



प्रत्यक्षकर क्षेत्रीय प्रशिक्षण संस्थान

**DIRECT TAXES REGIONAL TRAINING INSTITUTE**

**110, शान्तिपल्ली. ई. एम. बाईपास, कोलकाता - 700107**

110, Shantipally E.M. By-Pass, Kolkata 700107

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F. No.DTRTI/Kol./Admn.-42/2017-18/ 695

Date: 29.05.2017

Tender No. - 08 / 2017-18

**LIMITED TENDER FOR SERVICE SUPPORT OF INFORMATION TECHNOLOGY EQUIPMENTS AND OTHER RELATED SERVICES**

The Direct Taxes Regional Training Institute, 110, Shantipally, E.M. By-Pass, Kolkata- 700107 [hereinafter in this document mentioned as DTRTI], on behalf of the President of India, intends to hire the professional services of reputed service provider for support of following computers and peripherals, as well as other information technology related services :-

- i) 70 Desktop computers
- ii) 30 Laptops
- iii) Smart board, projectors, computers and sound system fitted in six lecture halls.
- iv) 60 and 40 computers installed in two computer lab.
- v) Laser and Inkjet Printers attached with computers
- vi) Networking server and Wi-Fi at 10 floors
- vii) Computers and projectors in two conference halls.
- viii) Computers and other peripherals in Audio-Visual lab
- ix) Computers and other peripherals in Cyber Forensic Lab
- x) Network printer installation and maintenance

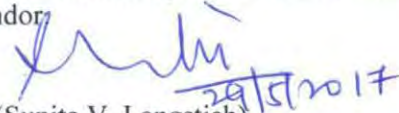
2. Scope of Work:- The service provider will be required to provide the following services:-

- i) Repairs of computers including laptops and associated peripherals
- ii) To assist personnel of respective vendor in ITBA software installation on all computers in computer lab, if required
- iii) Wireless network configuration, installation and maintenance
- iv) Conference call related device configuration, installation and maintenance
- v) Networking and maintain different types of IP addresses
- vi) To assist personnel of respective vendor in ITBA server configuration, if required
- vii) Tally installation in computer lab
- viii) Virus cleaning and antivirus installation and updating
- ix) Resolving of issues related to different types of internet connections like BSNL broadband and 3G connections/ 4G connections
- x) CD/DVD writing during training sessions
- xi) Lab, Lecture halls projector maintenance
- xii) Software installation on Desktops and laptops
- xiii) The complaints related to hardware and operating system including formatting of hard discs as and when required and loading of necessary drivers with LAN card configuration.
- xiv) Short animation movie making
- xv) PHP and SQL software installation, maintenance and enhancement
- xvi) Website preparation, installation, maintenance and upgradation
- xvii) Maintenance & updating of 'Online Examination Preparatory'
- xviii) Preparation of study materials and related jobs
- xix) Maintenance of networking server throughout the building
- xx) E-granthalay software installation, maintenance and upgradation
- xxi) Uploading of materials in NADT and other websites as directed
- xxii) The service provider has to depute a full time professional from 10 AM to 6 PM on all week days (except Sundays).

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3. Instructions & Information to the bidders:

- i. a. Interested parties may submit their quotations, duly signed on each and every page, citing monthly charges on or before **22.06.2017** by **11.00 AM** in a sealed envelope super scribed as "Quotation for Service Support of Information Technology Equipment" and should be submitted to the **Addl. Assistant Director of Income Tax (Trg.)-3, O/o Addl. Director General (RTI), DTRTI, Kolkata, 110, Shantipally, E.M.By-Pass, Kolkata-700 107** within **11.00 AM** of **22.06.2017**. The bids will be opened on the same date i.e. on **22.06.2017 at 12.00 noon** at Room no. 306, DTRTI, Kolkata, **110, Shantipally, E.M.By-Pass, Kolkata -700107**. Bidders or their duly authorized representatives carrying letter of authority on bidder's letter head, may remain present there at the time of opening of tenders. Bid documents, which will be incomplete or deficient in any respect may be rejected at the discretion of the **Addl. Director General (RTI), Kolkata**.  
b. Interested bidders may either download the Bid Document from the website [www.incometaxindia.gov.in](http://www.incometaxindia.gov.in) or may collect it from the Addl. ADIT (Trg.)-3, O/o The ADG (RTI), Kolkata, DTRTI, Kolkata having office at 3rd floor, 110 Shantipally, Kolkata- 700107 on any working day from 31.05.2017 to 02.06.2017 between 11:00 AM to 05:00 PM. In either case tender document cost Rs.200/- (Rupees Two Hundred Only) in the form of "Crossed Demand Draft" drawn in favour of "ZAO, CBDT, Kolkata" shall have to be enclosed with the bid.
- ii. Bidders must furnish :-
  - a. Details of their technical competence in terms of what hardware, software and technical resource person they have.
  - b. Their experience in such work with copies of work orders for some major client.
  - c. An affidavit in Rs.10/- non-judicial stamp paper duly notarized stating that the service provider shall not upload any content in any website or inappropriately handle with contents in any computer/ server/ hard disk, etc. of DTRT, Kolkata, without permission of the ADG (RTI), Kolkata and in case of failure shall be prosecutable under law.
- iii. Each bid should accompany the Earnest money Deposit of Rs.5,000/- (Rs. Five Thousand only) in the form of Crossed Demand Draft of any Scheduled bank payable at Kolkata, drawn in favour of the ZAO, C.B.D.T., Kolkata. The bids without Earnest Money Deposit will be rejected.
- iv. The successful bidder will be required to furnish Performance Guarantee of Rs.25,000/- (Rupees Twenty Five Thousand only) by way of fixed deposit or bank guarantee within ten days of receipt of the award letter.
- v. The bidder can inspect the equipment between **11 AM to 3 PM on 06.06.2017**.
- vi. The bidder should have at least three years' experience of providing similar services.
- vii. The bidder is required to submit financial statements, return of income and Tax Audit Report (if any) for the last three years, along with bid documents.
- viii. The bidder should have a turnover of at least Rs.10 lac (Rupees Ten Lac only) during any of the last three financial years.
- ix. The bidder will be required to give at least the name of 5 to 10 clients in the quotation to whom similar services are being provided.
- x. Bill for payment will be submitted by the service provider on monthly basis.
- xi. Copy of PAN & Trade License must be submitted along with quotation.
- xii. Successful bidder will be required to provide services for one year from the date of award of the contract. However, this service can be further extended to another two years with one year at a time after satisfactory rendering of services at the same rate.
- xiii. The DTRTI reserves the right to accept or reject any tender without assigning any reason.
- xiv. The DTRTI reserves the right to terminate the contract after giving notice of one month if the ADG (RTI), Kolkata is not satisfied with the quality and quantity of the service.
- xv. A penal sum of Rs.500/- will be deducted from the contractual amount for each default, dereliction, short coming and absence or late attendance on the part of the service provider.
- xvi. In case of absence or not providing services, proportionate deductions of contractual amount will be deducted. Further, if DTRTI is forced to hire services from third party, in such a case amount paid to the third party will be deducted from the vendor.

  
(Sunita V. Langstieh)  
AADIT (Trg.)-3,  
DTRTI, Kolkata.