

Government of West Bengal  
Panchayats & Rural Development Department  
63, N. S. Road, Kolkata-700001.

**Notice for inviting Techno - Commercial Offer from reputed computer hardware, Ups , Printer & Laptop Repairing firms.**

**No: 7364- RD/MIS(Com)/5M-9/08**

**Dated: 09/ 11/ 2009**

Panchayats & Rural Development Department, Government of West Bengal, desires to engage a reputed computer ,UPS, Printer& Laptop repairing/ maintenance firm having profound experience in comprehensive maintenance/ repairing work on Windows/ NT/Linux based computer set up in Kolkata. The selected firm will have to undertake Comprehensive Annual Maintenance of computer hardware, Printer ,Ups,Laptop and accessories etc , for a period of one year at its office at the above address. The details of computer & Printer set up including the configurations of hardware are given in the enclosed Annexure- I&II .

For the purpose of selection of the agencies, sealed offers are invited from reputed computer,UPS, Printer& Laptop hardware repairing firms having sufficient experience in this line, specially on windows/ NT/Linux based computer set up. The concerned firm should be equipped with stock of required quantities of standard quality of spare parts, compatible with the computer & Printer set up of this department. They should be capable of undertaking appropriate arrangements to keep the systems operative. Selection of firm for AMC will be made strictly considering their experience and reputation of the firm. Two separate sealed offers one for Technical and another Commercial offer have to be submitted . Commercial offer will be considered only for those Bidders who qualify in the Technical Bid. The interested firm must have the following credentials / Criteria:

1. They must have the experience of maintaining computers ,UPS , Printers & Laptop of similar brands for which the department asked for AMC.
2. They must have at least 3-4 Microsoft/Novel/Cisco/Linux certified service engineers having B.E/B.Tech/MCA to render their service for windows NT/ Windows XP/ windows 98/Windows 2000/Linux based network.
3. They must have the experience of onsite AMC for at least 50 machines in one site which are connected with LAN during last five years .
4. They must have the experience of maintenance of Computer/Hardware in 2-3 big organizations (Multi-national/Govt. department) during last five years.
5. Apart from the above criteria and the price quoted, the profile of the company may be an important criteria.
6. The prospective quotationer will have to be present on the date & time fixed for opening the Technical offer.The commercial bids will only be opened in their presence on the same day and subsequent dates for those quotationer whose technical offers are found to be qualified.
7. They must have VAT, Sales Tax and Income Tax clearance certificate (Xerox copy to be given. At the time opening of quotation original certificate have to be produced.)
8. The tender paper may be downloaded from this departmental website [www.wbprd.nic.in](http://www.wbprd.nic.in).

The tender paper will be available from the Computer Cell of this office on any working day during working hours from **11 /11/09 to 23/11/09 till 11 AM**. The last date of receipt of sealed quotation for above rates (along with the particulars) at this office is **24 /11/09 up to 2 PM**.

The sealed quotation will be opened in the chamber of Computer Cell of this department on **24/11/09 at 3 PM**. One representative of each quotationer will be allowed to remain present at the time of opening the sealed quotations. The representative of each quotationer should carry the identity card and letter of authority of the quotationer.

This Department reserves the right to accept or reject any quotation, received from any firm without showing reason or any correspondence whatsoever. Firm selected will have to execute an agreement in NJ Stamp Paper of Rs.10(Ten) only to ensure properly and timely comprehensive repair work/maintenance work of computer hardware. The selected firm will also have to deposit security money equivalent to 10% of the contract value, prior to execution of the agreement. This security deposit will be liable to be forfeited in the event of the firm's failure to perform as per agreement.

Special Secretary  
to the Government of West Bengal  
and  
Addl Executive Officer, WBSRDA

**ANNEXURE - I**

AMC REQUIRED – DETAILS OF ALL TYPES OF HARDWARES/MACHINES AS FOLLOWS:-

A) CPU				B) PRINTERS			
SL NO	BRAND	QTY		SL NO	MODEL	QTY	
1	CHIRAG optilmex	6 nos.		1	HP-1000	2 nos.	
2	HCL	5		2	HP-1320n	1 nos.	
3	HP-OLD	11 nos.		3	HP-1020	7 nos.	
4	IBM SERVER	1 nos.		4	HP-1022	12 nos.	
<b>TOTAL</b>		<b>23 nos.</b>		5	HP-3030	4 nos.	
C) UPS				6	HP-4300	1 nos.	
SL NO	BRAND	QTY			HP-k5400	1 nos.	
1	SU-KAM	5 nos.			Wipro 1070-Dx	1 nos.	
2	DIGITAL	2 nos.		<b>TOTAL</b>		<b>29 nos.</b>	
3	NUMERIC	2 nos.					
4	MOS	2 nos.					
5	APC	3 nos.					
6	EPOCH	1 nos.					
7	AMICOMP	1 nos.					
<b>TOTAL</b>		<b>16 nos.</b>					
<b>D) TOTAL LAPTOP FOR A.M.C 20 nos. as per Annexure-II</b>							

Special Secretary  
to the Government of West Bengal  
and  
Addl Executive Officer, WBSRDA

**DETAILS FOR AMC OF LAPTOPS****ANNEXURE-II**

<b>Sl. No.</b>	<b>Brand</b>	<b>Serial Number</b>
1	ACER TM 2403	LXTA90C00160816346ED00
2	ACER TM 2423	LXTD20002260207251
3	ACER TM 2424	LXTBT20C0626 1706878
4	ACER TM 3002	LXTA740618154 30364BEM22
5	ACER TM 3012	LXTAA0C01754 224860ED00
6	ACER TM 3012	LXTATO614062801 B202500
7	ACER TM 3012WTMI	LXTAT06230CD 862500
8	ACER TM 3212	LXTAA0C01754 227889ED00
9	ACER Upd-Aspire5571	LXAXQOC004690EADB2500
10	ACER Upd-Aspire5583	LXAXVOX00247100 335D2505
11	HP Laptop	CNF739907RF GT96PA#ACJ
12	HP NX6120 PV1750EN	CNU5181 FD9
13	HP NX6120 PV1750EN	CNU5220 GFB
14	HP NX6120 PV1750EN	CNU5220 HO4 PV172PA#ACJ
15	HP Tablet PC TX11003AU	CNF7161DSX
16	HP Tablet PC TX1301AU	CNF7161DTV
17	HP Tablet PC TX1301AU	CNF73907RF
18	HP Tablet PC TX1301AU	CNF8082YDW
19	HP V6211AU	CNF7073PFM
20	HP V6211AU	CNF7170CZV