



**CENTRAL POLLUTION CONTROL BOARD**  
(Ministry of Environment & Forests, Govt. of India)  
Eastern Zonal office, 5<sup>th</sup> Floor, Southend Conclave  
1582, Rajdanga Main Road, Kolkata

Tel. No: (033) 24414289/24414677/24416003 Fax No.: (033) 24418725  
**email: zokolkatta.cpcb@nic.in**

EZO/F-199/PMC/2014/

May 19, 2014

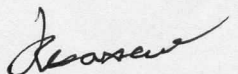
Incharge, Central Pollution Control Board, Zonal Office Kolkata invites sealed tenders from reputed firms/agencies for the following work:

<b>Name of work</b>	:	Annual Comprehensive Maintenance Contract for office computer, printer, Laptop etc.
<b>E.M.D Amount</b>	:	Rs. 2000/- (Rs. Two thousand only)
<b>Last Date of receipt of Tender</b>	:	12.06.2014 upto 3 P.M.
<b>Date of Tender opening</b>	:	13.06.2014 at 3 P.M.

The Intending tender should fulfill the following requirement:

- The firm should have the requisite past experience of doing similar kind of work i.e. AMC in reputed organizations and should furnish necessary documentary proof of executing the work satisfactorily.
- The intending firm shall have its office at Kolkata.
- The firm should have valid Income Tax registration certificate, Service Tax registration Certificate & Sale Tax registration certificate as well as clearance certificates.

The tender document can be downloaded free of cost from CPCB website **www.cpcb.nic.in** under tender division.

  
(R.C. Saxena)  
Sc. D & Incharge

## **Objective:**

The objective of the project is to have systematic comprehensive maintenance contract for computers, printers, LAN, laptop installed and working at Central Pollution Control Board, Southend Conclave, 1582 Rajdanga Main Road, Kolkata, Pin 700107.

## **Scope of Work**

To take comprehensive Annual Maintenance Contract of Computer, laptop, printer LAN at Central Pollution Control Board, Zonal Office Kolkata for period starting from date of award of contract.

## **Location**

The machines are located at 5<sup>th</sup> and 6<sup>th</sup> Floor of Central Pollution Control Board, Southend Conclave, 5<sup>th</sup> and 6<sup>th</sup> Floor, 1582 Rajdanga Main Road Kolkata – 700107.

## **Maintenance Service would cover the following:**

### 1. AMC shall cover the following

- (i.) Preventive maintenance with scheduled visits,
- (ii.) Reloading of operating system (OS) and software (including antivirus) as and when required. The software shall be provided by the user.
- (iii.) Installation of drivers, as and when require for all machines
- (iv.) The new spares should be of the same makes that are being replaced unless such spares are not available in market. (for example faulty Intel mother board should be replaced with new Intel mother board). In case of non-availability, replacement of parts, which become obsolete, a compatible alternative or higher version without additional cost with the permission of Incharge, Zonal office Kolkata, CPCB will be accepted.
- (vi.) Ensure smooth functioning of LAN and extend services for networking, server setup, implementing/ modifying the existing LAN setup and networking troubleshoot.
- (vii.) The firm would maintain proper record of calls attended in CPCB either in the form of a register or service report format and get the same counter signed from the User. The firm has to submit the same along with bills on quarterly basis.
- (viii.) AMC shall also cover damages due to a) Rat bytes b) Burn out of parts
- (ix.) The firm should maintain the appropriate inventory of items compatible with machines/systems installed in the office, so that work may get least hampered during breakdown.
- (x.) AMC cost shall be inclusive of Data Recovery from HDD in cases like Accidental format, Deleted files, FDISK, virus problem, Damaged Boot sector, Missing FAT or partition cases.

**Price BID for computers, printers and laptop at CPCB Zonal Office Kolkata**

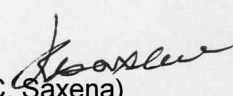
Sl.	Description	Nos.	Rate (yearly)	Total Cost
<b>Desktop PCs</b>				
1.	HP make Computer & LCD Monitor	24		
2.	IBM Think centre	6		
	Compaq	1		
	Wipro	1		
	<b>Total desktop</b>	<b>32</b>		
<b>Laptop</b>				
	HP Computer Notebook Intel Core i-5, 520 M with Windows 7 Professional	1		
<b>Server</b>				
	IBM Tower Server X3400, Intel Xeon Quad core processor @ 1.8 GHz standard at 1066 MHz FSB with EM 64 bit	1		
<b>Printer</b>				
	HP Laserjet 3300 dn	2		
	HP Laserjet 2300d	1		
	HP Laserjet 2420dn	1		
	HP laserjet 2055d	3		
	HP Laserjet 1020	5		
	Xerox Phaser 3117	1		
	<b>Total Printer</b>	<b>13</b>		
<b>LAN maintenance</b>				
	No. of nodes	<b>40</b>		

Sl.	Description	Nos.	Rate (yearly)	Total Cost
1.	Computer	32		
2.	Server	1		
3.	Printer	13		
4.	Laptop	1		
5.	LAN	40 (nos. of nodes)		
	Annual Rate of AMC for 1 year			
	Rate of AMC for 3 years			

## Terms and condition:

1. You may quote to take comprehensive Maintenance Contract of computers, server, laptops, printers etc. of Central Pollution Control Board, Southend Conclave, 5<sup>th</sup> and 6<sup>th</sup> Floor, 1582 Rajdanga Main Road Kolkata – 700107.
2. The tender is aimed at providing services to those machines which are not covered under any warranty. Apart from this, the networking related problems (including hardware) would also be covered under the tender.
3. Call should be attended on the same day. Maximum downtime of 1 day is envisaged.
4. The firm has to provide service engineer visit twice a week for maintenance work, and as and when required for emergency. Preventive maintenance will be objective.
5. The firm would maintain individual identification cards to the machines (in duplicate) covered under AMC indicating their serial nos., username, last date of maintenance.
6. Quotations shall be accepted only from genuine parties having IT and ST clearance. Preference would be given to parties having large client list preferably of government offices with satisfactory credential.
7. Firm shall ensure the confidentiality of data stored at each computer and in no circumstance the data shall be taken/stored outside the office. Any violation shall attract legal persuasion from CPCB against the firm.
8. Quotation shall clearly specify firms applicable terms and conditions, if any.
9. Rate shall be quoted item wise, clearly giving all required details. Insufficient information may lead to rejection of offer.
10. This office operates from two floors and service should be provided accordingly. The office is located at 5<sup>th</sup> & 6<sup>th</sup> Floor, Southend Conclave Building, 1582 Rajdanga Main Road, Kolkata 700 107. All transport charges shall be borne by the firm.
11. For any clarification, firm shall visit to our office between 10AM to 6PM on working days and also can collect the details specification of the computers and printers.
12. TDS will be deducted, if applicable, as per government rules.
13. Any dispute will be a subject under jurisdiction of Chairman, CPCB and his decision will be binding to parties.
14. Typographical mistakes are subjected to corrections.

Yours faithfully,

  
(R.C. Saxena)  
Sc. D & Incharge

Copy to:

1. Accounts Section, CPCB, Kolkata

(R.C. Saxena)  
Sc. D & Incharge