

THE BRAITHWAITE BURN AND JESSOP CONSTRUCTION CO.LTD.
(A GOVT. OF INDIA ENTERPRISE)

Regd. Office : 27, RAJENDRA NATH MUKHERJEE ROAD

P.O.Box No. 264, Kolkata - 700 001 (WEST BENGAL)

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Website :- www.bbjconst.com

BBJ/TS/AMC/COMPUTER & PERIPHERALS/2017

3rd March,2017

Sealed Tenders are invited from Kolkata based reputed parties to carry out complete Annual Maintenance of Computers, Laptops, Servers, Printers, UPS, Scanner, Networking Switches with Patch Panel, Routers, Networks and cleaning of Virus at our Registered Office(27 R.N.Mukherjee Road,Kolkata-700 001), Corporate Office(26 Raja Santosh Road,Alipur,Kolkata-700 027) and Heavy Plant Yard(P-82 Taratala Road,Garden Reach,Kolkata-700 024).

The Scope of Work with other terms and conditions related to the above work/service, are detailed hereunder :-

(A).	The bidder should have office in Kolkata with adequate manpower for carry out the annual maintenance contract for a period of 12(twelve) months. If the bidder change address within the period of contract, information should be submitted by the party with proof of new changed address.
(B).	As eligibility criteria, all the bidders should submit the following documents with their offer positively:-
(i)	Copy of up to dated renewed Trade Licnence;
(ii)	Copy of PAN Card;
(iii)	Copy of Service Tax Registration Certificate;
(iv)	Copy of relevant documents/past experience certificate pertaining to similar nature of service already provided in different PSUs/Govt. Organisations/Reputed Companies for the last 3(three) years ending 31st December,2016;
(v)	Copy of address proof of Kolkata Office;
(vi)	All pages of tender documents including attached documents are to be signed with company's seal by the tenderer.
(C).	SCOPE OF WORKS :-
(a).	Before submission of tender/offer against our NIT, bidders should inspect the Computers, Printers & UPS and other Computer Peripherals, which are presently located at our following addresses:-
(i).	Registered Office:- 27, R.N.Mukherjee Road(1 st and 2 nd Floor),Kolkata-700 001;
(ii).	Corporate Office:- 26 Raja Santosh Road,Alipur,Kolkata-700 027;
(iii).	Heavy Plant Yard, P-82 Taratala Road,Garden Reach,Kolkata-700 0024.
(b).	The AMC will cover complete repairing/replacement/procurement of spares from respective manufacturers of Computers, Laptops, Server (i.e. IBM/COMPAQ/LENOVO/HP/DELL/ACER etc), Printers & Scanner (HP/EPSON/CANON/XEROX etc.), UPS (APC, MICROTECH, TVS,

	DIGITAL, ZEPRONICS etc) excluding BATTERY, Switches with Patch Panel, Routers, Networks excluding LAN Cable and replacement of the same and make the computers, laptops, server, printers, UPS, scanners, networking switches with patch panel, routers, networking etc. running in good conditions. Old and used spares are not acceptable as replacement. If new spares not available in the market, special permission could be taken from the department for installation of old spares as replacement. Whenever, the new spares will be available, the vendor will replace the old spares with new one. New spares require to be with same or higher configuration with warranty. If old spares also not available, the service provider require to submit declaration on that and BBJ will arrange for replacement of the peripheral/system with new/old one and the same will be automatically came under this AMC.
(c).	The said AMC will also cover installation and maintenance of different Server Operating System (Windows – all versions, Linux etc.), PC Operating System (Windows – XP, 7, 8, 10 etc, Linux, IPCop etc). Engineering Drawing, Data Processing, Project Accounting, Rajbhasa, Office etc. Software's installed/required to install in our computers.
(d).	The AMC will also cover for antivirus cleaning from all computers twice in a month.
(e).	The Annual Maintenance Contractor has to ensure smooth functioning of all Hardware, Software, Networking etc including hard Disk Drive in terms of Data Flow, Bad Sector Management and other Parameters.
(f).	The Annual Maintenance Contractor has to take necessary backup of important data from each computer, laptops and servers. Backup could be taken on separate drive/space provided by the company. On any condition, data backup could not be taken on service provider's storage driver.
(g).	In case of any data is lost for the cause of Hard Disk Drive (HDD) problem (any type), the said AMC Service Provider will be sole responsible for recover all the data within 15 days from the date of problem on the HDD. The AMC vendor shall do the entire data recovery and related process at their cost. If the service provider not to be able to recover data, BBJ will try to recover data from the drive by deploying 3 rd party vendor and cost of the service will be recovered/deducted from the bill/bills of the respective AMC Service provider.
(h).	In the period of service, if any HDD crashed/corrupted/tempered etc., the service provider will change the same or higher version of new HDD with them. The owner of the crashed/corrupted/tempered HDD will be BBJ only, as it contains data.
(i).	Call just attended but not solved is not acceptable. On emergency, service calls (as and when required basis) require to attend immediately by professional.
(j).	The bidder shall provide a stand-by /back-up support against the

	defective device/system/computer/printer/peripherals, if the computers, laptops, server, printers, UPS's, Scanners, Switches with Patch Panel, Routers, Networking Peripherals etc., is not repairable within 48 hours from the reporting time of fault.
(k).	Prompt and efficient service on part of the agency in respect of the above is necessary. If any service call registered within 12:00 hrs., then the call require to close within same day. If the call registered after 12:00 hrs., then the call require to close within next working day by 12:00 hrs.
(l)	Immediately on starting the work as per contract and on submission of each quarter bill, all computers, laptops, servers, printers, scanners, UPS, switches with patch panel, routers, networks configuration require to check, as per format provided by BBJ. Signed Report of the same will be required for submission. Network configurations required to monitor time to time as our requirement.
(m)	The service provider requires providing and maintaining the required drivers and additional peripherals and hardware for maintaining the equipment.
(n)	New equipments purchased time to time, after expiry of warranty/quarantee 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 these new equipments. BBJ reserves the rights to add/remove any item from AMC during the contract period.
(o)	The service provider could take faulty equipments to their workshop by providing call report, as; they are taken the faulty equipment for repairing purpose and will return after repairing. The service provider required to provide stand by, without fail, before taken the faulty equipment to their workshop.
(p)	The AMC service provider will prepare logbooks for each of the machines to be taken under AMC and preventive maintenance with virus scanning and virus removal etc. Call report required to provide for each problem attended by the service engineer. Without call report, the call for problem will not be closed.
(q)	The service provider require to provide Virus, Spyware, Worms, Trojans, Bots, Malware and ransomware free computer environment in the BBJ and help in upgrading the software's/ virus/ spyware/ worms/ Trojans/ bots. malware and ransomware detection mechanism.
(r)	An amount of Rs.10,000.00 (Rupees ten thousand only) to be deposited by the awarded bidder as Security Deposit amount in form of Demand Draft / Pay Oder / Banker's Cheque of Nationalised Bank, payable at Kolkata within 07(seven) days from the date of receipt of our order. The said security deposit amount will be released after completion of contract period. If the awarded bidder fails to provide their services or unable to deliver all equipments as per our scope of work or as per requirement time to time with satisfactory performance, in that case, their security deposit amount will not be

	returned after completion of contract period.
(s)	Replacement of UPS Battery, Printer Cartridge/Toner, defected LAN Cable etc., are not covered under this AMC.
(t)	TP-Link Router Firewall, IPCop Firewall etc., required to manage and monitor in terms of bandwidth management, URL Filter etc.
(u)	Any problem faced by the AMC vendor for any computer service related issue, should inform in written immediately.
(v)	All computers, laptops, servers, printers, scanners, UPS, switches with patch panel, routers, networks configuration required to check, as per format provided by BBJ. Signed report of the same required to submit to the respective department within 7 days.
(w)	For any reason, if any computers, laptops, servers, printers, scanners, UPS, switches with patch panel, routers, networks and other peripherals become non-operative and not useful also, and BBJ not replace the faulty device, then the device will be automatically out of this AMC contract. In that case, payment of AMC of that computers, laptops, servers, printers, scanners, UPS, switches with patch panel, routers, networks and other peripherals will be deducted from the total payment of AMC for that unserviceable period. If BBJ replace the faulty device then the same will be automatically come under the AMC.

- The award of the order or rejection of the Tenderer's offer and/or cancellation of the tender will be made at the absolute discretion of BBJ. BBJ reserves the right to cancel or accept or reject any or all tender(s), whether lowest or otherwise, without assigning any reason(s), whatsoever thereof. A tenderer whose Tender is not accepted shall not be entitled to claim any cost, charges or expenses incidental to or incurred by him through or in connection with the preparation and submission of the Tender/Offer to BBJ. BBJ also reserves the absolute right to split up and award the requirement between two or more Tenderers.
 1. **Rate** :- The vendors/bidders must submit their rate strictly as per Bill of Quantities-**BOQ-1** of this tender document. The price/rate must be firm during the contract period and no escalation of any account will be allowed. Service Tax(as applicable) will be extra.
 2. **Validity of Offer** : Your offer should be valid and firm for a period of 3(three) months from the date of opening of your offer.
 3. **Validity of Rate** : Your quoted rates will be valid for a period of 12(twelve) months from date of order.
 4. **Payment** :- Payment will be made within 30 days from the date of submission of clear bill subject to certification by the respective department. Bill should be submitted on quarterly basis. No advance payment will be made at any circumstances.
 5. **Termination of Contract**:- If the awarded service provider fails to provide / complete the work/service as per our requirement or as per stipulated completion period, BBJ reserves the right to cancel the order, either in part or full as the situation demands and get the work/service done by deploying other agency/agencies by issuing first

seven days and then 48 hours notice. Additional cost if incurred shall be recovered from the service provider's bill.

6. **JURISDICTION OF COURT:**

The Courts at Kolkata shall have the exclusive jurisdiction to try all disputes,if any,arising out of this agreement between the parties.

7. **Closing Date and Time of Submission** :- Your sealed quotation must reach to our Registered Office, 27, R.N.Mukherjee Road,Kolkata-700 001 on or **before 17th March,2017 by 12.30 p.m.**

(Tapas Sen)
Supervisor(M&P)

THE BRAITHWAITE BURN AND JESSOP CONSTRUCTION CO. LTD.
NIT No. BBJ/TS/AMC/COMPUTER & PERIPHERALS/2017 dated 3th March,2017

BILL OF QUANTITIES (BOQ-I)

(Rate should be mentioned in figure and words both)

Description of equipments	Qty	Rate Per Unit (Service Charge only)	Rate Per Unit (Service Charges with Spares)
Computers-P-III, P-V, Dual Core, Core2Duo,i3,i5 etc. Make:- IBM, LENOVO, HP, DELL,ACER etc.	62 Nos. (including 2 HP Servers used as PC)		
Servers, Make:- IBM	01 No.		
Laptops, Make:- LENOVO, DELL, HP etc.	04 Nos.		
Printers (including all-in-one printers), Make:- HP(Laserjet,Deskjet,Officejet etc), Xerox etc.	61 Nos.		
Scanners, Make:-Canon, HP, Umax astra etc.	03 Nos.		
UPS's- 500VA, 600VA, 650VA, 700VA, 725VA, 800VA and IKV etc.	64 Nos.		
Unmanaged Switches, Port-8, 24 etc. Make:- CISCO, D-Link etc.	05 Nos.		
Routers, Make:- D-Link, TP-Link,Netgear,Tenda,Huawai etc.	03 Nos.		
Networks of all computers and peripherals with all software support as mentioned in "Scope of Work"	Not applicable		
Service Tax (Should be specified)			

(Tapas Sen)
Supervisor(M&P)