

Government of West Bengal

Urban Development Department

Town and Country Planning Branch

“NAGARAYAN”, DF-8, Sector-I, Bidhannagar

Kolkata-700 064

No.1145 -T&CP/CUMP/3P-2/2004 (I)

Dated, Kolkata the, 27th June, 2013

ABRIDGE NOTICE INVITING TENDER

Sealed Quotation are invited from suitable and experienced ‘IT’ organizations for “Annual Maintenance Contract (Comprehensive) for Computers installed in various offices at Urban Development Department, Government of West Bengal for a period of contract for 01 (One) year.

The general scope of work includes:

The maintenance of hardware and software installed. The software maintenance includes operationalizing, loading/reformatting of software / discs with software like Windows 2000, 2003 , XP, Vista, Windows 7, Linux, Microsoft Office, software, Browsers like Internet Explorer, Chrome, Mozilla etc. and Mailing Software like Outlook Express, Anti-virus software, Data retrieval and installation/removal of any other software purchased by Urban Development Department, Government of West Bengal from time to time. It also includes removal of virus and re-installation of software, if corrupted. Support for users and troubleshooting of commercial software (Licensed) packages mentioned above.

Scope of work of AMC also includes

- a) Maintenance that includes the replacement of malfunctioning spares/ parts for proper functioning of all systems and sub-systems listed in Annexure –I by the Contractor . If any part gives repeated problems, i.e., 2 repairs in a minimum period of two-month time, then the contractor must replace it immediately with a new original part.
- b) Maintenance includes replacement of each and every malfunctioning part of Computer and related items listed at Annexure-I like Monitor, Hard Disk, Floppy Drive, CD/DVD Reader/Writer, Mother Board, Keyboard, Mouse, display card etc. except consumables are under this AMC by the Contractor.
- c) All parts to be replaced by the Contractor must be of the same make. In case it is not possible, the same must be of better or equivalent quality. In the service report, the details regarding the part number and serial number (if any) must be brought out clearly.

Terms and Conditions:

1. The contract will be valid for a period of one year and the period of AMC will be informed after finalization of the contract. The rates quoted will remain in force for the full period

of contract. No demand for revision of rate on any account shall be entertained during the contract period;

2. The Contractor shall depute 01 (One) competent engineer for a contracted period who can maintain the equipment listed in Annexure-I properly. The Engineer should be an Indian national only, having degree/diploma in Computer hardware and related field. Engineer should have 3 years of experience and should be specialist in repairing and maintenance of computers. The engineer shall be required to report on all working days. The engineer will sign the attendance register of contractor everyday with timing, kept in the office. The engineer deployed by the contractor shall work in coordination with Computer Cell, Urban Development Department, Government of West Bengal hereinafter referred to as the coordinator or any other person authorized by the customer.

3. The engineer will work under the instructions of the Coordinator or any person authorized by the Urban Development Department, Government of West Bengal and shall submit complaint sheets to him for each complaint attended by them. The complaint sheet would clearly define the nature of complaint, location of office and time taken for rectification of a complaint. The engineer is also required to get the compliant sheets signed by the respective end users.

4. The contractor would carry out monthly preventive maintenance of each machine mentioned in Annexure-I in order to forestall any major failure of the same which includes installing of updates of antivirus packages. A Preventive Maintenance Report from the user would be submitted to Computer Section failing which an appropriate, penalty would be imposed. The quarterly/monthly payment will strictly be made on the basis of satisfactory report from the user.

5. The equipment will have to be repaired in-house. In rare cases when it is very essential to take out the equipment for repairs outside the Development Department, Government of West Bengal, it is mandatory to have a valid pass for such equipment and making proper entries with coordinators and at Security office;

6. Upkeep and maintenance of the hardware installed as per the items mentioned in Annexure-I. Contractor must also maintain the required drivers (CDs & Floppies) for maintaining the equipment in Annexure-I;

7. Stand-by arrangement to be made in case the equipment is to be taken to workshop for repairs or item is not usable. In case standby is not provided, and the item is not usable beyond the 48 hours, the Contractor has to inform in writing the reason for such delay and to provide a substitute machine for the user and if necessary a penalty of Rs 200/- (Rupees two hundred only) per day will be charged. The amount of penalty will be recovered from the annual maintenance period or from the AMC charges/bills;

8. Loss of any part in the product on account of negligence attributable to the vendor, the vendor at his own discretion may reinstate or replace the malfunctioning / non-functioning part or whole of the product with a working part or whole of the product of a matching or higher configuration. However, in the case of hard disc, vendor should provide a new hard disc of matching or higher configuration.

9. The vender shall ensure the following service norms:

(a) Service Availability Timings: 10:00 a.m to 18:00 p.m (Monday to Friday)

(b) On-site response Time: 1 Hour

10. Any other maintenance work to be undertaken related to the Computers/peripherals;
11. The Contractor shall ensure that the engineer(s) are present timely and possess valid ID cards on all working days. In case of engineer going on leave, alternate arrangements should be made well in advance and coordinators given prior intimation. Any failure in sending the engineer will attract penalty clause for that particular period. In case of an emergency, the engineer may be required to be deployed on holidays;
12. The contractor shall not change the engineer without prior clearance from the customer. Further that the contractor shall provide a substitute for a deployed engineer, if required by the customer, within five days of such request. Failure to do so may lead to termination of the contract and /or imposition of penalties as at point (6) above, by the customer.
13. No advance payment in any case would be made. However, quarterly payment after satisfactory completion of each quarter would be made. Income Tax shall be deducted as applicable under the rules.
14. It is the responsibility of the contractor to ensure the functioning of Computer System. Bidder is advised to first ensure the condition of system listed in Annexure-I by visiting the Office before filling the bid document.
15. The Contractor may indicate whether he would be willing to extend period of Annual Maintenance Contract by 2 years at the same rates, terms and conditions after completion of AMC period.

2. Documentary evidence:- The application must include the following information.

1. Profile of the company/ its owners/promoters/chief executives.
2. Copies of the past three years' audited balance sheets of the company, and audited reports including PAN & TAN.
3. List of similar experience in the last three years & testimonials and details of similar solutions provided to other organizations, especially those in the government/public sector.
4. The company preferably should have a previous maintenance contract for at least two years.
5. List of ongoing works with supporting documents
6. Clearance certificate of IT,ST,VAT etc / IT Return (Xerox copies) of last three years.
7. The rates (financial quotes) in INR to be charged for the services as stated above inclusive of all charges should be clearly mentioned, with breaks up where necessary.
8. List of Engineer(s) to be deployed with their detailed bio-data showing their qualification, experience and mobile number.
9. The bidder shall sign all papers of the bid as also the pamphlets, drawings, client list, company profile etc.
10. If the firm/Company meets the above technical requirements, it may apply in the prescribed Performa at Annexure-Technical in sealed cover;
11. Amount will be deducted if any Service Engineer remains absent/leave without providing a substitute.

Other Important Information : The rates quoted should be net and no discount, free services/offers quoted will be considered. Arithmetical errors will be rectified on the following basis. If there is a discrepancy between words and figures, the amount in words will prevail.

2. Mere quoting lowest rates will not amount to commitment on the part of Urban Development Department, GoWB for award of contract. The Department reserves the right to accept or reject any or all tenders without assigning any reasons. It also reserve rights to award contract on complete or part basis to one or more Contractor(s)

3. All other information required in connection with the above mentioned assignment may be obtained from the Joint Secretary, Urban Development Department, 5th Floor, Nagarayan, DF-8, Sector-1, Bidhannagar, Kolkata -700064.

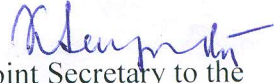
4. The Department reserves the right to accept/reject any Quotation, modify the stipulations or cancel the process, without assigning any reason thereof. If any dispute(s) arises between the Urban Development Department, GoWB and the firm with reference to any provision of the contract, the decision of the Joint Secretary, Development Department, GoWB shall be final and binding on both the parties.

5. Prospective bidders may submit their Quotation (on their letterheads) in a sealed coversuperscribed as **“QUOTATION FOR SELECTION OF ‘IT’ ORGANIZATIONS FOR ‘Maintenance Contract (Comprehensive) for Computers” OF THE URBAN DEVELOPMENT DEPARTMENT, GOVERNMENT OF WEST BENGAL”** latest by **12.07.2013** by 4.00pm in the tender box kept in the following address:

Assistant Secretary, Urban Development Department, T &CP Branch, 2nd Floor, Nagarayan, DF-8, Sector-1, Bidhannagar, Kolkata -700064.

6. The Quotation submitted by prospective bidders will be opened by the Joint Secretary of this Department on 17.07.2013 2013 at 2:00 p.m.

7. Shortlisted bidders/agencies on the basis of their Quotation/Technical Qualifications will be subsequently selected for the said assignment.



Joint Secretary to the
Government of West Bengal