



**Tea Board India
Under Ministry of Commerce and Industry
Government of India**

**Tender for
Non-Comprehensive Facility Management Service
for
IT Infrastructure Maintenance
at
Tea Board India Head Office, Kolkata**

TENDER NO. SVR/FMS/2009

SCHEDULE OF TENDER

Last date of submission of Tenders : **25/11/2014** at 1300 Hrs.

Date & time for opening of Bid Document : **25/11/2014** at 1500 Hrs in 3rd Floor Library Hall.*

PS: Submission of tender by **25/11/2014** up to **1:00 PM** at Tender Box in Gr. Floor of Tea Board's Head Office Premises.

*Venue for Bid Document Opening may change, subject to availability of space.

Table of Content	
Page No	Content
1.	TABLE OF CONTENT
2.	DEFINITIONS
3.	GENERAL
	PARTICULARS OF THE TENDER
5	ELIGIBILITY OF BIDDERS
6.	INSTRUCTIONS FOR SUBMISSION OF BID
8.	BID DOCUMENTS TO BE SUBMITTED
9.	TERMS & CONDITIONS
13.	SCOPE AND DESCRIPTION OF WORK
17.	ANNEXURE I
18.	ANNEXURE II
21.	ANNEXURE III
22.	ANNEXURE IV
23.	ANNEXURE V



DEFINITIONS:

- a) "TEA BOARD" means Tea Board of India, a Commodity Board under the Government of India, Ministry of Commerce and Industry and having its Head Office at 14 B.T.M Sarani, Kolkata 700001
- b) "The purchaser" means the Chairman Tea Board, KOLKATA acting through the Secretary, TEA BOARD, Kolkata.
- c) "The Bidder" means "Service Provider" or firm who participates in this tender and submits its Bid Document.
- d) "The Supplier" means the successful bidder providing the services under the contract.
- e) "Provisional acceptance letter/letter of intent" means the intention of the purchaser to place the purchase order on the bidder.
- f) "The Purchase Order" means the order placed by the purchaser on the Supplier signed by the purchaser including all attachments and appendices thereto and all documents incorporated by reference therein.
- g) The purchase order shall be deemed as "Contract" appearing in the document.
- h) "The Contract Price" means the price payable to the Supplier under the purchase order for the full and proper performance of its contractual obligations.
- i) "Validation" is a process of testing equipment as per the Generic Requirements in the specification for use in TEA BOARD network. Validation is carried out in simulated field environment and includes stability, reliability and environmental tests,



1. GENERAL

Sealed tenders are invited on behalf of Chairman Tea Board, Kolkata for **Non-Comprehensive Facility Management Service for IT Infrastructure Maintenance at Tea Board India, Kolkata Head Office, 14, B.T.M. Sarani, Kolkata-700 001**, for one year from the date of commencement of FMS contract, unless extended further by mutual consent of the Competent Authority and the service provider on the terms and conditions mentioned in the tender document or unless terminated in accordance with the terms and conditions mentioned herein.

2. PARTICULARS OF THE TENDER

(a) The Tender document should be addressed to

**The Secretary,
Tea Board India,
14, B.T.M. Sarani
Kolkata-700 001**

(b) ADDRESS FOR THE DISTRIBUTION OF TENDER DOCUMENT

The tender document can be downloaded from **Tender Section** of Home Page of Board's website at <http://www.teaboard.gov.in/>



(i) TENDER FEES:

The tender document shall be submitted along with Bid Document Fee in the form of Demand draft or Pay order in favor of “**Tea Board**”, payable at **Kolkata**. Cost of the Tender Document is ₹ **500/- (Rupees Five Hundred Only)**. The tender fee is **NON-REFUNDABLE. Any tender submitted without the requisite bid document fee will be rejected summarily.**

(ii) EARNEST MONEY DEPOSIT (EMD)

The Earnest Money Deposit (EMD) of ₹ 2,400/- (Rupees Two Thousand Four Hundred Only), (refundable without interest) shall accompany the Bid Document in the form of Demand Draft/Pay Order drawn in favor of “**Tea Board India**” payable at **Kolkata, failing which the tender shall be rejected summarily.**

(iii) PERFORMANCE SECURITY DEPOSIT

The successful bidder will have to deposit a Performance Security Deposit of 10% of total bid amount meant for one (1) year in the form of Bank Guarantee with **The Secretary, Tea Board India, 14, B.T.M. Sarani, Kolkata – 700 001** having validity of two years and additional sixty days. In case the contract is further extended beyond the initial period of one year, the performance security deposit will have to be accordingly renewed by the successful bidder. After submission of the performance security by the successful Bidder, the corresponding EMD shall be released.

(e) ADDRESS OF THE OFFICE:

Tea Board India Kolkata Head Office 14, B.T.M. Sarani Kolkata – 700 001 Phone No. +91 33 22351331 Fax No. +91 33 22215715
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(f) VALIDITY OF TENDER:

The Tender should be valid for 60 days from the date of opening of the Tender.



(g) FORMAT OF SUBMITTING TENDER COST:

Sl. No.	Name of work	Bid Security (in Rupees)
1.	Non- Comprehensive Facility Management Service for IT Infrastructure Maintenance at Tea Board India, Kolkata Head Office, 14, B.T.M. Sarani, Kolkata-700 001	₹ 2,400/- (Rupees Two Thousand Four Hundred Only), (refundable without interest)

3. ELIGIBILITY OF BIDDERS:

The following requirements should be fulfilled in the Bid.

1. The bidder shall be an Indian Company having at least 3 years of experience in Non-Comprehensive Facility Management Services on IT Infrastructure maintenance in areas of repair and installation of Hardware, Software (system/application/utility), Servers, Clients, DeskJet/LaserJet/Dot Matrix/ printers, Scanners, Wi-Fi Access Point Configuration, Management of Physical and Logical network components (Switch/Router/AP/Network Cable), peripherals and other hardware parts and accessories in Government/Semi-Government/ PSUs. Authentic proof from such offices for successful performance of work shall have to be submitted.

2. The bidder should have a financial turnover of at least **₹ 25 (Twenty Five) lakhs each** during the last three financial years. Necessary supporting documents should be submitted by the Bidder in this regard.

3. The agency should have following certificates/licenses and shall submit authentic proof thereof.



- (i) Attested Photocopy of PAN/TAN/Service Tax No.
 - (ii) Attested Photocopies of Income Tax Returns for the last 3 years.
 - (iii) Attested Photocopies of similar contract executed with Central /state Government offices/ PSUs during last 3 financial years.
 - (iv) Service Tax Registration Certificate and VAT/TIN No.
4. The agency should possess all the required statutory licenses and permissions to run such service.
5. The service provider shall have sufficient capability to execute work in Kolkata and give addresses with telephone numbers and email-ids of all its branches across the country, if applicable. The bidder must have at least one office in Kolkata. **However non- availability of Pan-India presence is not a criterion for disqualification.**
6. A statement to have read understood and agreed to the terms and conditions of this tender document together with the copy of tender document duly signed & stamped on each page by the tenderer in confirmation of having understood and agreed to the same should be attached along with the Bid.

4. INSTRUCTIONS FOR SUBMISSION OF BID:

All the Tenders shall be prepared and submitted in accordance with the instructions as follows. **Any proposal which is not submitted in accordance with these instructions will be summarily rejected without any communication in this regard.**

- (i) The envelope with a covering letter mentioning the Tender Number accompanying the Bid document, duly signed on each page with seal by the authorized representative of the bidder, should be enclosed in a bigger second envelope, which shall be superscripted **“Bid for Non-Compressive Facility Management Services on IT Infrastructure maintenance in Tea Board India Kolkata Head Office”** and should reach the following address on or before the expiry of the prescribed time limit at the address mentioned below shall contain all the **Annexures** incorporating the requisite information.



**The Secretary,
Tea Board India
Kolkata
14, B.T.M. Sarani
Kolkata– 700 001**

(ii) No tender will be considered which is not as per the printed/typed form. The bidders should ensure that each page of the tender document is signed by the person authorized to sign the tender document, affixing the seal of the Bidder.

(iii) All entries in the tender forms should be legible and filled clearly. If the space for furnishing information is insufficient, a separate sheet duly signed by the authorized signatory may be attached. No corrections including overwriting or striking out will be permitted in the Financial Bid. In such cases, the tender shall be summarily rejected.

(iv) If any bidder is found to have business or family relationship with any employee of Tea Board, his bid will be rejected.

(v) No modification or substitution of the submitted bids shall be allowed.

(vi) The Bid Documents shall be opened on the scheduled date and time at the location, in the presence of the representatives of the bidders, if any, who are present on the spot at that time. No separate intimation shall be sent to bidders for the same.

(vii) The bidders are required to enclose photocopies of the supporting documents, self-certified by the authorized representative of the bidder, unless otherwise provided.

(viii) A bid submitted without the cost (tender fees and EMD) and incomplete or conditional bids shall not be considered and the same will be rejected.

(ix) Tenders will not be accepted after the prescribed time and date as set out in the Tender Notice.



(x) Tea Board takes no responsibility for delay, loss or non-receipt of the bid sent by post/courier. **Bid sent through Fax or Email shall not be accepted.**

(xi) Interested parties may submit their tender after a pre-bid meeting at the Board's Kolkata Head office at the above location. The inspection of the premises can be made between 11.00 A.M. and 5.00 P.M. on all working days from the date of issue of notification till the date of closure of tender. The bidders may, before submitting their bid proposals, visit the site of the work to familiarise themselves with the site condition and the work to be executed and other conditions. No claim whatsoever, in future, shall be entertained.

(xii) There should be no cutting/overwriting in the Tenders/Quotations.

(xiii) Tea Board reserves the right to accept or reject any Tender / Quotation in full or in part in case of incomplete quotations and also without assigning any reason thereof. In case of any dispute, decision of the Tea Board will be final and binding.

(xiv) Tea Board reserves the right to retain bids once submitted.

5. BID DOCUMENTS TO BE SUBMITTED:

The service required, bidding procedures and contract terms are prescribed in the Bid Documents. The Bid Documents include with duly signed in all pages by authorized person will include:

Documents to be enclosed with the Bid Document
1. Notice Inviting Tender
2. Instructions to Bidders
3. Schedule of Requirements
4. Current IT Return
5. Experience Certificates
6. Turnover Certificate of Minimum Rs. 25 Lakhs.
7. Bid Form
8. Other documents asked for in the tender document



9. Any other document as the bidder may wish to submit in support of the bid.
10. Price Schedule.
11. **EMD** of an amount of ₹ **2,400.00/-** (Rupees Two Thousand Four Hundred) only.
12. Attested Photocopy of PAN/TAN/Service Tax No.
13. Attested Photocopies of Income Tax Returns for the last 3 years.
14. Attested Photocopies of similar contract executed, if any, with Central/State Government offices/PSUs during last 3 financial years.

The Bidder is expected to examine all instructions, forms, terms and specifications in the Bid Documents. Failure to furnish all information required as per the Bid Documents or submission of bids not substantially responsive to the Bid Documents in every respect will be at the bidders risk and shall result in rejection of the bid.

6. TERMS & CONDITIONS

General

6.1. The successful bidder will be intimated by the office whereupon he will enter into agreement with the Tea Board and commence the work immediately thereafter not later than 05 (Five) days from issuance of the intimation. **The contract shall begin from the date of actual commencement of the work at the site.** The contract shall continue for one year unless it is curtailed or terminated by the office owing to deficiency of services, sub-standard quality of manpower deployed, breach of contract, reduction or cessation of the requirements, non-compliance of statutory requirements/obligations by the bidder or any such ground as may be deemed fit by Board's Competent Authority . Tea Board requires that successful bidder under this contract to observe the highest standard of ethics and should not engage in activities that conflict with the interest of the office under this contract.



Statutory Requirements:

6.2. The agency shall have to submit the bank statement as a proof of payment of the wages to the personnel. The office reserves the right to terminate the agreement or recover the losses in the event of any failure or laps on the part of the bidder. The Chairman, Tea Board, is the final authority in determining the value of the losses or the lapse on the part of the bidder.

6.3. The contract personnel must be provided with ID Card by the firm.

6.4. The persons deployed for FMS work for IT infrastructure maintenance by the contractor will have no claim for Government job or regular job in the Tea Board.

6.5. The social security and other insurance charges should be borne by the Agency and this office does not undertake any liability towards the same.

6.6. If contract is awarded, the concerned agency will be required to execute the contract agreement on a non-judicial stamp paper of requisite value.

6.7. Rates quoted/accepted will be valid for at least one year from the Date of Agreement.

6.8. The agency has to deposit a Performance Security Deposit/Bank Guarantee equivalent to 10% (Ten percent) of total contract value. This Deposit will be released after the expiry of the contract.

Tax liabilities

6.9. a) Payment Terms:

The payment of monthly contract value shall be released after seeing successful and satisfactory performance by the firm for the month of which service was rendered. As such, no advance payment will be made under any circumstances.

6.9. b) The Tax Deduction at Source (T.D.S) shall be deducted as per the provisions of Income Tax Act, 1961, as amended from time to time and a certificate to this effect shall be provided to the Contractor by the Tea Board.



Monitoring of the Contract:

6.10. The agency shall appoint one person in their company who shall be responsible for proper functioning and work execution by FMS personnel and who shall be in constant liaison with designated official of Tea Board.

6.11. The personnel provided / supplied shall be under the direct control and supervision of Tea Board. They shall comply with the oral and written instructions given on day to day basis by the authorized officials of the Tea Board from time to time. They will be bound by the timings, duty, placement, locations, rules, instructions etc., as may be decided and given by the Tea Board.

6.12. The agency shall not sub-let the contract without prior permission of the Tea Board.

6.13. Tea Board shall deduct proportionate amount for each day of absence of the personnel while making payment to the agency each quarter. Tea Board can also deduct the amount for late coming or early going as per the rules /guidelines framed and made applicable by the Tea Board from time to time.

6.14. The agency shall be responsible for discipline and conduct of their Personnel. In case, the personnel are found lacking in discipline and their quality of work deteriorates during the course of the contract, the agency shall provide a suitable substitute/ replacement of personnel with immediate effect on the direction of Tea Board.

6.15. During the contract period, Tea Board will not undertake any monetary liability other than the amount payable to the agency for the services of personnel provided by them.

6.16. In case the employees of the agency do not attend the work at any time for whatever reason, the agency shall make alternate arrangements at no extra cost to the Tea Board so that the daily work does not suffer. If no such alternate arrangements are made, double to the proportionate deductions shall be made out of the contracted amount. Tea Board shall also be free to make its own alternate arrangements, the cost of which shall be recovered from the agency.

6.17. If the agency fails to render any or all the services, for any period during the currency of the contract, the Tea Board shall be at liberty to get the



work done from other agencies and deduct charges incurred on this account from the amount payable to the agency.

6.18. If the agency fails to provide satisfactory performance, Tea Board shall be at liberty to terminate the contract forthwith.

6.19. The initial period of the contract will be for one year from the date of award of the contract, and on expiry of the said period, the contract may be extended with the mutual Consent and terms & conditions of both the parties. However, contract can be terminated at any time without assigning any reason by Tea Board.

6.20. The agency shall also provide identity cards to the personnel deployed in the office.

6.21. The owner/partner/ manager or authorized person(s) of the agency should be available on his/her mobile and also on mobile phone for assistance in relation to supply of manpower and services etc.

6.22. The owner/partner/ authorized person or manager of the agency supplying the persons is responsible for the conduct of the personnel provided by the firm.

6.23. The Contractor will be fully responsible for any accident or mishaps involving the engineer engaged by the contractor and the contractor would pay claims made by these victims and no liability whatsoever shall lie on Tea Board.

6.24. Tea Board reserves the right to reject any or all the tenders without assigning any reason whatsoever.

6.25. The office may increase/decrease number of person required from time to time on even very short notice. If any person is to be deployed as per requirement of the office, the contractor shall be under obligation to provide such personnel including technical assistant on the same terms and conditions and rate as provided in the tender.

6.26. All the IT Infrastructure Maintenance related works/arrangements shall be made only as per the requirement and need of Tea Board.



6.28. All movable items will be kept under lock and key and maintenance services shall be responsible for any damage or loss to the Government property under safe custody and appropriate recoveries will be affected from the payments of the agency, if negligence of services takes place.

6.30. The deployment of personnel will be monitored by an officer of this office daily and he shall also review the activities.

Indemnity

6.31. All disputes are subject to jurisdiction of Kolkata Courts.

Force Majeure

6.32. Neither the purchaser nor the system maintenance firm shall be liable to the other for any time delay in or performance of their respective obligations under the agreement caused by occurrences beyond the control of TEA BOARD or the system maintenance firm (as the case may be) including but not limited to fire (including failure or reductions), acts of God, acts of the public enemy, wars, insurrections, riots, strikes, lock-out, sabotage, any law, status or ordinance, thereof or any other local authority or any compliance therewith or any other causes, contingencies of circumstances similar to the above. Either party shall promptly but not later than twenty days thereafter notify the other of the commencement and cessation of such contingency continues beyond three months, both parties agree upon the equitable solution for termination of this

7. SCOPE AND DESCRIPTION OF WORK

7.1. INTRODUCTION

The Bidder/Contractor shall perform the required facility maintenance functions and shall also be able to provide skilled manpower as and when required for carrying out jobs related to IT maintenance work at Tea Board Head Office, Kolkata. The normal working hours will be from 9:30 a.m. to 6:30 p.m. and as and when required.

7.2. SCOPE OF WORK

The scope of services under the Non-Comprehensive Facility Management Services includes:



7. 2.1 Desktop Administrative Service

It will cover the Desktops, Laptops and Printers and other computer peripherals at the FM Location of Tea Board of India's HO premises.

- Diagnosis of Software faults and rectification of the same.
- Configuration of Print Servers and resolving printing /spooling problems.
- Carry out the periodic preventive maintenance.
- Upkeep the software periodically.
- Periodic cleaning of Desktops/Laptops from unwanted temporary and other cluster files. Re-organization of Disk spaces/ file system as per department/user requirement.
- Licensing information (Product Key+CD Key) for the proprietary (Microsoft or other third party) software installed in the network.
- Easily set rules based on policies for Application Monitoring & Control.
- Installation of system/application/utility software in all the PCs as and when required.
- Complete Windows (of any version) patch management in all the Board's PCs. FM should ask OEM (or authorized agency) for the patches well in time.
- Ensuring confidentiality of Data.
- Performance Report analysis at defined frequency.
- Ensuring logical resource (i.e. Printer/scanner/ other computer peripherals) allocation on priority basis.
- Install/uninstall from a single console on any PC in the network.
- Operation Log Maintenance.
- Submission of periodical report at every fortnight regarding System/Application/Utility Software status for all the Board's Desktops/Laptops.

7.2.2 Hardware maintenance /Backup/Restoration of Data and System Service

It will cover the Windows Servers and clients and all the workstations at the FM Location of Tea Board of India's HO premises:

- Diagnosis of Hardware faults and rectification of the same.
- Ensuring availability of System and Data.



- Ensuring physical/logical resource allocation on priority basis.
- The service expert from the bidder firm can access any desktop/ laptop to change/upgrade system/application level settings with prior permission of the user.
- Capacity planning for the allocated resources.
- Recommendation of replacement of Media that has reached its defined life cycle or in the event of any hardware failure, which ever is earlier.
- Operation Log Maintenance.
- Submission of periodical report at every fortnight regarding Hardware and other computer peripherals all the Board's Desktops/Laptops.

7.2.3 System Security Service

It will cover the Servers and all the workstations at FM Location of Tea Board of India's HO premises:

- Proper maintenance of Domains and Sharing of computers.
- Creation of User accounts with defined rights and privileges.
- Creation of Administrative Account in each Desktops recognized by Tea Board.
- Ensuring passwords are available to the authorized users only.
- Enable remote login to user PCs.
- Ensuring restricted access to system files.
- Reporting any security breach to the Tea Board of India's officials and to take corrective measure.
- Monitoring remote logins and file access using logs generated by server management tools.
- Operation Log Maintenance.
- Submission of periodical report at every fortnight regarding Security status.

7.2.4 Network Management Service

It will cover the LAN at the FM location of Tea Board of India's HO premises:

- Diagnose and rectify the physical and logical network faults.
- Inclusion of new computers into the Board's existing network.



- Re-arrangement / Shifting of computers from one location to without losing/tampering the identity of the workstations over the network.
- Alignment and maintenance of IP address integrity over the network and Conflict resolution.
- Proper management of DHCP and Static IP range.
- Maintenance of Log for all the IP of the machine, Wireless Access Points.
- Periodical update of documentation of the LAN.
- Operation Log Maintenance.
- Submission of periodical report at every fortnight regarding Network status.

7.2.5 Miscellaneous Services

It will cover the IT vendor Servers, Desktops, Printers, and Networking equipments and other peripherals etc at the FM location of Tea Board of India's HO premises:

- Escalation of calls to experts/other OEMs if required.
- Coordination with third party vendor engineers to resolve the problem/threat.



Annexure I

BID FORM

Tender No. (Name & Address of the purchaser)

Dear Sir,

Having examined the conditions of contract and specifications including addenda Nos.the receipt of which is hereby duly acknowledged, we, undersigned, offer to supply and deliver in conformity with said drawings, conditions of contract and specifications for sum of Rs.(total bid amount in words and figures) or such other sums as may be ascertained in accordance with the schedule of prices attached herewith and made part of this bid.

We undertake, if our bid is accepted, to complete delivery of all the items specified in the contract within the specified timeframe as calculated from the date of issue of your purchase order.

If our bid is accepted, we will obtain the guarantees of a Scheduled Bank for a sum not exceeding 10% of the contract sum for the due performance of the contract.

We agree to abide by this bid for a period of 180 days from the date fixed for bid opening and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

Until a formal Purchase Order of contract is prepared and executed, this bid together with your written acceptance thereof in your notification of award shall constitute a binding contract between us.

Bid submitted by us is properly sealed and prepared so as to prevent any subsequent alteration and replacement.

We understand that you are not bound to accept the lowest or any bid, you may receive.

Duly authorized to sign the bid for and on behalf of.....

Witness

Address

Signature



Annexure II

PERFORMANCE SECURITY BOND FORM

THIS DEED OF GUARANTEE MADE THIS DAY OF..... between the Tea Board of India (A Government Of India Commodity Board), having its HQ at 14 B.T.M Sarani, Kolkata (hereinafter called the "TEA BOARD") (which expression shall unless excluded by or repugnant to the context include its successors and assignees) of one part and (hereinafter called the "Bank") (Which expression shall unless excluded by or repugnant to the context include its successors and assignees) of the other part.

WHERE THE TEA BOARD accepted the tender of M/s (hereinafter called the supplier) to supply the TEA BOARD..... as per Contract No. Dated..... (hereinafter referred to as the said contract)

AND WHEREAS the said contract provides that supplier shall furnish Bank Guarantee to the extent of ten percent of the value of the contract as and by way of security for the due observance and performance of terms and conditions of the contract.

AND WHEREAS at the request of the supplier the Bank has agreed to execute these presents.

NOW THE DEED WITNESSED AND IT IS HEREBY AND DECLARED BY AND between the parties hereto as follows:

1. The bank hereby irrevocably and unconditionally guarantees to the TEA BOARD that the Supplier shall render all necessary and efficient services which may be required to be rendered by the Supplier in connection with and/or for the performance of the said contract and further guarantees that the services which shall be provided by the service Supplier under the said contract shall be actually performing the work required of it to the satisfaction of the TEA BOARD and shall be free from any defects arising from faulty materials, designs and workmanship, such as corrosion of the equipment inadequate quantity of materials inadequate contract protection, deficiencies in Circuit Design and/or otherwise whatsoever and in the event of the supplier failing or neglecting to render necessary services as foresaid and/or in the event of the services failing to give satisfactory



performance or proving and particularly warranty clause mentioned therein, the Bank shall of against any loss or damage that may be caused to or suffered by the TEA BOARD by reason of any breach by the Supplier of any of the aforesaid terms and conditions and the Bank further undertake to pay the TEA BOARD, such sum not exceeding Rs..... on demand and without DEMUR in the event of the supplier's failure to perform and discharge the aforesaid several duties and obligations on his part to be observed and performed under the said contract and/or deficiencies and defects on the satisfactory performance of the services an equipment.

2. The decision of the TEA BOARD as to weather the supplier failed to or neglected to perform or discharge his duties and obligation as aforesaid and/or weather the goods are free from deficiencies and defects are capable of performing the work required and as to the amount payable to the TEA BOARD by te Bank herein shall be final and binding on the bank.
3. The liability of the bank under this Guarantee shall be as of principal Debtor.
4. The Guarantee herein contained shall remain in full force and effect during the period that would be taken for performance of the aforesaid terms of the said contract and it shall continue to be enforceable 6 months after the equipments have been taken over, all the dues of TEA BOARD under or by working of the said contract have been fully paid and it is certified by TEA BOARD that the terms and conditions of the said contract have been fully and properly carried out by the said Supplier and a No Demand Certificate submitted to this effect by the supplier.
5. The bank further agrees that the Guarantee herein contained shall remain in full force and effect for a period of 42 months from the date hereof and also that the extension of the Guarantee will be provided for by the Bank for such period beyond the said period of 42 months as the TEA BOARD may feel necessary in this behalf provided further that if any claim accrues against the bank before the expiry of the said period of 42 months or an extension thereof the same shall be enforceable against the bank notwithstanding the fact the same is enforced after the said period of 42 months or any extension thereof.
6. The Guarantee herein contained shall not be affected by any change in the constitution of the supplier or the bank and shall be a continuing one.



7. The TEA BOARD has fullest liberty, without affecting the Guarantee to postpone for any time and from time to time, any of the powers exercisable by it against the supplier and either reinforce or forbear any of the terms & conditions of the said contract and Bank shall not be released from its liability under this Guarantee by any exercise by TEA BOARD of the liberty with reference to the matter referred aforesaid or by reasons of time being given to the supplier or any other forbearance, act or the omission on the part of TEA BOARD or any indulgence by TEA BOARD to the supplier or any other matter or thing whatsoever which under the law relating to sureties shall but for this provision have the effect of so releasing of from its such liability.

8. The Bank undertake not be revoke this Guarantee during its currency except with the previous consent of TEA BOARD in writing.

9. NOTWITHSTANDING anything contained herein before, our liability under this guarantee is restricted to ₹..... (in words) Our guarantee shall remain in force till (period to be mentioned). Unless a demand in writing for a claim under this guarantee is lodged with us on or before (date should be mentioned) all your rights under this guarantee shall be forfeited and shall be released and discharged from all liabilities there-under.

IN WITNESS WHEREOF the parties have executed these presents the day and year therein above-written.

Signed and Delivered by the Attorney for and on behalf of the Bank in the presence of:

1. _____
2. _____

Signed and Delivered by the Attorney for and on behalf of the Bank in the presence of:

1. _____
2. _____



Annexure III

Proforma for Letter of Authorization for Attending Bid Opening

Subject: Authorization for attending Bid opening on --/--/---- in the tender at Tea Board Kolkata for
Tender for Non-Comprehensive Facility Management Service for IT Infrastructure Maintenance on behalf of _____.

Following persons are hereby authorized to attend the bid opening for the tender mentioned above on behalf of _____ (Bidder) in order of preference given below

<u>Order of preference</u>	<u>Name</u>	<u>Specimen</u>
<u>Signature</u>		

I)

II)

Alternate Representative _____

Signature of Bidder

Or

Officer authorized to sign the bid on behalf of the bidder.

Note:

1. Maximum of two representatives will be permitted to attend bid opening. In cases where it is restricted to one, first preference will be allowed. Alternate representative will be permitted when regular representative are not able to attend.
2. Permission for entry to the hall, where the bids are to be opened, may be refused in case the authorization as prescribed above is not received.



Annexure IV

PRE-STAMPED RECEIPT

FOR REFUND OF EARNEST MONEY DEPOSIT

Received with thanks from Accounts Officer (Cash), TEA BOARD, C/o Chairman Tea Board Kolkata, a sum of ₹ 2,400.00/- (Rs. Two Thouand Four Hundred only), towards the refund of earnest money deposit paid in respect of the Tender for Non-Comprehensive Facility Management Service for IT Infrastructure Maintenance on behalf of -----tender number-----
-----.

Date:

Signature of Bidder
(on one-rupee revenue stamp)

Note: Earnest Money Deposit will be returned to unsuccessful bidders only after finalization of the tender.

Name & Address: _____



Annexure V

<u>Sl. No</u>	<u>Items</u>	<u>Qty.</u>				
1.	<u>Servers</u>	<u>Brand</u>	<u>No. of Servers</u>			
		IBM x3400	4			
		IBM e-Server	1			
		Total	5			
2.	<u>Computers (Desktop and Laptops)</u>	<u>Brand(s)</u>	<u>Total No. of PC</u>			
		IBM Lenovo HCL HP Sony	200+			
3.	<u>Printers</u>	<u>Brand</u>	<u>No. of Printers</u>			
		HP Canon	140			
4.	<u>Scanners</u>	<u>Brand</u>	<u>No. of Scanner</u>			
		HP	21			
5.	<u>Networking</u>	<u>Switch</u>		<u>Access Points</u>		<u>Router</u>
		<u>Brands</u>	<u>No. of Switch</u>	<u>Brands</u>	<u>No. of APs</u>	<u>Brand</u>
		CISCO	18	Linksys	5	Cisco
		HP	(48 Ports-2 24 Ports-4 16 Ports-2 16 Ports-10)	UBIQUITI	2	
				Enginus	1	
				Total	8	
						1

Notes:



1. We hereby declare that in quoting the above prices, we have taken into account the entire credit available under the MODVAT scheme introduced w.e.f.01.03.1986 and further extended on more items till date.
2. One years warranty is to be given on all the supplied items with effect from the date of commissioning.
3. Rates are quoted as inclusive of all prevailing taxes except for Service tax, which will be charged as applicable at the time of actual supply.

SIGNATURE OF THE BIDDER _____

DATE _____

NAME IN BLOCK LETTERS _____

FULL ADDRESS WITH TELEPHONE NUMBERS

OFFICIAL STAMP
&
SIGNATURE (in full)

