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NOTICE INVITING QUOTATION**ANNUAL MAINTENANCE CONTRACT**

No. 2878/JHC&SECY/HB Date: 29-11-2016

Sealed Quotations are invited from reputed and experienced Firms/Companies dealing with Annual Maintenance Contracts in respect of **COMPUTERS, LAPTOPS, PRINTERS, UPS, NETWORK & ACCESSORIES as detailed in Annexure-III and as per terms and conditions mentioned in Annexure-I**. The NIQ document and format 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 submission of filled-in quotations is 15/12/2016 upto 12.00 Noon 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 tentative date and venue of opening of the sealed quotations are 15/12/2016 at 12.30 PM in the office 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 (tick Yes/No)

- | | |
|--|--------------------|
| 1. Earnest Money Deposit by Demand Draft only | Submitted [Yes/No] |
| 2. NIQ document must be signed in all pages | Submitted [Yes/No] |
| 3. Partnership Deed in case of partnership firm (if any),
Article/Memorandum of Association in case of companies (if any) | Submitted [Yes/No] |
| 4. Current Trade License | Submitted [Yes/No] |
| 5. PAN & other statutory documents | Submitted [Yes/No] |
| 6. EPF Registration No. (if applicable) | Submitted [Yes/No] |
| 7. Credential certificate from Govt./Semi-Govt. Organization/ Corporation/Board etc.
attached | Submitted [Yes/No] |
| 8. Information in sheet of Annexure III | Submitted [Yes/No] |
| 9. Permanent place of Business | Submitted [Yes/No] |

Enclosures:

Annexure – I (Description of works)

Annexure – II (Terms & Conditions)

Annexure-III(Download excel sheet format from www.wbhousingboard.in)

Annexure-IV(Declarations)

Assistant Secretary
West Bengal Housing Board

(PLEASE DOWNLOAD THE LIST OF EQUIPMENTS IN MS-EXCEL FORMAT (ANNEXURE III), FILL UP THE PRICE COLUMNS BY COMPUTERISED TYPING ONLY AND ENCLOSE THE SIGNED HARD COPY WITH ALL RELEVANT DOCUMENTS FOR SUBMISSION.)

No. /JHC&SECY/HB Date:

Copy for information to:-

1. The Secretary, Housing Department, Govt. of W.B., 1 K.S Roy Road, Kolkata-700001.
2. The Secretary, Department of Information and Cultural Affairs, Govt. of W.B., NABANNA (14th floor), 325, Sarat Chatterjee Road, Shibpur, Howrah-711102

Assistant Secretary
West Bengal Housing Board

No. /JHC&SECY/HB Date:

Copy for information and necessary action for opening of the quotations on scheduled date and time to the:-

1. The FA cum CAO, WBHB.
2. The Director(Engg.), WBHB.
3. The Asst. Housing Commissioner-II and Member, Purchase Committee, WBHB.
4. All Notice Boards of WBHB.
5. Website of WBHB.

Encl: copy of WBHB memo No.1514/DHC&SECY/HB dt.02/07/2015.

Assistant Secretary
West Bengal Housing Board

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. Monthly inspection and preventive measures of all equipments is compulsory and should be completed within office hours.
3. Monthly cleaning and dusting of all equipments is compulsory. **Call report of such monthly cleansing and dusting will have to be get signed by the concerned users for payment clearance.**
4. Setting up and maintenance of LAN configurations.
5. Computer/Disk to Computer/Disk Data transfer & backup work whenever required.
6. Maintenance and repairing of all kinds of Printers and printer accessories.
7. Recovery & installation of Operating System, drivers, applications in computers of West Bengal Housing Board.
8. Installation of antivirus and activation.
9. The Service Engineers/Technicians should have valid **ID proof** issued by the selected agency for attending and providing service in this office.
10. **Participant should have prior work experience** in OS Administration, Chip level repairing, Trouble Shooting, Networking and configurations, Client-Server Architecture, Data backup, Database backup.

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

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ANNEXURE-II
Terms & conditions

- a. The document super scribed as “**ANNUAL MAINTENANCE CONTRACT**” on sealed envelope shall be addressed to “The Assistant 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 **1 year** from the date of work order.
- 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. The AMC cost will include the traveling cost and tools for rendering service throughout the year for one & for one or all systems.
- e. An **Earnest Money Deposit** Rs.2000/- to be 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. EMD Demand Draft should be attached with the Technical Bid. The EMD of unsuccessful bidders will be refunded /released without interest **after issuance of work order to the successful Bidder**.
- f. The term computer set /laptop includes Monitor, Keyboard, Mouse, cords, display unit and components of CPU Cabinet. Numbers of Computers, printers etc may increase/decrease from time to time and will be included/excluded in/from AMC.
- g. Credential certificates are to be attached.
- h. Quotations received late i.e. after the expiry of the closing time shall not be entertained.
- i. AMC will be valid for a period of 12 months from work order date with the provision of renewal or premature termination of such contract.
- j. The Rate quotation for each category of items should be inclusive of all charges and taxes showing breakup.
- 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 before AMC 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.**

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

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ANNEXURE-IV
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.

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

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