



ITI Limited  
REGIONAL OFFICE  
22 Chittaranjan Avenue  
KOLKATA-700072

NOTICE INVITING TENDER

Tender ref no. **NIT No.279-2324/AMC of Computers & accessories**      **Date: 22.09.2023**

Name of Work: **AMC of our Office Computers, accessories & Existing Network**

TENDER CONDITIONS

Due Date of Tender Submission: 25-10-23 / 14:00 hrs.

Due Date of Tender Opening: 25-10-23 / 14:30 hrs.

To be submitted at: ITI LIMITED, 22, C.R. AVENUE, KOLKATA-700072

1. Prospective Vendors are requested to submit the FULL Tender Paper duly 'Complied' & Signed in a sealed Envelope super scribed by 'Tender No', 'Due Date' and 'Nature of Job' along with self-attested enclosures of each item as mentioned in Annexure II.
2. It is a **two bid tender (Technical Bid & Price Bid)**. Price bid should contain only Price related information as per scheduled format. Other documents including EMD & Tender cost are to be kept in Technical bid. **For evaluation purpose, technical bid will be opened first. Price bids would be opened only for those bidders who would qualify in Technical bid.**
3. **INSPECTION**: Each bidder must inspect all machines before quoting as per Inspection schedule as given in Annexure I. Prior to the inspection, bidder must apply in their Company's letterhead for arranging of inspection. Inspection report to be given in the Technical Bid. **Bids submitted without inspection would be directly rejected.**
4. Prospective vendors have to follow strictly the format of Price Bid. Any other format wouldnot be considered. Price to be mentioned both in figure and words. Price should be inclusiveof all type of taxes and all cost-components; e.g. labour charge etc. if any.

**Cost of the bid document will be Rs. 2360/-incl. GST (nonrefundable) & payable online to .**

Bank Details of ITI Ltd., MSP-EZ / Kolkata

1. Company : ITI Limited.
2. Company Address : 22 Chittaranjan Avenue, Kolkata-700072
3. Bank : Punjab National Bank
4. Branch :Chittaranjan Avenue
5. Branch Address : 31 Chittaranjan Avenue, Kolkata-700012
6. MICR : 700024011
7. IFSC : PUNB 0009100
8. A/c No.: 0091002100896950
9. A/c Type : Current

5. Each bidder has to submit the **EMD of Rs.5000/- (Rupees thousands)** along with their bid documents in the form of DD drawn on any Nationalized Bank in favour of ITI Limited. EMD would be refunded to unsuccessful bidders within 15 days from the finalization of tender without any interest. In case of successful bidder, EMD would be converted to the security deposit and that would be refunded after expiry of contract period without any interest. Bids without EMD will be cancelled. Further, no SD would be deducted from any bill.
6. W.O. will be issued to successful bidder who has valid GST No. & PAN No.
7. All decisions will be finalized by M/S ITI Ltd.
8. Other terms and condition will be governed by ITI's general terms and conditions.
9. ITI, Kolkata reserves the right to reject any or all the tenders, order for part or whole of the quantity without assigning any reasons whatsoever. ITI Kolkata is not bound to place order on L1 bidder.
10. For any legal disputes our jurisdiction will be in Kolkata, WB only.

**Addl. General Manager**

For ITI Limited. Kolkata

[Read, Understood & Complied]

Signature & Seal of BidderPlace

:

Date :

**NIT No. 279-2324/AMC of Computers & accessories Date: 22.09.2023**

1. Name of Bidder:
2. Full Address of Bidder:
3. **RATE: To be filled up in Annexure V**
4. To undertake: (a) I / We will agree to accept the Work Order from M/s ITI Limited at L-1 rates whether split or the whole  
(b) I / We are aware of all the conditions of the tender and will abide by the rules & regulations as decided by M/s ITI Limited & whatever decisions would be taken by M/s ITI Ltd. on this bid.  
© We are aware that non conformation of Point no. 10 will affect our prospects in all future tenders of ITI Ltd.  
(d) Fault to be rectified as per daily Complaint Register which would be maintained by ITI. The technician should visit ITI office at least three days in a week / as and when required to check the complaint register if any pending fault is there and to take action accordingly.  
(e) We are responsible for periodic updating of antivirus software from internet or CD media to protect the machines round the clock. We have to maintain the existing application software 'AS IT IS BASIS'. In failure of any system program and/or application software we have to re-load the same at own RISK & COST.  
(f) We know that : AMC would cover all parts of computers, Monitors, UPS (except UPS Battery), Printers (except Printer Head for DMP) & existing LAN.  
(g) We know that Payment would be made through NEFT/RTGS within 10 days after submission of GST bill with attached the Work Order copy of ITI on quarterly basis and that 1<sup>st</sup> payment would be released after 03 months from the starting date of AMC.  
(h) I / We know if any complaints are received from any HOD in writing during contract period, on delay in fault Attending/Unsatisfactory service, then contract may be terminated giving 07 days' notice.  
(i) I / We know during the Contract Period Rate, terms & conditions would remain same.

**(j) Schedule of Inspection:**

- (1) Date of accepting of application for inspection:  
[ Bidder must apply on their Company's Letterhead referring to 'Tender No' & 'Nature of Job' on the application. Contact details such as Phone No, Mobile No, Fax No, E-mail ID as available may please be mentioned.]
- (2) Schedule for Inspection:  
Date: 17/10/2023  
Time: 11 a.m. to 3 p.m.  
Contact Person:  
Mr. P. Gupta, AGM (Mktg & HR)-MSP/EZ Mob No.: 9432233188, Email: [ro\\_kol@itiltld.co.in](mailto:ro_kol@itiltld.co.in)  
Mr. S. S. Maitra, DGM (MM & Mktg)-MSP/ EZ Mob. No.: 9239207785, Email: [ssmaitra\\_mspjkd@itiltld.co.in](mailto:ssmaitra_mspjkd@itiltld.co.in)

[ Read, Understood & Complied]

Signature & Seal of Bidder

Place:

Date:

## **SPECIAL TERMS AND CONDITIONS**

1. For tenders involving ITI manufacturing products, ITI will provide the required quotes etc.
2. ITI reserves the right to undertake the supplies up to 50% of the order quantity.
3. The bid preferably should be spiral bounded and each page should be serially numbered.
4. ITI reserves the right to undertake services like installation and commissioning activities, Annual Maintenance Contract (AMC)
5. ITI reserves the rights to split the orders
6. All activities like Proof of concept on "No Cost No Commitment" (NCNC) basis wherever applicable will be the responsibility of agencies.
7. Agencies should customize any new software installed to the user department..
8. Agencies should be willing to sign an exclusive agreement with ITI for smooth execution of the project.
9. All commercial terms will be as per the RFP/PO.
10. Earnest Money Deposit (EMD) / Bid security required for submitting the bid will be borne by the selected agency.
11. Performance Bank Guarantee (PBG) will be shared among all the work executing agencies depending upon the ratio of order value.
12. All CVC circulars/ Statutory guidelines as applicable needs to be followed.
13. Margin to ITI would be payable on supply, I&C and AMC services undertaken by the selected agency for the project.

[ Read, Understood & Complied]

Signature & Seal of Bidder Place:

Date:

**NIT No. 279-2324/AMC of Computers & accessories Date: 22.09.2023**

**Documents to be submitted along with Bid**

1. Full tender paper including Annexure I, II, III, IV duly signed, sealed and complied in two bid system as directed at Point 1 under Tender Condition. This will imply acceptance of all T & C by the bidder.
2. Self attested copy of registration of Company.
3. Office address Self-Attested Copy of last three years Balance Sheet. with all communication details.
4. Self-attested copy of GST Registration Certificate & Self-attested PAN card.
5. Self-attested copies of experience details (last 3 years) in the related field.
6. Self-attested copies of previous experience with ITI/Public Sector/Corporate Sector
7. Proof of deposit of Rs. 2,360/ incl. GST towards Tender Cost
8. DD of Rs. 5,000/ towards EMD in favour of ITI Ltd Kolkata from any Nationalized Bank. EMD of successful bidder will be converted to SD and same will be refunded after completion of contract period.
9. Inspection report in our format. (Inspection format would be given at the time of inspection).
10. Bank details for NEFT/RTGS [Read,

[Understood & Complied]

Signature & Seal of Bidder Place

:

Date

ANNEXURE III

**NIT No. 279-2324/AMC of Computers & accessories    Date: 22.09.23**

Clause	Reply of Bidders	Remarks
<b>I. Clause of BID SECURITY</b>		(Whether Complied or not)
<b>II. Fault rectification period</b>		( Specific Time in hours )
<b>III. If fault cannot be rectified within 8working hours , backup unit to be provided</b>		(YES/NO)
<b>IV. At least three days in a week / as and when required technician must checkup ITI's complain register within 11 a.m.</b>		(YES/NO)
<b>V. If fault is not rectified OR satisfactory backup unit is not provided then ITI's equipment would be repaired at agency's own Risk &amp; Cost .</b>		(YES/NO)
<b>VI. AMC would cover all parts of Laptops, computers , CPU, UPS, Mouse, Speaker,Scanner ( except UPS battery ), Printers (except Printer Head of DMP ) &amp; existingLAN Network .</b>		(YES/NO) If no , then please mention clearly the partsnot covered by AMC .

[ Read , Understood & Complied ]

Signature & Seal of BidderPlace:

Date

**NIT No. 279-2324/AMC of Computers & accessories Date: 22.09.2023**

Due Date of Tender Submission: 25.10.2023 14:00.

Due Date of Tender Opening: 25-10-23 / 14:30 hrs.

**PRICE BID**

Item No	Job Description	Tentative Quantity	Rate/Unit /Year ( in figure Rs.)	Rate/Unit per Year ( in Words)
1	AMC for Laptop (Inclusive of all spares)	2+3		
2	AMC for CPU (Inclusive of all spares)	9+7		
3	AMC for Monitor/ Computer (Inclusive of all spares)	9+7		
4	AMC for Key Board	9+7		
5	AMC for Mouse	10+5		
6	AMC for UPS (Inclusive of all spares except battery)	4+7		
7	AMC for HP Smart Tank (Inclusive of all spares except printer head)	1		
8	AMC for Laser jet Printer (Inclusive of all spares)	4+7		
9	AMC for Scanner	1		
10	AMC for Speaker	3+2		
11	AMC for the existing Networking ( Inclusive all spares )			

NOTE: Quantity may vary and that would be finalized at the time of placing of contract. Signature of authorized person of the bidder: .....

Place: .....

Date: .....

Full Name in Block Letter: .....

Seal of Company

**FOR ITI LIMITED**

**ADDL. GENERAL MANAGER**

**ITI Limited, 22 C.R. Avenue,  
Kolkata-700072**

NOTE: For any queries please contact:

Mr. S. S. Maitra, DGM (MM & Mktg)-MSP/ EZ Mob. No.: 9239207785, Email: [ssmaitra\\_mspjkd@itilttd.co.in](mailto:ssmaitra_mspjkd@itilttd.co.in)

Mr. P. Gupta, AGM (Mktg & HR)-MSP/EZ Mob No.: 9432233188, Email: [ro\\_kol@itilttd.co.in](mailto:ro_kol@itilttd.co.in)

(A)

List of Equipment for AMC (MSP-EZ)

Date: 22.09.23

Dept/Room No	Laptop	CPU	Monitor	Key Board	Mouse	UPS	Printer	Scanner	Speaker
HR (Hall & 1)	0	1	1	1	1	1	M1005 HP Laser Jet	0	1
Finance-8	0	2	2	2	2	0	0	0	0
MM-7	0	1	1	1	1	0	0	0	0
MIS-6	0	1	1	1	1	0	0	0	0
MKTG-4	0	1	1	1	1	1	HP Smart Tank 530	0	0
PS-3	0	1	1	1	1	1	1(Network) LaserJet Pro MFP M427fdw	0	1
GM MSP-EZ-1	1	1	1	1	2	0	HP Laser Jet 1020 plus	1	1
AGM (HR & Mktg)-12	1	1	1	1	1	1	HP Laser jet Ink Advantage 2676	0	0



(B)

List of Equipment for AMC (NS UNIT)

Date: 22.09.2023

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Dept/Room No	Laptop	CPU	Monitor	Keyboard	Mouse	UPS	Printer	Scanner	Speaker
GM Chamber	1	1	1	1	0	1	Samsung XpressM2876FD	0	1
NFS	0	1	1	1	1	1	Samsung XpressM2876FD	0	0
Finance	0	1	1	1	1	1	Samsung XpressM2876FD	0	0
DGM Chamber	1	1	1	1	1	1	Samsung XpressM2876FD	0	1
HR & Admin	1	1	1	1	1	1	Samsung XpressM2876FD + HP Laser Printer M1007	0	0
Empty Room	0	2	2	2	1	2	Samsung XpressM2876FD	0	0

