

**Government of west Bengal  
Urban development Department  
Town & Country Planning Branch  
(Computer Cell)  
'Nagarayan', DF-8, Sector-1, Bidhannagar  
Kolkata-64.**

**No: 48 - T&CP/3P-9/2010.**

**Dated, Kolkata the, 13<sup>th</sup> January, 2016.**

**ABRIDGE NOTICE INVITING TENDER**

Sealed quotation are invited from suitable and experienced 'IT' organizations for "Annual Maintenance Contract (Comprehensive) for Computers and Printers installed in various offices including deputation of a competent hardware Engineer 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 7 and 8 for HP Desktop computers and other related HP peripheral as mentioned at Annexure – A & B, 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 of commercial software (Licensed) packages mentioned above.

**Scope Of work of AMC also includes:**

- a) Maintenance that includes the replacement of malfunctioning spares/ parts back to OEM support as applicable for proper functioning of all systems and sub-systems listed in Annexure – A & B 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.
- b) Maintenance includes replacement of each and every malfunctioning part of computer, printers and related items at Annexure – A & B like Monitor, Hard Disk, 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. 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 bidder must quote the rate inclusive of all the Taxes. 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) on site competent engineer for a contracted period who can maintain the equipment listed in Annexure – A & B 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 or give Biometric attendance 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 company must be an ISO certified and HP authorized service provider.**
4. 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, located of office and time taken for rectification of a complaint. The engineer is also required to get the complaint sheets signed by the respective end users.
5. The contractor would carry out monthly preventive maintenance of each machine mentioned in Annexure – A & B 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 will strictly be made on the basis of satisfactory report from the user.
6. 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 Urban 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.
7. Upkeep and maintenance of the hardware installed as per the items mentioned in Annexure – A & B contractor must also maintain the required drivers (CDs & DVDs) for maintaining the equipment in Annexure – A & B.
8. Stand- by arrangement to be made in case the equipment is to be taken to workshop for repairs or item in 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 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.
9. 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 machine or higher configuration. However, in the case of hard disc, vendor should provide a new hard disc of the matching or higher configuration.
10. The vendor shall ensure the following service norms:
  - a) Service Availability Timings : 10.00 a.m. to 18.00 p.m. (Monday to Friday) or in emergency as directed by the coordinator.
  - b) On-site response Time : 1 Hour.
11. Any other maintenance work to be undertaken related to the computers/peripherals & printers.
12. The contractor shall ensure that the engineer(s) are present timely and posses valid ID cards on all working days. In case of engineer going on leave, alternative arrangements should be made well in advance 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.

13. 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 (7) above, by the customer.
14. No advance payment in any case would be made. However, quarterly payment after satisfactory completion of each quarter would be made. Income Tax/TDS shall be deducted as applicable under the rules.
15. It is responsibility of the contractor to ensure the functioning of Computer & Printing System. Bidder is advised to first ensure the condition of system listed in Annexure – A & B by visiting the Office before filling the bid document.

### **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 and TAN.
3. List of similar experience in the last three year & 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 contact 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, 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 substitute.
- 12.

### **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.

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

2. All other information required in connection with the above mentioned assignment may be obtained from the Assistant Secretary, T & CP Branch, 2<sup>nd</sup> Floor, Urban Development Department, Nagarayan, DF-8, Sector-1, Bidhannagar, Kolkata- 700064.
3. 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, Government of West Bengal and the firm with reference to any provision of the contract, the decision of the Special Secretary, Urban Development Department, Government of West Bengal shall be final and binding on both the parties.
4. Prospective bidders may submit their Technical Bid and Financial Bid separately (on their letter heads) in a sealed cover super scribed as "QUOTATION FOR SELECTION OF 'IT' ORGANISATIONS FOR "Maintenance contract (Comprehensive) for Computers and Printers" of Urban Development Department, Government of West Bengal latest by 19.02.2016. by 3 pm in the Drop Box kept at Ground Floor, Nagarayan, DF-8, Sector-1, Bidhannagar, Kolkata-700064.
5. The Financial Bid submitted by prospective bidders will be opened by the Special Secretary of this Department on 19.02.2016 at 4 p.m.
6. Shortlisted bidders/agencies on the basis of their Quotation/Technical qualifications will be subsequently selected for the said assignment.



Special Secretary  
to the Government of West Bengal  
Dated, Kolkata the, 13<sup>th</sup> January, 2016.

No: 48/1(8) - T&CP/3P-9/2010.

Copy for information and necessary action to:-

1. The Finance (Audit) Department, Nabanna, 325, Sarat Chatterjee Road, Howrah.
2. The Joint Secretary, Department of Information Technology, Government of West Bengal.
3. The OSD to MIC of this Department.
4. The Assistant Secretary, I & CA Department, Nabanna, Howrah. (For display in Departmental website & Notice Board.)
5. The P.S. to the Principal Secretary of this Department.
6. The Sr. P.A. to the Spl. Secretary of this Department.
7. This Department **NOTICE BOARD** FOR DISPLAY.
8.  This E-Governance Cell of this Department (for display in Departmental website).

Encl: Annexure – A & B.

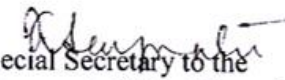


Assistant Secretary  
to the Government of West Bengal

**Government of West Bengal**  
**Urban Development Department**  
 "NAGARAYAN", DF-8, Sector-I, Bidhannagar, Kolkata- 700064.

ANNEXURE - 'A'

SI NO.	HP PART LD	ITEM / PRODUCT DESCRIPTION	SERIAL NUMBER
1	CE663A	HP LASERJET P1566	VNC3F05489
2	CE663A	HP LASERJET P1566	VNC3F05327
3	CE663A	HP LASERJET P1566	VNC3F09014
4	CE663A	HP LASERJET P1566	VNC3101895
5	CE663A	HP LASERJET P1566	VNC3102806
6	CE663A	HP LASERJET P1566	VNC3F08525
7	CE663A	HP LASERJET P1566	VNC3F08838
8	CE663A	HP LASERJET P1566	VNC3F05044
9	CE663A	HP LASERJET P1566	VNC3101918
10	CB495A	HP COLOR LASERJET CLJ2025DN	CNHS905006
11	CB495A	HP COLOR LASERJET CLJ2025DN	CNHS905009
12	CB495A	HP COLOR LASERJET CLJ2025DN	CNHS904973
13	C9299A	DESKJET A3 PRINTER OJ 7000	MY0AG110WS
14	C9299A	DESKJET A3 PRINTER OJ 7000	MY04M110DT
15	CB051A	DESKJET A4 PRINTER OJ 6000	MY99A2J1H2
16	CH539A	PLOTTER DESIGN JET T770	CN08K3H08R
17	CH538A/CQ653A	PLOTTER DESIGN JET T1200	CN0503H052
18	C13532A	MULTIFUNCTION DEVICE 2727NF	CNG8BC6SWD
19	CB532A	MULTIFUNCTION DEVICE 2727NF	CNG8C1NMNG
20	CB532A	MULTIFUNCTION DEVICE 2727NF	CNG8BC6SW2
21	CB532A	MULTIFUNCTION DEVICE 2727NF	CNG8BC6SNO
22	CB532A	MULTIFUNCTION DEVICE 2727NF	CNG8C1NM37
23	CB532A	MULTIFUNCTION DEVICE 2727NF	CNG8BC6T1C
24	CB532A	MULTIFUNCTION DEVICE 2727NF	CNG8C2JM26
25	CB532A	MULTIFUNCTION DEVICE 2727NF	CNG8BC6SS1
26	CB051A	DESKJET A4 PRINTER OJ 6000	MY99A2JT1HK

  
 Special Secretary to the  
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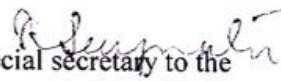
27	594869-371	HP PROLIANT ML 350 G6	CN70470L9Z
28	594869-371	HP PROLIANT ML 350 G6	CN70470KRY
29	XT769PA#ACJ	HP COMPAQ 8J00 ELITE	INA104T5V7
30	XT769PA#ACJ	HP COMPAQ 8100 ELITE	INA103SZRP
31	XT769PA#ACJ	HP COMPAQ 8100 ELITE	INA104T5TF
32	XT769PA#ACJ	HP COMPAQ 8100 ELITE	INA103SZVP
33	XT769PA#ACJ	HP COMPAQ 8100 ELITE	INA101RWSS
34	XT769PA#ACJ	HP COMPAQ 8100 ELITE	TNA102S42X
35	XT769PA#ACJ	HP COMPAQ 8100 ELITE	INA101RWXW
36	XT769PA#ACJ	HP COMPAQ 8100 ELITE	INA101RWXK
37	XT769PA#ACJ	HP COMPAQ 8100 ELITE	INA101RWSY
38	XT769PA#ACJ	HP COMPAQ 8100 ELITE	INA101RXON
39	XT769PA#ACJ	HP COMPAQ 8J00 ELITE	INA101RX17
40	XT769PA#ACJ	HP COMPAQ 8100 ELITE	INA102S435
41	XT769PA#ACJ	HP COMPAQ 8100 ELITE	INA103SZTM
42	XT769PA#ACJ	HP COMPAQ 8100 ELITE	INA104T5TQ
43	XT769PA#ACJ	HP COMPAQ 8100 ELITE	INA104T5QG
44	XI769PAHACJ	HP COMPAQ 8100 ELITE	INA101RWXD
45	XT769PA#ACJ	HP COMPAQ 8100 ELITE	INA103SZPG
46	XT769PA#ACJ	HP COMPAQ 8J00 ELITE	INA103SZWY
47	XT769PA#ACJ	HP COMP AQ 8100 ELITE	INA104T5VR
48	XT769PA#ACJ	HP COMPAQ 8100 ELITE	INA104 T5WZ
49	XT769PA#ACJ	HP COMPAQ 8100 ELITE	INA101RWVZ
50	XT769PA#ACJ	HP COMPAQ 8100 ELITE	INA101RWX8
51	XT769PA#ACJ	HP COMPAQ 8100 ELITE	INA101RWVR
52	XT769PA#ACJ	HP COMPAQ 8100 ELITE	INA102S3WK
53	XT769PA#ACJ	HP COMPAQ 8100 ELITE	INA102S40T
54	XT769PA#ACJ	HP COMPAQ 8100 ELITE	INA101RWVY
55	XT769PA#ACJ	HP COMPAQ 8100 ELITE	INA102S43C

  
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**ANNEXURE - 'B'**

SL. NO.	ITEM / PRODUCT DESCRIPTION	SERIAL NO.	NO. OF UNITS
1	2KVA ONLINE APC UPS	5ES1034003819/SES1029002968	2
2	LENOVO A70-2 SERIES PC	51K9187	1
3	APC UPS 650VA	SEB1050003812/SEB111050004748/SEB1050003390/SEB1050003408/SEB1050003427/SEB1050003477/SEB1050004798/SEB1050005029/SEB131050004673/SEB1050003050/SEB1050003049/SEB1050003416/SEB1050003446/SEB1050005015/SEB111050003467/SEB1050003397/ SEB1050 003476/SEB1050003030/ SEB10500034588/SEB1050003457/SEB1050004806/SEB1050004718/SEB1050003751/SEB1050004818/SEB1050003400/SEB1050003463/SEB1050003479	27
4	TVS DOT MATRIX MSP345 STAR	KAJ4ED008903/KAJ4ED008859/KAJ4FD008794/KAJ4ED008792/KAJ4ED008685	5
5	MULTIFUNCTION DEVICE NETWORK	EQV33743/EQV35042/ EQV33740	3
6	MAINTANANCE OF NETWORKING SYSTEM OF THE BUILDING		

  
Special secretary to the  
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