

CALCUTTA STATE TRANSPORT CORPORATION  
5, Nilgunge Road, Belghoria, Kol-56.

TENDER NOTICE NO. : 03/AMC/15-16

Tenders are invited in sealed cover from reputed firms / companies to provide Annual Maintenance Contract (AMC) like Maintenance of Computers, Maintenance of Duplicating Machines installed at 14 units including Head Quarters, Maintenance of Xerox Machine and Maintenance of EPABX installed at C.T.O. and Head Quarters of CSTC and AMC for Pest Control Treatment for the period of next 3(three) years , since date of engagement, subject to the terms and conditions mentioned hereafter.

The intending tenderer shall have to provide in the prescribed tender papers to be purchased from the office only.

Tenderers shall have to offer AMC Rate per annum (average for three years) for the item of work considering the period of agreement for 3(three) years.

Separate paper has to be purchased for separate category of works. If any tenderer wants to participate at more than one item of work, he has to submit it through separate forms.

A tender may quote rates for providing "AMC". The Corporation reserves the right to accept or reject any or all tenders without assigning any reason whatsoever.

Tenders are invited in Sealed Cover super-scribed "OFFER AGAINST N.I.T. NO. 03/AMC/15-16 for ..... (Mention name of the item of work in the blank space like "AMC for Maintenance of Computer", "AMC for Duplicating Machine", "AMC for Maintenance of Xerox Machine", "AMC for Maintenance of EPABX" and "AMC for Pest Control Treatment.)/2014-15" in prescribed form from experienced, financially sound Agencies interested for 1)providing Annual Maintenance Contract (AMC) like Maintenance of Computers at 14 units ,2)Maintenance of Duplicating Machines installed at 14 units, 3)Maintenance of Xerox Machine installed at C.T.O. and Head Quarters of CSTC , 4) Maintenance of EPABX installed at C.T.O. and Head Quarters of CSTC and 5)AMC for Pest Control Treatment for the period of next 3(three) years , since date of engagement, subject to the terms and conditions mentioned hereafter.

If any tenderer wants to participate at more than one item of work, he has to submit it through separate forms mentioning on the envelop and inside papers clearly the item of work .

Sealed cover containing two sealed envelopes, one of which bears Tender Notice, Terms & conditions of the Tender for AMC, Declaration, Form 'A' and other documents duly sealed & signed subheaded by "TECHNICAL BID" and other one bears requisite earnest money, Form 'B' duly sealed and signed subheaded by "COMMERCIAL BID" have to be submitted for each item as per prescribed time schedule.

Tender Form will be available from the Office of the Managing Director, 5, Nilgunge Road, Kolkata-700056 on payment of Rs. 500/- (Rupees five hundred) only per set (non-refundable) and to be submitted at the same office. Separate paper has to be purchased for separate item of works.

Earnest Money to be deposited @ Rs.10,000/- (Rupees ten thousand) only for each item of work in the form of Bank Draft or Pay Order drawn in favour of "Calcutta State Transport Corporation" payable in Kolkata. Tenders will be opened at same place in presence of the attending parties/authorised representatives, if any.

The Corporation reserves the right to accept or reject any or all tenders without assigning any reason whatsoever.

Prequalification application will be submitted along with copy of valid Trade License, P. Tax, VAT, IT Clearance Certificate/Challan, Credentials.

**SCHEDULE OF DATE & TIME :**

- |  |   |  |
|--|---|--|
| 1. Last date of Prequalification application | : | 24.08.2015. upto 1-00 pm.                    |
| 2. Date of Issue of Tender document          | : | 21.08.2015. and 24.08.2015. upto 3-00 pm.    |
| 3. Date of Pre-Bid meeting                   | : | 24.08.2015. at 2-00 pm.                      |
| 4. Date of receiving Sealed Bids             | : | 27.08.2015 upto 2-00 pm.                     |
| 5. Date of opening of Technical Bids         | : | 27.08.2015 after 2-00 pm.                    |
| 6. Date of opening of Commercial Bids        | : | As announced after opening of Technical Bid. |

**Details of Items of work .**

Sl. No.	Item	Scope of work	Units to be covered	Reserve Price
1.	Maintenance of Computer and Printer.	Desktop Computer- 80 Server (UNIX 5.0)- 11 Dot Matrix Printer-45 Laserjet Printer -5 UPS-20 Maintenance of LAN at 14 Units	14 Units including Howrah Depot, Maniktala Depot, Paikpara Depot, Belghoria Depot, Nilgaunje Depot, Kasba Depot, Garia Depot, Lake Depot, Taratala Depot, Thakurpukur Depot, Sallake Depot Depots, Head Quarters, Workshop and CTO.	Rs. 1,70,000/- per annum.
2.	Maintenance of Duplicating Machine.	Hand operated duplicating machine – 9 Electrical duplicating machine - 7	11 Units including Howrah Depot, Maniktala Depot, Paikpara Depot, Nilgaunje Depot, Kasba Depot, Garia Depot, Taratala Depot, Thakurpukur Depot, Sallake Depot, Head Quarters and CTO.	R.600/- per annum for each hand operated duplicating machine and Rs.900/- per annum for each electrical duplicating machine
3.	Maintenance of Xerox Machine, one Lumen Model No. AR5618, purchased on December,2014 and one Canon Model No.IR2420L purchased on January,2014 .	Two	CTO, 45, Ganesh Chandra Avenue, Calcutta-13 and Head Quarters, 5, Nilgunge Road, Belghoria, Kolkata-56.	Rs.5,500/- per annum
4.	Maintenance of EPABX.	46 Points at H.Q. and 22 Points at CTO.	CTO, 45, Ganesh Chandra Avenue, Calcutta-13 and Head Quarters, 5, Nilgunge Road, Belghoria, Kolkata-56.	Rs.400/- per point per annum.
5.	Pest Control Treatment.	14 Units	14 Units including Howrah Depot, Maniktala Depot, Paikpara Depot, Belghoria Depot, Nilgaunje Depot, Kasba Depot, Garia Depot, Lake Depot, Taratala Depot, Thakurpukur Depot, Sallake Depot Depots, Head Quarters, Workshop and CTO.	Rs12480/- per annum.

Sd/- D. Roy

Deputy Managing Director,  
C.S.T.C.

No. 2116(30) –CSTC/3S-16/2000-2001/Part I

Dated : 11.08.2015.

Copy forwarded for information to :-

- 1) The Hon'ble Chairman, Calcutta State Transport Corporation.
- 2) The Principal Secretary, Transport Deptt., Govt. of West Bengal, Paribahan Bhaban,  
12, R.N. Mukherjee Road, Kolkata-700001.
- 3) Sri R.K. Maity, I.A.S., Commissioner, Transport Deptt., Govt. of West Bengal,  
Paribahan Bhaban, 12, R.N. Mukherjee Road, Kolkata-700001.
- 4) The Financial Advisor, Transport Deptt., Govt. of West Bengal, Paribahan Bhaban,  
12, R.N. Mukherjee Road, Kolkata-700001.
- 5) The Deputy Managing Director.
- 6) The Director of Operations.
- 7) The Chief Accounts Officer-cum-F.A.
- 8) The Chief Mechanical Engineer.
- 9) The Controller of Stores & Purchase.
- 10) The Works Manager, Central Workshop. (11) The Sr. Law Officer.
- 12-22) The Depot Manager, BD/PD/MD/SLD/KD/GD/LD/TD/TPD/HD/ND.
- 23) The Sr. Engineer(Civil). (24) The Discipline Officer.
- 25-26) The Administrative & Personnel Officer, Head Quarters/CTO.
- 27-28) The Chief Cashier, Central Cash/CTO.
- 29) The CA to Managing Director.
- 30) Notice Board.

Sd/- D. Roy  
Deputy Managing Director,  
C.S.T.C.

## **TERMS & CONDITIONS OF THE TENDER FOR SECURITY**

### **1) Manner of submission of Tender**

Tender should be submitted in Sealed cover super-scribed "OFFER AGAINST N.I.T. NO. scribed "OFFER AGAINST N.I.T. NO. 0 /AMC for ..... (Mention name of the item of work in the blank space like "AMC for Maintenance of Computer", "AMC for Duplicating Machine", "AMC for Maintenance of Xerox Machine", "AMC for Maintenance of EPABX" and "AMC for Pest Control Treatment.")/2014-15" at the Office of the Managing Director, 5, Nilgunge Road, Kolkata-700056. Tenders will be opened at the above address in presence of attending parties/authorised representatives, if any. Particulars of the tenderer should be filled in Form 'A'. The tenderer must quote annual rate for providing AMC of the particular item of work in the Form 'B' in words and also in figures without over-writing / ambiguity. The Corporation does not bind itself to accept the lowest tender and reserves the right to reject any/all Tenders without assigning any reason. The tenderer shall have to produce Trade License, VAT, Income Tax ,Professional Tax Clearance Certificate and Credential before issue of tender permission. An Earnest Money amounting to Rs.10,000/- (Rupees ten thousand) only per item of work shall have to be deposited in the form of Bank Draft drawn in favour of "Calcutta State Transport Corporation" payable in Kolkata with the Tender.

2)The Earnest Money deposit will be refunded to the un-successful without any interest and in case of successful tenderer it would be converted into the Security Deposit.Corporation will have absolute authority to retain and adjust the same in case the successful tenderer fails to comply any of its legal /agreemental obligations .The security deposit shall be refunded to the agency within 30 days from the date of completion/termination of contract on production of certificate from Depot Manager/Unit Head that the agency has satisfactorily performed his obligation, whatsoever under this contract.

3)**Period of Contract** : The proposed AMC for five items of work mentioned above shall be for the period of **Three years** from starting of the contract. However, the Contract agreement with the successful tenderer can be terminated by the Corporation if the services are found unsatisfactory by giving a show-cause to be replied within a week and also has the right to award the contract to any other agency at the risk and cost of current agency and excess expenditure incurred on account of this can be recovered from SD or pending bills or by rising a separate claim.

4) The intending tenderer/agency can visit the Units and see the machines before offering rates on approaching to the respective Unit heads to have a fair idea of the area and work as proposed for providing AMC at the above mentioned addresses before submitting tenders.

5) The successful tenderer shall be required to execute contract agreement, one on Rs. 10/- non-judicial Stamp Paper and two on plain paper, with the C.S.T.C. for providing AMC service for three years only without any option for renewal. Notice Inviting Tender and terms and conditions will form part of the agreement.

### **6) Indicative Scope of different items of Works:**

#### **a) Scope of work towards maintenance of Computer, Printer and Server:**

The contractor/agency will be responsible for preventive as well as break down maintenance of the Computers, Printers and Servers at different units. The agency shall have to provide on the site maintenance support for the Hardware & operating Software of the Computer. The contractor will be required overhauling of Computers,

Printers and Servers and through checking in every month and the contractor will also be required to repair/maintenance of the machine in question at different units. If replacement of any spares/ items are required during contract period that is to be done/supplied by the contractors at their own cost except toner of printers.

b) Scope of work towards maintenance of Duplicating Machine:

The contractor/agency will be responsible for preventive as well as break down maintenance of the Duplicating Machines. The contractor will be required overhauling of Duplicating Machines and through checking in every month and the contractor will also be required to repair/maintenance of the machine in question at different units. If replacement of any spares/ items are required during contract period that is to be done/supplied by the contractors at their own cost.

c) Scope of work towards maintenance of two Xerox Machines

The contractor/agency will be responsible for preventive as well as break down maintenance of the Digital 'Xerox' machines,. The contractor will be required service of 'Xerox' machine and through checking in every month and the contractor will also be required to repair/maintenance of the machine in question along with its accessories. If replacement of any spares/ items/consumables (except Drum, Developer and Toner) are required during contract period that is to be done/supplied by the contractors at their own cost.

d) Scope of work towards maintenance of EPABX:

The contractor/agency will be responsible for preventive as well as break down maintenance of the Digital 'EPABX' machines, extension lines, telephone set and multi pair cable along with accessories. The contractor will be required overhauling of 'EPABX' machine and through checking system with hand set to be taken up in every month and the contractor will also be required to repair/maintenance of the machine in question along with its accessories. If replacement of any spares/ items/hand set/cabling etc. are required during contract period that is to be done/supplied by the contractors at their own cost.

e) Scope of work towards maintenance of Pest Control Treatment:

The contractor/agency will attend every Units and render service of extermination of white ants , rodents and insects every unit once in a month. In case of any troubles within the month, firm will attend the unit/units on receipt of information.

Cost of Pesticides/ Spray required for Pest Control and all other related expenses will be borne by the contractors.

7)Scope of different items of work mentioned above are only indicative and not exhaustive. These have to be read in combination with other clauses. CSTC reserves every right to modify scope of work in view of emergent situation.

8) The contractor will arrange visit of his technicians in every calendar month for preventive maintenance. In case of break-down, the contractor will arrange visit of his technicians within 24 hours from the receipt of the break-down message(which will be communicated to him over phone or any messenger) and he will rectify the defects within reasonable time not exceeding 36 hours from the receipt of the message. If the contractor fails to repair/rectify the defects within the above time limit, the CSTC will be at liberty to get the machine repaired by other firm and in that case, the cost involved shall be deducted from the bill of contractor for break-down maintenance. If necessary the contractor will be allowed to take the machine to his workshop if he provides one 'STAND BY UNIT' without any additional charge during the period of repair. If the contractor fails to attend the call within 24 hours, penalty will be levied for every day at the rate of Rs.50.00(Rupees fifty) per day.

9) Any theft, loss, breakages of the property of CSTC caused by the contractor's personnel shall be borne by the contractor. In the event of any loss being occasioned to CSTC on account of negligence of the Agency's employees, the Agency shall make good the loss so sustained by the CSTC either by proper replacement or on payment of reasonable compensation. Any such or other amount recoverable from Agency shall be recovered from any of payment(s) due/payable to the Agency or from Security Deposit at the discretion of CSTC. Any damage caused to the property of the Corporation shall be recovered from the successful tenderer.

10) The Agency shall not appoint any Sub-contractor to carry out any obligations under the Contract.

11) The rates quoted by the Agency shall be deemed to be inclusive of all considerations and Service Tax. The Agency shall not be entitled to any other payment other than what has been specifically provided in the tender document. CSTC shall not bear any extra charge on any account whatsoever.

**12) Mode of payment :** Payment will be released against completion of each quarter (i.e. three months). Formal quarterly bill along with satisfactory performance certificate from the concerned unit head is to be submitted to Chief Accounts Officer-cum-F.A., Central Bill Group of this Corporation after completion of each quarter. Payment will be released within 30 days from the date of receipt of proper bill.

13) The validity of rates quoted and agreed by CSTC, shall be kept valid for a period of 30(thirty) days from the date of opening of the tenders.

14) The disputes, if any, between CSTC and the successful tenderer shall be settled amicably and decision of the Managing Director will be final and binding on both the parties.

15) The Corporation shall have the right to terminate this agreement by giving one month's notice in writing without assigning any reason whatsoever and in this event the tenderer shall have no right to claim any compensation other than the refund of his Security Money.

16) CSTC shall be kept indemnified from all acts of omission or commission and risk and cost expenses to which CSTC may be put to or involved arising out of the fault of tenderer/agency finalized.



**F O R M - 'A'**

**PARTICULARS OF THE AGENCY**

1(a) Name of the Agency :

(b) Name of Industrial House /  
Office with which registered, if any  
(Certificate must be enclosed) :

2(a) Proprietor's Name :

(b) Particulars of Experience :

i) Foundation year of the Firm / Unit :

ii) Total No. of Offices provided AMC of similar nature of work during last three years:

iii) Total No. of employees during last three years :

3. Full address of the Firm :

Head Office :

City Office :

Phone No. :

4. i) Particulars of the Trade Licence :

5. Experience with Govt. Establishment :  
or Big Industrial House, if any.

6. Details of Bank Account :

Date :

Place :

Signature of \_\_\_\_\_ with Seal.



**F O R M - 'B'**

Sl. No.	Name of the item of work, intended to provide AMC Service	Average Annual rate for providing AMC for three years (must be written clearly in figures & words)	Particulars of the amount of Earnest Money (Bank Draft/Pay Order to be furnished).
(1)	(2)	(3)	(4)

Date :

Place :

Signature of with Seal.