

West Bengal Industrial Development Corporation Ltd.
A-2, 3rd Floor, State Emporia Building, Baba Khark Sing Marg,
New Delhi-110001.

Tel: 011-23341751, Fax: 011-23341752

Memo No. 212/A(1)/1/4/WBIDC-16.

Dated: 10.12.2024

Sub: - Notice Inviting Quotation For AMC of Computers & Peripherals.

Notice Inviting Quotation for Providing Comprehensive AMC of computers and peripherals in Office of the West Bengal Industrial Development Corporation, Govt of West Bengal, A/2, 3rd Floor, State Emporia Buildings, Baba Kharak Singh Marg, New Delhi.

Sealed Quotation, on behalf of the, West Bengal Industrial Development Corporation, Govt of West Bengal, New Delhi, are 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:-

Description	WBIDC, New Delhi
Computer Sets	5
Printer(Epson AIO/ HP AIO)	2
UPS	4
Speakers	2
Wireless Router	1

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 West Bengal Industrial Development Corporation, Govt of West Bengal, New Delhi.

You are therefore, requested to quote your price for the AMC of above hardware, The preference shall be given to those firms who have work experience of at least three years 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) Last date and time limit for dropping of Quotation paper : 17.12.2024 up to 02:00 PM
- b) Date and time for opening of Quotation paper : 18.12.2024 at 04:00 PM

Interested Agency may put the Quotation document complete in all respect by 17.12.2024 up to 2:00 PM in the Tender Box kept in Office of the West Bengal Industrial Development Corporation, Govt of West Govt. of West Bengal, A/2 3rd Floor 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.

Gideep Datta

O/o the Advisor (Industry)
Government of West Bengal

Memo no- 212/A(1)/1/4/WBIDC-16.

Date: - 10.12.2024

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 Managing Director, WBIDC, 23 Abanindranath Tagore Sarani, (Camac Street) Kolkata-700017
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

Gideep Datta

O/o the Advisor (Industry)
Government of West Bengal

Terms and Conditions

1. The firm/company should have a previous experience in maintenance of such equipment with Government Department/Public Sector Undertaking in Delhi of maintaining not less than 10 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 shall provide onsite service to Office of the West Bengal Industrial Development Corporation, Govt of West Bengal Govt. of West Bengal, A/2, 3rd Floor State Emporia Building, Baba Kharak Singh Marg, New Delhi.
4. No TA will be given to the firm for the movement of the service Engineer.
5. There is no provision for Advance Payment.
6. The firm will attend all calls on the very same day from the O/o West Bengal Industrial Development Corporation, Govt of West Bengal.
7. The Agency shall raise the bill in triplicate, duly pre-receipted on Revenue Stamp.
8. The maintenance services shall be provided on all working days between 10:00 AM to 5:30 PM
9. 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.
10. 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.
11. 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 WBIDC, New Delhi are conveyed, the original specification/characteristics/features shall not be changed.
12. The firm/company should produce the self-attested photocopies of documents related to allocation of Registration Number, PAN Number, GST number, bank details etc.
13. The contract would be comprehensive i.e. including replacement of parts of Original Equipment Manufacturer (OEM) except replacement of exhausted battery of UPS and cartridges for printers.
14. Upkeep and maintenance of the hardware installed.

15. To provide and maintain the required drivers and additional peripherals and hardware for maintaining the equipment.
16. Repair to be carried out at the location of the equipment.
17. Standby arrangement to be made in case the equipment is to be taken to workshop for repairs.
18. Support for users and troubleshooting of commercial software packages and removal of virus and re-installation of software, as per complaints logged.
19. Coordination with OEMs for troubleshooting of the computer and other peripherals under warranty.
20. Any other maintenance work to be undertaken related to the computer/peripherals.
21. 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.
22. Quarterly cleaning and maintenance of all the PCs, Servers, Faxes UPS and Printer will be ensured by the firm.
23. Payment of the work done and services rendered will be made to the contractor on quarterly basis i.e quarterly payments.
24. TDS as applicable shall be deducted as per the provisions of Income Tax Department.
25. The payment will be made as per the approval rate+ GST tax extra.
26. Office of the WBIDC, 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.
27. If there are multiple calls to be attended on a particular day, the firm should ensure deputing additional personnel for the same.
28. The work of Repair/Maintenance of Networking will be done free of cost by the firm.
29. This office can terminate the contract summarily on unsatisfactory responses to show-cause notices as per the contents/ directions therein.
30. The list of computers, printers, UPSs, networking hardware etc. is attached as Annexure-III. However, new equipment 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. WBIDC, reserves the rights to add/remove any item from AMC during the contract period.
31. The tender is not transferable.
32. 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.

Technical Bid Format

The essential information is 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. Documents:-

Bidder shall submit self-attested copies of following documents with the quotation:

- a) Registration copy of GST
- b) Company incorporation certificate
- c) Valid PAN Card
- d) Valid Sale Tax/ GST/WCT registration Certificate
- e) Last three years financial turnover certificate certified by CA
- f) Last three years Profit loss statement certified by CA
- g) Latest Bank solvency certificate.
- h) List of tools & Equipment proposed to be stored at site.
- i) Details of Technician staff (qualification , experience etc. proposed to be deputed for this contract

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)

4. This is to certify that I/We before signing this tender (Memo No..... dt.) of Office of the West Bengal Industrial Development Corporation Ltd, Govt. of West Bengal, A/2 3rd Floor 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)