



नेशनल टेक्सटाइल कारपोरेशन लिमिटेड
NATIONAL TEXTILE CORPORATION LIMITED

(भारत सरकार का उपक्रम)
(A Government of India Undertaking)

CIN NO.
U74899DL1968GOI004866

पश्चिम क्षेत्र कार्यालय: एनटीसी हाउस , 15 एन एम मार्ग, बेलार्ड इस्टेट, मुंबई 400001.
WESTERN REGION OFFICE: NTC House, 15 N. M. Marg, Ballard Estate, Mumbai 400 001.
दूरध्वनी / Tel. 022-22686600, फैक्स / Fax- 022-22686630

TENDER DOCUMENT

FOR

COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR SERVERS, NETWORKING DEVICES, UPS AND VARIOUS BRANDS OF DESKTOP COMPUTERS, LAPTOPS, PRINTERS and FACILITY MANAGEMENT SERVICES.

COST OF TENDER FORM	: Rs.1000/-
SALE OF TENDER DOCUMENT	: 13/05/2022 from 11.00 AM.
LAST DATE AND TIME FOR SUBMISSION OF TENDER	: 02/06/2022 Up to 2.00 P.M.
DATE & TIME FOR OPENING OF TENDER	: 02/06/2022 At 03.30 PM

TENDER NOTICE

National Textile Corporation (WR), Mumbai invites sealed tenders under Two Bid systems (Technical & Commercial) from the firms who are in the field of Computers, Printers, & laptops maintenance work in Central Government Organization/Firms, PSU etc. for the last five years

Sr. No.	Description	EMD Rs.	Date & Time of Tender opening	
			Technical Bid :	Commercial Bid :
1.	Annual Maintenance contract of Servers, networking devices, UPS and various brand of Desktop Computers, Laptops and printers and facility management services. in the National Textile Corporation Unit western Region Mumbai and its unit mills at Mumbai for one year.	Rs.10000/-	02.06.2022 at 3.30PM	Date & time will be informed to qualified bidder by mail & phone

1. ELIGIBILITY OF BIDDERS: (Technical Parameter)

This invitation of bids is open to all manufacturers or their Authorized Agents or Computer Maintenance Firm who qualify the following pre-bid qualifications.

i	The firms who are in the field of Computers, Printers & laptops maintenance work in Central/State Government Organization, Pvt. Ltd. Firms, PSU etc for the last Five years and handling AMC of not less than 100 computer systems in each year/Organization – copy of requisite documents in support of this to be submitted along with the tender.
ii	The firm should have ISO certificate.
iii	The firm should be registered in G.S.T. copy of requisite documents in support of this is to be submitted along with the tender.
iv	The firm must be having annual turnover of minimum Rs.15.00 lacs and more in maintenance service only during each of the Financial Year 2018-19, 2019-20 & 2020-21. Copy of requisite documents in support of this to be submitting along with the tender.

SALE OF TENDER DOCUMENT :

1. Tender document can be purchased at a cost of Rs 1,000/- (non refundable) by **DD / Pay Order** drawn on any Nationalized / Scheduled Commercial banks notified by RBI (excluding co-operative / rural banks) in favour of **“National Textile Corporation Ltd. Unit-Western Region”** payable at Mumbai, during office hours on any working date from 13.05.2022 to 02.06.2022 up to 1.00 PM from Materials NTCWR of NTC (WRO).
2. For further details kindly log on to NTC Website: www.ntcltd.org
3. Bidders who download the tender document from website, shall have to pay Rs 1,000/- by way of demand draft as above while submit their tender.

SUBMISSION OF TENDER:

- Tenders are to be submitted in prescribed format only. Conditional tender will be rejected out rightly.

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- Bidders are requested to sign and stamp at each page of tender documents and submit the same in the Technical Bid envelope. (Excluding Financial Bid page).
 - **The bid should be submitted in two separate envelopes, super scribed as**

Envelop No.1 for “EMD for COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR SERVERS, NETWORKING, UPS AND VARIOUS BRANDS OF DESKTOP COMPUTERS, LAPTOPS, PRINTERS and FACILITY MANAGEMENT SERVICES.

Envelop No.2 for “TECHNICAL BID for COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR SERVERS, NETWORKING, UPS AND VARIOUS BRANDS OF DESKTOP COMPUTERS, LAPTOPS, PRINTERS and FACILITY MANAGEMENT SERVICES.

Envelop No.3 for “COMMERCIAL BID for COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR SERVERS, NETWORKING, UPS AND VARIOUS BRANDS OF DESKTOP COMPUTERS, LAPTOPS, PRINTERS and FACILITY MANAGEMENT SERVICES”.

- Both the envelopes of Technical & Commercial and envelope contained EMD are to be put in one sealed envelope clearly marked on top as “**Bids for COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR SERVERS, NETWORKING, UPS AND VARIOUS BRANDS OF DESKTOP COMPUTERS, LAPTOPS, PRINTERS and FACILITY MANAGEMENT SERVICES**”.
- **Envelop No.1 (TECHNICAL BID)** – Contains documentary evidence of Eligibility Criteria, Self attached copy of PAN Card, Sale Tax No,GST Three years Audited Balance Sheet. Other related documents should be submitted along with the Annexure - A with the tender.
- **Envelop No.2 (COMMERCIAL BID)** – Contains only the financial bid duly signed & seal.

OPENING OF TENDER

- At first, the tender will be evaluated on Technical Parameters. The parties who qualify technically would be eligible to open their commercial Bid. Date & time would be informed to eligible bidder by email and phone.
- The tender (**Technical Bid**) will be opened on 02/06/2022 at 03.30 P.M. at the above address in presence of Bidders desired to be present.

NTC had the right to accept or reject any or all tenders without assigning any reason is reserved.

Dy. Manager (Matls.)

INSTRUCTIONS TO BIDDERS

INVITATION FOR BIDS (IFB)

TENDER– COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR SERVERS, NETWORKING DEVICES, UPS AND VARIOUS BRANDS OF DESKTOP COMPUTERS, LAPTOPS, PRINTERS, SCANNER and FACILITY MANAGEMENT SERVICES. required for National Textile Corporation Ltd. (WRO), Mumbai. and its unit mills, Mumbai.

Terms & Conditions

1. The Financial bid should contain the rate against each item separately. The systems to be maintained by the contractor include desktop computers, laptops, Printers. The rate for each item should be quoted on **comprehensive** basis inclusive of repairs and replacement of spare parts without extra payment.
2. The rates quoted should also cover the maintenance of operating system, software installation, installation of patches, preemptive actions against virus spread, detection/removal of virus, configuration of interest.
3. The rates should be inclusive of all types of taxes & levies like GST etc,
4. The quotations shall be accompanied by an **Earnest Money of Rs.10,000/-** (Rs. Ten thousand only) in the form of crossed demand draft drawn on any Nationalised / Scheduled Commercial banks notified by RBI (excluding co-operative / rural banks) in favour of **“National Textile Corporation Ltd. Unit-Western Region payable at Mumbai”**.
Cheques will not be accepted. The quotations received after due date and time & without earnest money shall be rejected without assigning any reason thereof.
The earnest money shall be returned to the unsuccessful bidder after the finalization of the contract.
5. The firms/firms whose quotation is/are finally accepted shall have to deposit a sum of Rs.30,000/- (Rs. Thirty thousand only) in the form of Bank Guarantee in favour of **“National Textile Corporation Ltd. Unit-Western Region payable at Mumbai,”** as security deposit. The security deposit will be released after satisfactory completion of the contract. No interest will be paid against security deposit.
6. Only genuine spare parts will be used.
7. Incase the contracting firm is not able to accept the contract after it is awarded or if they are not able to do any work/undertaken contract the firm will be liable to pay the damage to the NTCWR including the cost, which the NTCWR will have to incur for getting such work done.
8. The above act of backing out would automatically debar the contractor from any further dealing with this NTCWR and the security money would be forfeited.
9. The payment will be made Quarterly. The firm shall submit Quarterly bill alongwith the satisfactory unit wise performance report duly signed by the user, After the completion of Quarter. The service tax as levied by the Govt. over and above the unit rate/ total amount as admissible, will be payable to the firm. This is only a tentative schedule of payment and does not confer any legal or other right on the firm to proceed against the NTCWR incase payment gets delayed due to budgetary and other unforeseen circumstances. The payment will be made after proper deduction of TDS as per existing rates and rules.
10. Technical and financial bid would be in clear words, categorically mentioning each and every term specifying the rates etc. Any kind of ambiguous/obscure/unclear terms would lead to rejection of the firm's bid.

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11. In case the firm fails to cope with the workload or does not render satisfactory services, the contract awarded to them shall be cancelled forthwith and the security deposit and the payments due to them shall be forfeited. The contract can be terminated summarily by this NTCWR at any time without giving any notice or without assigning any reason, if the work of the contractor is found unsatisfactory during the currency of the contract. In this connection the decision of the Head of NTCWR shall be final and binding on the firm.
 12. The NTC reserves the right to award the contract for, computer, laptops & printers, etc. on the basis of quotations for each item of work separately or collectively.
 13. The duration of AMC contract is for a period of **One year** and may be further extended in accordance with the requirement of the NTCWR on the same terms and conditions and same rates, if NTCWR is satisfied with the service.

14. **Scope of Work**

The 'contractor' shall provide comprehensive maintenance for hardware, software, network and facility management services, at National Textile Corporation Ltd, Western Region Office and Mills at Mumbai in accordance with the terms and conditions of the contract.

14.1 **General**

- a) Contractor shall provide comprehensive maintenance services for all systems not covered under warranty and covered under warranty by the respective OEM(s).
- b) For equipment's covered under warranty by the respective OEM's, the contractor should provide diagnostic support service so as to register the complaints with the respective OEM's and follow up till the problem is rectified and close the call.
- c) For Printers and Scanners, the Maintenance activity shall include overall cleaning of Equipment and generation of test output for records. In case of major failures, the defects should be rectified by the contractor, Necessary tests on the hardware to be carried out to ensure performance of the equipment. Consumables such as Printer cartridges only will be supplied by the purchaser.
- d) The Contractor should inform to NTC from time to time regarding the equipment's End of Life (EOL) declaration by OEM with supporting documents.

14.2 **Maintenance Services**

14.2.1 **Maintenance of Equipment not covered under warranty**

- a) The detailed list of equipment is placed at Annexure-A.
- b) The system may undergo changes due to shifting of various equipment, additions or deletions. For any such alterations, prior intimation will be given to the Contractor. Generally, additions (procurements) will be covered under Warranty. Similarly, the deletion means any equipment which will not be used anymore will also be intimated to the Contractor and charges will be adjusted or deducted from date of withdrawal till the end of the Contract.
- c) The contractor should provide preventive and corrective maintenance and includes carrying out of the necessary repairs with original OEM supplied spare parts only, within the time frame allowed for downtime as indicated in the contract, after the complaint is reported to the

contractor. The preventive maintenance should be done within the quarter and have to submit the report to NTC concerned officer before the quarter ends.

- d) Irrespective of the cause of failure of any part, component /subassembly, the contractor should take the responsibility of replacing the defective items as part of the corrective maintenance activity which may include any consumables other than printer cartridges.
- e) In case of non availability of spares, the contractor shall provide an equivalent system for use within the limits of downtime as provided in the draft contract till repair of the system is carried out without any additional charges.
- f) Supplied standby equivalent/systems should be loaded with necessary software's (OS & other application software's as required. The contractor should configure the system and make the system operational like the original system to the satisfaction of NTC.
- g) In case the system is to be repaired with parts other than original parts due to non availability of original spare part, the contractor should give proof of non-availability of original spare from OEM. The alternative spare part should be approved by the NTC representative before replacement.
- h) The supply of spares is the responsibility and at the cost of contractor.
- i) Replaced parts and defective parts of equipment will be the property of NTC.

14.2.2 Maintenance of Systems covered under warranty

- a) For all the hardware and network components which are covered under warranty/extended warranty from the respective OEM(s) the contractor is expected to log the calls in case of any hardware failures and take necessary follow up action with the OEM till the equipment is brought into its working condition.
- b) In case of breakdown of items covered under warranty, and could not be replaced / repaired by OEM within the downtime period. The contractor should arrange for alternative equivalent system to avoid the downtime and penalty as per the contract.
- c) If the equipment warranty expires during the tenure of the contract, the same will be added to the list of equipment to be maintained by the contractor. The contractor shall provide maintenance services for such equipment from the date of expiry of warranty till the contract completion date.

14.3 Technical Support Service

The contractor should review the status of the systems, processes, policies and network issues from time to time and suggest improvements to be made so as to deliver the services efficiently to users. The status reports and suggestions should be made to the representatives of NTC for approval. The service engineers should implement the existing policies and approved improvements throughout the contract period. The contractor should also assist NTC in preparation of technical specifications for procurement of any hardware / software / network components.

14.4 Asset Management Service

The contractor is to maintain the entire inventory of computing systems (hardware, software, peripherals, spares etc) in a suitable format.

14.5 System Administration Services

- a) The contractor should Manage and maintain servers with windows server 2008/2016 OS, clients with windows XP/Vista/7/8/10., Applying operating system updates and configuration, other computing equipment in all respects of network management, for trouble free smooth running of the IT department.
- b) The contractor should maintain the system software and other software packages. The maintenance services include downloading and updating of necessary patches, installation/ configuration / customization / fine tuning / of software as and when required.
- c) The contractor should Manage and monitor the security aspects of systems and data. In terms of backup / restore activity Daily/ weekly / monthly / yearly / special backups and retrieval of data. Quick Heal Antivirus shall be used for protection from virus.
- d) Manage and monitor users in windows 2015/2016 server OS.
- e) If any new hardware and software are procured, the contractor should install, configure and provide ground support.
- f) The contractor should manage the Consumables procurement of entire IT requirements. NTC shall only procure Printer Cartridges, blank CD/DVD's.
- g) Troubleshoot any reported problems from users in using Hardware/ Software.
- h) Maintenance of Logbooks (Consumables/Gate pass/Backup restore/Laptop issues/asset register/Hardware movement etc.)
- i) The software maintenance implies that the loading, reformatting to software like WINDOWS Server 2008/2012/2016, WINDOWS XP, Vista, windows 7/8/10, MS Office suite, sql server & Clients, Anti Virus Software and any other type of software's presently installed, taking data backup & retrieval, device driver software, system/network configuration and installation of software purchased by NTC of the aforementioned category from time to time.

14.6 Network Management Service

- a) The contractor has to continuously monitor the network, identify, isolate and remove any viruses and also take necessary actions to prevent network threats so as to ensure that all systems are adequately protected.
- b) The contractor should have necessary tools and exposure to check and troubleshoot connectivity (LAN) and cut/crimp cables and rectify connectivity problems.
- c) The contractor should manage and maintain Switches configuration and fine tuning.
- d) The contractor should manage and maintain the Wi-Fi network users and maintenance.

14.7 Resident Engineer

14.7.1 General

- a) In order to provide the services mentioned in the scope of work above, the contractor must place one resident engineer onsite at NTC, Western Region Office, Ballard Estate and support calls at Mills of Mumbai location should be attended by other engineers (Engineers should be sent to mills by contractor whenever support call are raised at Mills.) to resolve the hardware / software / configuration / customization / network problems. It is to be understood that the

contractor is responsible to provide the required services and that the contractor through the deployment of the resident engineers will execute the work.

b) Contractor should undertake the responsibility to maintain the trouble-free service. Contractor should rotate the engineers to keep everybody in touch with the site.

c) The contractor should also allocate necessary additional resources to support the resident engineer in times of need, to solve/give technical advice on specific problems, if the same is not resolved by the resident engineer and /or upon the request of NTC for specific tasks.

14.7.2 Duties of Resident Engineers

The primary duties (but not limited to) of the resident engineers are as briefly described below:

- a) Network monitoring including monitoring of firewall / Switches, antivirus for network threats and ensuring that updates for threat management systems are implemented effectively.
- b) Disaster recovery policy & implementation
- c) Backup activity policy & implementation.
- d) Warranty covered equipment call log and follow up.
- e) Specialized software issues resolving through support from OEM.
- f) Servers and Network shutdown and start-up as and when required.
- g) Contractor should implement call logging and follow up system to track the calls and follow up with the respective OEM to ensure that the systems are rectified and made operational within the stipulated downtime as provided for in the warranty contracts.
- h) Domain user creation and maintenance including VPN users.
- i) Attending to service /support calls from users as part of help desk services, troubleshooting of systems, network, peripherals and devices.
- j) Wi-Fi users support
- k) The resident engineer should inform and take permission from such officer before doing any modifications / changes to the systems. The Resident Engineers should record all the changes made in the logbook.

14.7.3 Qualifications of Resident Engineers

- a) This engineer should at least have a diploma/Graduation in relevant field with minimum 3 years' experience. (additional certifications from Microsoft, IIHT, CCNA, CMC is preferable)
- b) Attend to all hardware and OS and network related problems and complaints reported by end-users.
- c) Must have complete and thorough knowledge of PC hardware, networking and software functionality.
- d) Hands on experience in Setup, Install, trouble shooting, Configure and test, PCs, Printers, Operating Systems like Windows 7/8/10, Office automation and email client software.
- e) Must take regular backups of users and system data and files. Trouble shooting follow up call with vendors and procuring the spares from the vendor's and maintenance of stand by spares stock
- c) The purchaser reserves the right to request the contractor to replace any resident engineer which should be honored by the contractor.

14.7.4 Working Hours and Reporting

- a) Engineers should available at site from 09:30 AM to 07:00 PM from Monday to Saturday on all working days of the NTC.
- b) On holidays or in emergency situations/as and when required one or more engineers should attend the duty on request of NTC.
- d) The contractor should deploy additional resources as & when necessary to ensure that the systems are operational with minimum downtime.

- e) Deputed resident Engineer will be under the supervision of NTC. Contractor will not have any right to depute the designated Resident Engineer to any other site for any purpose. In case a resident engineer does not attend on any particular day, the contractor should replace him with a suitable substitute or else deduction will be made in the payment in accordance with the contract. If the resident engineer leaves the services of the contractor then the contractor should provide another engineer of equivalent qualifications and experience in advance so that there is no disruption of services.
- f) The resident engineer should report to the authorized officer nominated by NTC.

15. A logbook shall be maintained in which the resident engineer shall record all the complaints made. They shall attend to all the complaints received immediately as follows:-

- i. Minor faults immediately (within 3 hours)
- ii. Major faults to be attended immediately and resolved within 24 hours by replacement with the available spares, on explicit and clear orders of NTC WR.
- iii. The NTC WR shall have right to inspect company's site to assess infrastructure before awarding the comprehensive AMC.
- iv. Any call related to Server to be attended within One Hour of reporting,

16 Penalty

- 16.1 Penalty shall be levied @ 0.5% of the annual AMC charges of the equipment per day, if the minor faults are not set right within 5 hours and server call not attended within 3 Hours, from the time of complaint registered to the engineer.
- 16.2 Penalty shall be levied @ 1% of the annual AMC charges for the equipment for each day (excluding first 24 hrs) if the major faults is not set right within the stipulated time.
- 16.3 In the case where the same equipment should be reinstalled after servicing within 7 days (if 7th day falls on holiday the next working day). In case of default the penalty shall be levied at the rate of 2% of the value of the annual AMC charges for those items per day.
- 16.4 If the company fails to repair/ replace the system for one week, the system may be repaired from other company/firm and made functional and the expenditure incurred thereon shall be recovered from the company, apart from the penalty levied as stated in preceding para. This may even entail termination of the contract and forfeiture of security deposit.
- 16.5 Penalty shall be levied for the absence of resident engineer at the rate of Rs.100/- per hour for each absence of one hour or more but less than 4 hours, and @ of Rs 200/- per hour for more than 4 hours for every working day.

You are requested to read carefully and understand the terms and conditions of maintenance contract in the foregoing paragraphs before sending your quotations, no violation of the aforesaid terms and conditions shall be permitted once this NTCWR accepts your quotations.

In case of any doubt, may be consulted. **DGM (IT.)/Dy. Manager (Matls.)**

- **The parties those are registered with MSME, Govt. of India will be given preference and most preference will be given to SC / ST MSME parties. Party should submit the supporting documents regarding their registration with MSME,**

- **NTC has the right to accept or reject any or all tenders without assigning any reason are reserved.**
- **Any dispute pertaining to above Comprehensive AMC for desktop computer/ Printer/ laptop etc. shall be resolved through the “Court of Law of Mumbai jurisdiction” only.**

RESOLUTION OF DISPUTES

The Terms & Condition of this tender document shall prevail in case of any dispute arising out of this contract and any dispute directly or indirectly connected with this contract will be referred to sole arbitration of the Chairman & Managing Director of National Textile Corporation Ltd. New Delhi or any other officer appointed by the Chairman-cum-Managing Director of the corporation for this purpose. The decision of the said arbitrator shall be final, conclusive and binding upon all concerned.

FORCE MAJURE

The General Manager of Mills shall not be liable for any failure or delay in execution of contract due to any cause beyond their control including fire, floods, strikes, go-slow, lock-out, closure, pestilence dissilience dispute with staff dislocation of normal working conditions, war riots epidemics political upheavals Government actions commotion, breakdown of machinery, shortage of labor, demands or otherwise or any other cause or conditions beyond the control of aforesaid causes or not and the existence of such cause or consequence may operate at the sole discretion of The General Manager of the Mills. To extend the time of execution on the part of The General Manager of the Mills by such period as may be necessary to enable The General Manager of the Mills to affect execution after the cause of delays will have ceased to exist. The provisions aforesaid shall not be limited or abrogated by any other terms of the contract whether printed or written.

PAYMENT TERMS:

Payment will be made quarterly basis as per clause no 9.

Equipment

Annexure – A

1.) Desktops

WRO

Make	Processor	RAM	HDD	Monitor	OS
Dell	Intel Core i7	8 GB	1 TB	LED	Windows 8.1
Dell	Intel i7	16 GB	1TB	LCD	Windows 10
HCL	Core 2 Dou	4 GB	500 GB	LED	Windows 7
HP	Intel i5	8GB	1TB	LCD	Windows 10
KBS	Core 2 Dou	2 GB	250 GB	LED	windows 7
HCL	Core 2 Dou	3GB	500 GB	LED	Windows 7
Others	Core 2 Dou	2 GB	160 GB	LED	Windows 7
Dell	Intel i5	8GB	1TB	LCD	Windows 10
KBS	Dual Core	4 GB	250 GB	LCD	Windows 7
PCS	Core 2 Dou	2 GB	500 GB	LED	Windows 7
HCL	Core 2 Dou	2 GB	250 GB	LED	windows XP
Accer	intel i5	8 GB	1 TB	LCD	windows 10
Dell	Intel Core i5	4 GB	1 TB	LED	Windows 10
BIIS	Core 2 Dou	4 GB	500 GB	LED	Windows 7
HCL	Intel Core 2 Dou	2 GB	500 GB	LED	Windows 7
Lenovo	intel Core i3	4 GB	500 GB	LED	Windows 10
KBS	Core 2 Dou	4 GB	500 GB	LCD	Windows 7
HP	Intel i5	8GB	1TB	LCD	Windows 10
Dell	Intel i5	8GB	1TB	LCD	Windows 10
Dell	Intel i5	8GB	1TB	LCD	Windows 10
KBS	Dual Core	2 GB	500 GB	LCD	Windows 7
HCL	Core 2 Dou	2 GB	500 GB	LCD	Windows 7
Dell	Intel Core i7	8 GB	1 TB	LED	Windows 8.1
Dell	Intel i7	8GB	1TB	LCD	Windows 10
HP	Intel i7	16 GB	1TB	LCD	Windows 10
HCL	Core 2 Dou	2 GB	160 GB	LED	Windows 7
VIP	Dual Core	2 GB	160 GB	LED	Windows 7
KBS	Intel core i3	4 GB	500 GB	LED	windows 7
HP	Intel i7	16 GB	1TB	LCD	Windows 10
HCL	Core 2 Dou	2 GB	500 GB	LED	Windows 7
Lenovo	intel Core i3	4 GB	500 GB	LED	Windows 8.1
KBS	Dual Core	2 GB	250 GB	LCD	Windows 7
Dell	Intel i5	8GB	1TB	LCD	Windows 10
Accer	Intel i5	8GB	1TB	LCD	Windows 7
Dell	8th Generation i5	8GB	1TB	LCD	Windows 10
HCL	Core 2 Dou	2 GB	250 Gb	LED	Windows 7
KBS	Dual Core	2 GB	500 GB	LCD	Windows XP
KBS	Core 2 Dou	2.5 GB	500 GB	LCD	Windows 7
Blis	Core 2 Dou	2 GB	160 GB	LCD	Windows 7
Dell	Intel Core i5	4 GB	1 TB	LED	Windows 8.1
Dell	Intel Core i5	4 GB	1 TB	LED	Windows 7
HCL	Core 2 Dou	2 GB	500 GB	LED	Windows 7

KBS	Core 2 Dou	2 GB	250 GB	LCD	Windows 7
HP	Intel i5	8GB	1TB	LCD	Windows 10
HCL	Core 2 Dou	2 GB	160GB	LED	Windows 7
KBS	core 2 Dou	2 GB	500 GB	LCD	Windows 7
Dell	Intel i5	8GB	1TB	LCD	Windows 10
HCL	Core 2 Dou	2 GB	160 GB	LED	Windows
KBS	Intel Core i3	4 GB	500 GB	LED	Windows 7
Dell	Intel i5	8GB	1TB	LCD	Windows 10
DEll	Intel i5	8GB	1TB	LCD	Windows 10
KBS	Core 2 Dou	4 GB	500 GB	LCD	Windows 7
Lenovo	intel Core i3	4 GB	1 TB	LED	Windows 8.1
HCL	Core 2 Dou	2 GB	1 TB	LED	Windows Xp
HCL	Core 2 Dou	2 GB	1 TB	LED	Windows Xp
Lenovo	intel Core i3	4 GB	1 TB	LED	Windows 8.1
Dell	Intel i5	8GB	1TB	LCD	Windows 10
KBS	Dual Core	3 GB	500 GB	LED	Windows 7
Accer	Intel i5	8GB	1TB	LCD	Windows 10
Accer	Intel i5	8GB	1TB	LCD	Windows 10

Tata Mill

Make	Processor	RAM	HDD	Monitor	OS
HCL	Core Duo 2	DDR 2 RAM 2GB	SATA 500GB	LED	Windows 7
HP	Core Duo 2	DDR 2 RAM 3 GB	SATA 250 GB	LED	Windows 7
PCS MIMIA	Core Duo 2	DDR 2 RAM 4GB	SATA 500 GB	LED	Windows 7
Others	intel Core i3	DDR 3 RAM 4 GB	SATA 500GB	LED	Windows xp
KBS	Core 2 Duo	DDR 2 RAM 2GB	SATA 500 GB	LED	Windows 7
Others	Core 2 Duo	DDR 2 RAM 3GB	SATA 500 GB	LED	Windows 7
HCL	Core 2 Duo	DDR 2 RAM 4 GB	SATA 500 GB	LED	Windows 7
KBS	7th Generation core i5	DDR 3 RAM 8GB	SATA 1TB	LED	Windows 10
KBS	core 2 Dou	DDR 2 RAM 4 GB	SATA 500 GB	LED	Windows 7
KBS	Core 2 Duo	DDR 3 2 GB	SATA 500 GB	LCD	Windows 7
Others	Core 2 Duo E4xxx	DDR 3RAM 2 GB	SATA 250 GB	LED	Windows 7
KBS	6th Generation core i3	DDR 3 RAM 4GB	SATA 500GB	LED	Windows 7
KBS	6th Generation core i3	DDR 3 RAM 4GB	SATA 500GB	LED	Windows 7
KBS	6th Generation core i3	DDR 3 RAM 4GB	SATA 500GB	LED	Windows 7
KBS	6th Generation core i3	DDR 3 RAM 4GB	SATA 500GB	LED	Windows 7
KBS	6th Generation core i3	DDR3 RAM 4GB	SATA 500GB	LED	Windows 7
KBS	Intel xeon processor E 3	DDR IIIRAM 8GB	SATA 1TB	LCD	Windows 8
OTHERS	7th Generation core i5	DDR 3 RAM 8GB	SATA 1TB	LED	Windows 10
lenovo	intel Core i3	4 GB	500 GB	LED	Windows 8.1
lenovo	Core i5	DDR 3 RAM 8GB	SATA 1TB	LED	Windows 10
Others	AMD A6 6400k APU	4 GB	SATA 500GB	LED	Windows 8.1

Indu 5 Mill

Make	Processor	RAM	HDD	Monitor	OS
Others	Core 2 Duo	DDR 3 RAM 4GB	SATA 500GB	LED	Windows 7

Others	Dual Core	DDR 2 RAM 2GB	SATA 250GB	LED	Windows 7
Others	Core 2 Duo	DDR 3 RAM 2GB	SATA 500 GB	LED	Windows 7
Others	Core 2 Duo E4xxx	DDR II RAM 4GB	SATA 500 GB	LED	Windows 7
HCL	Core 2 Duo E4xxx	DDR II RAM 2GB	SATA 500 GB	LED	Windows 7
HCL	Core 2 Duo E4xxx	DDR II RAM 2GB	SATA 250GB	LED	Windows 7
KBS	Dual Core	DDR 2RAM 2GB	SATA 250GB	LCD	Windows 7
DELL	6th Generation core i5	DDR 3 RAM 8GB	SATA 1TB	LED	Windows 7
Compaq	Dual Core	DDR 2 RAM 3 GB	SATA 500 GB	LCD	Windows 7
Others	Core 2 Duo E4xxx	DDR 3 RAM 4 GB	SATA 500GB	LED	Windows 7
LENOVO	Core i5	DDR IIIRAM 4GB	SATA 500GB	LED	Windows 8
HP	Intel xeon processor E 3	DDRIV 8GB	SATA 1TB	LED	Windows 10
Others	AMD	DDR 2 RAM 2GB	SATA 500 GB	LED	Windows 7

Podar Mills

Make	Processor	RAM	HDD	Monitor	OS
Others	Core 2 Duo	DDR 2 RAM 2GB	SATA 250GB	LCD	Windows 7
Others	Dual Core	DDR 2 RAM 2 GB	SATA 250 GB	LCD	Windows 7
Others	Core 2 Duo E4xxx	DDR 3RAM 3 GB	SATA 250GB	LED	Windows 7
Others	Core 2 Duo E4xxx	DDR 2 RAM 2GB	SATA 500GB	LED	Windows 7
HCL	Core 2 Duo E4xxx	DDR II RAM 2GB	SATA 250 GB	LED	Windows 7
HCL	Core 2 Duo E4xxx	DDR IIIRAM 2GB	SATA 500GB	LED	Windows 7
Other	Core 2 Duo E4xxx	DDR II RAM 2GB	SATA 250GB	LED	Windows 7
HP	Xeon E3113	DDR IV RAM 8GB	SATA 1TB	LED	Windows 10
LENOVO	Core i3	DDR IIIRAM 4GB	SATA 500GB	LED	Windows 8

Finlay Mumbai

Make	Processor	RAM	HDD	Monitor	OS
HCL	Dual Core	DDR 2 RAM 2GB	SATA 250 GB	LED	Windows 7
KBS	Dual Core	DDR3 RAM 2GB	SATA 500GB	LED	Windows 7
KBS	Core Duo	DDR 2RAM 4 GB	SATA 500GB	LCD	Windows 7
Others	Core 2 Duo	DDR3 RAM 2 GB	SATA 500 GB	LED	Windows 7
HCL	Core 2 Duo	DDR II RAM 3 GB	SATA 500 GB	LED	Windows 7
KBS	Dual Core	DDR II RAM 2GB	SATA500 GB	LED	Windows 7
KBS	Core 2 Duo	DDR 2 RAM 2GB	IDE 250 GB	LCD	Windows 7

RMD Shops

Make	Processor	RAM	HDD	Monitor	OS
HCL	Core 2 Duo	4 GB	250 GB	LED	server 2008
Dell	i7 7th Generation	16 GB	1 TB	LCD	Win 10
KBS	Core 2 Duo	4 GB	500 GB	LCD	Win 07
HCL	Core 2 Duo	2 GB	500 GB	LED	Win 7
KBS	Dual Core	2 GB	250 GB	LCD	win 7
KBS	Core 2 Duo	2 GB	500 GB	LCD	win 7
KBS	Pentium 4	2 GB	500GB	LCD	win 7

2.) SERVER

Location	Make	Processor	RAM	HDD	OS
WRO	HPE (ProLiant DL380 Gen 10)- RAID Configured	Intel Xeon® Silver 4110 CPU @ 2.10GHz (2 processors)	128GB	2 TB	Windows Server 2016
WRO	IBM	Intel Xeon	3GB	1 TB	Windows Server 2008

3.) Printers

WRO	Printer
IT	HP Laserjet pro MFP 132 fn
IT	Epson L360
Technical	HP Laser jet 1020
Technical	HP laser MFP 138 Fnw
Asset Sales	HP LASERJET M202n
Asset Sales	HP 1020
Marketing	HP 1020
Marketing	HP 1020
Marketing	HP LASERJET M202n
General	HP Laser jet 1020
HR	HP 2055DN
HR	HP Laserjet M202n
Finance	HP LASERJET PRO MFP M126uw
Finance	HP Laserjet Pro MFP M128 fn
Finance	HP 1020
Accounts	HP 1020
Accounts	Epson FX2175
Accounts	HP 1020
Accounts	HP 2055DN
Vigilance	HP Officejet 8720
Vigilance	HP2055 DN
Costing	HP 2055DN
internal Audit	Samsung 1610
Admin & PR	Samsung 1604
Material	HP 1022
Material	HP 1020
RTI	HP 1020
Hindi	HP 1020
Legal	HP Laserjet m202n
Cotton	1020 plus
Marketing	ML 1640
General	HP 3050
CGM / OIC	Image Class MF4350D
Technical	HP Laserjet MroM203dn
Auditor	HP 2055DN

Tata Mills	Printer
Costing	HP 2055DN
Accounts	HP 202N
Accounts	HP 1020
Admin	canon LBP6030B
Store	HP 1020 Plus
Information Technology	HP 1020 PLUS
Sale Manager	HP 1007
Accounts	HP 1020 PLUS
Accounts	Hp laserjet 1020 Puls
Admin and PR	Hp laserjet 1020 Puls
R & D	canon LBP0308
R & D	HP Leser Jet 1020
Admin and PR	canon LBP6030B
S.Q.C.	canon LBP0308
Spinning	HP 1020
General	HP 1020
Stores	Epson LQ115
G.M.	HP LASERJET PRO M128fn

Indu 5 Mill	Printer
Accounts	HP 1020
Accounts	HP DESKJET F380
Costing	HP 2055DN
Accounts	ZXP series 3
Costing	HP 1007
Human Resources	1020
SPINNING	1020
Accounts	MF4750
Stores	Image Class mf 22BDN
General	Image Class mf 22BDN

Podar Mill	Printer
General	HP 1022
Materials	HP 2055DN
Accounts	HP 1020
Costing	1020 plus
General	Hp Deskjet F380

Finlay Mumbai	Printer
Accounts	HP 2055DN
Accounts	HP1020

RMD Shops	Printer
Marketing	Hp Laserjet P2055dn
Marketing	Image Class mf4750
Marketing	Hp Laserjet 1020

4.) Laptops at WRO Office

Department	Make	Processor	RAM	HDD	OS
Genral	Samsung	AMD	2GB	500 GB	Windows 7
Genral	Samsung	AMD	2GB	500 GB	Windows 7
WRO	DELL	6th Generation core i7	DDR 8GB	SATA 1TB	Windows 10
WRO	DELL	6th Generation core i7	DDR 8GB	SATA 1TB	Windows 10
WRO	HP	Intel I7 7th Generation	DDRIV 8GB	SATA 1TB	Windows 10
WRO	HP	Intel I7 7th Generation	DDRIV 8GB	SATA 1TB	Windows 10
WRO	HP	Intel I7 7th Generation	DDRIV 8GB	SATA 1TB	Windows 10
WRO	HP	Intel I7 7th Generation	DDRIV 8GB	SATA 1TB	Windows 10
WRO	HP	Intel I7 7th Generation	DDRIV 8GB	SATA 1TB	Windows 10

5.) Scanner

Sno	Location	Make
1	WRO	canon ImageFORMULA dr-5010c
2	WRO	Epson DS-860
3	WRO	GENIUS Vivid-1200F
4	Tata Mill	Epson v-39
5	Tata Mill	HP LASERJET PRO M128fn

6.) Projector

Projector	Model No	Qty
WRO	EPSON EMP -S5	1

7.) UPS

Location	Item	Qty
WRO	3 KVA with 4 batteries	2
WRO	1 KVA Inbult 7AH x 3 Nos.	2



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(भारत सरकार का उपक्रम)
(A Government of India Undertaking)

CIN NO.
U74899DL1968GOI004866

पश्चिम क्षेत्र कार्यालय: एनटीसी हाउस , 15 एन एम मार्ग, बेलार्ड हस्टेट, मुंबई 400001.
WESTERN REGION OFFICE: NTC House, 15 N. M. Marg, Ballard Estate, Mumbai 400 001.
दूरध्वनी / Tel. 022-22686600, फैक्स / Fax- 022-22686630

Proforma-I

TECHNICAL BID

Following information to be submitted

- a. EMD as per tender
- b. Turnover of Last 3 years certified by Chartered Accountant

Sr No.	Financial Year	Amount (Rs. In Lacs)
3	2018-2019	10 lacs Min.
4	2019-2020	10 lacs Min.
5	2020-2021	10 lacs Min.

Please enclosed P & L Balance of Financial Year.



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Profoma-II

1. **Name & address of the Bidder :**
Phone:
Fax:
e-mail:
Website of the company:
Toll Free Customer Care Number
2. **Classification :**
Constitution of Bidder: (Specify whether Sole Proprietorship/Company etc.)
3. Order statistics indicating AMC successfully completed during the last three financial years as per Performa iv (separate list attached)
4. Details of Organization & Service Center :
 - i. No. of skilled Engineers :
 - ii. List of special/repair/workshop facilities available.
5. Bank Reference.

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Proforma-III

PERFORMANCE STATEMENT OF THE BIDDER

(Details of Computer AMC during last Five years)

Name of the Bidder:

[illegible]



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Proforma-IV

Earnest Money Details:

Draft No:.....

Amount :.....

Name of Bank:.....

Date:...../...../2019

To be drawn in favour of "National Textile Corporation Ltd. – Unit Western Region, MUMBAI"

Date:.....

To be addressed to the

The Dy. Gen. Manager (IT)"

NTC House, 15, N.M.Marg, Ballard Estate,

Mumbai 400 001.

COMMERCIAL BID.

RESPONSE SHEETS FOR PRICE BID:Part-1The Detailed Price Bid

A) HARDWARE

Sno	location	Item	Qty	AMC Rate Per Unit	Total Cost
1	Desktops				
	WRO	Intel i7	6		
	RMD Mumbai	Intel i7	1		
	WRO	Intel i5	19		
	Tata Mill	Intel i5	3		
	Indu No 5	Intel i5	2		
	WRO	Intel i3	6		
	Tata Mill	Intel i3	7		
	Podar Mill	Intel i3	1		
	Indu No 5	Intel xeon processor E 3	1		
	Podar Mill	Xeon E3113	1		
	WRO	Core 2 Duo	29		
	Tata Mill	Core 2 Duo	9		
	Podar Mill	Core 2 Duo	7		
	Indu No 5	Core 2 Duo	8		
	Finlay Mill Mumbai	Core 2 Duo	7		
	RMD Mumbai	Core 2 Duo	6		
	RMD Mumbai	Pentium 4	1		
	Indu No 5	AMD Sempron	1		
	Tata Mill	AMD A6 6400k APU	1		
	Tata Mill	Intel xeon processor E 3	1		
		Total	117		
2	Servers				
		HPE (Proliant DL380 Gen 10), Intel Xeon® Silver 4110 CPU @ 2.10GHz (2 processors), 128 GB RAM, 2 TB HDD, RAID Configured	1		
		IBM Server-Dual-core-Xeon	1		
		Total	2		
3	Printers				
	WRO	HP 1020	10		
	Tata Mill	HP 1020	9		
	Finlay Mill Mumbai	HP 1020	1		
	Indu No 5	HP 1020	3		
	Podar Mill	HP 1020	3		
	Tata Mill	HP 1007	1		
	Indu No 5	HP 1007	1		
	WRO	HP 1022	1		

	Tata Mill	HP 202N	1		
	WRO	HP 2055DN	5		
	Tata Mill	HP 2055DN	1		
	Indu No 5	HP 2055DN	1		
	Podar Mill	HP 2055DN	1		
	Finlay Mumbai	HP 2055DN	1		
	WRO	HP 3050	1		
	WRO	CANON Image calls mf4350d	1		
	Tata Mill	canon LBP60308	3		
	WRO	Epson L360	1		
	Tata Mill	Epson LQ115	1		
	Indu No 5	HP DESKJET F380	1		
	Podar Mill	Hp Deskjet F380	1		
	RMD Mumbai	Hp Laserjet 1020	1		
	WRO	HP LASERJET M202n	5		
	RMD	Hp Laserjet P2055dn	1		
	Tata Mill	HP LASERJET PRO M128fn	1		
	WRO	HP Laserjet Pro M203DN	1		
	WRO	HP LASERJET PRO MFP M125	1		
	WRO	HP Leaser jet Pro MFP m128fn	1		
	Tata Mill	HP Leaser Jet 1020	1		
	WRO	HP MFP 132fn	1		
	WRO	Hp Officejet pro-8720	1		
	Podar Mill	Hp Officejet pro-8720	1		
	WRO	Hp Officejet 8732	1		
	Indu No 5	Image Class mf 22BDN	2		
	RMD	Image Class mf4750	1		
	WRO	LQ 1150	1		
	Indu No 5	MF4750	1		
	WRO	ML 1640	2		
	RMD	Samsung 1610	1		
	Tata Mill	Can Lbp 308	1		
	Indu No 5	ZXP series 3	1		
		Total	74		
4	Laptops				
	WRO	AMD PROCESSOR	2		
		Intel I7	7		
		Total	9		
5	Scanners				
	Tata Mill	Epson v-39	1		
	Tata Mill	HP LASERJET PRO M128fn	1		

	WRO	HP LaserJet P2055	1		
	WRO	EPSON DS-860	1		
	WRO	ImageFORMULA dr-5010c	1		
		Total	5		
6	Projector				
	WRO	EPSON EMP -S5	1		
		Total	1		
7	UPS				
	WRO	3 KVA with 4 batteries	2		
	WRO	1 KVA Inbult 7AH x 3 Nos.	2		
		Total	4		
		Grand Total			

Total Price in Figures.....

Total Price in words.....

Place: Signature of the Tenderer with Seal

RESPONSE SHEETS FOR PRICE BID - Part -2 The Detailed Price Bid

(B)

Item	Cost for 1 Year	G.S.T	Total Cost
Cost of one resident engineer onsite at NTC, Western Region Office, Ballard Estate. Support calls at Mills & RMD stores of Mumbai location should be attended by other engineers (Engineers should be sent to mills & RMD stores by contractor whenever support call was raised at Mills/RMD.)			

Total Price in Figures.....

Total Price in words.....

Place:

Signature of the Tenderer with Seal

Date :

RESPONSE SHEETS FOR PRICE BID:Part-3The Detailed Price Bid

C.TOTALS

Sl.No	Totals of Part 1 & Part 2	
A)	Total Charges Part 1 & Part 2 in Rs	
	In Words (Rupees	
B)	Applicable prevailing Taxes (i.e GST,Etc.,as per Govt.Order) ofPart 1 & Part 2 in Rs	
	In Words (Rupees	
C)	Total Charges Inclusive of Taxes (A+B)in Rs	
	In Words (Rupees	

Place :

Date :

Signature of the Tenderer with Seal

Declaration by the bidder:

I/We hereby, solemnly declare that I/We have read all the terms and conditions of the tender document and agree to abide by the same (Annexure 'A').

Name of the firm.....

Name of the owner/representative.....

Address.....

Seal.....Signature.....

Phone No.....Mobile No.Fax No.....

PlaceDate.....



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दूरध्वनी / Tel. 022-22686600, फैक्स / Fax- 022-22686630

Locations of Mills / Offices:

- 1.) NTC, WRO, NTC House 15 N. M. Marg Ballard Estate Mumbai - 400001
- 2.) Tata Mills - Dr.Ambedkar Road, Dadar,Mumbai – 400 014.
- 3.) Podar Mills - 382, N.M. Joshi Marg,Chinchpokli,Mumbai – 400 011.
- 4.) India United Mills No5 - A.G. Pawar Lane, Byculla,Mumbai – 400 027.
- 5.) Digvijay Textile Mill - Lalbaug,Mumbai - 400 033
- 6.) Finlay Mills Mumbai - 10/11, Dr. S.S. Rao Road,Parel, Mumbai – 400 012.

Locations of Retail Marketing Showrooms (RMD):

S.No.	City	Address
1	Mumbai	Digvijay Textile Mills Cloth shop, Shop No. 17 to 21, Dr. Babasaheb Ambedkar Road, Kalachowki, Mumbai - 400033.
2	Mumbai	Jam Mills Gate shop, Lalbaug, Mumbai - 400012.
3	Mumbai	Tata Mills Cloth shop, Hindamata, Dadar - 400028
4	Mumbai	Digvijay Textile Mills Cloth Shop, Shop No.41 & 42, Dr. Babasaheb Ambedkar Road, Kalachowki, Mumbai - 400033.
5	Mumbai	Digvijay Textile Mills compound, Dr. Babasaheb Ambedkar Road, Kalachowki, Mumbai - 400033.
6	Mumbai	Sardar Vallabh Bhai Patel Road, Girgaon Chowpatty, Mumbai - 400007.
7	Mumbai	Shivneri Bldg., Dadasaheb Phalke Road, Dadar (East) Mumbai - 400014.
8	Mumbai	Tata Mill Administrative Bldg., First Floor, Dadar (East), Mumbai - 400014.
9	Mumbai	Tata Mill Administrative Bldg., Ground Floor, Dadar (East), Mumbai - 400014.
10	Mumbai	8, Ruther Field Marg, Kalaghoda, Fort