

Office of the Principal Accountant General (G&SSA), West Bengal,
2 Govt. Place (West), Treasury Buildings (1st Floor), Kolkata – 700 001.

EDP SECTION

NOTICE INVITING TENDER

Tender Notice No. EDP/AMC/2019-20/22

Date: 04.10.2019

To

All prospective Vendors

Sub: Comprehensive Annual Maintenance Contract (AMC) of Computer Hardware and peripherals including networking for the year 2019-20. (1st Nov 2019 to 31st March 2020)

Sir/Madam,

Sealed quotations are invited in **two-bid system** from reputed and resourceful firms/vendors having sufficient expertise and know-how in the field of maintenance of Computer Systems (hardware & peripherals including networking) and Software including Operating Systems for entering into comprehensive on-site Annual Maintenance Contract (AMC) for the period from November 2019 to March 2020 (i.e. for five months) for items detailed in Annexure – III & IV installed/located at Treasury Buildings and G.I. Press Buildings.

Pre-qualification:

1. The participating firm/agency/vendor must be financially sound having wide experience (**minimum 3 years**) of maintenance of Computer Hardware & peripherals to Govt. /Quasi Departments. (Documentary evidence to be attached)
2. The vendor taking part in the tender must have its office and service setup in/around the area of operation of the Office. The detailed address along with the name(s) of the contact person(s) are to be mentioned in the bid documents.
3. The vendor should have valid PAN, GST registration and other mandatory registrations.
4. **Bid security (EMD):**
 - (a) Bidders has to submit a Bid Security (EMD) @ **2 (two) percent** of the total quoted value in the form of Demand Draft from any of the Commercial Banks drawn in favour of **“Pay & Accounts Officer (Audit), Office of the Principal Accountant General (A&E), West Bengal payable at Kolkata,** along with the Bid documents.

बिस्वजित साहा / Biswajit Saha
वरिष्ठ लेखापरीक्षा अधिकारी / Sr. Audit Officer
कार्यालय प्रधान मेहालेखाकार (जी एवं एस एस अडिट) प.ब.
Office of the Pr. A.G. (G & S S Audit) W.B.
ट्रेजरी बिल्डिंग, गवर्नमेंट प्लेस (पश्चिम)
Treasury Buildings, 2, Govt. Place (West)
कोलकाता / Kolkata - 700001

- (b) Any bid submitted without Bid-security shall be rejected citing as non-responsive.
- (c) Unsuccessful Tenderer's bid security will be discharged/returned as promptly as possible after finalisation of the tender process.

Procedure for submission of bid document

Bidders should follow the procedure prescribed below while submitting the bid documents. Failure to do so may result in the bid being eliminated at the examination stage as non-responsive.

- ☞ **Envelope - I** super-scribed as "**ELIGIBILITY CRITERIA – CUM - TECHNICAL BID FOR AMC OF COMPUTER HARDWARE & PERIPHERALS**" should contain documents relating to eligibility criteria and technical competence and expertise of the bidder(s) along with a Bid Application Form (Annexure- I) on the letter head of the company.
- ☞ **Envelope - II** – super-scribed as "**FINANCIAL BID FOR AMC OF COMPUTER HARDWARE & PERIPHERALS**" should contain items-wise quoted price in the attached Format in this tender document.
- ☞ Both the **Envelope – I** and **Envelope –II** to be placed inside a large Envelope, sealed and superscribed as "**BID FOR AMC OF COMPUTER HARDWARE & PERIPHERALS 2019-20**" indicating the tender notice number and addressed to:

To
The Senior Deputy Accountant General (Admn),
Office of the Pr. Accountant General (G&SSA), West Bengal,
Treasury Buildings 1st Floor, 2-Government Place (West),
Kolkata – 700 001.

The closed covers may be submitted to "EDP Section" of this office latest by **21/10/2019** at 14:00 Hrs. The Technical Bids will be opened on the same day at 15:00 Hrs. in the presence of bidders who may wish to remain present subject to production of authorisation letter of the company.

The Financial bid of the Bidders who become eligible and technically qualified in the bidding process will only be considered for financial evaluation.

5. A single price, inclusive of all costs should be quoted against each item for comparative cost analysis. No proposal to increase the quoted price shall be entertained.

Terms & Conditions:

6. The contract will be in applicable from **1st November 2019** or from the next working day of issue of **Work Order** and will remain in force till **31st March 2020**.
7. The maintenance charges should cover all spare parts of IT items as detailed in Annexure-III & IV, **excluding** consumables items like *Printer Head, Ribbon, Cartridge, Toner, UPS*

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batteries, Teflon, Pressure Roller, Drum as detailed in **Annexure-V**. In addition to that, the AMC vendor will have to provide all sorts of logical support for problems arising out of virus/Trojans attack/infection etc.

8. **Posting of Resident Service Engineer (RSE):** At least **one RSE, preferably two** with prudent knowledge and expertise in the field of computer hardware & peripherals troubleshooting, networking etc. shall **invariably** be posted in the office for prompt troubleshooting during normal office hours and even beyond normal office hours in case of exigency.
9. **Maintenance of Log Book:** Vendor shall maintain a written maintenance/repair log and shall record therein each incident of IT equipment/Systems malfunctioning, date & time of commencement and successful completion of repair/maintenance work done including scheduled Preventive Maintenance work carried out.
10. **Preventive Maintenance:** The vendor shall conduct Preventive Maintenance (including but not limited to inspection, testing, satisfactory execution of all diagnostics, cleaning and removal of dust and dirt from the interior and exterior of the IT equipment/Systems, the necessary repairing of the IT equipment/Systems) once within the **first fifteen days** of the commencement of the AMC and once within the **first fifteen days** of subsequent quarters during the currency of the AMC.
11. For Computer Server, PC, Laptop, Laser Printer, DMP, Line Printer, Flatbed Scanner - Free replacement of all defective/failed components is to be provided during the AMC period. Any worn out or defective parts withdrawn from the IT equipment/Systems and replaced by the vendor shall become the property of the vendor, and the parts replacing the withdrawn parts shall become the property of Office of the Pr. Accountant General (G&SSA).
12. The replacement of failed components with spares should be within reasonable timeframe (preferably within 48 hours) from the *time of reporting by the Service Engineer* of the vendor so that official work are not interrupted. Unexplained/inordinate delay in replacement of defective/failed items will attract penalty ranging from Rs.200 to Rs.500 per day depending on the essentiality.
13. Critical components like Server/LAN, networking faults (Internet and Intranet) should be redressed promptly for all scheduled and unscheduled calls.
14. The Bidders are advised to read carefully the “Instructions”, “Eligibility Criteria” and “Terms & Conditions” contained in the tender documents. Conditional Tender shall not be accepted.

