shall be responsible for any loss or damage caused to any of the machines owing to negligence on their part. The contract will be on comprehensive basis inclusive of repairing and replacement of spare parts without extra payment.
  9. The accepting authority reserves the right to reject any or all the bids without assigning any reasons and will not be bound to accept either the lowest bid or any of the bids.
  10. The bidder will have to submit EMD for Rs. 25,000.00 (Twenty five Thousand)/- in the shape of Demand draft with any Nationalized / Scheduled Bank in favour of "New Town Kolkata Development Authority" payable at "Kolkata". For the successful bidder EMD shall be retained with New Town Kolkata Development Authority till the security period is over. For unsuccessful bidder EMD will be refunded after completion of the all process.
  11. The Security period is upto 03(three) months from the date of completion of the contractual period.
  12. The Contractual Period is for 01(one) year from the date of awarding the contract.
  13. Security deposit are forfeitable in full or part as may be decided by the Authority in case damage/ losses sustained by the Authority due to negligence on the part of Agency if the repairing are not properly done and or the spares are not properly replaced as per cl-8 of this Tender Document.
  14. Payment shall be made in four equal instalments on the completion of each quarter based on performance. Income Tax and other Taxes as applicable will be deducted from quarterly bill as per prevailing rates.

**15. Service Support**

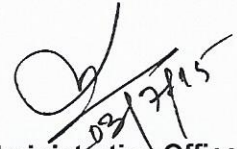
- a) The bidder has to provide 01(one) full-time support by engaging an Experienced Engineer (Resident Engineer) for the office locations covered under AMC from 10:00 AM to 6:00 PM on all working days. However, the support shall also be available during the non-working days, if required by the Authority. Resident Engineer should be should have minimum 02(Two) years experience of handling 100 nos of computers.
- b) The Resident Engineer shall report to the Authorized person of this Authority. It shall be the responsibility of the bidder to provide the full Contact details of the Resident Engineer to all the staff members of the office.
- c) The Engineer shall maintain a web based log book-cum-attendance book. All complaints lodged will be entered in the log book with date and time of lodging of complaint and thereafter the date and time of attending to the complaint by the Engineer with details of repairs done to restore the machine to the satisfaction of the Authorized the Authority.
- d) Resident Engineer shall maintain basic computer services, servers, networking, shifting of computers/Printers and other equipment as required by this Authority. If the problem is not solved by the Resident Engineer than problem should be solved by expert engineer **same day or next business day**. Failure of that penal action shall be taken as desired by this Authority.

**16. Service Level Agreement Schedule :**

The purpose of this Service Level Agreement (hereinafter referred to as SLA) is to clearly define the levels of service which shall be provided by the Bidder to New Town Kolkata Development Authority for the duration of this contract. SLA will be monitored using an automated tool with no manual intervention. Bidder has to provide automated tool at his own cost.

Condtions	Coverage Hours	Baseline Performance	Measurement and Reporting	Penalty
<b>Server Availability</b>	24 X 7 X 365	99%	Measure Daily Report Monthly/ Quarterly	Less than 99% but more than 95%: penalty 3 % of Equated Quarterly Installments ( QAI)  Less than 95%: penalty 15 % of QAI
<b>Desktop Availability</b>	24 X 7 X 365	98%	Measure Daily Report Monthly/ Quarterly	Less than 98% but more than 95%: penalty 3% of QAI  Less than 95%: penalty 15% of QAI
<b>Printer &amp; Plotter</b>	24 X 7 X 365	98%	Measure Daily Report Monthly/ Quarterly	Less than 98% but more than 95%: penalty 3% of QAI  Less than 95%:

Conditions	Coverage Hours	Baseline Performance	Measurement and Reporting	Penalty
<b>Network and Firewall</b>	24 X 7 X 365	98%	Measure Daily Report Monthly/ Quarterly	Less than 98% but more than 95%: penalty 3% of QAI  Less than 95%: penalty 15% of QAI
<b>System Backup</b>	24 X 7 X 365	0 Data Loss	Measure Daily Report Monthly/ Quarterly	Penalty of 10% of EAI for each data loss case.
<b>Service Engineer Availability</b>	Business Hours (BH)	99%	Measure Daily Report Monthly and Annually	Less than 99% but more than 95%: penalty 1% of EAI  Less than 95%: penalty 10% of EAI.



**Administrative Officer**  
**New Town Kolkata Development Authority**

Memo No: 3928/(5)/NKDA/Admn-274/2012(Pt)

Date: .07.2015

Copy forwarded for information to:

1. The Finance Officer, New Town Kolkata Development Authority.
2. P.A to the Chairman, New Town Kolkata Development Authority.
3. P.A to CEO, NKDA
4. Office Notice Board.
5. NKDA official website ([www.nkdamar.org](http://www.nkdamar.org))



**Administrative Officer**  
**New Town Kolkata Development Authority**

## Technical Bid

1	Name of the Firm/Company			
2	Registered office Address			
3	Corporate Profile:			
4	Office for correspondence: Contact person's name Designation Address Fixed Phone No. Mobile No. Fax No. E-mail id			
5	Whether company is registered under Municipal Act and/or West Bengal Govt. Shops and Establishment (Give Regn. No.)			
6	Trade License: Income tax no.(GIR/PAN): Service Tax Regn. no.:			
7	VAT & CST Regn. No. and Date			
8	Financial(forlast3years): Turnover (Rs in Lakhs) Profit after Tax (Rs in Lakhs)	2014-13	2013-12	2012-11
9	Employee strength at Kolkata: 1)Field Service Engineers 2)Back office support Engineers (Should specify whether bidders own Employees or of franchisees)			
11	DetailsofEMDofRs25,000/-	Demand Draft No: Name of Issuing Bank: Date issued:		
12.	<ul style="list-style-type: none"> <li>• EOI document, Minutes of Pre-bid Meeting, Corrigendum/ Notifications (if any)</li> <li>• Photocopy of Trade Licence,</li> <li>• Latest Income Tax Return,</li> <li>• PAN,</li> <li>• Audited Profit &amp; Loss Statements (Last 3 yrs),</li> <li>• Company Registration,</li> <li>• VAT/CST Registration Certificate</li> <li>• List of Support Engineers.</li> <li>• Authorized certificate of OEM</li> <li>• Escalation Matrix (With full details)</li> </ul>			

Date

Place:

Signature:

Name:

Designation:

Company:

**Financial Bid**

To

The Chief Executive Officer  
New Town Kolkata Development Authority

Sub: Financial proposal for Annual Maintenance Contact of Server,  
Computer and its related accessories of New Town Kolkata  
Development Authority (NKDA).

Sir,

We hereby propose that a total cost of Rs. < Rupees in Figure and whole number > (Rupees in words ) only inclusive of all costs, taxes and levies excluded service tax for Annual Maintenance Contact of Server, Computer and its related accessories of New Town Kolkata Development Authority (NKDA). This amount is valid for the whole period of the contract for the work.

Detailed Cost schedule attached in separate page.

Yours Faithfully

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Signature

Name:  
Designation:  
Office  
Address:



**Computers, Printers, Scanners, UPSs are to be considered for AMC for Full Year****Details of Desktop PC****Total No : 76**

SL No	Configuration
1	Core 2 Duo 2.93GHz, 2GB RAM, 160 GB HDD
2	Core 2 Duo 2.93GHz, 2GB RAM, 500 GB HDD
3	Core i3 3.20 Ghz, 6GB RAM, 500 GB HDD
4	Core 2 Duo 2.66 GHz, 2GB RAM, 160 GB HDD
5	Core i5 3.0 GHz, 4GB RAM, 500GB HDD
6	Core i3 3.20 Ghz, 6GB RAM, 500 GB HDD
7	Core 2 Duo 2.93GHz, 2GB RAM, 500 GB HDD
8	Core i3 3.30 GHz, 4GB RAM, 500 GB HDD
9	Core 2 Duo 2.93GHz, 2GB RAM, 250 GB HDD
10	Core i5 3.0 GHz, 4GB RAM, 500GB HDD
11	Core 2 Duo 2.93GHz, 2GB RAM, 160 GB HDD
12	Core i5 3.20 GHz, 4GB RAM, 500GB HDD
13	Core i5 3.20 GHz, 4GB RAM, 500GB HDD
14	Core i5 3.0 GHz, 4GB RAM, 500GB HDD
15	Core 2 Duo 2.66 GHz, 2GB RAM, 150 GB HDD
16	Core i5 3.20 GHz, 4GB RAM, 500GB HDD
17	Core i5 3.20 GHz, 4GB RAM, 500GB HDD
18	Core 2 Duo 2.93 GHz, 2GB RAM, 160 GB HDD
19	Core i5 3.0 GHz, 4GB RAM, 500GB HDD
20	Core 2 Duo 2.93 GHz, 2GB RAM, 160 GB X2 HDD
21	Core i5 3.0 GHz, 4GB RAM, 500GB HDD
22	Core 2 Duo 2.93 GHz, 2GB RAM, 160 GB X2 HDD
23	Core i3 3.30 Ghz, 4GB RAM, 500GB HDD
24	Core i3 3.30 Ghz, 4GB RAM, 500GB HDD
25	Core 2 Duo 2.93 GHz, 2GB RAM, 160 GB X2 HDD
26	Core 2 Duo 2.93 GHz, 2GB RAM, 160 GB X2 HDD
27	Core i3 3.30 Ghz, 4GB RAM, 500GB HDD
28	Core 2 Duo 2.93 GHz, 2GB RAM, 160 GB X2 HDD
29	Core 2 Duo 2.93 GHz, 2GB RAM, 320 GB HDD
30	Core i5 3.0 GHz, 4GB RAM, 500GB HDD
31	Core 2 Duo 2.93 GHz, 2GB RAM, 160 GB X2 HDD
32	Core 2 Duo 2.93 GHz, 2GB RAM, 160 GB X2 HDD
33	Core 2 Duo 2.93 GHz, 2GB RAM, 160 GB X2 HDD
34	Core 2 Duo 2.93 GHz, 2GB RAM, 160 GB2 HDD

35	Core 2 Duo 2.93 GHz, 2GB RAM, 160 GB2 HDD
36	Core i5 3.20 GHz, 4GB RAM, 500GB HDD
37	Core i5 3.20 GHz, 4GB RAM, 500GB HDD
38	Core 2 Duo 2.93 GHz, 2GB RAM, 160 GB HDD
39	Core 2 Duo 2.93 GHz, 2GB RAM, 160 GB HDD
40	Core i5 3.20 GHz, 4GB RAM, 500GB HDD
41	Core i5 2.90 GHz, 4GB RAM, 500GB HDD
42	Core 2 Duo 2.93 GHz, 2GB RAM, 250 GB HDD
43	Core i3 3.30 Ghz, 4GB RAM, 500GB HDD
44	Core i3 3.20 Ghz, 2GB RAM, 500GB HDD
45	Core i3 3.30 Ghz, 4GB RAM, 500GB HDD
46	Core i3 3.20 Ghz, 2GB RAM, 500GB HDD
47	Core i3 3.20 Ghz, 2GB RAM, 500GB HDD
48	Core 2 Duo 2.93 GHz, 2GB RAM, 160 GB HDD
49	Core i3 3.20 Ghz, 2GB RAM, 500GB HDD
50	Core 2 Duo 2.93 GHz, 2GB RAM, 160 GB HDD
51	Core 2 Duo 2.93 GHz, 2GB RAM, 160 GB HDD
52	Core 2 Duo 2.93 GHz, 2GB RAM, 160 GB HDD
53	Core i3 3.20 Ghz, 2GB RAM, 500GB HDD
54	Core i3 3.3 Ghz, 2GB RAM, 500GB HDD
55	Core 2 Duo 2.66 GHz, 1GB RAM, 160 GB HDD
56	Core i3 3.20 Ghz, 2GB RAM, 500GB HDD
57	Core i3 3.20 Ghz, 2GB RAM, 500GB HDD
58	Core i3 3.20 Ghz, 2GB RAM, 500GB HDD
59	Core i3 3.20 Ghz, 2GB RAM, 500GB HDD
60	Core 2 Duo 2.93 GHz, 2GB RAM, 320 GB HDD
61	Core i3 3.20 Ghz, 2GB RAM, 500GB HDD
62	Core i3 3.3 Ghz, 2GB RAM, 500GB HDD
63	Core 2 Duo 2.93 GHz, 2GB RAM, 250 GB HDD
64	Core 2 Duo 2.93 GHz, 2GB RAM, 160 GB HDD
65	Core i5 3.20 GHz, 4GB RAM, 500GB HDD
66	Core i5 3.20 GHz, 4GB RAM, 500GB HDD
67	Core i3 3.3 Ghz, 2GB RAM, 500GB HDD
68	Core i3 3.3 Ghz, 2GB RAM, 500GB HDD
69	Core i3 3.3 Ghz, 2GB RAM, 500GB HDD
70	Core i3 3.3 Ghz, 2GB RAM, 500GB HDD
71	Core i3 3.3 Ghz, 2GB RAM, 500GB HDD
72	Core i3 3.3 Ghz, 2GB RAM, 500GB HDD
73	Core i3 3.3 Ghz, 2GB RAM, 500GB HDD
74	Core i3 3.3 Ghz, 2GB RAM, 500GB HDD
75	Core i3 3.3 Ghz, 2GB RAM, 500GB HDD
76	Core i3 3.3 Ghz, 2GB RAM, 500GB HDD

**Laptop**

<b>2.Laptop HP ProBook (Make : HP)</b>	05		
HP Core i3, 3.20GHz, 8GB RAM, 300 HDD			
HP Core i3, 3.20GHz, 8GB RAM, 300 HDD			
HP Core i3, 2.93GHz, 6 GB RAM, 1TB HDD, 2 GB Graphics Card			
HP Core i5, 2.66GHz, 4 GB RAM, 500 GB HDD			
HP Core i5, 2.66GHz, 4 GB RAM, 500 GB HDD			

**Server**

<b>Server ( IBM Make )</b>									
3.	Web Server ( Configuration Below ) System					1			
	1x Quad-Core Intel Xeon Process or E5300 series	2.00 GHz	16 GB	146 x 3 GB (RAID 5)	Yes	Duel Port Gigabit Ethernet port for Network Management	10/100 Ethernet port for Network Management , 4 USB port		
4.	Content Server ( Configuration Below ) System					1			
	1x Quad-Core Intel Xeon Process or E5300 series	2.00 GHz	16 GB	300 x 4 GB (RAID 5)	Yes	Duel Port Gigabit Ethernet port for Network Management	10/100 Ethernet port for Network Management, 4 USB port		
5.	Data Server ( Configuration Below ) System					1			
	1x Quad-Core Intel Xeon Process or E5300	2.00 GHz	16 GB	300 x 4 GB (RAID 5)	Yes	Duel Port Gigabit Ethernet port for Network Management	10/100 Ethernet port for Network Management , 4 USB port		
6. Server ( 1 & 2 ) ( Configuration Below )									
1 x Quad Core Intel Xeon Processor 3.4 GHz , 1 GB RAM , 146 x 2 GB ( for server 1 Model No xSeries 346 ) and 146 x 3 GB ( for server 2									
7. Stand Server IBM X3100 M4									
3.1 GHz Xenon , 4 GB RAM, 500 GB HDD									

**Printer**

SI No	Printer	Qty
1	Deskjet Color A4 Size	9
2	Officejet Color A3 Size	2
3	All in One ( Printer +Scanner+ Copier ) – A4	9

4	All in One ( Printer +Scanner+ Copier ) – A3	3
5	Dot-Matrix Printer	2
6	Laserjet Mono	25

SI No	Details of Printers
1	HP Officejet Pro 8100
2	HP Officejet 6000
3	HP Deskjet F2235 (All in one)
4	HP Deskjet D2568
5	HP Laserjet P-1106
6	HP Laserjet P-1007
7	HP Deskjet D2568
8	HP Deskjet F2235 (All in one)
9	HP Deskjet D2668
10	HP Deskjet 3550
11	HP Laserjet M-4345 MFP
12	HP Deskjet D1560
13	HP Officejet 7000
14	HP Laserjet 7500A (All in one)
15	HP Officejet Pro 8610 (All in One)
16	HP Laserjet M135 MP

#### Others Item

Scanner			
13.	HP Scanjet 2400	1	
Plotter			
14.	HP Designjet T2500	1	
15.	HP Designjet 500 PS	1	
UPSs (APC / Microtech)			
16.	500 VA	7	
17.	550VA	3	
18.	600VA	4	
19.	650VA	10	
20.	700VA	20	
21.	1KVA	1	
22.	6 KVA	2	
Router			
23.	CISCO	1	
Switch			
24.	D-Link -24 Port	4	
25.	CISCO -24 Port	1	
26.	HP Procurve- 8 Port	1	
27.	8 Port Multi Platform KVM Switch	1	
28.	Firewall: SonicWALL NSA 240	1	

## FORMS FOR RESPONSE &amp; CHECKLIST

Forms for submitting Bids	Explanatory note	√	Separate Sealed Covers
EMD of Rs 25,000/-	Earnest Money Deposit (DD/Pay Order)		
<u>Techno-Commercial Bid</u>	Technical/Commercial Bid for the Services should be submitted in the relevant Forms.		
Cover letter	Forwarding letter committing bidder to the contents of the bid response.		
A-1: Bidder's particulars	Include all supporting documents listed in the footnote.		
A-2: Clientele Experiences	Include required supporting documents.		
A-3: Compliance Declaration for Stated Services & Terms and conditions			
A-4: Declaration by Bidder			
A-5: Profile of Engineers	Include CV of list of engineers showing experience in Desktop, Server, Laptop, Networking, Sonic Firewall, Printer, Plotter to be attached in a separate sheet.		
A-6: Support Escalation Matrix	Detail of Support Engineers/ Managers		
A-7: Profile of Resident Engineer	Include CV of list of engineer showing experience in Desktop, Server, Laptop, Networking, Printer, Plotter to be attached in a separate sheet.		
<u>Financial Bid</u> B: Schedule of rates	Financial Bid for the Services should be submitted only in the relevant form. Offers not submitted in the prescribed format given in Annexure -B shall be summarily rejected.		

**CLIENTELE/ EXPERIENCE**

Sr. No	Client's Name & Address, Contact person, Designation, Telephone no. & Mobile No.	Period of contract	PCs, Servers, Printers etc under Direct maintenance	Details of the Services provided to the client	Approx. Contract Value ( in Lakhs)
			Under vendor management		
1					
2					
3					
4					

Note: Please use additional sheets and attach copies of the work orders for minimum two clients of the above contracts along with copy of proof of satisfactory execution of the contracts with respect to AMC services and Resident Engineers.

Date :

Signature :

Place:

Name :

Designation:

Company :

Seal of the Company:

**CONTRACT AGREEMENT**

(To be executed on a Non-Judicial stamp paper of Rs. Five Hundred only )

Agreement made this .....day.....(month) of Two Thousand and Thirteen Between.....(hereinafter called " the Agency ") of the one part and the New Town Kolkata Development Authority at 03, Major Arterial Road , New Town , Kolkata – 700156 on the other part .

**WHEREAS** the agency has quoted for providing " Total solution for Comprehensive Annual Maintenance Contract of Computers and Peripherals to the NKDA ( hereinafter called " The Tender accepting Authority ") as per the terms and conditions mentioned in the NIQ No. .... dated .....

Whereas such offer has been accepted and the agency has deposited with the Tendering Authority the sum of

Rs. ....(Rupees .....only ) as security and

Rs. .... (Rupees ... only) as Performance Guarantee for the fulfilment of this Agreement.

Now it is hereby agreed between the parties hereto as follows:

In accordance with the terms of proposal submitted by the agency and the lowest rate offered by them

@ Rs. .... Resulting to a total sum of contract value of Rs. ....

( Rupees.....) only the T.A.A has accepted the contract on the terms and conditions set out in the tender notice no. ....dated .....as well in the letter of acceptance cum work order no. ....dated ....., shall hold good during period of this agreement.

Upon breach of the contract by the agency of any of the conditions of the agreement , rendering failure to carry out failure , bad workmanship , the Tender accepting Authority may issue a notice in writing, determine and put an end to this agreement without prejudice to the right of the NKDA to claim damages for antecedent breaches thereof on the part of the agency and also to reasonable compensation for the loss occasioned by the failure of the contractor to fulfil the agreement as certified in writing by the Tender accepting Authority which certificate shall be conclusive evidence of the amount of such compensation payable by the contractor to the NKDA.

Upon the determination of this agreement whether by efflux ion of time or otherwise the said deposit shall be forfeited in full or for such an amounts as may be determined by the NKDA.

Upon sustaining any losses/ damages to any of the machines by the Authority outing to negligence on the part of the Agency (tantamounting to bad workmanship performance). The said

Performance Guarantee shall be liquidated by the Authority in full or for such amount as may be decided by the NKDA.

This agreement shall remain in force until the expiry of 12 months from the date of entering into the contract but the Tender accepting Authority may terminate the contract at any time upon giving one months notice in writing without compensating the contractor.

The Tender accepting Authority may give notices in connection with the contract.

In consideration of the payments to be made by the Tender Accepting Authority to the successful Bidder as hereinafter mentioned the Agency hereby covenants with the Tendering Authority to provide the Services and to remedy defects therein conformity in all respects with the provisions of the Contract.

The Tender accepting Authority hereby covenants to pay the Agency in consideration of the provision of the Services and the remedying of defects therein , the Contract Price or such other sum as may become payable under the provisions of the contract at the times and in the manner prescribed by the contract .

If subject to circumstances beyond control ( Force Majeure ) the agency fails to deliver the services in accordance with the conditions mentioned in the tender , the Tender accepting Authority shall be entitled to render services from else other organisation after giving due notice to the agency on the amount and at the risk of the agency cancelling the contract in respect of the consignment not yet due for delivery , or to cancel the contract and extra cost if any involved for doing the work by outside agency would be adjusted from the dues to the Agency or from the amount of Security Deposit lying with the NKDA .

In the event of action to be taken, the agency shall be liable for any losses, which the Tender accepting Authority, may sustain on that account. The recovery by way of penalty shall be made by deducting the amount from the bills be made good by a credit note within the stipulated period for the purpose.

The parties are hereto required to enter into the contract Agreement being these presents to record the terms and conditions and covenants of the contract.

#### **NOW THIS AGREEMENT WITNESSETH**

1. (i) In this Agreement words and expressions shall have the same meaning as are respectively assigned to them in the scope of work of the Tender Document and conditions of Contract hereinafter referred to  
  
(ii) The work order No. ....dated shall also be deemed to form and be read as an integrated part of the agreement.
2. The above documents shall be taken as complementary and mutually explanatory of one another, but in this event of ambiguity or discrepancies, shall follow relevant clause(s) of the special conditions and terms and conditions of the Tender Document and the conditions imposed in the work-order.
3. NKDA covenants to pay back the money withhold as Security Deposit and PG after successful completion of the Contract after expiry of 3(three) months from the date of completion of the work.
4. Be as it may, the contractual value shall not exceed more than 3% of the amount accepted and in such occasion the contract may be closed forthwith.
5. The Tendered quantity may be increased upto 10% of the quantity provided subject to a maximum of 3% of the estimated value put to Tendereor vis-à-vis the tendered quantity may be abruptly decreased for some reasons beyond the control of the Authority for which the Agency shall have no claim to NKDA nor NKDA shall be bound to make payment towards compensation of losses to the Agency.

In witness whereof the parties hereto have hereinto set their respective hands and seals the day



and year first above written.

For Agency

For

NKDA WITNESSES

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