



NOTICE INVITING E-QUOTATION

OFFICE OF THE BOARD OF COUNCILLOR
BUDGE BUDGE MUNICIPALITY

71, M.G. ROAD, BUDGE BUDGE,
SOUTH 24 PARGANAS
KOLKATA – 700 137

FAX : (033) 2470 – 1540

Ph: (033) 2470 - 1885/1224

OFFICE OF THE BOARD OF ADMINISTRATORS

BUDGE BUDGE MUNICIPALITY

71, Mahatma Gandhi Road, Budge Budge, South 24 Parganas, Pin-Kolkata
700137

Visit Us: www.budgebudgemunicipality.org

Email ID : chairmanbbm@gmail.com

Tender Ref No: **BBM/PWD/MF/5/2023-2024**

Dated: **06-07-2023**

Tender ID: 2023_MAD_545838_1

Subject: Annual Maintenance Contract (AMC of Computer / Printers / Scanner / UPS) etc. with spare-parts.

Quotations are invited from bonafide, resourceful Agency/Ltd./Firm/Contractor for the Annual Maintenance Contract for Computer, Printer, Scanner, UPS, Antivirus Software, and Accessories installed in the office of Budge Budge Municipality (ULB), Kolkata, as per Annexure-A.

2 Scope of work includes the following:

- (a) The contract would be including repairs or replacement of parts of Original Equipments Manufacturer (OEM).
- (b) Upkeep and maintenance of the hardware installed.
- (c) To provide and maintain the required drivers and additional peripherals and hardware for maintaining the equipments.
- (d) Repair to be carried out at the location of the equipment.
- (e) Standby arrangement to be made in case the equipment is to be taken to workshop for repairs.
- (f) Support for users and troubleshooting of commercial software packages and removal of virus and re-installation of software, if corrupted.
- (g) Coordination with OEMs for troubleshooting of the computer and other Peripherals under warranty
- (h) Any other maintenance work to be undertaken related to the computers/peripherals.

The list of computers, printers, UPS, scanners etc. is attached as Annexure-A. 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 equipments. BBM reserves the rights to add/remove any item from AMC during the contract period,

i) The replacement of any part of the computer/peripherals, whenever required, shall be carried out by the vendor with genuine parts of same specification and warranty.

(j) 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 ULB (BudgeBudgeMunicipality) are conveyed, the original specification/characteristics/ features shall not be changed.

3. The eligibility criteria for the bidders are as under :

- I. The firm/company should be in existence for over two years in the trade as on 31.3.2023 with maintenance turnover of more than Rs. 10 lakh per annum for the financial year 2021-22 and 2022-23.
- II. The firm/company should have a previous experience in maintenance of such equipments with Government Department/Public Sector Undertaking in Kolkata of maintaining not less than 200 computers per year in each Department/PSU during last 3 years. Copies of such work orders be submitted. The company should furnish its Downtime Statement of previous maintenance work in a Govt. office in Kolkata for the last three years. (3 years be considered as 2021, 2022 & 2023]
- III. The firm/company must have expertise in on-site maintenance and repair of computers, printers, network components, peripherals and other hardware parts and accessories.
- IV. The bidder should have a PAN Number and be registered under GST as well as should submit current Trade License and latest I.T. Return.

4. The other terms and conditions for awarding the AMC shall be as under:

(a) The initial period of contract will be for one year, extendable by another 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 this ULB, based on the performance of the service provider.

(b) The firm/company will prepare logbooks for each of the machines to be taken under the AMC and Preventive maintenance with virus scanning and Virus removal and special cleaning of the Monitor, printer, keyboard, mouse etc. from outside with liquid cleaner and inside by Vacuum cleaner will be carried out on quarterly basis.

(c) The service engineers would take up any reported fault within one hour. As far as possible, the repairs would be carried out on-site. However, in case the equipment is taken to the workshop, the firm would provide a standby for the same.

(d) If the firm fails to carry out repairs within 2 or 3 days, to the satisfaction of the user a penalty of Rs. 200/- (Rupees two hundred only) per day or part thereof will be charged for delay beyond the one day till such time the PC/accessories are repaired, a call sheet duly signed by user and should be submitted to the I T D e p a r t m e n t after successfully attending the call.

(e) The successful bidder shall provide necessary support for maintaining Virus free computer environment in this ULB and help in upgrading the Software's/Virus Detection mechanism.

(f) Immediately on award of the contract, the contractor would give a report taking over all equipment (giving their configuration in working condition also). It shall be the responsibility of the firm/company to make all the equipment work satisfactorily throughout the contract period and also to hand over the systems to the Department in working conditions on the expiry of the contract. In case any damage on the systems of the department is found, compensation which would be determined by the Competent Authority will have to be paid by the firm.

(g) No advance payment in any case would be made. However, quarterly payment on pro-rata basis on satisfactorily rendering of service would be made.

5. Budge Budge Municipality reserves the right to reduce or increase the number of items offered for maintenance contract during the currency of the AMC.
6. For comparing quotation of different bidders, the total of annual value will be considered for a fixed number of equipment and accessories taken together. Financial bid shall be submitted in the BOQ online.
7. The tender is not transferable.
8. Budge Budge Municipality reserves the right to accept or reject any or all tenders without assigning any reasons.
9. 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 inclusive of repairs and replacement of spare parts [supplied by the Vendor] without extra payment.
10. In case of any dispute the settlement will be made in the Chamber of Chairman.


Executive Officer
Budge Budge Municipality
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Budge Budge Municipality**

Date & Time Schedule:

Sl no	Particulars	Date & Time
1	Date of uploading of N.I.Q. & other Documents (online) (Publishing Date)	06/07/2023 & 6.00 PM
2	Documents download/sell start date (Online)	07/07/2023 & 10.00 AM
3	Documents download/sell end date (Online)	17/07/2023 & 6.00 PM
5	Bid submission start date (On line)	07/07/2023 & 10.00 AM
6	Bid Submission closing date(On line)	17/07/2023 & 6.00 PM
7	Bid opening date for Tender (Online)	20/07/2023 & 11.00 AM
8	Date of uploading list for Technically Qualified Tenderers (online)	To be notified later.
9	Date and Place for opening of Financial Proposal (Online)	To be notified during uploading of Technical Evaluation Sheet.
10	Date of uploading of list of Bidders along with the offer rates through (on line),	To be notified later.

ANNEXURE-A

Details of Computers, Printers, UPS
etc.

Sr. No.	Items	Number of Units
1.	Desktops	55
2.	UPS	43
3.	<u>Printers</u> i) Laser-Jet (Normal) ii) Laser-Jet (Multi Function) iii) Ink-Jet (Normal) iv) Ink-Jet (Multi Function)	35 7 2 9
4.	Laptops	3
5.	Antivirus Server	01

Remarks : Please inspect and visit the site before submission of quotation.

TECHNICAL BID

1	Name		
2	Address		
3	Names of proprietor/ partner /shareholders		
4	Name of the authorized signatory		
5	Specimen Signature of the Authorized signatory.		
6	Telephone Number of the authorized signatory and other Telephone Number of the firm.		
7	Turnover	Year	Rs.
		2021-22	
		2022-23	
8	Whether the copy of Income Tax Returns for FY 2022-23 mentioned in column 8 are enclosed		
9.	Details of the Government Ministries /Department /Organization /PSUs etc. where the bidder is engaged in carrying out AMC of the Computers last 3 years. Copies of work order in which they have been given AMC of at least 100 computers in one singleorder in any Govt, / Ministries / Departments / Organisations may be enclosed		
10.	Downtime Statement of previous maintenance work in a Govt. office in Kolkata for the last three years		
11.	PAN number		
12.	GST registration		
13.	Current Trade License		

Date:

Name and Signature of Bidder with
Corporate Seal and Mobile No.