

ANNUAL MAINTENANCE CONTRACT-COMPUTER & REFILLING OF TONER, CARTRIDGE
No.830/DHC&SECY/HB Date:16/09/2013

NOTICE INVITING QUOTATION

Sealed Quotations are invited from reputed and experienced Firms/Companies dealing with Annual Maintenance Contracts in respect of **COMPUTERS, LAPTOP, PRINTERS, UPS & ACCESSORIES ANNUAL MAINTENANCE CONTRACT (without parts) AND REFILLING OF PRINTER CARTRIDGE, TONER etc as detailed in Annexure-I and as per terms and conditions mentioned in Annexure-II.** The NIQ document is available at www.wbhousingboard.in. Any amendment/ correction /notices regarding the NIQ will be done through website only. Prospective bidders are requested to regularly check the above website.

The last date of receipt of filled-in bid is 08-10-2013 upto 4.00 P.M to be addressed to the undersigned at 105, S.N.Banerjee Road, 2nd floor, Kolkata-700 014 and to be dropped in the Drop Box (2nd floor). The date and venue of opening of the sealed quotations are 30-10-2013 at 12.00 noon and Board Room of WBHB respectively if not changed due to unavoidable reasons. Incomplete bids shall be summarily rejected.

THE FIRM IS REQUESTED TO FOLLOW THE CHECK LIST AT THE TIME OF SUBMISSION OF NIQ DOCUMENT WITHOUT WHICH THE OFFER IS LIABLE TO BE CANCELLED:

CHECK LIST

- | | |
|---|--------------------|
| 1. Earnest Money Deposit by Demand Draft only | Submitted [Yes/No] |
| 2. NIQ document must be signed in all pages | Submitted [Yes/No] |
| 3. PAN/TAN other statutory documents | Submitted [Yes/No] |
| 4. Credential certificate attached | Submitted [Yes/No] |
| 5. Information in sheet of Annexure III – Technical Bid | Submitted [Yes/No] |
| 6. Quoting rate in sheet of Annexure IV- commercial Bid | Submitted [Yes/No] |
| 7. Permanent place of Business in Kolkata | Submitted [Yes/No] |

Enclosures:

Annexure – I (Description of works)

Annexure – II (Terms & Conditions)

Annexure – III (Technical Bid)

Annexure-IV(Commercial Bid)

Annexure-V(Declarations)

Sd/-
Dy.Housing Commissioner & Secretary
West Bengal Housing Board

No.830/DHC&SECY/HB Date:16/09/2013

/1(11)

Copy for information and necessary action to:-

1. Sri Amal Krishna Chakraborty, JD(EW)-I & Member, Purchase Committee.
2. Sri Anjan Chakraborty, AHC-I & Member, Purchase Committee.
3. Sri Anirban Ghosh, D.F.A cum D.C.A.O & Member, Purchase Committee.
4. Sri Abhijit Balial, Exe.Architect & Member, Purchase Committee.
5. Sri S.B.Basu, AHC-II & Member, Purchase Committee.
6. Sri Amal Ch. Adhikari, Admn. Officer(ASM) & Convenor, Purchase Committee.
7. Sri S.Sardar, ASM(AO) & Member, Purchase Committee.
8. Sri T.K.Bose, Supdt(G), Invitee, WBHB.
9. Sri T.K.Mukherjee, Supdt.(G), Invitee, WBHB.
10. All Notice Boards of WBHB.
11. Website of WBHB.

Sd/-
Administrative Officer
West Bengal Housing Board

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ANNEXURE-I

Description of works

1. Regular and call based Servicing, Maintenance and repairing of components of all kind of Laptops, desktop computer Sets, Monitors, Scanners, UPS and accessories of this office. **Prior permission will have to be obtained in writing from the respective users' Section Heads to carry items for repairing out of office premises.**
2. Setting up and maintenance of LAN configurations.
3. Computer/Disk to Computer/Disk Data transfer & backup work whenever required.
4. Maintenance and repairing of all kinds of Printers and printer accessories.
5. Recovery & installation of OS, drivers, applications in computers of West Bengal Housing Board.
6. Installation of antivirus and activation and monthly compulsory updating of antivirus using agency's own dongle in those computers without internet connection.
7. Monthly compulsory thorough Cleansing and Dusting of Laptops, computer sets, Printers, Monitors, Scanners and other accessories in West Bengal Housing Board. **Call report of such monthly cleansing and dusting will have to be get signed by the concerned users for payment clearance.**
8. The Service Engineers/Technicians should have valid ID proof issued by the selected agency for attending and providing service in this office.
9. **Participant should have prior work experience** in OS Administration, Chip level repairing, Trouble Shooting, Networking and configurations, Client-Server Architecture, Data backup, Database backup.

Place :

Date:

Full Name & Signature of the authorized signatory
with seal of the firm/company:

[

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Designation:

[

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ANNEXURE-II

Terms & conditions

- a. The Bid document super scribed as “**ANNUAL MAINTENANCE CONTRACT & REFILLING**” shall be addressed to “the Dy. Housing Commissioner & Secretary, West Bengal Housing Board, 105, S.N.Banerjee Road, Kolkata-700014”
- b. The rate of AMC will be **without parts**. The **Bid** shall be valid for **four** months from the date of NIQ publication.
- c. The quantities are **indicative** and may vary based on actual requirement while execution of work. The payment would be made as per actual work done i.e., the payment for the executed quantity shall be made on pro-rata basis.
- d. An **Earnest Money Deposit 2%** of total estimate submitted by the agency which should be in the shape of Demand Draft of any scheduled Bank Payable at Kolkata drawn **in favour of ‘West Bengal Housing Board’ be enclosed with the proposal**. No interest shall be payable on the Earnest Money Deposit (EMD) of the Bidder. For successful bidder the EMD will be refunded/ released after successful completion of assigned job. Earnest Money Demand Draft should be attached with the Technical Bid. The EMD of unsuccessful bidders will be refunded without interest **immediately after issuance of work order to the successful Bidder**.
- e. The terms computer set /laptop includes Monitor, Keyboard, Mouse, cords, display unit and components of CPU Cabinet. Numbers of Computers, printers etc may be increased/decreased from time to time and will be included/excluded in/from AMC.
- f. Credential certificates are to be attached.
- g. Quotations received late i.e. after the expiry of the closing time shall not be entertained.
- h. AMC will be valid for a period of 12 months subject to renewal or premature termination of such contract.
- i. The Rate quotation for each category of items should be inclusive of all charges and taxes showing breakup.
- j. The Rate of refilling of **Printer Cartridge/Toner** of all makes and models of this office should be inclusive of all charges and taxes.
- k. **The rates quoted shall remain in force for the full period of the contract. No demand for revision of rates on any account shall be entertained.**
- l. **The payments towards AMC shall be made at least at the end of each quarter year i.e three months on production of satisfying performance report.**
- m. **The AMC will include rectification of all hardware and software problems. The firm will have to ensure that all calls are attended to within 3(three) working hours and the upkeep time for the repair of any system should not exceed 2(two) working days.**
- n. Interested agencies will have to seek required **permission from Administrative Officer, WBHB** by submission of ‘**application for survey**’ for conducting survey for AMC and refilling works.
- o. Incomplete quotations and documents submitted will not be considered. The authority reserves the right to accept or cancel any or all the quotations without citing reasons. Also the authority reserves the rights to accept or cancel entire or parts of a quotation without showing any reason. **The contract can be terminated anytime within the period without citing reasons and in such cases no payment will be considered for the period beyond termination date.**

Place :

Date:

Full Name & Signature of the authorized signatory []
with seal of the firm/company:

Designation: []

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ANNEXURE-III
TECHNICAL BID

1. (a) Name of the Firm/Company/Agency (b) Name of the contact person with details & Mobile Numbers	
2. Full Address i) Head Office ii) Local Branch Office in Kolkata	
3. e-mail Address	
4. Telephone Number (s) / Fax No.	
5. Sales Tax No./VAT/ (attach copy of certificate)	
6. Service Tax No.	
7. TAN/PAN number (attach copy of proof)	
8. EPF Registration No. (If No. of employees <7 declaration to be submitted in case there is no such registration)	
9. Past year's Turn Over (Copies of the IT returns filed by the Company)	
10. Name and Address of Bankers	
11. D.D. No. _____ date _____ Amount _____ (Refundable) EMD.	

Note: Documents in support of all above points must be submitted as enclosures along with the technical bid.

Place :

Date:

Full Name & Signature of the authorized signatory []
with seal of the firm/company:

Designation: []

ANNEXURE-IV

COMMERCIAL BID

Sl	Item	Total units (Appx.)	Rate per year per unit	Taxes/charges rate	Amount including total unit, taxes, charges
a	b	c	d	e	
1	Computer Set & Laptop	34			
2	UPS	34			
3	Scanner	2			
4	Printer (10 Deskjet, 2 DMP, 18 Laser)	30			
5	Monthly Dusting AND cleansing (Computer Set + UPS + Printer + Scanner is to be considered per unit)	All the above units			
Total					
			Rate per Refilling	Taxes/charges rate	Amount including total unit, taxes, charges
6	Refilling				
	1.HP Toner				
	88A-----	
	24A-----	
	53A-----	
	12A-----	
	2.HP Cartridge-----				
	HP 21	
	22	
	27	
	28	
	45	
	78	
	802(Black)	
	802(Color)	
	Others				
	3.Xerox/Copier Toner-----				

Place :

Date:

Full Name & Signature of the authorized signatory
with seal of the firm/company:

[

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Designation:

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ANNEXURE-V
DECLARATIONS

Certified that:

1. I/We have read the terms and conditions governing this work and hereby agree to abide by them.
2. The Agency/Firm/company has neither been blacklisted by any Central or State Government organization in the last three years nor there is any litigation pending with any Central or State departments or Court of Law.
3. The information provided by us above regarding the details of firms is correct and nothing has been concealed. In case any information is found by the Inspection Team of your office to be incorrect, our bids may be summarily rejected.
4. All the Terms and Conditions of Annexure-II are accepted and agreed by me/us.

Place :

Date:

Full Name & Signature of the authorized signatory []
with seal of the firm/company:
Designation: []