

Notice for inviting tender from reputed Network maintenance firms.

No.- 10117-19098/46/2018-MIS SEC-Dept. of PRD

Dated- 5/11/2018

Panchayats & Rural Development Department, Government of West Bengal, Joint Administrative Building, Block-HC-7, Sector-III, Salt Lake, Kolkata-106 invites Techno – Commercial bid for Comprehensive AMC of LAN materials such as UTP cable, I/O boxes, switches, firewall etc. at its address. The Department desires to engage a reputed maintenance firm, at its office at the above address; having profound experience in maintenance/repairing work on *Network related issues and LAN setup in Kolkata*. The details of LAN related items are given in the enclosed ***Annexure – II***.

For the purpose of selection of the agencies for a period of one year (it may be extended for further subject to the service satisfaction certificate given by the technical officials of this Deptt.), sealed tenders are invited from reputed firms having sufficient experience in this line and also possesses latest technology. Commercial offer will be considered only for those bidders who qualify in the Technical evaluation. The interested firm (Terms & conditions for the bidders while sending their Tenders enclosed at ***Annexure-I***) must have registered under GST and as also must have P.Tax and IT return certificate (photocopies of the certificates are to be enclosed alongwith the tender and original certificates have to be produced at the time of opening of tender).

Eligibility :

1. As far as the maintenance of LAN is concerned the Firm must be an **ISO Certified** company for service & maintenance.
2. The firm should be an authorized Service/AMC Provider/Partner of **CHECK POINT**.

The tender paper can be ***downloaded from the Departmental website www.wbprdnic.in*** under ***Notification or latest tender*** from 12/11/2018 to 28/11/2018. The last date of receipt of sealed tender for the above purpose (along with the particulars) at this office is 28/11/2018 upto 2:30 pm.

The sealed tender will be opened in the computer cell (**9th Floor, Block-A, Room-9**) of this Department on 28/11/2018 at 3:00 pm. One representative of each tenderer will be allowed to remain present at the time of opening the sealed tenders. The representative of each tenderer should carry the identity card and letter of authority of the tenderer.

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


(Smt. N. Dasgupta)
Special Secretary

Annexure- I

(Annexure to the Tender Notice No.- 10117-19098/46/2018-MIS SEC-Dept. of PRD Dated- 5/11/2018)

TERMS & CONDITIONS

[Bidders should read these conditions carefully and comply strictly while sending their Tenders]

Panchayats & Rural Development Department, Govt. of West Bengal invites sealed Tender for *onsite comprehensive* AMC of LAN materials such as UTP cable, I/O boxes, switches etc. at its office at Joint Administrative Building, Block HC-7, Sector-III, Salt Lake, Kolkata-700106.

1. SERVICE SUPPORT:

- i) Successful bidder will ensure the proper monitoring and timely call attendance.
- ii) The Agency should be capable of undertaking proper maintenance work at the site of installation within 3 - 4 hours of intimation.
- iii) The Agency should be equipped with stock of required quantities of spare parts.
- iv) The delay in attending the call / closure will be treated as poor quality of service support and this Department reserves the right to terminate the agreement.

2. PAYMENT :

Payment will be made quarterly after submission of **10%** performance Bank guarantee (preferably on a nationalised bank) **on total AMC value** 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 Bank Guarantee while kept in the custody of Department of Panchayats & Rural Development, Government of West Bengal, will not earn any interest.

3. SUBMISSION OF Tender :

The sealed Tender must be dropped in the Tender Box to be kept for this purpose at the Computer Cell of this Office. No Tender will be accepted after the scheduled 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 Tender.

4. OPENING OF Tender:

The sealed tender will be opened in the computer cell (9th Floor, Block-A, Room-9) of this department on 28/11/2018 at 3:00 pm.

5. AMC VILIDITY:

The AMC will be valid for one year but it may be extended further, subject to the service satisfaction certificate given by the technical officials of this Department.

6. 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.
- b) 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.
- c) List of Technical manpower for LAN related H/w repair/maintenance available with the agency. Whether the company has any B.E./B.Tech/MCA/Cisco/Novel etc. certified engineer in their pay roll or not.

- d) GST Registration Certificate.
- e) Latest IT Clearance Certificate.
- f) Copy of the registration certificate of Trade License.
- g) Copy of ISO Certificate
- h) Copy of Check Point authorization.
- *Commercial offer will be considered only for those bidders who qualify in the Technical evaluation.*
- *The price should be inclusive of all taxes.*
- *Photo copy of all the certificates are to be enclosed along with the Techno-commercial bid.*
- *Bid documents are to be signed and sealed very carefully by the firm.*

Only relevant document has to be attached and additional documents not required

7. The Department reserves its right to terminate the contract and forfeit Bank Guarantee at any time before the expiry of the contract period, if the performance of the vendor found not satisfactory.
8. It will be at the discretion of this Department to make inquiries through any officials of this department to judge the suitability and capability of the vendor.

Comprehensive Annual Maintenance Contract (AMC) of Local Area Network at Panchayats & Rural Development Department, Government of West Bengal	
Period of contract	One year
Schedule for downloading the Tender Form	12/11/2018 to 28/11/2018
Last Date & time of submission of Tender Form	28/11/2018 up to 2:30 pm.
Date and time of opening of Techno –Commercial Bid	28/11/2018 at 3:00 pm.
<i>Tender paper can be downloaded from the Departmental website www.wbprd.nic.in under Notification or latest tender</i>	

Annexure- II

(Annexure to the Tender Notice No.- 10117-19098/46/2018-MIS SEC-Dept. of PRD Dated- 5/11/2018)

Sl. No.	Description	Quantity
1.	LAN Nodes (6 TH TO 9 TH FLOOR)	442 NOS. (APPROX)
2.	HP – 2510 – 48 SWITCH (48- PORT) Under Warranty : Lifetime, advance replacement, next business day	10 NOS.
3.	HP – 2530 – 24G SWITCH (24- PORT) Under Warranty : Lifetime, advance replacement, next business day.	2 NOS.
4.	CHECK POINT 4400 Appliance Device No. 00:1C:7F:36:E6:98 Product : CPAP-SG4407	1 NO.


(Smt. N. Dasgupta)
Special Secretary

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

Name of the Vendor	Date :
Address	
Contact Person & Contact No.	Signature & Seal :

Total AMC Value [inclusive of all charges] (Rs.)	Whether copies are attached [Mention Yes/No and Page indexing]							Remarks (If any)	
	Whether list of engagement with 2 to 3 Big Organisations/ Govt.Sector attached	ISO Certificate	GST	Trade License	IT	Whether list of Technical Manpower given	CHECK POINT Authorization	Whether the company has any B.E./B.Tech/ MCA/Cisco/No vel etc. certified engineer in their pay roll	Experience of onsite AMC for at least 50 PCs at one site which are connected through LAN.
	Page No.....	Page No....	Page No....	Page No....	Page No....	Page No....	Page No.....	Page No.....	Page No.....

Rupees in word: