

Mother Dairy Calcutta
P.O. - Dankuni Coal Complex, Dist - Hooghly, Pin - 712310

**ENQUIRY FOR MAINTENANCE OF COMPUTER HARDWARE AND
SOFTWARE TOOLS AT MOTHER DAIRY CALCUTTA AT DANKUNI
AND SALT LAKE OFFICES**

PUR/ENQUIRY/EDP/ 1815

DATE : 09.11.2023

Quotations are invited for Maintenance Contract for Computer Hardware and Software Tools at Mother Dairy Calcutta at Dankuni and Salt Lake Offices for a period of 3 (THREE) months.

Interested bidders are requested to download all the tender documents from 'www.motherdairycalcutta.com' from **10.11.2023 to 18.11.2023**. Sealed quotation may be submitted till **2 pm on 18.11.2023**.

Chief General Manager reserves the right to accept any or reject any or all offers without assigning any reason what-so-ever.

W. S. S. S.
09.11.2023

Mother Dairy Calcutta

P.O. - Dankuni Coal Complex, Dist - Hooghly, Pin - 712310

General Terms & Conditions

Quotations are invited from reputed organization having valid Trade License, GST Registration Certificate, PAN No. and income tax clearance certificate for the maintenance Hardware, LAN/WAN, Operating Systems & Software Applications & deployment of a qualified & experienced IT manpower for servicing & maintenance of different category of Computer Hardware and Software tools installed at our Dankuni Office and Salt Lake Office for two years. You are requested to offer your rate for the following items including one IT qualified experienced manpower for the maintenance of the following items.

Eligibility Criteria -

- 1) Company should have full fledged office at Kolkata / Its suburbs.
- 2) Should have done similar work in this field for last 5 (five) years and credentials in support of their experience and submit current order copies.
- 3) The Company has to provide one qualified stationed System Support Engineer at our site who should have at least 5 years of experience in this category of work. His duty will start from 9 a.m. to 5 p.m. for six days in a week except national holiday and will be responsible for the following jobs -

Key Highlights -

- ❖ Maintenance & Development of IT infrastructure (Servers, PCs, Printers (DMP/Laserjet/Inkjet), Scanner, LAN, WAN, MAIL service, Wi-Fi, Internet facilities, UTP/FOC Cables & UPS).
- ❖ Instrumentally identified the issues related to Operating Systems, Network services, desktop / laptop malfunctions, printing issues and rectified the same.
- ❖ Handled the server administration of server operating system including installation and configuration of (Windows 2003/2008/2012, Novell Netware 5.11, Sco UNIX 5.0.6 and Mail Server), deployment of servers, disk quota management and distributed file systems, etc & upgraded the same.
- ❖ Network Administration of LAN/WAN/Wi-Fi. Configuration of network devices (Router, Managed switch, Network Firewall). Fault finding of network media (UTP/FOC/Media Converter).
- ❖ Maintaining the network infrastructure, including the configuration of network client workstations, routers, manage Local and domain groups, handling network security firewall, troubleshooting problems to ensure minimum downtime & maximum availability of network.
- ❖ Installation of Oracle Forms6i, Oracle Database and developer Suit 10g
- ❖ Technical supports to end user for hardware and software needs including antivirus / virus removal, installation, various required software applications, internet, mail service and repair service.

- ❖ Navigate the installation and distribution of new workstation/printers for the company to ensure hardware and software operation run efficiently.
- ❖ Maintaining data backup scripts, schedules of database server and mail server and also to maintain the records related to ISO audit.
- ❖ Maintain relevant records related to the IT assets i.e. (inventory of all desktops, printers, peripheral and network equipment), IT infrastructure, critical PC's and related peripherals problems and provide performance reports to the auditor, Periodic Review of IT Policy.
- ❖ Working in close coordination with the vendors for procurement of hardware, software & peripherals.
- ❖ Installation of New computers and their peripherals.
- ❖ First level of checking and fault findings, related to power and online UPS.
- ❖ Capable of maintaining the following given items.

Sl. No	Configuration	Qty. (Nos)
A.	Assembled Server (Under Comprehensive maintenance)	01
	<ul style="list-style-type: none"> • Intel L440GX+ Mother Board • 2 x 450 Mhz P-III CPU • 512 MB ECC RAM • 2 x 4 GB Seagate SCSI HDD • VGA Color monitor with keyboard • 1 x 1.44 MB FDD • 1 x 48X CD ROM drive • Intel Astor-II server Cabinet 	
B.	HP Prolaint ML350 G3 Server (Under Comprehensive maintenance)	01
	<ul style="list-style-type: none"> • Intel Xeon 2.8 Ghz with 533 Mhz FSB • 512KB L2 On Die CACHE(Full Speed) HT • Server works grand champion-LE chipset • 2.5 GB PC2100 ECC DDR SDRAM • 3 x 36.4 GB SCSI Hot Swap HDD with 10K RPM • Integrated dual channel wide ultra3 SCSI adapter • Smart array 641 Raid Controller • Integrated NC 7760 10/100/1000 wake on LAN • 6-Hot Plug Hard Drive Bays. • 4 x 64 bit 100Mhz PCI-X, 1 PCI, Smart Array controller • 2-USB Port • 500W Hot Plug Dual Redundant Power supply • Raid-5 in-build • 15-inch colour monitor • 1.44MB FDD • 1 x 48X CD ROM Drive • Mouse, Key-board 	

C. HP Proliant DL180 G9 Rack Server (Under Comprehensive maintenance)	01
2-Processor based, Intel Xeon E5-2620 V3 (2.3 Ghx/6-core/15MB/85W) DVD RW, 32GB DDR4 Memory, RAID: SAS/SATA H240 Smart HBA, Hot Plug Power Supply, Ethernet 1 GB 2-Port 1350 Network Adapter, HP 2700GB (3X900GB) 6G SAS Hot Plug 10K 2.5 in. HP keyboard, Optical Mouse, 18.5 inch LED Monitor.	
D. HP Desktops (Under Comprehensive maintenance)	05
HP Compaq dx 2060/2300 Intel Pentium® 4, 3.0GHZ/800MHZ, DDR2 512MB SDRAM, 250GB SATA HDD,15" CRT Monitor, Keyboard , Optical Mouse	
E. HP Desktops (Under Comprehensive maintenance)	10
HP dx 2280/2480 Dual Core 2.50GHZ/800MHZ, 1GB DDR2 SDRAM, 320 GB SATA HDD, 18.5" LCD Monitor, Keyboard, Optical mouse	
F. HP Desktops (Under Comprehensive maintenance)	27
HP Pro 3090 MT Intel Pentium® Dual Core 3.00GHZ/800MHZ, 2GB/4GB DDR2 SDRAM, 320GB/500GB SATA HDD, 18.5" LED Monitor, Keyboard, Optical mouse	
G. HP Desktops (Under Comprehensive maintenance)	18
HP Pro 3330 MT Intel Pentium® Core i3-3220 3.30GHZ/3300MHZ, 4GB/8GB DDR3 SDRAM, 500GB SATA HDD, 18.5" LED Monitor, Keyboard, Optical mouse	
H. HP Desktops (Under Comprehensive maintenance)	22
HP Pro 280 G1/ 400 G2 MT Intel Pentium® Core i5- 4 th Gen, 3.2GHZ, 4GB DDR3 SDRAM, 500GB SATA HDD, 18.5" LED Monitor, HP Keyboard, Optical mouse	
I. Rate for the printers to quoted with printer head and spares	
9 pin /24 Pin, 80 col. TVS MSP-240/250/STAR	12
9 pin, 132 col. TVS MSP-245	15
9/24 pin. 132 col. TVS MSP-345/STAR	20
24pin, 132 col. WIPRO LQ-1050/LQ DSI 5235	06
P 8000 Line Matrix Printer PRINTRONIX	02
HP LaserJet 1020+	20
HP Laserjet Pro M202 DW	03
HP Multi Function Printer MFP 138 FNW	03
HP scanner G2410/2400	03
Wipro High Speed DMP HQ 2100	01
Wipro DMP LQ 2190	05
EPSON LQ-2190 24 pin 136 col DMP	02
EPSON Inkjet MFP L110/210/430	10

- J. Network Equipments - (Under Comprehensive maintenance)**
- | | |
|--|----|
| D-Link switch- 8 ports | 14 |
| D-Link switch- 16 ports | 07 |
| Dlink switch - 24 ports | 01 |
| D-Link Fiber Optics Media converter | 12 |
| CISCO switch- 24 ports | 01 |
| Fiber Optics Cable (1200 mtrs) with termination points | 07 |
- K. System Administration of Server OS/Application software to be maintained as follows -**
- | | |
|-------------------------------------|----|
| Novell Netware 5.11 | 01 |
| SCO Open Server Version 5.0.6 | 01 |
| Windows Server 2012 with Oracle 10g | 01 |
| Windows XP/8/10/2003/2008/2010 | 01 |
| MS Office 2007/2010 | 01 |
- L. Maintenance & Development of Customize Software Application of Existing System. (On Requirement Basis)**
- | | |
|--|----|
| Oracle Database & Development Suit 10g under Windows Server 2012. (Develop standby system in Oracle10g on failure of existing customized software module i.e., INVENTORY MODULE (Store & Purchase)). | 01 |
|--|----|

Technical Terms & Conditions

1) On failure of any system, repairing of components and spares can be done by providing with proper standby materials and machines instantly. If any of the machines, peripherals or components are not repairable then it should be replaced with the same or upgraded items maintaining same brand.

In case of non repairable motherboard of HP desktop, it should be replace with HP motherboard supported by the existing processor, RAM or HP CPU (Cabinet, motherboard, processor, RAM).

In case of non repairable HP server motherboard, it should be replaced with HP server motherboard supported by the existing processor, RAM or replace with whole set of server machine.

In case of Fiber Optics cable fault, it should repair within 3 working days under AMC.

Printer heads of DMP are included under AMC. It may be repaired or replaced.

2) Standby Materials -

The following standby materials should be kept ready in our premises for providing immediate support within 24 hours of breakdown for smooth running of our computerized system at Mother Dairy Dankuni and our Kolkata office at salt lake for which you are responsible -

- i) HP CPU (Dual Core or Core 2 Duo/2GB RAM/500GB HDD/ LAN/Windows XP/7) - 1 Nos.
- ii) SATA HDD - 500 GB - 1 Nos.
- iii) DVD R/W SATA - 1 Nos.
- iv) HP Optical Mouse (USB) - 4 Nos.
- v) HP Keyboard (USB) - 4 Nos.
- vi) SATA Cable - 4 Nos.
- vii) FO to UTP Media Converter (Dlink) multimode - 1 No.

- viii) HP LED /LCD Monitor – 1 Nos.
- ix) CMOS Battery – 6 Nos.
- x) TVS MSP DMP 80 col – 1 No.
- xi) TVS MSP DMP 132 Col – 1 No.
- xii) ATX SMPS 20 Pin – 2 Nos.
- xiii) Dlink Network Switch 8 ports – 2 Nos.
- xiv) Good quality Power Chord – 4 Nos.
- xv) DMP printer interface cable (parallel Port) – 2 Nos.
- xvi) Laserjet Printer USB interfaces cable – 2 Nos.

3) 100% up time will be required for the machines which are running 24X7, used in the departments like EDP, Accounts, Distribution, Weighbridge, Process Quality Control and Product.

The no of desktop machines and servers in the above mentioned areas should have an uptime on monthly basis i.e. @ 720 hours per month use of the machine. Down time calculation will start as under

- i) After 1 hour from the time of call is registered by your engineer at our site within the working hours from 9 A.M. to 5 P.M. in all working days (as the dairy is running 365 days) except Sunday as weekly off day or any national holiday.
- ii) After 3 hours from the time of call is registered by your on-site engineer from our office on Sunday or any festival or National holiday. In this case the call time to be register between 6 A.M. to 8 P.M during the above mentioned days.
- iii) Other PC's and printers connected in LAN should have an uptime on monthly basis @240 hours per month use of the machine. The downtime calculation will start after 1 hour from the time of call is registered by your engineer at our site within the working hours from 9 A.M. to 5 P.M. in all working days except Sunday and national holidays.

For Point no.*i) The calculation of penalty in AMC charge for (i) & (ii) will be as under

Deduction amount = Monthly sum total of AMC value for nos. of machines
(Mutually decided)/25 * Downtime (hours)

The calculation of penalty in AMC charge for iii) will be as under -

Deduction amount = Monthly AMC value of the one PC or Printer/10* downtime
(Hours)

- 4) Payment will be made on quarterly basis after completion of job. You are requested to quote item-wise annual maintenance rate and the total value for two years per above mentioned format in your quotation in pdf format.

The following documents (photocopy) to be provided along with your offer -

- 1) General Terms & Conditions duly signed and stamped
- 2) Valid Trade License
- 3) PAN Card
- 4) GST Registration Certificate
- 5) IT Return for the Assessment Year 2022-23
- 6) Credentials (agreement or work order) in support of maintenance of Computer Hardware & Software in reputed organizations

Essential Conditions -

1. Bidders are requested to submit all the relevant documents along with the offer.
2. Bidders are requested to contact In-charge EDP on 8240531020 for any clarification about the job.
3. Contract can be terminated by either side by giving 30 days notice in writing for any reason what so ever.
4. The quoted rates shall remain valid during the contract period.
5. Qualified & experience engineer should be provided at our site. Details of engineer (Name, Address, Academic & Professional Qualification, Experience) should be submitted at the time of order receipt.
6. Chief General Manager reserves the right to accept any or reject any or all offers without assigning any reason what so ever.
7. If any dispute or difference shall at any time arise between the two parties in respect of this order or concerning anything herein contained or arising out of this order, or as to the rights, liabilities or duties of the said parties hereunder, or as to the recovery of any amount, the same shall be referred to the sole arbitration of Managing Director, West Bengal Co-operative Milk Producers Federation Ltd., Block LB-II, Sector-III, Salt Lake City, Kolkata - 700106. The decision of the Arbitrator shall be final and binding on the parties. The Hon'ble High Court at Kolkata shall have exclusive jurisdiction as regards any dispute / arbitration under these terms irrespective of any jurisdiction clauses mentioned hereinabove or subsequently in other place(s). The arbitration proceedings shall be governed by the provisions of the Arbitration and Conciliation Act, 1996 and rules made there under of any enactment or statutory modifications thereof for the time being in force.

For Chief General Manager

Mother Dairy Calcutta
P.O. - Dankuni Coal Complex, Dist - Hooghly, Pin - 712310

OFFER FORM

ENQUIRY No -

S.No	Description	Qty	Estimated unit Rate / 3 months	Offered unit Rate / 3 months	Total / 3 months
A	Assembled Server	01	Rs 625.00	Rs	Rs
B	HP Prolaint ML350 G3 Server	01	Rs 1875.00	Rs	Rs
C	HP Proliant DL180 G9 Rack Server	01	Rs 1875.00	Rs	Rs
D	HP Compaq dx 2060 / 2300	05	Rs 238.00	Rs	Rs
E	HP dx 2280/2480	10	Rs 238.00	Rs	Rs
F	HP Pro 3090 MT	27	Rs 238.00	Rs	Rs
G	HP Pro 3330 MT	18	Rs 238.00	Rs	Rs
H(i)	HP 280 G1	11	Rs 238.00	Rs	Rs
H(ii)	HP 400 G2	11	Rs 238.00	Rs	Rs
I	Printers			Rs	Rs
i)	9 pin /24 Pin, 80 col. TVS MSP-240/250/STAR	12	Rs 100.00	Rs	Rs
ii)	9 pin, 132 col. TVS MSP-245	15	Rs 100.00	Rs	Rs
iii)	24 pin. 132 col. TVS MSP-345/STAR	20	Rs 100.00	Rs	Rs
iv)	24 pin, 132 col. WIPRO LQ-1050/LQ DSI 5235	06	Rs 100.00	Rs	Rs
v)	HP laserjet 1020+	20	Rs 175.00	Rs	Rs
vi)	HP Laserjet Pro M202 DW	03	Rs 420.00	Rs	Rs
vii)	HP scanner G2410 / 2400 / EPSON Scanjet	03	Rs 113.00	Rs	Rs
viii)	Wipro High Speed DMP HQ 2100 / LQ2190	06	Rs 200.00	Rs	Rs
ix)	Epson Ink Tank Multifunction Printer L110/210/430	10	Rs 163.00	Rs	Rs
x)	EPSON LQ-2190 24 pin 136 col DMP	02	Rs 200.00	Rs	Rs
xi)	HP Multifunction Printer Laserjet MFP 138	03	Rs 300.00	Rs	Rs
xii)	P 8000 Line Matrix Printer PRINTRONIX	02	Rs 863.00	Rs	Rs

J	Network Equipments				
i)	D-Link switch- 8 ports	14	Rs 75.00		
ii)	D-Link switch 16 ports	07	Rs 113.00		
iii)	Dlink switch 24 ports	01	Rs 250.00		
iv)	D-Link Fiber Optics Media converter	12	Rs 150.00		
v)	CISCO switch 24 ports	01	Rs 3625.00		
vi)	Fiber Optics Cable (1200 mtrs) with termination points	07	Rs 300.00		
K	System Administration & Installation of Server OS/Application software				
i)	Novell Netware 5.11	01	Rs 1500.00		
ii)	SCO Open Server Version 5.0.6	01	Rs 1500.00		
iii)	Windows Server 2012 with Oracle 10g	01	Rs 1000.00		
vi)	Windows XP/8/10/2003 /2008/2010	01	Rs 375.00		
v)	MS Office 2007/2010	01	Rs 375.00		