



SRINAGAR DEVELOPMENT AUTHORITY, BEMINA BY-PASS, SRINAGAR
PHONES: 0194-2493191, 0194-2493199 FAX: 0194-2493180

FRESH NIT NO.5/IT of 2024-25.

For and on behalf of the Srinagar Development Authority, tenders are invited by e-tendering system on lump sum rates from reputed and registered Agencies of J&K UT, who have Service Centre, adequate infrastructure facilities and sufficient IT Manpower in Srinagar for the Annual Maintenance contract (service only) for the below mentioned work:-

S.No (A)	Name of work (B)	Estimated cost (C)	Earnest Amount (D)	Cost of Tender Document (D)
01.	Annual Maintenance (non-comprehensive) for Computer Hardware/ software, CCTV Surveillance System, Photostat machines and other IT gadgets installed at Srinagar Development Authority, Bemina Bye pass Srinagar.	Rs.4.00 lacs	Rs.8000/- Pledged to V.C, SDA	Rs.500/- Pledged to SDA

01. Date of Publishing 13/01/2025.

02. The Bidding document can be downloaded from the website <http://jktenders.gov.in> from 10.00 AM on 14/01/2025 to 21/01/2025 upto 4.00PM.

a. The bids shall be deposited in electronic format on the website <http://jktenders.gov.in> from 15/01/2025 to 21/01/2025 upto 4.00PM. The bids received will be opened at 12.00 Noon on 22/01/2025 on line.

b. The complete bidding process will be online.

03. Bid documents can be seen and downloaded from the website <http://jktenders.gov.in>. Bid documents contain qualifying criteria for bidders, specifications, bill of quantities, conditions and other details.

04. The bidder must have Service Centre, adequate infrastructure facilities and sufficient IT Manpower in Srinagar for the Annual Maintenance contract(non-comprehensive) for Computer Hardware, software, Photostat machine, CCTV camera Surveillance System along with the peripherals and other IT gadgets installed in SDA.

05. The Firm should have already executed similar type of contract with any other Government Deptt, Semi-Government Deptt, autonomous body or PSU.

05. Bids must be accompanied by CDR as specified in column (D) of the table pledged to V.C, SDA and cost of tender document in column (E) in the shape of D.D pledged to Srinagar Development Authority.

07. Financial bids will be opened online in the office of Srinagar Development Authority. If the office happens to be closed on the date of opening of the bids as specified, the bids will be opened on the next working day at the same time and venue or any other convenient date.

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08. All taxes shall be deducted at source as per the rates in vogue at the time of payment.
09. **Instructions to bidders regarding e-tendering process are as under:-**
- a). The interested bidder can download the NIT/bidding documents from the website <http://jktenders.gov.in>.
 - b). To participate in bidding process, bidders have to get (DSC) "Digital signature certificate" as per information Technology Act-2000 to participate in online bidding. This certificate will be required for digitally signing the bid. Bidders can get above mentioned digital certificate from any approved vendors. The bidders, who already possess valid (DSC) Digital Signature Certificates, need not to procure new Digital Signature Certificate.
 - c). The bidders have to submit their bids online in electronic format with Digital signature. The bids cannot be uploaded without Digital Signature. No proposal will be accepted in physical form.
 - d). Before submission of online bids, bidders must ensure that scanned copies of all the necessary documents have been attached with bid.
 - e). The department will not be responsible for delay in online submission of bids whatsoever reasons may be.
 - f). All the required information for bid must be filled and submitted online.
 - g). Bidders should submit online scanned copies of cost of documents, EMD as specified in the tender notice, valid Registration from the concern Departments, PAN No, GST and other pre-qualification documents. The original documents in respect of cost of documents, EMD and relevant document of the successful bidder be submitted as and when required either in person or by Registered post/courier etc.
 - h). The details of cost of documents, EMD specified in the tender documents should be the same, as submitted online (scanned copies) otherwise the bid will not be accepted.
10. The guidelines for submission of bid online can be downloaded from the website <http://jktenders.gov.in>
11. Bidders are advised to visit office of the SDA before submitting their bids to see the IT setup to be managed.
12. The List of IT Gadgets for which the service is to be provided is annexed at **Annexure 'A', 'B' and 'C'**
13. The contract shall remain valid for one year. (01 year) from the date of issuance of award of contract.
14. Rate quoted by the bidder should inclusive of all taxes.

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A). Scope of work includes:-

The Contract shall be for following Services:

Repair & maintenance of Computer Desktops, laptops along with allied accessories like printers, UPS(s), Scanners, Networking Equipments and other IT gadgets, Photostat machines installed in SDA

The job also involves the following:

- Upkeep and maintenance of the hardware installed like; Desktop Computers, All-in-one computers, Laptops, Laser/Inkjet Printers, Scanners, UPS, Plotter, Fax Machines, server, Firewall, other IT gadgets, photostat machines and CCTV Surveillance System along with peripherals installed in SDA office complex .
- To provide and maintain the required drivers for additional peripherals and hardware for maintaining the IT equipments.
- Provide supporting system upgrades, installing computer systems and other Office Tools
- Repair to be carried out at the location of the equipment.
- Support for users and troubleshooting and removal of virus and re-installation of software, if corrupted.
- Maintenance of existing LAN.
- Technical support and diagnosis in case of failure of any network equipments.
- Visit for prevention/checking/correction of the CCTV Surveillance System and its peripherals as a remedial measure.
- Visit for prevention/checking/correction of the CCTV Surveillance System of this office by the selected bidder as a remedial measure must be conducted at least twice in a month and a certificate against each such visit regarding the current status of the system mentioning the period of CCTV footage retention will have to be produced to this office.
- Since the type of AMC is non-comprehensive, if any defected accessory of CCTV surveillance is required to be changed, same should be immediately reported to the concerned officer/official and replacing the same after procurement by the department .
- Maintenance and Keeping the firewall updated .
- Any other maintenance work to be undertaken related to the Information Technology.
- Providing basic training to use the PC (s) to users, if required.

B). The firm shall have to provide one full time technical person having qualification as diploma or higher in computer applications from any recognized institute who shall remain present in office complex of SDA on all working days from 10.00 A.M to 4.30 P.M and provide support in all wings of SDA as and when required:

Scope of Work for the Technical Person:

- Installation, configuration, test, maintenance of software components/ software maintenance
- Hands on day to day basis technical support activities for Application software.
- Help users in navigation and usage of application software.

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- Help/train less experienced staff in various e-applications and all important Basic applications like Excel/spread sheets, PowerPoint, work related to Scanning/ digitization and creation of PDF file etc.
- To provide technical support to manage the office work like documentation, scanning of documents/files etc, assisting in periodical backup, installation of patches
- The technical person should be well versed with programming languages like; Ubuntu and next.js to assist this department in web application management/ fixing of vulnerabilities if found any in the application code.
- Any other IT related job assigned.

General Conditions

1. Interested Firms are hereby requested to maintain the equipment's as per the manufacture's guidelines.
2. The list of Computers, Printers, UPS(s), scanners, plotter and other hardware items are annexed at 'A'. The list of CCTV cameras and its peripherals are annexed at 'B' and list of photocopier machines installed in SDA are annexed at 'C'. However, new equipment's purchased from time to time after the expiry of warranty/guarantee period, will also have to be serviced/maintained. SDA reserves the right to add any item during the contract period.
3. The contract/AMC shall start from the date of award of the contract for a period of one year. The rates quoted will remain force for full period of contract. No demand for revision of rate on any account shall be entertained. The bidder shall have to quote the rate per month as per BOQ.
4. The Firm/company must have expertise in onsite maintenance and repair of computer Desktops, laptops, laser/inkjet printers, network components, scanners, peripherals and other hardware parts and accessories.
5. The Firm/Company should be registered with Commercial Taxes Department, J&K Government and should produce latest tax clearance certificate.
6. The Firm shall be liable to replace any damaged part of the computer /peripheral whenever required, with the new part to be purchased/ provided by SDA.
7. **The other Terms and conditions for awarding the AMC Shall be as under:**
 - i) The Firm/company will also have to provide preventive maintenance to all the equipments at least once in 03 months during the period of AMC, which includes Cleaning of all hardware with liquid cleaner using suitable cleaning material and equipment. Report for the same shall be submitted to office of IT section for which logbook should be maintained to record the preventive maintenance carried out in each equipment.
 - ii) The Firm shall also prepare separate logbooks for photostat machines and cctv cameras signed by the user (in case of photostat machines) and submitting same to Computer Programmer for authentication, verification and payment thereof.
 - iii) The Firm/Agency shall be responsible for preventive maintenance with virus detection and corrective maintenance of the computers and peripherals under AMC and also maintenance of software.

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- iv) The latest virus definition shall be updated in all systems from every 30 days with simultaneous anti-virus cleaning.
- v) Bidder has to ensure implementation of all security rules and IP whitelisting to safeguard network from any external threats.
- vi) The service Engineers would take up any reported fault within 24 hours. As far as possible the repairs would be carried out on site. However, in case the equipment is taken to the workshop, the firm would provide a standby for the same, however, no carriage charges will be borne by the office.
- vii) If the firm fails to carry out repairs within 24 hours to the satisfaction of the user, penalty of Rs.200/ per day will be charged for delay beyond 24 hours.
- viii) The successful bidder shall provide necessary support for maintaining virus free computer environment in the Department and help in upgrading the software/virus detection mechanism as and when required.
- ix) **Immediately on award of the contract, it shall be responsibility of the Firm/ Agency to make all the computers and peripherals works satisfactorily, throughout the contract period and also hand over the systems in working condition on the expiry of the contract to the Department. In case any damage of the systems of the Department is found, compensation which would be determined by the competent Authority will have to be paid by the firm.**
- x) The tenderer shall maintain the confidentiality of all information / data stored in the computer systems of the office and shall at no cost divulge or reveal any information which it may access during maintenance/repairs.
- xi) It may also be noted that in case of contractor backing out in the mid way without any explicit consent of the SDA, the CDR of the tenderer/ firm/company will be forfeited and the tenderer/ firm/company will be blacklisted.
- xii) All the disputes shall be subject to the jurisdiction of court in Srinagar only.
- xiii) No advance payment in any case would be made. However quarterly payment on pro-rate basis on satisfactory rendering of service by the vender and the deployed technical person would be made after satisfactory report from all wing heads of SDA for the said quarter
- xiv) The rate quoted should be NET (inclusive of all taxes and fees/carriage if any.)
- xv) The successful vender shall have to furnish the name, address, telephone no and the photograph of the manpower to be deployed to SDA, the technical person should be specified/dedicated and cannot be replaced without the consent of the computer programmer SDA.
- xvi) Vice Chairman, SDA reserves the right to accept or reject any or all tenders without assigning any reason thereof.

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Technical Bid

SCANNED COPIES OF THE FOLLOWING DOCUMENTS TO BE UPLOADED

1. The bidder must have office/service Centre in Srinagar. The proof of any of the following should be submitted to this office:-
Property tax bill / electricity bill/ telephone bill / lease agreement.
2. ~~The~~ **Technical person shall have to remain available in office of SDA from 10.00 am to 4.30 PM on all working days having qualification as diploma or higher in computer applications from any recognized institute (documentary proof is to be submitted).**
3. Documents containing details of technical manpower authenticated by the vendor;
Name: _____
Address: _____
Cell No. _____
Qualification: _____
4. A copy of registration with concerned Govt. Authorities, Registrar of companies should be submitted with the tender.
5. PAN Number.
6. GST Certificate along with latest tax clearance certificate.
7. The tenderer /Firm /Agency has executed the similar nature of Service contract in other Govt./ semi Govt. Department/PSU/Autonomous Body. The proof of the same should be submitted to this office.
(All the requisite documents submitted by the bidder for pre-qualification should be self-attested).
8. copy of EMD/CDR
9. copy of cost of tender document.

No: SDA/IT/SIS-20

Dated 11/01/2025

Prag
11.01.2025
Computer Programmer
Srinagar Dev Authority

Copy to the:-

01. Vice Chairman, SDA for information.
02. Director, Land Management (Secretary), SDA for information.
03. FA/ CAO, SDA for information.
04. Town Planner, SDA
05. Executive Engineer, DA for information.

Annexure 'A'

List of IT Gadgets

S.No	Name of Equipment	Number of Equipment's
1.	Desktop PCsHP/HCL/DELL	35
2.	Laptops HP/Dell	10
3.	A4 Size Printers Hp /Canon (B/W)	33
4.	A4 size HP L J color printers	1
5.	A4 size Canon printer (MFD)	1
6	HP Plotter	1
7.	Scanner	8
8.	Server IBM Xeon	1
09.	UPS (double battery) (Luminous/microteck/IPC)	32
10.	Online UPS 3 KVA	1
11	Switch (24-port)	1
12	Switch (8-port)	3
13	Wi-Fi Router	10
14	Fax machines (Panasonic/HP)	2

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Annexure ' B '

List of photocopier Machines to be maintained

S.No	Name of Equipment	Number of Equipment's
1.	RichoAficio MP-1600 LE	1
2.	RichoAficio MP-2000LE	1
3	CanonNPG-2006N	1

Annexure 'C'

CCTV surveillance System to be maintained

S.NO	Name of Equipment	Number of Equipment's
01.	Bullet Cameras (IR colour CCTV with night vision)	02
02.	Dome Cameras (IR colour CCTV with night vision)	14
03.	DVR 16 Channel	01
04.	HDD 2 TB	01
05.	LCD Monitor 32"	01
06.	Power supply with allied accessories	01
07	Cat 6 cable	Can be checked by the bidder

Blot