भारतीय कपास निगम लिमिटेड
THE COTTON CORPORATION OF INDIA LTD.
सैट सं: **46,** 4th स्ट्रीट, कोतारी लेऔट, बी.आर.नगर, त्रिचि रोड, कोयंबत्तूर -- **641 005.**
(A Government of India Undertaking)
Site No: 46, 4th Street, Kothari Layout, B.R.Nagar, Trichy Road
Opp. Coimbatore Stock Exchange bldg.., Singanallur, Coimbatore -- 641 005.
Phone No.2314461/2313856, ईमेल:coimbatore@cotcorp.com
CIN:U51490MH1971GO1014733

REF NO:CCI/CBE/ADMIN (IT) /2023-24/ दिनांक:21-03.2024

TENDER NOTICE FOR FULL & COMPREHENSIVE ON-SITE ANNUAL MAINTENANCE CONTRACT OF COMPUTERS / PRINTERS, HARDWARE & ITS PERIPHERALS.

The Cotton Corporation of India Ltd, Coimbatore invites Sealed Tenders in two bid system from the experienced firms/companies, who have prior experience of Comprehensive On-site AMC of Hardware & its peripherals to Central Public Sector Undertakings / Govt. Organizations / Leading Commercial Organizations for Comprehensive On-site AMC of Hardware (as per list enclosed in the Scope of Work) for the period of two years from 01/06/2024 to 31/05/2026. Sealed tender is to be submitted along with EMD of Rs.5,000/- (Rupees Five thousand only), by way of DD / Pay order in favor of "The Cotton Corporation of India Ltd., payable at Coimbatore or by Electronic Fund Transfer such as RTGS / NEFT. Electronic fund transfer will be valid subject to confirmation of realization before 15-04-2024 upto 2.00 pm, the eligibility criteria are as under:

1) The vendor must have successfully completed minimum 3 AMC contract in providing IT hardware services of CPSUs / Govt. organizations / Leading Commercial Organizations during last five years.
2) Vendor must have a support office located in Coimbatore with help desk facility.
3) The vendor should have a stock arrangement of minimum 5% of spares in their office.
4) The vendor is requested to send their quotations as per required format by superscripting the envelope "TENDER NOTICE FOR ANNUAL MAINTENANCE CONTRACT OF HARDWARE" addressed to "Assistant General Manager" at the above mentioned address to reach latest by **15-04-2024** upto 3.00 PM and the tender will be opened on **15-04-2024** at 3.30 PM in the presence of the tenderer who wish to remain present at the time of opening. Tenderer are advised and shall be deemed to have done after careful study and examination of the tender document with full understanding of its implications. This tender document is not transferable. The details terms & conditions, scope of work and formats are available on our website www.cotcorp.org.in and Govt. tender portal www.eprocure.gov.in. The Corporation reserves the right to accept / reject any or all offers. Though the AMC is invited for two years, but the same will be treated on yearly basis and the continuance of the contract will depend upon the performance of the best services of contract. It will be full discretion of the Corporation either to renew or cancel the contract at any time. All the pages should be numbered and be stamped with the official company seal duly signed by the authorized signatory.

Name of the Tenderer:

Name of the Signatory:

Signature with seal:

Place:
Date:

Scope of Work

The vendor is required to carry out the comprehensive on-site Annual Maintenance Contract for the period of two years from **01.06.2024**, which will be reviewed after completion of one year period and if the services of vendor not found satisfactory during the first year of service, the AMC contract will be terminated after the period of one year. The Corporation invites quotation in Two Bid systems for providing Annual Maintenance Services for the following List of Hardware and related equipments (Computers / Printers & Scanners) to be covered under AMC at above said address are as under:

LIST OF PCs & OTHER HARDWARE INSTALLED AT THE COTTON CORPORATION OF INDIA LTD, COIMBATORE

A) Computers

S.NO	Sr. Number	Make/ OS Installed	Configuration	Installation Date
1.	130527924	KBS / Windows 7	Intel i5, 2GB DDR3 RAM, 320 GB HDD	21-05-2013
2.	130527925	KBS / Windows 7	Intel i5, 2GB DDR3 RAM, 320 GB HDD	21-05-2013
3.	130527926	KBS / Windows 7	Intel i5, 2GB DDR3 RAM, 320 GB HDD	21-05-2013
4.	INA319Q995	HP/ Windows 7	Intel i5, 2GB DDR3 RAM, 320 GB HDD	30-07-2013
5.	INA352Q62F	HP/ Windows 8	Intel i5, 4GB DDR3 RAM	25-03-2014
6.	UXVJSS1035E 4974727	Acer/ Windows 7	Intel i5, 4GB DDR3 RAM	29-12-2014
7.	UXVJSS1035E 4974735	Acer/ Windows 8	Intel i5, 4GB DDR3 RAM	29-12-2014
8.	UXVJSS1035E 4974782	Acer/ Windows 10	Intel i5, 4GB DDR3 RAM	29-12-2014
9.	UXVJSS1035E 4974770	Acer/ Windows 10	Intel i5, 4GB DDR3 RAM	29-12-2014
10.	UXVJSS1035E 4974791	Acer/ Windows 8	Intel i5, 4GB DDR3 RAM	29-12-2014
11.	62083781714	HP-Bit 64 / Windows 10	Intel i5, 8GB RAM	28-11-2020
12.	60783701902	HP-Bit 64 / Windows 10	Intel i5, 8GB RAM	28-11-2020
13.	74314201866	HP-Bit 64 / Windows 10	Intel i5, 8GB RAM	30-11-2020
14.	31940931960	HP-Bit 64 / Windows 10	Intel i5, 8GB RAM	30-11-2020
15.	23989912751	HP-Bit 64 / Windows 10	Intel i5, 8GB RAM	30-11-2020

B) Printers (10 printers & 2 Scanner)

S.No	Sr. Number	Configuration	Installation Date
1.	CNBJ55YOX3	HP 1022 Laser Printer 1200 DPI/8 MB RAM	27-09-2005
2.	CNC987BGRL	All in one HP Laser Jet M1522 nf	11-11-2008
3.	VNF3N17694	HP Laser Jet 1108	21-05-2013
4.	CNG9D9PBVT	HP Laser Jet M1213 nf MFP	21-05-2013
5.	CNCH184152	HP Laser Jet 1020 plus	30-07-2013
6.	VNF4833703	HP Laser Jet 1108	29-12-2014
7.	VNC3D10148	HP Laser Jet M202 n	29-07-2016
8.	VNC3104968	HP Laser Jet M202 n	29-07-2016
9.	CNB2NBTDHH	HP Laser Jet 108 w	31-12-2020
10.	CNBXGDJ6G7	HP M706n (B6S02A)	27-02-2015
11.	CN4CIXHOF1	HPSJ5590 Document Scanner	06-03-2015
12.	FLV00488 / Machine No.4624B012 (AF)	Cannon High Speed Scanner – DR-6030C	25-11-2022

Note: Actual number of equipment may vary at the time of awarding of contract.

Basic requirements: Interested parties must possess the following:

01. They should have at least 3 (three) years of working experience in a well-established organization in this field with a local support office and having complete desktop facility at Coimbatore. A list of their clientele to whom they rendered services duly attested must be submitted along with technical bid.
02. Interested parties must have Trade License, PAN No., and should be registered with Goods and Service (GST) authority. Xerox copy of all the certificates duly attested must be submitted along with the technical bid.
03. Interested parties must have their office at Coimbatore with Telephone and Mobile No's.
04. Before participating in tender interested bidders may make a pre inspection of the computers and other related items for their efficient bidding.

Additions & Deletions during the period

If any Computer / Printer hardware is added due to expiry of warranty period or deducted due to given under buy-back or sent to other CCI - Branches during the period of AMC, the indicative rate mentioned in AMC amount may be deducted on the pro-rata basis for these hardware's.

Call Lodging

1) Any hardware replacement Call lodged during morning hours upto 12 AM has to be resolved in the same day and call lodged after 12 PM must be resolved by next day morning.
2) The maximum period for resolving the call including installation of spares will be given as 24 Hrs from lodging of the call. On complaint, allocation of specified engineer to resolve and to rectify to be done immediately.

3) Interested party shall provide effective / efficient attendance to service call within 24 hours on receipt of complaint and in case problem being not rectified, a standby unit shall have to be provided within 48 hours, free of cost to The Cotton Corporation of India, Coimbatore.
4) Virus calls or any hardware/software related calls should be attended as and when required. Preventive and corrective maintenance of equipments shall be done quarterly by the party.
5) Customer Support System (CSS) – An interested service management helping customer in smooth working of systems and the service delivery process to the customer satisfaction levels.

Items to be covered under AMC contract

All the Computer / Printer hardware & peripherals will be under Comprehensive On-site AMC which shall cover both preventive as well as Corrective maintenance for all assets covered under AMC, during the contract period. In case of PCs all items will be covered under AMC contract except Consumables such as CDs / Pen drive and in case of printers, except printer power cord, primer cable, Toner, cartridges and ribbons all other items will be covered under AMC.

Preventive and Corrective Maintenance for all assets covered under AMC

The vendor shall provide the following services under the contract to keep the goods in good working condition.

1) Software support for operating system (Microsoft windows OS), office applications, when software failure occurs. The maintenance contract also included to removal of virus, software patch updating, system administration, network administration, software support/trouble shooting to keep the system fully operational.
2) On being appointed, the party must carry out necessary repairs and replacement of parts, wherever applicable.
3) AMC shall include the repair / replacement of defective parts with the parts of equivalent or higher specification and functional capability as originally available in the system. A standby arrangement is also mandatory in such cases.
4) As a part of maintenance strategy, vendor shall provide services for the hardware, and software during the period of contract. The service engineer should have sufficient technical qualification and experience to handle hardware and software, communication issues that may arise during the usage of system with free of cost.
5) The vendor should have the capability to handle AMC for all brands and makes of computer system & peripherals as per the items listed above in the tender.
6) The vendor should be able to provide AMC for all hardware items and support for all operating systems and all softwares & updates. Necessary residential support / technical assistance and advice shall be extended by the vendor to resolve problems that may be encountered with regard to hardware, operating system, system software, OS support including reloading configuration & tuning as required, system booting, shutdown, crash analysis, system restoration etc., and any problems accessing the various application softwares on the computer systems etc., covered under comprehensive on-site AMC.
7) Scheduled preventive maintenance (Blowing work) service is to be carried out every three months for all the computers and peripherals covered under the AMC contract. Preventive maintenance means quarterly servicing of the equipments irrespective of whether the equipment has undergone a breakdown or not and it would include defragmentation of hard disk drives and scanning of disk errors, checking and cleaning (both external and internal) all the equipments and its peripherals as well as checking and fixing the network connectivity problems at client side such as IP addressing, finding loose contracts and fixing them etc.,
8) Interested party should submit EMD of Rs.5000/- by way of Demand Draft / Pay Order / Banker's Cheque drawn in favor of The Cotton Corporation of India Limited., payable at Coimbatore. The EMD amount will be returned to unsuccessful bidders while the same for successful bidder shall be retained as Security deposit. No interest shall be accrued on such security deposit.
9) **For making online payments bidders can deposit amount in below bank account details:**

Name:	The Cotton Corporation of India Ltd
Bank Name:	Bank of Baroda
IFSC Code:	BARB0COIMBA (Fifth character is a zero)
Account No:	05470500002048
Branch:	0547 Coimbatore Main Branch, Ground Floor 82 Bank Road, Opp. Railway Station, Coimbatore-641018, Tamilnadu.

10) In case the party after appointed fails to render satisfactory services, the tenure of their service period will be terminated (and the security deposit shall be forfeited).
11) In case of any act /negligence of the provider cause damage to our computers, the party will be held responsible for such damages/losses and all costs and consequences will be on their account.
12) L-1 will be decided on the totality of the rates received after working out average cost of the total service contract. Corporation reserves its full right to decide L-1 and to do negotiations to determine L-1 if required. The decision of the Corporation shall be final in this regard.

13) Tenderer should submit the tender in a sealed cover to our Office at The Cotton Corporation of India Ltd, 2nd Floor, 4th Street, Kothari Layout, B.R Nagar, Singanallur, Coimbatore – 641 005, Tamilnadu, duly marked as "TENER FOR ANNUAL MAINTENANCE CONTRACT OF HARDWARE".
Note: Envelope should contain the name and local address of the Vendor, State clearly on each Envelop 'A', 'B' and 'C' and in the following Manner:

I) Envelop 'A' – Technical Bid in Annexure – I along with EMD of Rs.5000/- and all desired self-attested documents as mentioned above.
II) Envelop 'B' – Financial Bid in the form of Annexure – II duly typed on the party's letter head.
III) Envelop 'C' – Should contain envelopes "A & B", marked as stated above.

14) Tenderer should submit tender in the above manner in the Tender Box kept in the Office addressed as above in stipulated time before 3.00 pm on 15-04-2024 as mentioned in the tender notice, Date of opening of Technical Bid-I, **15-04-2024** at 3.30 PM in the presence of tenderer/Representative who may remain present should carry proper their ID/authority letter.
15) The tender should be signed by the person having necessary authorization.
16) Financial bid for the tenderers who only qualify Technical Bid will be opened immediately after evaluation of the technical bid.
17) The Corporation reserves the right to accept or reject any / all tender.

Name of the Tenderer:

Name of the Signatory:

Signature with seal:

Place:
Date:

ANNEXURE – 1

TECHNICAL BID

We, _____
(Name of Company) wish to sign the Annual Maintenance Contract (AMC) for computers and peripherals available in the CCI Office as per the list mentioned in the Contract document.

I / We _____having head office at _____ incorporated under the companies act, 1956 and registered on _____ and I / We undertake to abide the terms and conditions of the contract and thereby maintain the computers and peripherals offered by the Corporation for the AMC for the required period under the conditions hereto mentioned on the rates to be finalized and specified in the agreement, at place to be specified address as The Cotton Corporation of India Ltd, 2nd Floor, 4th Street, Kothari Layout, B.R Nagar, Trichy Road, Coimbatore – 641 005. Should this contract be accepted, we hereby agree to abide by and fulfill all the terms of this contract and all of the conditions of contract annexed hereto or in default thereof to forfeit by the Corporation, or his successors, the penalties or sum of money mentioned in the said conditions. We undertake that our firm has neither been blacklisted / Debarred by any Government / Government undertakings / Bank nor penalized on the same ground. We also undertake that no legal proceeding is pending in any Courts on the same grounds.

01.	Name & Address of the Firm / Individual with	M/s. _____ _____ Office Address: _____ _____ _____ City: _____ Pin Code:_____ Tel No. (Off): _____ Mobile No: _____ E-mail ID: _____
02.	Location of Coimbatore service Centre:	M/s. _____ _____ Office Address: _____ _____ _____ City: _____ Pin Code:_____ Tel No. (Off): _____ Mobile No: _____ E-mail ID: _____

03.	EMD for an amount of Rs.5000/- be enclosed with the Technical Bid	DD / PO No. _____ Date:_____ Amount: Rs.5000/- Name of the Bank & Branch: _____ _____ _____
04.	Registration of various authorities/details /Trade License	PAN No._____ GST No._____ Name of authority _____ Valid upto _____
05.	Working experience with list of clientele.	Year's _____ List Enclosed.
06.	Approval of branded & reputed computer manufacturer. Note: Self attested copy of the approval letter of the company shall be enclosed.	Name of the Company: _____ _____ _____
07.	Authorization letter authorizing the person for representing the party. Note: Authority letter on the letter head of Form / Co. should be attached.	

Note: Self Attested copy of all above shall be enclosed.
The Technical bid shall be evaluated as per above criteria.

We confirm having read, understood and accepted all the terms and conditions of the tender.

Name of the Tenderer:

Name of the Signatory:

Signature with seal:

Place:
Date:

S.No	Particulars	Yes / No
1.	Whether each column has been filled, sealed and signed in specified format?	
2.	The vendor must have successfully completed minimum 3 AMC contract in providing IT hardware services of large CPSUs / Govt. organizations / Leading Commercial Organizations during last five years? Whether work order containing cost & work completion certificate from the client duly self-certified copies along with contact details of the client has been attached along with the tender?	
3.	Whether, the vendor have a stock arrangement of minimum 5% of spares in their office, the certificate is attached?	
4.	Whether the tenderer has support office at Coimbatore. The certificate containing addresses along with contact person and telephone no's & EMD is attached with Technical Bid?	
5.	Whether proprietorship, partnership firm or company? The self – certified copy of documentary proof such as certificate of incorporation, partnership deed etc., attached?	
6.	Whether the tenderer's PAN No. & GST no. mentioned and enclosed?	
7.	Whether the bank details and IFSC Code details mentioned?	
8.	Whether the necessary documents/ certificates has been stapled properly with page no. & stamped with the official company seal duly signed by the authorized signatory?	
9.	Whether the financial bid – II has been filled, sealed and signed in specified format?	
10.	Whether the quoted price is inclusive of all applicable taxes like GST, etc.?	
11.	Whether envelope A marked as Technical Bid?	
12.	Whether envelope B marked as Financial Bid?	
13.	Whether envelope 'C" superscripting "TENDER FOR ANNUAL MAINTENANCE CONTRACT OF HARDWARE"?	
14.	Whether the tender documents are signed by the authorized representative?	

Name of the Tenderer:

Name of the Signatory:

Signature with seal:

Place:
Date:

SELF – DECLARATION

To
The General Manager,
The Cotton Corporation of India Ltd,
4th Street, B.R Nagar, Kothari Layout,
Coimbatore – 641 005

In response to the tender No._____ dtd:_____ as an owner / partner / director of

_____ I / We hereby declare that our agency

_____ is having unblemished past record and was not declared ineligible for corrupt and fraudulent practices either indefinitely or for a particular period of time.

I / We M/s_____ (Name of the company) are not blacklisted in any department of Government of India or any State Government.

I / We hereby declare that there are no pending cases against M/s_____

_____
(Name & address of the bidder) with department of Government of India or any State Government or any other court of law.

I / We hereby declare that Bidder's company or Director / Owner of the company have not been declared by any Court or Competent Authorities in solvent or involved in any fraudulent mean (Economical & Criminal) as on date_____

Name of the Tenderer:

Name of the Signatory:

Signature with seal:

Place:
Date:

ANNEXURE - II

(FINANCIAL BID)

To
The Assistant General Manager,
The Cotton Corporation of India Ltd.,
Site No.46, 4th Street, Kothari Layout,
B.R. Nagar, Trichy Road, Singanallur,
Coimbatore – 641005.

Sub: Tender for AMC of Computers / Printer / Scanners / Hardware & its related peripherals.

With reference to the Tender Notice dtd:_____ on the above subject we hereby quote our Financial Bid as under:

A) Computers (15 Nos)

S.NO	Sr. Number	Make/ OS Installed	Configuration	Installation Date	Cost of AMC for one year
1.	130527924	KBS / Windows 7	Intel i5, 2GB DDR3 RAM, 320 GB HDD	21-05-2013	
2.	130527925	KBS / Windows 7	Intel i5, 2GB DDR3 RAM, 320 GB HDD	21-05-2013	
3.	130527926	KBS / Windows 7	Intel i5, 2GB DDR3 RAM, 320 GB HDD	21-05-2013	
4.	INA319Q995	HP/ Windows 7	Intel i5, 2GB DDR3 RAM, 320 GB HDD	30-07-2013	
5.	INA352Q62F	HP/ Windows 8	Intel i5, 4GB DDR3 RAM	25-03-2014	
6.	UXVJSS1035E 4974727	Acer/ Windows 7	Intel i5, 4GB DDR3 RAM	29-12-2014	
7.	UXVJSS1035E 4974735	Acer/ Windows 8	Intel i5, 4GB DDR3 RAM	29-12-2014	
8.	UXVJSS1035E 4974782	Acer/ Windows 10	Intel i5, 4GB DDR3 RAM	29-12-2014	
9.	UXVJSS1035E 4974770	Acer/ Windows 10	Intel i5, 4GB DDR3 RAM	29-12-2014	
10.	UXVJSS1035E 4974791	Acer/ Windows 8	Intel i5, 4GB DDR3 RAM	29-12-2014	
11.	62083781714	HP-Bit 64 / Windows 10	Intel i5, 8GB RAM	28-11-2020	
12.	60783701902	HP-Bit 64 / Windows 10	Intel i5, 8GB RAM	28-11-2020	
13.	74314201866	HP-Bit 64 / Windows 10	Intel i5, 8GB RAM	30-11-2020	
14.	31940931960	HP-Bit 64 / Windows 10	Intel i5, 8GB RAM	30-11-2020	
15.	23989912751	HP-Bit 64 / Windows 10	Intel i5, 8GB RAM	30-11-2020	

B) Printers (10 Nos)

S.No	Sr. Number	Configuration	Installation Date	Cost of AMC for one year
1.	CNBJ55YOX3	HP 1022 Laser Printer 1200 DPI/8 MB RAM	27-09-2005	
2.	CNC987BGRL	All in one HP Laser Jet M1522 nf	11-11-2008	
3.	VNF3N17694	HP Laser Jet 1108	21-05-2013	
4.	CNG9D9PBVT	HP Laser Jet M1213 nf MFP	21-05-2013	
5.	CNCH184152	HP Laser Jet 1020 plus	30-07-2013	
6.	VNF4833703	HP Laser Jet 1108	29-12-2014	
7.	VNC3D10148	HP Laser Jet M202 n	29-07-2016	
8.	VNC3104968	HP Laser Jet M202 n	29-07-2016	
9.	CNB2NBTDHH	HP Laser Jet 108 w	31-12-2020	
10.	CNBXGDJ6G7	HP M706n (B6S02A)	27-02-2015	

C) Scanners (02 Nos)

S.No	Sr. Number	Configuration	Installation Date	Cost of AMC for one year
1.	CN4CIXHOF1	HPSJ5590 Document Scanner	06-03-2015	
2.	FLV00488 / Machine No.4624B012 (AF)	Cannon High Speed Scanner – DR-6030C	25-11-2022	

Total cost of AMC for 15 Nos of PC's: _____

Total cost of AMC for 10 Nos of Printers's: _____

Total cost of AMC for 02 Nos of Scanners's: _____

Note:
1. The cost of AMC quoted as above shall be exclusive of GST Charges.
2. L1 will be decided on the totality of the rates received after working out average cost of the total service contract.
3. Actual number of equipment may vary at the time of awarding of contract.

Name of the Tenderer:

Name of the Signatory:

Signature with seal:

Place:
Date: