



WEST BENGAL VALUATION BOARD

(A STATUTORY BODY UNDER THE DEPTT. OF URBAN DEVELOPMENT & MUNICIPAL AFFAIRS)

GOVT. OF WEST BENGAL, "POURA PRASHASAN BHAVAN" (2ND Floor)
DD-1, Sector-I, Salt Lake, Kolkata - 700 064

Phone No. : 2337-4762, 2337-5998, 2358-5164, Fax No. : 2358-5720 & 2321-0924
E-mail : secretarymember@gmail.com, Website : www.westbengalvaluationboard.gov.in

No. /WBVB/ 2P-12/2020

Dated, 16/10/2020

Notice inviting Quotation

Sealed quotation are hereby invited by the department of West Bengal Valuation Board, UD & MA Department, Govt. Of West Bengal , Poura Prasasan Bhaban , Salt Lake, from the reputed and bona fide agencies for Annual Maintenance Contract of IT infrastructural set up for this Department for the period of 1 (one) Year as per schedule given below. Prescribed quotation forms along with the detailed terms and conditions for the quotation can be downloaded from the Departmental Office Website : <http://www.wburbanservices.gov.in/> free of cost.

Name of the Quotation	Last date & Time of submission of quotation	Earnest Money Deposit	Date & time of Opening of quotation
Comprehensive Annual maintenance Contractual of IT infrastructural set up for West Bengal Valuation Board	10/11/2020 at 3pm	Rs. 2000/-	10/11/2020 at 4pm

Sealed Quotation complete in all respects, must be submitted before the last date and time of submission of the Quotation.

Member Secretary

West Bengal Valuation Board

Dated: 16/10/2020

No. 1445/1(4)/WBVB/ 2P-12/2020

Copy forwarded for information and necessary Action to:

- ✓ Joint Secretary (IT), UD & MA Department, Govt Of West Bengal , Nagaryan, Salt Lake, Kolkata – 700064 with a request to furnish in website.
- D.L.B, "Poura Prasashan Bhavan" (3rd floor), DD-1, Sector-1, Salt Lake, Kolkata - 700064
- Chief Engineer, M.E.Dte., Bikash Bhavan, Kolkata – 700 091.
- Notice Board, West Bengal Valuation Board.

Member Secretary

West Bengal Valuation Board



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E-mail : secretarymember@gmail.com, Website : www.westbengalvaluationboard.gov.in

No. /WBVB/ 2P-12/2020

Dated, 16/10/2020

NOTICE INVITING QUOTATION

1. Sealed quotation are invited from reputed and bona fide agencies for Comprehensive Annual Maintenance contract (AMC) of IT Infrastructural Set up for the West Bengal Valuation Board, (A Statutory Body under Urban Development and Municipal Affairs Department, Government of West Bengal), located at "Poura Prasashan Bhavan" (2nd floor), DD-1, Sector-1, Salt Lake, Kolkata – 700064 and such other places to be informed from time to time.
2. The interested bidders may download the relevant documents from the official website of the West Bengal Valuation Board i.e. <http://www.wburbanservices.gov.in/>

3. Scope of Work:-

3.1 DESKTOP MANACEM ENT & SERVI CES:-

- 3.1.1 Installation / Re-installation of Operating System, Application Software, Antivirus etc. as per requirement.
- 3.1.2 Regular trouble shooting.
- 3.1.3 Preventive maintenance on Quarterly basis.
- 3.1.4 Comprehensive Maintenance of hardware (existing UPS, Printer, Scanner) with spare parts, not under the scope of warranty.
- 3.1.5 For PC's under warranty relevant call log in with **respective OEM service providers** and

Necessary Follow ups with them for getting the job done on a day to day basis.

- 3.1.6 Patch & Software update.

3.2 **SERVER MANAGEMENT**

- 3.2.1 Install, configure & upgrade O.S.
- 3.2.2 System Start up, shut down, maintain uptime.
- 3.2.3 Monitoring CPU utilization, disk space usage etc.
- 3.2.4 User administration- Creation, Deletion.
- 3.2.5 Apply patches & bug fixing.
- 3.2.6 Weekly, Monthly, Quarterly Uptime report generation.
- 3.2.7 Comprehensive Maintenance of the existing servers which are not under the scope of OEM warranty or any third party warranty. For Servers under warrant) relevant call log in with respective OEM service providers and necessary follow ups with them for getting the

job done or escalating the status with the authority on day to day basis.

3.3 OTHER SERVICE MANACEMENT:-

- 3.3.1 Install / Re-install any type of driver/application/ Operating System software.
- 3.3.2 Comprehensive Maintenance with spare parts of the existing U PS/Printer/Scanner & Other computer related accessories etc. **not under the scope of warranty.**
- 3.3.3 The equipment whose **warranty expires during the AMC period** will automatically be covered under comprehensive maintenance for the entire period.

Backup/Restore maintenance (Bidder should produce backup maintenance plan at the time of submission of Bid).

4. The Eligibility Criteria:-

- 4.1 The bidders must be incorporated under **Indian companies Act 1956** and/or **Indian Partnership act, 1932** and **must possess valid Trade Licence & Professional Tax Enlistment in West Bengal or, any other states of India.** Documentary evidence of above must be enclosed. Consortium in any form is not allowed.

***Affidavit on stamp paper of Rs.100/- purchased in west Bengal must be enclosed.**

- 4.2 **Earnest Money Deposit of Rs 2000/- (Rupees Two Thousand)** only in the form of Demand draft drawn in favour of the " **West Bengal Valuation Board**" " payable at " **Kolkata**" must be deposited with the tender. **The Tender Forms received without earnest money or incomplete in any respect will not be accepted.** However Companies having SSI (Small Scale industry)/NSIC registration in West Bengal on similar/relevant services shall be allowed EMD exemption upon enclosure relevant Documents as per- MSME Act.

- 4.3 **The Bidding Company must be having at least 10 (Ten) employees on its Roll and must follow Minimum Wages Act.**

- 4.4 Price quote d in the bid must I be inclusive of all taxes and charges. No additional amount shall be paid over and above the price accepted.

- 4.5 The bidder must have registered set up at **Kolkata or its suburbs.**

- 4.6 **The second party must depute at least one whole time service engineer along with his leave substitute at West Bengal Valuation Board on normal working hours from Monday to Friday to attend the complaints in regard to the equipment stated above in **West Bengal Valuation Board** and **in the event of failure to do so, penalty against the Agency will be imposed by the West Bengal Valuation Board.****

The technical person(s) will register the complaint register with date and time and record the time of clearing fault with satisfactory report signed by the concerned officer of the section. **This complaint register must be produced at the time of issuance of the work completion certificate.**

5. General Terms & Condition:-

- 5.1 The bids must be submitted to 3P M on 02-11-2020 to the 10/11/2020 at Chamber of Member Secretary, West Bengal Valuation Board

* After the expiry of the scheduled date and time, no bid will be accepted in any circumstances.

5.2. The West Bengal Valuation Board reserves the right to amend or withdraw any of the terms and conditions contained in the notice or to accept or reject any or all the bids without assigning any reason whatsoever and the decision of the West Bengal Valuation Board in this regard shall be final and binding on all.

5.3 The period of AMC will initially be for one (1) year.

The terms may be **extended up to a period of 6 (Six) months** on mutual agreement **between the successful agency and the Department** regarding value and other terms and conditions of AMC also on the successful performance of the accepted bidder.

Annexure-I

Check List (Summary of Compliance to Requirement Of Tender)

Sl No	Description Of requirement	Yes /No	Page No
1	Copies of Balance sheet and audited Profit And Loss Accounts statements for the last 3 Financial years (2017-2018, 2018-2019, 2019-2020)		
2.	Copy of Registration certificate/ Allotment letter of service tax number.		
3.	Copy of Registration certificate/ Allotment letter PAN from Income tax Department.		
4.	Demand Draft Rs. /- as EMD drawn in favour of the registration & DDO/ OSD , West Bengal Valuation Board, payable at Kolkata		
5.	List Arbitration cases (If Applicable) If there are no such cases write 'Not Applicable'		
6.	Acceptance of terms and conditions attached. Each Page of terms and conditions to be duly signed as token of acceptance and submitted as part of tender document.		
7.	Copy noOf last Income Tax return		
8.	Undertaking by the bidder to the effect that there is no police case pending against the proprietor/ Firm/ parties relating to previous service contracts		
9.	Office address in state of west Bengal		
10	Copy of experience certificate of Providing AMC of IT infrastructure in govt. / Govt. U.T (P.S.U) for 1 (One) years of last 5 Years		

(Seal & Signature of the bidder with date)

Annexure-II

COVERING LETTER FOR BID

Ref No.

Date:-

To

The Member Secretary

West Bengal Valuation Board,

"Poura Prasashan Bhavan" (2nd floor),

Sector-1, Salt Lake, Kolkata – 700064.

Subject : Annual maintenance Contractual of IT infrastructural set up for West Bengal Valuation Board.

Madam/Sir

With respect to the above mentioned subject please find our bid offer. We do accept all the terms and conditions of the tender document . As a token of our acceptance we have annexed the tender document duly signed and stamped on all pages .

Annexed along all the following documentin relation to our eligibility criteria along with Copy PAN/ VAT/GST/ service Tax etc.

- i)
- ii)
- iii)
- iv)
- v)
- vi)

If at any point of time we deviate from the tender terms and conditions, the department reserves the right to cancel our bid.

Thanking You,

Your sincerity

(Seal & Signature of the bidder with date)

Annexure-III
Letter Of Authorization

To

The Member Secretary
West Bengal Valuation Board,
"Poura Prasashan Bhavan" (2nd floor),
Sector-1, Salt Lake, Kolkata – 700064.

Subject : Annual maintenance Contractual of IT infrastructural set up for West Bengal Valuation Board.

Madam/Sir

We hereby authorize (Name)
(Designation) to represent our company . and sign the bid document, submit necessary documents, Conduct negotiation etc. On behalf of the company with respect to the tender.

All declaration given by him/ her will be binding on the company.

The signature of Is attested here below.

Thanking You,

Your sincerity

For (Company Name)
Director/ Constituted attorney

Signature of the Authorized person

(Attested By)

Annexure-IV

Price Bid Format

Sl No	Item Description	Rate/ Unit per month in Rs. Inclusive of all taxes
1	Desktop PC	
2.	Server	
3.	Laser Printer	
4.	Dot Matrix Printer	
5.	Laptops	
6.	Multifunctional Printers cum Scanner	

(Seal & Signature of the bidder with date)

List of Computer with accessories and network components of West Bengal valuation Board

SI No	Item Description	Total quantities
1	Desktop PC	20 pcs
2.	Server	1pc
3.	Laser Printer	14 pcs
4.	Dot Matrix Printer	1pc
5.	Laptops	4 pcs
6.	Multifunctional Printers cum Scanner	4 pcs

(a) I/ we do hereby certify that my firm /agency/ company is not black listed by any government department organization as on date.

(b) I/ we do hereby certify that neither this firm /company /agency nor any other entity with which the undersigned any of the partner's directors are have been associated not the said individually have ever been convicted for any offence by any Court of law as on date.

(c) I/ we do hereby certify that the commission has not terminated /cancelled any agreement with this firm /agency /company or any other entity with which the undersigned / any of the partner's /directors are /have been associated with the last five financial years that is 2015-2016, 2016-2017, 2017-2018, 2018-2019, 2019-2020.

(d) I /we hereby certify that I/ we have not tempered the tender documents download it for the website. <http://www.wburbanservices.gov.in/>

(Please strict of (a) or (b) or whichever is not applicable for the agency). This is to certify that I before signing this bid have carefully read the content of the bid documents and fully understood all the terms and conditions contained there in undertake myself / ourselves to abide by same. I certify that all information/ f acts given in the annexure are fully correct and true. In case any information/facts found to be incorrect , misleading or factually wrong, Board is empowered to take any action as deems fit.