

**GOVERNMENT OF WEST BENGAL**  
Panchayats & Rural Development Department  
Jessop Building(1<sup>st</sup> Floor), 63, N. S. Road, Kolkata- 700 001.  
-:: () ::-

**Notice for inviting tender from reputed hardware (computer) maintenance firms**

**No. - 1731-RD/MIS(Com)/5M-4/02**

**Dated- 13/3/2012**

Panchayats & Rural Development Department 63, N. S. Road, Kolkata-700001, Government of West Bengal, invites Techno – Commercial bid for Comprehensive AMC of branded[ACER(Vintron)] Computer hardware and Printers at Jessop Building, 63,N.S. Road, Kolkata - 700001. The Department desires to engage a reputed maintenance firm having profound experience in maintenance/repairing work on branded Computer Hardware, Printers etc. for a period of one year at its office at the above address. The details of computers and Printers are given in the enclosed Annexure – II & III respectively.

For the purpose of selection of the agencies for a period of one year, sealed tenders are invited from reputed firms having sufficient experience in this line especially on Windows/NT/Linux based computer setup. The concerned firm should be equipped with stock of required quantities of standard quality of spare parts, compatible with the computer & Printer setup of this department. They should be capable of undertaking appropriate arrangements to keep the systems operative. Selection of firms for AMC will be made strictly considering their experience and reputation. Two separate sealed offers, one for technical and the other for Commercial 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(Terms & conditions for the bidders while sending their EOIs enclosed at Annexure-I):-

1. They must have the experience of maintaining computers & Printers of similar brands for which the department asked for AMC.
2. As far as the maintenance of H/w is concerned the Firm must be an **ISO certified** company & must be an authorized service provider of the above mentioned brand.
3. They must have Microsoft/Novel/Cisco/Linux certified or OEM certified service engineers having B.E./B.Tech/MCA to render their service for Windows XP/Windows Vista/ Windows 7/ Linux based setup.

The tender paper will be available from the Computer Cell of this office on any working day during working hours from 13/3/2012 to 2/4/2012 till 2:00 P.M. or it can be *downloaded from website [www.wbprd.nic.in](http://www.wbprd.nic.in) under latest tender*. The last date of receipt of sealed quotation for above article (along with the particulars) at this office is 3/4/2012 up to 3:00 P.M.

The sealed tender will be opened in the computer cell (**Room no.-43**) of this department on 3/4/2012 at 4:00 P.M. One representative of each tenderer will be allowed to remain present at the time of opening the sealed tenders. The representative of each quotationer should carry the identity card and letter of authority of the tenderer.

This Department reserves the right to accept or reject any quotation received from any firm without showing reason or any correspondence whatsoever.

(S. Sengupta)  
O.S.D. & Ex-Officio Joint Secretary

## Annexure- I

### TERMS & CONDITIONS

**[Note: Bidders should read these conditions carefully and comply strictly while sending their EOIs.]**

Panchayats & Rural Development Department 63, N. S. Road, Kolkata-700001, Government of West Bengal, invites sealed 'Expression of Interest' for *onsite comprehensive* AMC of Hardware materials such as branded[ACER(Vintron)] Computer Hardware & Printers at Jessop Building, 63,N.S. Road, Kolkata- 700001.

1. The Agency should be equipped with stock of required quantities of spare parts.
2. The Agency should be capable of undertaking proper maintenance work at the site of Installation within 3-4 hours of intimation.
3. **PAYMENT:-**

Payment will be made quarterly (in equal four installments) and 10% of the AMC value will be paid only after the submission of performance Bank guarantee for a period of one year from the date of execution of the AMC as per the respective specification, and it will be kept in the custody of P&RD Department for a period of one year. This amount while kept in the custody of Department of Panchayats & Rural Development, Government of West Bengal, will not earn any interest.
4. **Submission of EOIs :** The sealed Expression of Interest(EOI) must be dropped in the Tender Box to be kept for this purpose at the Computer Cell of this Office (Room No. 43) by 3:00 P.M. on 3/4/2012. No EOI will be accepted after the said date & time. The EOIs submitted by *post/ courier/ telex / telegrams / fax / e-mail will not be considered*. Department will not be responsible for any delay in submission of the EOI.
5. **Opening:-** The Expression of Interest of the Agencies will be opened on 3/4/2012 at 4:00 P.M. in presence of intending bidders or their authorized representatives.
6. The Authority of Department of Panchayats & Rural Development, Government of West Bengal *reserves the right to accept or reject any or all the bids without assigning any reason thereof*.
7. **Technical Evaluation:-** Technical evaluation of the bids shall be done on the following parameters: -
  - a. Company's engagement records in 2 to 3 Government Departments/Big organisations. The vendors must enclose the list of work orders executed by them, complete details of working experiences (AMC for 50 machines at one site connected through LAN), value of AMC and name of the institutions/organisations to which services have been provided.
  - b. List of Technical manpower for Hardware repair/maintenance available with the agency. Whether the company has any B.E./B.Tech/MCA/Cisco/Novel etc. engineer in their pay roll or not.
  - c. Sales Tax/VAT Registration and Latest Sales Tax & P. Tax Clearance Certificate.
  - d. Copy of the registration certificate for firms registered or Trade License.
  - e. One representative of each vendor will be allowed to remain present at the time of opening the sealed tenders. The representative of each vendor should carry the identity card and letter of authority of the vendor.
  - f. Copy of the ISO certificate related to Service/Maintenance of Hardware items.
  - g. The firm must be an authorized service provider of the brands as noted at annexure II & III.
8. *The participating vendor should carefully note that the given form has to be filled up properly and submit along with the price bid. All the tender papers have to be signed and sealed properly.*

Vendors are requested to fill up this form and attach with the price bid.

Name of the Vendor:-

Address:-

Contact Person & Contact No. :-

AMC Value [inclusive of all charges]  ( Rs.)		Whether list of engagement with 2 to 3 Big Organisations/ Govt.Sector attached [Mention Yes/No]	Whether copies of Sales Tax/VAT/ Trade License/IT etc. all are attached [Mention Yes/No]	Whether list of Technical Manpower attached  [Mention Yes/No]	Whether details of working experience given  [Mention Yes/No]	Whether the company has any B.E./B.Tech/MCA/ Cisco/Novel etc. certified engineer in their pay roll [Mention Yes/No]	Experience of onsite AMC for at least 50 PCs at one site which are connected through LAN. [Mention Yes/No]	The firm must be an authorized service provider of the brands as noted at annexure II & III [Mention Yes/No]	Remark s (If any)
of Computer	of Printer								
Total:-									

Signature & Seal :-

Date :-

**ANNEXURE-II**  
**REPORT OF BRANDWISE ACER MACHINES**

Sl No	Brand	Model	PC_No	Monitor_No	Keyboard_No	Mouse_No
1	ACER	Vintron	AWV19GT0949025235ZE	ETLAL0800983804B5C4203	C0809003594	G8431013481
2	ACER	Vintron	AWV19GT0949025280ZE	ETLAL0800983804B8E4203	C0809000177	G8391025446
3	ACER	Vintron	AWV19GT0949025260ZE	ETLAL0800983804B504203	C0809039625	G8431013468
4	ACER	Vintron	AWV19GT0949025270ZE	ETLAL0800983804B4F4203	C0809000172	G8431013457
5	ACER	Vintron	AWV19GT0949025246ZE	ETLAL0800983804B5F4203	C0809059969	G8431012046
6	ACER	Vintron	AWV19GT0949025224ZE	ETLAL0800983804E754203	C0809059968	G8431012016
7	ACER	Vintron	AWV19GT0949025265ZE	ETLAL0800983804B964203	CO809041486	G8431013489
8	ACER	Vintron	AWV19GT0949025271ZE	ETLAL0800983804B804203	CO809060247	G8431013452
9	ACER	Vintron	AWV19GT0949025262ZE	ETLAL08009838049284203	C0809039626	G8431013493
10	ACER	Vintron	AWV19GT0949025263ZE	ETLAL0800983804B4D4203	C0809039630	G8431013484
11	ACER	Vintron	AWV19GT0949025250ZE	ETLAL0800983804A1B4203	C0809039621	G8431013474
12	ACER	Vintron	AWV19GT0949025276ZE	ETLAL0800983804B4C4203	CO809003596	G843101346
13	ACER	Vintron	AWV19GT0949025281ZE	ETLAL0800983804E794203	CO809041488	G8391025436
14	ACER	Vintron	AWV19GT0949025256ZE	ETLAL0800983804B4B4203	CO809000176	G8431013034
15	ACER	Vintron	AWV19GT0949025257ZE	ETLAL0800983804B854203	CO809060246	G8431013033
16	ACER	Vintron	AWV19GT0949025237ZE	ETLAL0800983804B734203	CO809039627	G8401009A
17	ACER	Vintron	AWV19GT0949025241ZE	ETLAL080098370F20E4200	CO809091482	G84310134719
18	ACER	Vintron	AWV19GT0949025238ZE	ETLAL0800983804B7F4203	CO809039623	G837341
19	ACER	Vintron	AWV19GT0949025244ZE	ETLAL0800983840B474203	TVS-JBLJAB000322	G8431013485
20	ACER	Vintron	AWV19GT0949025239ZE	ETLAL0800983804B394203	CO809060248	G8431013465
21	ACER	Vintron	AWV19GT0949025261ZE	ETLAL0800983804B554203	C0809041485	G8371012958
22	ACER	Vintron	AWV19GT0949025252ZE	ETLAL0800983804B454203	C0809059971	G8431013035
23	ACER	Vintron	AWV19GT0949025264ZE	ETLAL0800983804B824203	C0809059967	ACER MOUSE
24	ACER	Vintron	AWV19GT0949025272ZE	ETLAL0800983804B8A4203	CO809000174	G8431013458
25	ACER	Vintron	AWV19GT0949025240ZE	ETLAL0800983804B514203	C0809060251	ACER MOUSE
26	ACER	Vintron	AWV19GT0949025236ZE	ETLAL0800983804B834203	C0809060245	G8431012026
27	ACER	Vintron	AWV19GT0949025230ZE	ETLAL0800983804E4C4203	C0809060250	G8431012041
28	ACER	Vintron	AWV19GT0949025223ZE	ETLAL0800983804B744203	C0809059970	G8431013460

29	ACER	Vintron	AWV19GT0949025248ZE	ETLAL0800983804B8C4203	C0809060249	G8431013477
30	ACER	Vintron	AWV19GT0949025243ZE	ETLAL0800983804B404203	C0809041487	G8431013480
31	ACER	Vintron	AWV19GT0949025266ZE	ETLAL080098370F2074200	CO809039628	G8371012954
32	ACER	Vintron	AWV19GT0949025274ZE	ETLAL0800983804B5B4203	C0809000171	G8431013499
33	ACER	Vintron	AWV19GT0949025258ZE	ETLAL0800983804B774203	C0809041484	G8431013454
34	ACER	Vintron	AWV19GT0949025275ZE	ETLAL0800983804B484203	C0809059973	G8431012001
35	ACER	Vintron	AWV19GT0949025255ZE	ETLAL0800983804B524203	C0809059972	G8431013464
36	ACER	Vintron	AWV19GT0949025231ZE	ETLAL0800983804B534203	C0809041490	G8431013495
37	ACER	Vintron	AWV19GT0949025268ZE	ETLAL0800983804B754203	C0809060253	G8431013494
38	ACER	Vintron	AWV19GT0949025222ZE	ETLAL0800983804B414203	CO809059964	G8431012047
39	ACER	Vintron	AWB19GT0949025273ZE	ETLAL08009838049A14203	C0809000179	G8431013453
40	ACER	Vintron	AWV19GT0949025233ZE	ETLAL08009838049CC4203	C0809000180	ACER MOUSE
41	ACER	Vintron	AWV19GT0949025279ZE	ETLAL0800983804B8B4203	TVS HBJHID0039330322	G8431018403
42	ACER	Vintron	AWV19GT0949025253ZE	ETLAL0800983804B764203	C0809003597	G8431013490
43	ACER	Vintron	AWV19GT0949025251ZE	ETLAL0800983804E764203	C0809000175	G8431013041
44	ACER	Vintron	AWV19GT0949025277ZE	ETLAL0800983804E7B4203	C0809003600	G8431013478
45	ACER	Vintron	AWV19GT0949025269ZE	ETLAL0800983804B7C4203	C0809003595	G8431013487
46	ACER	Vintron	AWV19GT0949025229ZE	ETLAL0800983804B7E4203	CO809039624	G843101345
47	ACER	Vintron	AWV19GT0949025267ZE	ETLAL0800983804E784203	C0809039622	G8431013498
48	ACER	Vintron	AWV19GT0949025226ZE	ETLAL0800983804B784203	C0809059966	ACER MOUSE
49	ACER	Vintron	AWV19GT0949025278ZE	ETLAL0800983804B794203	C0809059965	Mercury
50	ACER	Vintron	AWV19GT0949025245ZE	ETLSL0800983804B444203	C0809003598	Frontech- 1793080811165
51	ACER	Vintron	AWV19GT0949025227ZE	ETLAL0800983804B464203	C0809003593 SUPERCOR- KKADB709LG30625	ACER MOUSE
52	ACER	Vintron	AWV19GT0949025228ZE	ETLAL0800983804B7B4203	C0809000173	G8401010282
53	ACER	Vintron	AWV19GT0949025247ZE	ETLAL0800983804E7C4203	C0809039629	G843101402
54	ACER	Vintron	AWV19GT0949025225ZE	ETLAL0800983804B434203	C0809060252	G8431013467
55	ACER	Vintron	AWV19GT0949025242ZE	ETLAL0800983804B494203	C0809003592	G8431013463
56	ACER	Vintron	AWV19GT0949025259ZE	ETLAL0800983804E474203	C0809041481	G8431013459
57	ACER	Vintron	AWV19GT0949025249ZE	ETLAL0800983804E7A4203	C0809041483	G8431013482
58	ACER	Vintron	AWV19GT0949025234ZE	ETLAL0800983804E7D4203	C0809060244	G8431013469
59	ACER	Vintron	AWV19GT0949025232ZE	ETLAL0800983804E7E4203	C0809003599	G8431013474

DETAILS OF PRINTERS SUPPLIED BY WEBEL				ANNEXURE-III
Sl. No.	NAME of PRINTER	With PC Brand	Printer	Printer Sl. NO.
	HP-2015dn	TOTAL NO OF PRN:	2	
1		With WIPRO Systems	HP-2015dn	CNCJM47317
2		With ACER Systems	HP 2015dn	CNCJM47311
	HP-M1522n MFP	TOTAL NO OF PRN:	2	
3			HP-M1522n MFP	CNC98B9Q6S CC372A
4		With ACER Systems	HP-M1522n MFP	CNC98B9Q5N
	HP P1505	TOTAL NO OF PRN:	15	
5		With ACER Systems	HP P1505	CNCJ1245085
6		With ACER Systems	HP P1505	CNCJ143820 C8412A
7		With ACER Systems	HP P1505	CNCJ146491
8		With ACER Systems	HP P1505	CNCJ146609
9		With ACER Systems	HP P1505	CNCJ146581
10		With ACER Systems	HP P1505	CNCJ146599
11			HP P1505	CNCJ326026
12		With ACER Systems	HP P1505	CNCJ247071
13		With ACER Systems	HP P1505	CNCJ312611
14		With ACER Systems	HP P1505	CNCJ326035
15		With ACER Systems	HP P1505	CNCJ326168
16			HP-P1505	CNCJ142170
17			HP-P1505	CNCJ142310
18			HP-P1505	CNCJ146609
19			HP-P1505	CNCJ146594
	Wipro HQ 1070+DX (132 Column Printers)	TOTAL NO OF PRN:	2	
20		With ACER Systems	WIPRO 1070-DX	HI8I101469
21			WIPRO 1070-DX	HI8I101470

TOTAL PRINTERS FOR AMC	↔	21
------------------------------	---	----