

**Government of West Bengal**  
**Department of Urban Development & Municipal Affairs**  
"Nagarayan", DF-8, Sector-I, Salt Lake, Kolkata- 700064.

**NO: 840 -T&CP.**

**DATED, THE KOLKATA, THE 18 TH MAY, 2023.**

Urban Development & Municipal Affairs Department, Govt. of West Bengal invites e-tender for annual maintenance of Servers, Desktop Computers, Laptops, Printers, Scanners, and UPS along with other peripherals and Network equipment's at the **Nagarayan Building** for a period of One year.

**a. GENERAL**

► Urban Development & Municipal Affairs Department, invites e-tender under two bid systems (Technical and Commercial/Financial) from bona fide agencies/companies for AMC of Servers, Desktop Computers, Laptops, Printers, Scanners, UPS along with other peripherals and Network equipment's installed at this Department for a period of one year, which *may be extended for further maximum one year on satisfactory completion of the contract under same terms & conditions.*

► Tender documents can be downloaded and uploaded through the website:<http://wbtenders.gov.in>

► **Details of Bid:**

1. Bid Reference : Tender No: UDMA/04/2023.
2. Date and Time Schedule:

Sl No	Key Activities	Date & Time
1.	Publishing of Tender (Online based)	22.05.2023 : 15.00 hrs
2.	Document downloaded start date	24.05.2023 : 10.00 hrs
3.	Bid submission start date	24.05.2023 : 15.00 hrs
4.	Date and time of bid queries submission	Queries of bidders, if any are requested to contact to the Urban Development & Municipal Affairs Department
5.	Document downloaded end date	02.06.2023 : 10.00 hrs
6.	Bid submission end date	02.06.2023 : 15.00 hrs
7.	Opening of Technical date	05.06.2020 : 15.00 hrs
8.	Uploading of qualified bidders	To be notified later
9.	Opening of Financial Bid	To be notified later

► **Bidding Procedure:**

- a) Bids are invited in two Bid systems, (1) Technical and (2) Commercial/Financial.
- b) Any bid received after the submission deadline prescribed by this Department, shall be rejected.
- c) The selection committee of this Department may ask to produce original documents for verification as and when required.
- d) All relevant rules and regulation of Government of West Bengal will be final and applicable and binding on all bidders.
- e) The selection committee of this Department retains the right to reject any or all bids at any stage and the decision in this regard shall be final

► **Eligibility/Pre-Qualification Criteria:**

Proposal may be submitted by interested Authorised Service Provider as single entity (Consortium/JV in any manner is not allowed) having similar type of service record / work experience within last five (05) years for providing AMC services of Servers, Desktop Computers/Laptop/Server/ Scanners, Printers and Network / other IT related peripherals at Central/State Government Departments, Statutory bodies or Public sector organizations and fulfilling the following conditions and are eligible for bidding:

- a. The bidder must be Authorised HP and DELL Service Provider Company. (Attested copy of the Authorisation letter to be submitted).
- b. It should be a registered company under Companies Act 1956/2013 or Proprietorship firm /Partnership firm /Registered Co-operative Society, in existence for a minimum of 5 years on the date of issue of this tender.

- c. The bidder should be registered with GST, PAN, Income Tax etc. as required in the normal course of business to render similar services. (Self attested copy to be submitted)
- d. The bidder should have a valid Trade Licence. (Self attested photocopy to be submitted)
- e. The bidder should have a full-fledged office with necessary technical staff in Kolkata Pin code area (self attested address proof copy to be submitted)
- g. The bidder should have an experience of similar work with minimum contract value (in a single order) of Rs. 15.00 Lakh per annum in any Financial Year within last 5(five) years, for Government/Autonomous bodies/PSU [Work Order and Completion Certificate from clients to be attached].
- h. The company should have minimum annual average turnover of Rs 30.00 Lakh in any of last 03 (three) Financial years [2019-20, 2020-21 and 2021-22].
- i. The bidder must work in the area of managing and providing support for computer hardware, software, networking, laptops and others IT peripherals i.e. Printers, Plotters, Scanner, UPS etc.
- j. The company must not have been blacklisted by any Government/Ministry/Department/PSU, nor should they have been debarred from dealing with any public Department.
- k. The bidder shall have to furnish all documentary evidences that it has financial, technical and operational capacity and capability necessary to perform the contract.
- l. The bidder must be a profit making company. (Attested copy to be submitted as proof).

Note: Similar types of projects cover the following:

- a) Annual Maintenance Contract for Desktop Computers/Laptop/Server and Network with onsite Engineer's support
- b) Annual Maintenance Contract for Scanners / Printers and Networks / Other related peripherals with onsite Engineer's support

- m) The bid may be summarily rejected on not meeting any one or more criteria mentioned above.
- n) The bidder shall have to furnish all documentary evidences that it has financial, technical and operational and production capacity and capability necessary to perform the contract. An indicative pre-qualification checklist has been provided for submission by the bidders. The bids shall be accompanied by documentary proof of criteria including but not limited to those mentioned in the pre-qualification checklist in the same order mentioned in the following table.

Sl No.	Criteria	Documentary Evidence
1..	Income Tax, GST etc.	Income Tax / GST Return /Certificate etc.
2.	The bidder should have an experience of similar work with contract value (in a single order) of Rs. 15.00 Lakh per annum in any Financial Year in last 5 year, for Government/Autonomous bodies/PSU	Work Order and Completion Certificate from clients.
3.	Authorised Service Provider as single entity (Consortium/JV in any manner is not allowed) having similar type of service record within last five (05) years for providing AMC services of Desktop Computers/Laptop/Server/ Scanners, Printers and Network / other IT related peripherals at Central/State Government Departments, Statutory bodies or Public sector organizations	Work Order and Completion Certificates confirming that firm is in the relevant business for last 5 years.(1/4/2017 to 31/3/2022).
4.	The company should have minimum annual average turnover of Rs 30.00 Lakh in any of last 03 (three) Financial years [2019-20, 2020-21 and 2021-22].	(i) Audited Balance sheets for last 3 years. (ii) Profit & Loss account for last 3 years. (iii) IT Return for last 3 years.
5.	The bidder must be Authorised HP and DELL Service Partner.	Attested Copy of valid Certificate.
6.	The bidder should have not been currently blacklisted/debarred due to any unethical practice or poor performance by any Central/State Government/ Department/Organisations. An Affidavit of same has to be given by bidder.	

► **Information to the Prospective Bidders:**

a) **Liability of the bidder:**

Bidders are advised to study the bid documents carefully. Bids not complying with all the clauses in the tender document are liable to be rejected. Failure to furnish all the information required by the tender document in every respect will be at the bidder's risk and may result in the rejection of the bid.

b) **Amendments to the Bidding Document:**

At any time prior to the deadline of the submission of bids, the Urban Development & Municipal Affairs Department may, for any reason, whether at its own initiative, or in response to a clarification requested by the prospective bidders, amend the bidding document. Copies of such amendments shall be sent to all prospective bidders who have collected the bidding documents within the prescribed time limit. In case of any amendments to be taken into account the Urban Development & Municipal Affairs Department may, at its own discretion, extended the last date for submission of bids.

c) **Documents comprising the bid:**

The bids prepared by bidder shall comprise the following components, in the following lines:

- i. Work of similar nature performed in the past.
- ii. Copies of the balance sheet, Audited Accounts.
- iii. Certificate confirming the annual average turnover of at least Rs. 30 Lakhs during the last three financial

years in system integration, managing and providing support for computer hardware, software, networking, laptops and other peripherals similar to the exiting IT hardware.

- iv. Income tax return for the last three years.

- v. Profile of the Project Manager.

d) **The Technical Bid comprises of the following:**

i. **Statutory Cover containing:**

- a) e-NIT [with all corrigendum and addendum, if any. Download & upload the same Digitally Signed.

b) **TECHNICAL DOCUMENTS:**

Prequalification Application (application for the AMC of Desktop Computers, Laptops, Printers, Scanners, UPS along with other peripherals and Network installed at this Department

NIT No: UDMA/04/2023 (SEC-B, FORM-I) [Download & upload the same Digitally Signed].

*Note: Download & upload the same Digitally Signed except quoting rate, quoting rate will only encrypted in the B.O.Q. under Financial Bid. In case of quoting any rate in tender document the tender will be summarily rejected.*

ii. **Non Sensitive covers Containing (scanned copy).**

- a) PAN Card, Latest ITR, GST Registration Certificate.
- b) Registration Certificate under Companies Act (If any).
- c) Registered Deed of Partnership firm/Memorandum and Article of Association of the Company
- d) Power of Attorney (for partnership Firm/private limited company, if any)
- e) All original Credential Certificates

*Note: Failure of submission of any of the above-mentioned documents (as stated above will render the tender liable to be summarily rejected for both statutory & Non-Statutory Cover (Non-Sensitive Document).*

e) **Financial Bid comprising the following:**

The Financial proposal should contain the following documents in one cover (folder) i.e. Item Rate of Bill of Quantities (BOQ). The bidders shall quote their rate in enclosed format online through computer in the space marked for quoting rate in the BOQ. Quoting rate in any other form or in any other document will render the tender liable to be summarily rejected.

► **Clarification of Bids:**

To assist the examination, evaluation and comparison of bids the Urban Development & Municipal Affairs Department with the help of consultant may at its discretion, ask the bidder for clarification of its bid. The request for clarification and the response shall be in writing and no change in price or substance of the bid shall be sought, offered or permitted.

► **B. TECHNICAL**

► **Scope of Work:**

- a) Maintenance and repairing service of the below mentioned items listed with Technical specification.
  - i. All Desktop Computers, Laptops of this Department installed at different floor as described in *Technical Specifications (hardware)*.
  - ii. All printers including replacement of parts and all other consumable items except toner and cartridge etc.
  - iii. Reinstallation of operating system, system software, software patches, upgrades firmware of installed hardware etc.
- b) **Maintenance that includes the replacement of malfunctioning spares/ parts back to back OEM support** as applicable for proper functioning of all systems and sub-systems by the Contractor. If any part gives repeated problems, i.e. repairs in a minimum period of two- month time then the contractor must replace it immediately with a new original part.
- c) Maintenance and extension of LAN cables, Network connectivity in the existing setup at this Department i.e. including the replacement of faulty network cables, I.O. Box, removable jacks (RJ-45) as and when required. The bidder should be fully responsible for functioning Internet connectivity for all users.
- d) End to end integration and testing of complete systems and when required.
- e) Installation of antivirus in all desktops of users and further updation (as and when required) and antivirus licence will be provided by this office.
- f) Three well trained/qualified engineers shall be deployed onsite to resolve the hardware problems between 9.30 AM to 6.00 PM on all working days (Monday to Friday). The engineer must have experience in all above and should also be responsible for advising the Reporting Officer of actions to be taken or initiated in regard to effective maintenance of the entire information and communication technologies systems of this Department. The engineer is also liable to work on all holiday (if services are required) and without any additional amount.
- g) The engineer will be reporting to the Assistant Secretary of this Department (IT/e-Gov Cell) time to time.
- h) During the AMC period the engineer may have to shoulder additional responsibility in terms of repair, re-configuration, re-installation, re-commissioning, integration etc including those alike which are not specified in the scope of work as and when necessary at no extra cost.

► **Service warranty:**

- a) The bidder should cover services provided including the quality of workmanship under warranty.
- b) The successful bidder will not be allowed for frequently changing the hardware engineers.

► **General description of network:**

Within premises of the building, a LAN uses fibre and fast Ethernet connecting the servers. The client connectivity is required on Fast Ethernet over unshielded twisted pairs. The computer center is situated in 3<sup>rd</sup> floor of this building, client distances are in different floor of the building and within the range of distribution switches suitably placed. Bidder is expected to make visit to this office to assess the environment and placement of computers, printers and other peripherals.

3. **Technical Specification (Hardware):**

a) **Desktop Computer.**

SI No	ITEM	Quantity
1.	HP Make Desktop	240
2.	Dell Make Desktop	26
3.	Other than HP and DELL Make Desktop	21

b) **Printer**

SI No	ITEM	Quantity
1.	HP Colour Laser Jet Printer	6
2.	HP Laser Jet Printer	151
3.	Other than HP Printer	7

c) UPS & Other Items

SL NO	ITEM	DEPARTMENT	QUANTITY	DESCRIPTION
01.	UPS, 600 VA	UD&MA	170	LIVE
02.	6 <sup>TH</sup> FLOOR CONFERENCE HALL UPS 1KVA	UD&MA	02	LIVE
03	SERVER ROOM UPS 2KVA	IT CELL	02	LIVE
04.	Switches and Routers	UD&MA	45	

d) Scanner

SI No	ITEM	Quantity
1	HP Scanner	33

► **GENERAL TERMS AND CONDITIONS**

1. **Proprietary Information/ Public Disclosure:**

1.1 Materials submitted in response to this competitive procurement shall become the property of the Urban

Development & Municipal Affairs Department.

1.2 All bids received shall remain confidential until the contract, if any resulting from this tender is awarded,

i.e. signed and approved by all parties. Thereafter, the bids shall be deemed public records.

2. **Taxes and Duties:**

2.1 The Prices shall be inclusive of all taxes & duties along with GST and indicated separately in the price Schedule. The Bidder should include GST in the cost of products/services. However, the Employer /Authority will pay to the Bidder, GST or any other tax replaced with it at the prevalent rate at the time of actual payment to the Bidder.

2.2 For the purpose of the contract, it is agreed that the Contract Price specified in Price schedule, is based on the taxes, duties and charges prevailing one day prior to the last date of bid submission date. If any rates of tax are increased or decreased or a new tax is introduced or an existing tax is abolished, or any change in interpretation or application of any tax occurs in the course of the performance of contract, which was or will be accessed on the bidder in connection with performance of the contract, an equitable adjustment of the contract price shall be made to fully take into account any such change by addition to the contract price or deduction there from as the case may be.

3. **Income Tax & GST Certificate:**

Attested copies of the following documents must be submitted along with the tender:

- ITR (the original of which may have to be produced by the successful bidder before the issue of the work over).
- Valid GST Registration Certificate.
- Trade Licence Certificate.

4. **Discrepancies in Bid:**

In case of discrepancies in bids, the following will be adopted to correct the arithmetical errors for the purposes of evaluation.

- In case of discrepancies between the original and Copies of bid, the Original bid will be considered correct.
- In case of discrepancy between figures and words, the words will be considered correct.
- In case of discrepancy between unit price and total price, which is obtained by multiplying the unit price and quantity, or between subtotals and the total price, the unit or subtotal prices shall prevail, and the total prices shall be corrected accordingly.

5. **Tender Acceptance and Rejection:**

- Bidder must provide a response to all sections and requirements of this tender to be considered complete. Bidder's failure to comply with any part of the tender may result in the bidder's bid being disqualified for being non-responsive.
- The Selection Committee of this Department reserves the right to reject any tender without assigning any reason whatever.
- **All components in tender must qualify in technical specification. If any component fails to qualify in technical evaluation this will lead to rejection of the technical bid.**

**6. Authorized Representatives:**

Any action required or permitted to be taken, and any documents required or permitted to be executed under this contract by this Department or the bidder may be taken or executed by the officials authorized for this purpose:

**7. Bid Evaluation Process:**

**7.1 Earnest Money Deposit:**

**Rs.20, 000.00** (Rupees Twenty thousand only) as an initial Earnest Money Deposit shall be paid through online mode of payment (Payment link will be available in the website). This amount will be converted to security deposit for the successful bidder.

The EMD for the successful Bidder will be converted to Security Deposit and additional amount of 8% will be deducted towards Security Deposit from each running bill. Such deducted total amount will be refunded after 3 months of completion of the work. No interest shall be payable on the deducted amount.

Note: If any bidder is exempted from payment of EMD, scanned copy of original EMD exemption document needs to be submitted along with the Technical Proposal at the time of submission and also submitted when called for.

**7.2 Bid Security/ Earnest Money Deposit:** Only bidders who have submitted the Bid Security/ Earnest Money Deposit shall be considered for further evaluation subsequently, a single step two-stage bidding procedure will be used for the evaluation. Under this process, the technical bid will be opened and evaluated prior to opening and evaluating the financial bid.

**7.3 Preliminary examination of bids:**

(i) The Selection Committee of this Department will examine both the bids to determine whether they are complete, whether any computation errors have been made, whether required sureties have been furnished, whether the documents have been properly signed, and whether the bids are generally in order.

(ii) Arithmetical errors will be rectified on the following basis. If there is a discrepancy between words and figures, the amount in words will prevail and the bid shall stand corrected to that effect. If the bidder does not accept the correction of errors, its bid will be rejected and its earnest money will be forfeited. The Selection committee may waive any minor infirmity or non-conformity or irregularity in a bid, which does not constitute a material deviation, provided such a waiver does not prejudice or affect the relative ranking of any bidder.

(iii) Prior to the detailed evaluation, the selection committee will determine the substantial responsiveness of each bid to the bidding documents. For purposes of these clauses, a substantially responsive bid is one, which conforms to all the terms and conditions of the bidding documents without material deviations. Deviations from or objections or reservations to critical provisions such as those concerning performance security, warranty, applicable law and taxes and duties will be deemed to be a material deviation. The selection committee's determination of the responsiveness of a bid will be based on the contents of the bid itself without recourse to extrinsic evidence.

(iv) If a bid is not substantially responsive, it will be rejected by the selection committee and may not subsequently be made responsive by the bidder by correction of the non-conformity or through clarifications.

At the end of this stage, the selection committee will be agreed on:

- Those bids which should not be considered for further evaluation.
- Any clarification that should be requested from qualified bidders.

**7.4 Examination of short listed Technical bids:**

The short-listed technical bids shall be examined for completeness and clarifications if any shall be sought for from the respective bidders in case the same is considered essential.

## 7.5 Technical Evaluation Criteria & Point system for the evaluation of Technical Bids:

Sl No	Parameter	Maximum Marks allotted
<b>1</b>	<b>Firm's General Experience and Experience in similar Assignments</b>	<b>60</b>
1a	Number of Years of Experience i. More than 03 years to 05 years: 05 marks ii. More than 05 years to 08 years: 10 marks iii. More than 08 years: 15 marks	<b>15</b>
1b	Sub Criteria – “Experience in providing AMC services for similar projects with contract value of at least Rs. 10 lakh or more per annum” i. 10 marks per project with maximum marks allotted is 30	<b>30</b>
1c	Sub Criteria – “Experience in providing AMC services for similar projects with deployment of onsite engineers”  i. Project with deployment of at least 02 on site Engineer – 05 marks per project maximum to 15 marks	<b>15</b>
<b>2</b>	<b>Financial Capacity of the Firm</b>	<b>20</b>
2a	Average Annual Turn Over of the Firm for the last 3 Financial Years (2016-17, 2017-18 & 2018-19)  i. 01 mark per additional of Rs. 0.5 lakh over and above Rs. 30 lakh subject to a maximum of 10 marks	<b>20</b>
<b>3</b>	<b>Understanding the proposed assignment</b>	<b>10</b>
3a	Sub Criteria  i. Approach & Methodology – 05 marks ii. Work plan & Manpower planning – 05 marks	<b>10</b>
<b>4</b>	<b>Local Presence</b>	<b>10</b>
	i. Presence of registered office/Branch Office in Kolkata / West Bengal – 10 marks	<b>10</b>
<b>TOTAL</b>		<b>100</b>

The Minimum Technical score required for passing technical bid evaluation and qualifying for the Financial Bid is **65** points out of 100. The Financial bids for bidders whose technical score is less than **65** will not be opened.

## 7.6 Examination of Financial Bids:

The Selection Committee of this Department will determine whether the financial Bids are complete, i.e. whether the bidder has included all components as per the tender documents. All price bids shall include all taxes, etc. No assumptions shall be allowed and the financial bid should be complete in all respects.

### 8. Award of Contract:

The Method of selection will be Least Cost Selection (LCS) Method. The client / Authority will select the Bidder with the lowest evaluated total price and rank the Bidders accordingly.

### 9. Payment:

9.1 Payment will only be made in Indian Rupees (INR). No Advance payment shall be made for this Project. Payments shall be made in quarterly basis.

### 10. Other Terms & Conditions:

#### 10.1 Obligation to Contract:

This Tender does not obligate the Urban Development & Municipal Affairs Department to contract for service(s) specified herein. Urban Development & Municipal Affairs Department also reserves the right to cancel or to reissue the tender in whole or in part, prior to execution of a contract.

**10.2 Bid Rejections:**

Urban Development & Municipal Affairs Department will make the sole determination of clarity and completeness in the response to any of the provisions in this Tender. Urban Development & Municipal Affairs Department reserves the right to seek clarification, additional information and materials in any form relating to any or all provisions or conditions of this Tender. Urban Development & Municipal Affairs Department reserves the right to accept or reject any or all of the bids submitted in response to this Tender.

**11. Governing Laws:**

This Tender Document and the contract shall be governed by and interpreted in accordance with laws in force in India. High Court at Calcutta shall have exclusive jurisdiction in all matters arising under the contract.

**12. Termination of contract for default:**

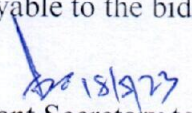
Urban Development & Municipal Affairs Department, without prejudice to any other remedy available for breach of contract, may terminate the contract in whole by a thirty (30) days' notice in writing to the bidder in the event of any one or all of the following:

(i) If the bidder fails to provide any one or all services as per this contract, and fails to set right the disruption in service within the thirty (30) days' notice period or show a valid reason to the Urban Development & Municipal Affairs Department for the lapse.

(ii) If the bidder has engaged in corrupt or fraudulent practises in executing the contract.

**13. Provisions for Unsatisfactory Services:**

If services of bidder are not found satisfactory, at any stage during the period of contract, in such situations the bidder shall be bound to remove the deficiencies at its own cost within the time period fixed by the Urban Development & Municipal Affairs Department. In case the bidder is not able to remove and rectify the deficiencies within the given time period, the Urban Development & Municipal Affairs Department will be competent to make alternative arrangements of the services at the risk and cost of the bidder and the costs so incurred shall be deducted from the due amount payable to the bidder.

  
Assistant Secretary to the  
Government of West Bengal



**SECTION-B**

**Form-I**

**PRE-QUALIFICATION APPLICATION**

To,  
The Assistant Secretary to the  
Government of West Bengal  
Urban Development & Municipal Affairs Department,  
Nagarayan, DF-8, Salt Lake,  
Kolkata-700064.

**Ref: AMC of Desktop Computers, Laptops, Printers, Scanners, UPS along with other peripherals and Network equipments installed at this Department**

E-NIT No: **UDMA/04/2023**, of Joint Secretary, Government of West Bengal, Urban Development & Municipal Affairs Department.

Sir,

Having examined the Statutory, Non Statutory, Instructions to bidders & NIT documents, I/We hereby submit all the necessary information and relevant documents for evaluation.

The application is made by me/us on behalf of.....In the capacity.....duly authorized to submit the order.

The necessary evidence admissible by law in respect of authority assigned to us on behalf of the group of firms for application and for completion of the contract documents is attached herewith.

We are interested in bidding for the work(s) given in Enclosure to this letter.

We understand that:

- a. Tender Inviting & Accepting Authority can amend the scope & value of the contract bid under this project.
- b. Tender Inviting & Accepting Authority reserves the right to reject any application without assigning any reason.

Enlco: e-filling;-

1. Statutory Documents
2. Non statutory Documents

Date:

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Signature of the bidder including title  
and capacity in which application is made

***N.B:- THIS APPLICATION MUST BE MADE IN THE LETTER HEADED PAD OF THE FIRM/COMPANY IN WHICH APPLICATION IS MADE, CLEARLY MENTIONING THE ADDRESS AND CONTACT NUMBER OF THE FIRM/COMPANY.***

**SECTION-C: Financial Proposal Submission Form**

THIS IS TO BE SUBMITTED AS PER FORMAT PROVIDED ONLINE ONLY

**Bill of Quantities (BOQ)**

<b>Sl. No.</b>	<b>Item</b>	<b>Quoted Rate (inclusive of all taxes &amp; duties except GST) in Rs.</b>	<b>GST in Rs.</b>	<b>Total Quoted Rate (inclusive of all taxes &amp; duties and GST) in Rs.</b>
1.	Annual maintenance of Desktop Computers, Laptops, Printers, Scanners, UPS along with other peripherals and Network equipments at the Nagarayan Building for a period of one year			