

Government of West Bengal
Office of the Resident Commissioner
Personnel & Administrative Reforms Department
A-2 State Emporia Building, Baba Kharak Singh Marg,
New Delhi - 110 001.
Tel: 011 2334 4269, Fax: 011 2374 7203

Memo No. 1436 RCWB/D-3/2024

Dated: 22/10/2024

Notice Inviting Quotations For AMC of Computers & Peripherals

Sub:- Notice Inviting Quotation for Providing Comprehensive AMC of computers and peripherals in Office of the Resident Commissioner, Govt. of West Bengal, A/2 State Emporia Building, Baba Kharak Singh Marg, New Delhi, West Bengal Information & Cultural Centre, Mukthadhara, 18-19 Bhai Veer Singh Marg, New Delhi & Banga Bhawan, 3, Hailey Road, New Delhi -110001 .

Sealed Quotation, on behalf of the Office of the Resident Commissioner, Govt. of West Bengal, New Delhi, is invited from reputed firms/Agencies for providing Comprehensive AMC with details of the hardware to be put under AMC given in table as per terms and conditions attached:-

Items	RC Office	Treasury	WBICC	Banga Bhawan I	Total
Computer	17	12	5	4	38
Server	1				1
Printer	16	4	5	3	28
Printer Dotmatrix		1			1
Scanner	1	1			2
UPS	6	2	5	3	16
Online UPS	2	1			3
Laptop	7				7
Speaker	3	2	2		7
CCTV Monitor	1				1
Network Switch	2				2
Total					106

In addition to that the AMC providing firm shall have to maintain the networking, LAN, internet connectivity, technical assistance in e-payment and solving the problems in various software installed in Office of the Resident Commissioner, Govt. of West Bengal, New Delhi.

4. This is to certify that I/We before signing this tender (Memo No..... dt.) of Office of the Resident Commissioner, Govt. of West Bengal, A/2 State Emporia Building, Baba Kharak Singh Marg, New Delhi , have read and fully understood all the terms and conditions contained herein and undertake myself/ourselves to abide by them.

Seal and Signature (Firm)
Annexure-II

FORMAT FOR SCHEDULE OF QUOTATION/RATES

Sl NO.	Name of the Items	Total Quantity	Unit Rate (Rs.)	Total Amount without Tax	Taxes if any	Total Amount with taxes
1	Computer	38				
2	Printer	31				
3	Dot matrix printer	1				
4	Scanner	4				
5	UPS	16				
6	Online UPS	4				
7	Laptop	7				
8	Speaker	5				
9	CCTV Monitor	1				
10	Network switch	2				

Total amount in figure:-

Note:- The firm/bidder will depute one Engineer for full time experienced and qualified Resident Engineer in office to rectify the faults instantly.

Name:.....
Signature:.....
Date.....
Firm's Seal:

39. Neither party shall be liable for nor deemed to be in default for any delay or failure to perform under this Agreement deemed to result, directly or indirectly, from acts of God, civil or military authority, acts of public enemy, war, accidents, fires, explosions, earthquake, flood, Pandemic or Epidemic, failure of transportation, strikes or other work interruptions by either party's employees or any other cause beyond the reasonable control of either party.

Annexure-I

Technical Bid Format

The information to be filled in by the bidder in the following pages will be used for purpose of evaluating the Technical Part of the bid.

1. Organization/ Firm information:-

A	Name of the Organization / Firm	
B	Certificate of Registration along with Registration No.	
C	Place of business	
D	Contact details (Telephone/Mobile)	
E	e-mail ID of the Company/form/Organisation	
F	PAN/ TAN/ GST No. (Attach copy)	
G	Bank details (Current A/c no., IFSC Code & Branch Name, along with a cancelled cheque).	

2. Details of Work performed for similar nature of work in any of Govt. offices / Multi-National Companies along with attached copies in support of their claim.

Name of Organization	Description of work	Contract No.	Value in Lakhs for the contract	Date of issue of work (from-to)

3. Demand Draft No. _____ dt. _____ (for Rs. 20,000/-) in favour of "Resident Commissioner, Government of West Bengal".

17. The contract would be comprehensive i.e including replacement of parts of Original Equipments Manufacturer (OEM) except replacement of exhausted battery of UPS and cartridges for printers.
18. Upkeep and maintenance of the hardware installed.
19. To provide and maintain the required drivers and additional peripherals and hardware for maintaining the equipments.
20. Repair to be carried out at the location of the equipment.
21. Standby arrangement to be made in case the equipment is to be taken to workshop for repairs.
22. Support for users and troubleshooting of commercial software packages and removal of virus and re-installation of software, as per complaints logged.
23. Coordination with OEMs for troubleshooting of the computer and other peripherals under warranty.
24. Any other maintenance work to be undertaken related to the computer/peripherals.
25. If any hardware is not repaired within 24 hrs from the date of complaint, the firm will provide a standby for the same, so that the functional continuity is ensured.
26. Quarterly cleaning and maintenance of all the PCs, Servers, Faxes UPS and Printer will be ensured by the firm.
27. Payment of the work done and services rendered will be made to the contractor on quarterly basis i.e quarterly payments.
28. TDS as applicable shall be deducted as per the provisions of Income Tax Department.
29. The payment will be made as per the approval rate+ GST tax extra.
30. Office of the Resident Commissioner, Govt. of West Bengal, A/2 State Emporia Building, Baba Kharak Singh Marg, New Delhi reserves the rights to terminate the AMC without assigning any reason after giving a one month notice to the firm.
31. If there are multiple calls to be attended on a particular day, the firm should ensure deputing additional personnel for the same.
32. The work of Repair/Maintenance of Networking will be done free of cost by the firm.
33. Tender documents must be accompanied by a demand draft of **Rs. 20,000/-** (Rupees twenty Thousand Only issued by any nationalized bank draft in favour of **"Resident Commissioner, Government of West Bengal"**. The unsuccessful tenders will be entitle to a refund of the same amount without any claim to the interest on that amount.
34. This office can terminate the contract summarily on unsatisfactory responses to show-cause notices as per the contents/directions therein.
35. The list of computers, printers, UPSs, networking hardwares etc. is attached as Annexure-III. However, new equipments purchased from time to time, after the expiry of warranty/guarantee period, will also have to be serviced/ maintained at the same terms and conditions, and the AMC has also to be done at the same terms and conditions for these new equipment. O/o RCWB, reserves the rights to add/remove any item from AMC during the contract period.
36. The initial period of contract will be for one year from the date of award of 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. The AMC can be extended, if so desired by the O/o RCWB, based on the performance of the service provider.
37. The tender is not transferable.
38. The contractor shall be responsible for any loss or damage caused to any of the machines owing to negligence on his part. The contract will be on comprehensive basis inclusive repairs and replacement of spare parts without extra payment.

Terms and Conditions

1. The firm/company should have a previous experience in maintenance of such equipments with Government Department/Public Sector Undertaking in Delhi of maintaining not less than 20 computers per year in each Department/PSU. Necessary papers must accompany the technical bid. The company should furnish its Downtime Statement of previous maintenance work in a Govt. office in Delhi for the last three years. The firm should have experience of AMC with any Govt. offices / Multi-National Companies for at least 03 year. The experience certificate should be enclosed.
2. The firm/company must have expertise in on-site maintenance and repair of computers, laser jet printers, network components, peripherals and other hardware parts and accessories.
3. The firm should have experiences of providing services and support to Camp Offices/Off-site venues during visits of dignitaries & Heads of States . Experience Certificate to be enclosed.
4. The firm shall deploy a qualified Resident Personnel stationed at Office of the Resident Commissioner, Govt. of West Bengal, A/2 State Emporia Building, Baba Kharak Singh Marg, New Delhi, for the monitoring and maintenance of hardware, Networking and other technical solutions as and when required. Certificate of personnel with such experience should be attached.
5. The firm shall provide the services to Office of the Resident Commissioner, Govt. of West Bengal, A/2 State Emporia Building, Baba Kharak Singh Marg, New Delhi , West Bengal Information & Cultural Centre, Muktheadhara, 18-19 Bhai Veer Singh Marg, New Delhi & Banga Bhawan, 3, Hailey Road, New Delhi -110001.
6. No TA will be given to the firm for the movement of the service Engineer.
7. There is no provision for Advance Payment.
8. The firm will attend all calls on the very same day from the O/o RCWB & WBICC.
9. The Agency shall raise the bill in triplicate, duly pre-receipted on Revenue Stamp.
10. Resident personnel of the firm shall be placed under O/o RCWB & WBICC. Log book for all the calls and services provided by the firm will be maintained by the resident engineer.
11. Resident personnel will attend all the services in O/o RCWB , under intimation to Authority.
12. The maintenance services shall be provided on all working days between 10:00 AM to 5:30 PM. The estimated response time shall be 03Hours or less.
13. The Contract shall be comprehensive in nature, i.e. the rates quoted will cover the maintenance of operating system, software installation virus checking/elimination configuration of interval/e-mail on computers, configuration of file tracker and cost of all spare parts except consumable, plastic parts, printer bands, fuser assemblies, roller of printer, printer head, scanner tube, and battery.
14. The contract covers both repair charges of the faulty equipment and the parts there in and to provide services on the working problems related to software as well as hardware in daily working.
15. The firm shall maintain the equipment as per manufacturer's guidelines and shall use standard OEM components for replacement. Until and unless written order of the O/o RCWB, New Delhi are conveyed, the original specification/characteristics/features shall not be changed.
16. The firm/company should produce the self attested photocopies of documents related to allocation of Registration Number, PAN Number, GST number, etc.

The services of one (01) resident engineer shall be required to look after the AMC work in office hours (10:00 AM to 05:30 PM). The engineers shall be stationed at the Office of the Resident Commissioner, Govt. of West Bengal, New Delhi to attend the calls. Salary/Wages will be by the Company. The Company shall adhere to all norms related to wages Act and labour laws in vogue. Office of the Resident Commissioner, Govt. of West Bengal, New Delhi will not be responsible for violation of wages act and other labour law .It would be the sole responsibility of the company /vendor to adhere to norms.

You are therefore, requested to quote your price for the AMC of above mentioned hardware, The preference shall be given to those firms who have work experience of at least three year in Govt. offices / Multi-National Companies (Photocopy of Work order and satisfactory report to be attached). If attached would have preference.

The quotation should reach the undersigned are enumerated as follows:-

- a) Application form would be available from Website mentioned below:
www.rcwb.in
- b) Last date and time limit for dropping of Quotation paper : 05.11.2024 up to 02:00 PM
- c) Date and time for opening of Quotation paper : 05.11.2024 at 03:00 PM

Interested Agency may put the Quotation document complete in all respect by 05.11.2024 up to 2:00 PM in the Tender Box kept in Office of the Resident Commissioner, Govt. of West Bengal, A/2 State Emporia Building, Baba Kharak Singh Marg, New Delhi. The Quotations shall not be entertained after the deadline under any circumstances, whatsoever.

Authority of this office reserves the right to amend or withdraw any of the terms and conditions contained in the Quotations Document or to reject any or all Quotations without giving any notice or assigning any reason. The decision of the Head of Department of this office in this regard shall be final and binding on all.



Liaison Officer

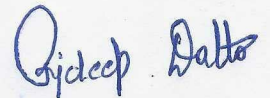
Government of West Bengal

Memo no-1436/6 -RCWB/D-3/2024

Date: - 22/10/2024

Copy forwarded for information and necessary action to:

1. All Resident Commissioner of State / U.T., with the request to put it on their office notice board.
2. The Joint Secretary, P&AR Department, Govt. West Bengal, Kolkata.
3. The Deputy Director Information, I& CA Department, Govt. of West Bengal, New Delhi, with the request to put it on their office notice board.
4. The Officer-in-Charge & Assistant Engineer, PWD, Banga Bhawan, New Delhi, with the request to put it on their office notice board.
5. The notice may kindly be pasted on the office notice board for wide publicity.
6. Upload on official website www.rcwb.in



Liaison Officer

Government of West Bengal