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/ Fax: 2324712
CIN:U51490MH1971GO1014733

NO.CCI/CBE/ADMIN (IT) 2019-20/ 12.03.2020

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 from the experienced firms/companies, who have prior experience of Comprehensive On-site AMC of Hardware & its peripherals to Central Public Sector Undertakings / Govt. organisations / Leading Commercial Organisations for Comprehensive On-site AMC of Hardware (as per list enclosed in the Scope of Work) for the period of two years from 01/04/2020 to 31/03/2022. The eligibility criteria are as under:

1) The vendor must have successfully completed minimum 3 AMC contract in providing IT hardware services of large CPSUs / Govt. organisations / Leading Commercial Organisations during last five years.
2) Vendor must have a support office located in Coimbatore with a 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 "General Manager" at the above mentioned address to reach latest by 20.03.2020 upto 3.00 PM and the tender will be opened on 20.03.2020 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 every year will depend upon the performance of the 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.

DESIGNATION COMPANY

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 01.04.2020, 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 List of Hardware along with their purchase value and AMC start date to be covered under AMC 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.	08JAYB02600052	Wipro / Windows XP Professional	Core 2 Duo 2.53 Ghz, 1 GB, DDR II RAM/160 GB HDD	11.11.2008
2.	09IBQV65000152	Wipro / Windows XP Professional	Core 2 Duo, 250 GB HDD, 2 GB RAM	27.11.2009
3.	09IBQV65000172	Wipro / Windows XP Professional	Core 2 Duo, 250 GB HDD, 2 GB RAM	27.11.2009
4.	09IBQV65000176	Wipro / Windows XP Professional	Core 2 Duo, 250 GB HDD, 2 GB RAM	27.11.2009
5.	09IBQV65000187	Wipro / Windows XP Professional	Core 2 Duo, 250 GB HDD, 2 GB RAM	27.11.2009
6.	130527924	KBS / Windows 7	Intel i5, 2GB DDR3 RAM, 320 GB HDD	21.05.2013
7.	130527925	KBS / Windows 7	Intel i5, 2GB DDR3 RAM, 320 GB HDD	21.05.2013
8.	130527926	KBS / Windows 7	Intel i5, 2GB DDR3 RAM, 320 GB HDD	21.05.2013
9.	INA319Q995	Intel I5	Intel i5, 2GB DDR3 RAM, 320 GB HDD	30.07.2013
10.	INA352Q62F	Intel I5	Intel i5, 4GB DDR3 RAM	25.03.2014
11.	UXVJSS1035E 4974727	Acer	Intel i5, 4GB DDR3 RAM	29.12.2014
12.	UXVJSS1035E 4974756	Acer	Intel i5, 4GB DDR3 RAM	29.12.2014
13.	UXVJSS1035E 4974735	Acer	Intel i5, 4GB DDR3 RAM	29.12.2014

14.	UXVJSS1035E 4974782	Acer	Intel i5, 4GB DDR3 RAM	29.12.2014
15.	UXVJSS1035E 4974770	Acer	Intel i5, 4GB DDR3 RAM	29.12.2014
16.	UXVJSS1035E 4974791	Acer	Intel i5, 4GB DDR3 RAM	29.12.2014

B) Printers

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 213 HF Multifunction	21.05.2013
5.	CNCH184152	HP Laser Jet 1020	30.07.2013
6.	VNF4833703	HP Laser Jet 1108	29.12.2014
7.	CNBXGDJ6G7	HP Laser Printer M706n (B6S02A) – A3 size printer	27.02.2015
8.	CN4CIXHOF1	HPSJ5590 Document Scanner	06.03.2015
9.	VNC3D10148	HP Laser Jet 1020	29.07.2016
10.	VNC3104968	HP Laser Jet 1020	29.07.2016

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

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 during the period of AMC, the indicative rate mentioned in AMC amount may be deducted on the pro-rata basis for these hardwares.

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.
3) Virus calls or any hardware/software related calls should be attended as and when required.
4) 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 / Pendrive 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 and antivirus is compulsory as and when software failure occurs. The maintenance contract also included removal of virus, software patch updating, system administration, network administration, software support/trouble shooting to keep the system fully operational.
2) 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.
3) As a part of maintenance strategy, vendor shall provide services for the hardware, and software during the period of warranty. 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.
4) The vendor should have the capability to handle AMC for all brands and makes of computer system & peripherals.
5) The vendor should be able to provide AMC for all hardware items and support for all operating systems and all softwares. 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 et., and any problems accessing the various application softwares on the computer systems etc., covered under comprehensive on-site AMC.
6) Maintenance support shall include installation and updating of all required kind of softwares including operating system, office application and antivirus.
7) Scheduled preventive maintenance 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 et.,
8) Device drivers under all operating system are part of the hardware. The vendor should attend to any problem related to device drivers. Quality maintenance engineers totally familiar with the equipment shall perform all repair and maintenance service.
9) A log book should be maintained for preventive maintenance

Tender Submission:

1) Tenderer should submit the tender in office hours at The Cotton Corporation of India Ltd, 2nd Floor, 4th Street, Kothari Layout, B.R Nagar, Singanallur, Coimbatore – 641 005, Tamilnadu.

Envelope: Superscripting "TENER FOR ANNUAL MAINTENANCE CONTRACT OF HARDWARE"

Note: Envelope should contain the name and address of the Vendor.

2) We hereby declare that I/ We have downloaded the tender documents from The Cotton Corporation of India Ltd website www.cotcorp.org.in / www.eprocure.gov.in and printed the same. I/ We have verified the contents of the printed documents from the website and there is neither any addition nor any deletion nor any alteration to the content of the tender documents. The tender shall contain no interlineations, erasers or overwriting except as necessary to correct errors made by the tenderer, in which case such corrections shall be initialed by the person or personal signing the tender.
3) I/We declare that the information/tender form downloaded is original and in the event of this being different from the original tender documents, my tender form may be rejected by the Corporation.

4) Date of opening of Technical Bid-I, 20/03/2020 at 3.30 PM in the presence of tenderer who may remain present.
5) The tender should be signed by the person having necessary authorization.
6) Tenders containing false, incomplete and /or inadequate information are liable to be rejected.
7) The Corporation reserves the right to accept or reject any / all tender.

DESIGNATION COMPANY

DATE

ANNUAL MAINTENANCE CONTRACT TO CCI – FOR COMPUTER/PRINTER, HARDWARE & ITS PERIPHERALS

(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, Sowripalayam, 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.

DESIGNATION COMPANY

DATE

Other Terms

CCI invites the vendor's attention to the following terms and conditions, which underline this tender:

1. **Contract with the Vendor**: CCI would enter into an AMC contract with the vendor who will be responsible for delivery and maintenance of the hardware installed at Cotton Corporation of India Ltd, Coimbatore – 641005
2. **Proposal Process Management**: CCI reserves the right to accept or reject any or all proposals, to revise the tender, to request one or more re-submissions or clarifications from one or kore vendors, or to cancel the process in part or whole. Additionally, CCI reserves the right to alter the specifications, in part or whole, during the Tender process, and without re-issuing the Tender. All claims for functional / technical delivery made by the vendors in their responses to the tender shall be assumed as deliverable within the quoted financials.
   Vendors shall be entirely responsible for their own costs and expenses that are incurred while participating in the Tender and Contract negotiation processes.
3. **Date of Tender validity**: Due to the nature of the evaluation process and approval activities that may occur, proposal must be valid for a minimum of 90 days from the last date of proposal submission. The Corporation reserves the right to ask the vendors for extension of Tender validity.
4. **Authorisation**: Responses submitted by vendors to this tender represent a firm offer to contract on the terms and conditions described in the vendor's response. The proposal must be signed by and official duly authorized. An authorization letter in this regard must be attached with the tender.
5. **Proposal Ownership**: The proposal and all supporting documentation submitted by the vendors shall become the property of CCI.
6. **Effective date from start of contract**: The effective date of start of contract will be reckoned from the date to be mentioned in the work order by the Corporation.
7. **Sublet / Outsource**: The vendor will not be allowed to sublet / outsource the contract to any other party.
8. **Payment terms**: The payment terms of the AMC contract will be as under:

On successful completion of each half post Half Yearly proportionate year (6 months) and submission of Invoice.	Post Half Yearly proportionate amount will be paid after deducting any tax liability of the vendor

   The payment will be made through Electronic Clearing Service (ECS) for which vendor has to provide details of bank account to CCI.

9. **Local Conditions**: It will be imperative on each Tenderer to fully acquaint himself with the local conditions and factors, which would have any effect on the performance of the contract and / or the cost. The tenderer must have his own maintenance / support infrastructure facilities in Coimbatore. The bidder shall designate the official mailing address, place & fax number to which all correspondence be sent by the purchaser. The purchaser reserves the

right at the time of award of contract to increase to decrease the quantity of goods for which services are required and as specified in the schedule of requirements without any change in price or other terms and conditions.

10. **Firm Price**: Prices quoted must be firm and final and shall remain constant throughout the period of the contract and shall not be subject to any upward modifications whatsoever.
11. **Service**: Service means system maintenance under the maintenance contract which is fully comprehensive and shall include replacements of all spares like Hard Disk Drive, all other drives, Mother Board, Logic cables, software solutions, keyboard, mouse etc., and other such obligations of the vendor covered under the contract.
    1. Rectifying any improper functionality.
    2. Providing support by phone, fax and e-mail during the specified hours of service.
    3. Conducting UN Scheduled on-call corrective and remedial maintenance / repairing including supply and replacement of defective or unserviceable parts or components of the CCI's Equipment.
12. **Termination for insolvency**: Any verification, clarification regarding deployment of computers and other peripherals, may be under taken by visiting the office on any working day (Monday to Friday) between 2.00 PM to 5.45 PM after prior appointment with the undersigned.
13. **Replacement of Parts**: Maintenance of all the Hardware & Peripherals includes supply & replacement of parts free of cost. Except some consumable items. However the servicing agency may provide such components and the price may be fixed at the time of signing of AMC.
14. **Additional Charges**: The AMC cost includes the travelling cost for rendering service throughout the year of work contract to our locations abd for one or all Hardware & Peripherals.

Note: "Corporation / CCI" wherever appears in above document means "The Cotton Corporation of India Ltd"

CHECK-LIST FOR PREPARING THE TENDER DOCUMENT (PCs & PRINTERS)

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. organisations / 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 nos is attached with Technical Bid – I?	
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 has PAN No. & Service Tax registration no. and it is mentioned?	
7.	Whether the bank details and MICR 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 finaicial bid – II has been filled, sealed and signed in specified format?	
10.	Whether the quoted price is inclusive of all applicable taxes like VAT, Service Tax etc ?	
11.	Whether envelope B marked as Financial bid – II on the envelope contains Financial Bid – II?	
12.	Whether envelope superscripting “TENDER FOR ANNUAL MAINTENANCE CONTRACT OF HARDWARE”?	
13.	Whether the tender documents are signed by the authorized representative?	

DESIGNATION COMPANY

DATE

SELF – DECLARATION

DATE:

REF:

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 Governamet 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 bidder: Designation:

Company: Date:

TENDER FOR ANNUAL MAINTENANCE CONTRACT OF COMPUTER / PRINTER / HARDWARE & ITS PERIPHERALS

(FINANCIAL BID)

S.No	PARTICULARS	COST (INR)
1.	1) Cost of full Comprehensive On-site AMC for the Hardware for two years. 2) Cost of AMC for PCs and Other Hardware installed at Coimbatore – as per List "A" 3) Cost of AMC for printers installed at Coimbatore as per List "B" 4) Taxes (if any) Please specify GST 18% applicable (Indicative rate for additions / deletions of hardware during the period)	
	AMC Total amount per year for all items:	
	Note: 1) All the hardware should be under Comprehensive On-site AMC for the period of two years. In case of PCs all items should be covered under AMC contract except CDs / Pen drive and in case of printers printer power cord, prime cable, toner and cartridges will not be covered under AMC. 2) No hidden charges will be allowed, if any.	
	I/ We, hereby undertake that we shall not ask for any other charges other than the charges specified above. We also confirm that we will make our own arrangements at our own cost for labor, travelling, boarding, lodging, communication etc., for successful implementation of the project at site.	

Name of the bidder: Designation:

Company: Date: