

**Government of West Bengal  
Panchayats & Rural Development Department  
Joint Administrative Building, Block-HC, Sector-III  
Salt Lake, Kolkata - 700106**

**Annual Maintenance for HP Server (HP ML 150 Gen9) &  
Quick Heal Antivirus for Server Edition.**

*Notice Inviting Tender*

No.- 1606 - RD/MIS/Com/5M-10/2008

Dated:11/03/2020

Panchayats & Rural Development Department, Joint Administrative Building (6<sup>th</sup> to 10<sup>th</sup> Floor), Block-HC-7, Sector-III, Salt Lake, Kolkata-106, Government of West Bengal invites Techno – Commercial bid for Comprehensive AMC of **HP Server (HP ML 150 Gen 9, Sl. No. – SGH705XAEN) & Quick Heal Antivirus for Server Edition** at its address. The Department desires to engage a reputed maintenance firm having profound experience in maintenance/repairing work on **HP Server (HP ML 150 Gen 9, Sl. No. –SGH705XAEN) & Quick Heal Antivirus for Server Edition** at its office at the above address.

For the purpose of selection of the agencies for a period of **three years** (it may be extended for further period of one or two years subject to the service satisfaction certificate given by the technical officials of this Department.), sealed tenders are invited from reputed firms having sufficient experience in this line especially on Server. The concerned firm should be equipped with stock of required quantities of standard quality of spare parts, compatible with the Server 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*).

**Eligibility :**

1. They must have the experience of maintaining Server of similar brands for which the department asked for AMC.
2. The firm should be an OEM authorized Service Provider of HP Server .
3. Bidder should have ISO certification for hardware AMC.

The tender paper can be downloaded from the Departmental website [www.wbprd.nic.in](http://www.wbprd.nic.in) under Notification or latest tender from 11/03/2020 to 19/03/2020. The last date of receipt of sealed tender for the above purpose (along with the particulars) at this office is **19/03/2020 up to 2:30 pm**.

The sealed tender will be opened in the MIS (Computer) cell (**9<sup>th</sup> Floor, Block-A, Room-9**) of this department on **19/03/2020 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.*

  
(Shri Dipanjan Bhattacharya)  
Joint Secretary



**TERMS & CONDITIONS**

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

Panchayats & Rural Development Department, Government of West Bengal, invites sealed 'Expression of Interest' for *onsite comprehensive AMC of HP Server (HP ML 150 Gen9, Sl. No. – SGH705XAEN) & Quick Heal Antivirus for Server Edition* at Joint Administrative Building (9<sup>th</sup> Floor), Block-HC-7, Sector-III, Salt Lake, Kolkata-700 106.

**1. SERVICE SUPPORT:**

- i) Successful bidder will ensure the proper monitoring and ensure the 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 three years 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 three years. This Bank Guarantee 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 MIS (Computer) cell (**9<sup>th</sup> Floor, Block-B**) of this department. No EOI 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 EOI.

**5. OPENING OF EOIs:**

The sealed tender will be opened in the MIS (Computer) cell (**9<sup>th</sup> Floor, Block-A, Room-9**) of this department on **19/03/2020 at 3:00 pm**.

**6. TECHNICAL EVALUATION :**

Technical evaluation of the bids shall be done on the following parameters : -

- a. Company's engagement as an AMC hardware vendor for at least 2 (Two) Government Departments/Big organisations.
  - b. List of Technical manpower for Hardware repair/maintenance available with the agency. Mention whether the company has any B.E./B.Tech/MCA/Cisco/Novel etc or not.
  - c. Copy of GST Registration Certificate
  - d. Copy of Latest IT Return.
  - e. Copy of the Trade License.
  - f. Copy of ISO Certificate
  - g. Copy of OEM authorized Service Provider of HP Server.
- Each paper of the tender should be signed and sealed by the firm

- Commercial offer will be considered only for those bidders who qualify in the Technical evaluation.
- The price should be inclusive of all taxes.  
The AMC will be valid for three year but it may be extended for further period of one or two years subject to the service satisfaction certificate given by the technical officials of this Department  
The parts to be replaced will be **original parts of similar manufacturer**
- The agency will depute only qualified & experienced Engineers (capable of handling all types of hardware, software & networking problems independently).
- **One senior IT engineer from agency should visit this department fortnightly.**
- 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.

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

#### 7. TERMINATION :

The AMC may be terminated if the AMC provider fails to resolve issues more than 10 working days or other issues which affects this office works seriously. In that case pending payments & security deposit will be forfeited and AMC provider will be blacklisted from participating in future AMC tenders.

- 8. Quotation should be typed & free from correction, overwriting, erasers, and indexing.

Comprehensive Annual Maintenance Contract for HP Server (HP ML 150 Gen9, Sl. No. – SGH705XAEN) & Quick Heal Antivirus for Server Edition at Panchayats & Rural Development Department	
Period of contract	<b>THREE YEARS</b>
Date of downloading the Tender Form	11/03/2020 to 19/03/2020
Last Date & time of submission of Tender Form	19/03/2020 up to 2:30 pm
Date and time of opening of Techno –Commercial Bid	19/03/2020 at 3:00 pm
<i>Tender paper can be downloaded from the Departmental website <a href="http://www.wbprd.nic.in">www.wbprd.nic.in</a> under Notification or latest tender</i>	

  
 (Shri Dipanjan Bhattacharya)  
 Joint Secretary



**Annexure- II**

No.- 1606 - RD/MIS/Com/5M-10/2008

Dated:11/03/2020

(Vendors are requested to fill up this form and attach with the **Price Bid**).

Name & address of Firm : \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Sl. No.	Particulars	Quantity	Rate per unit	Amount (Rs.)
1.	HP ML 150 Gen 9, Sl. No. -SGH705XAEN	01 NO.	Rs.....	Rs.....
2.	Quick Heal Antivirus for Server Edition	01 NO.	Rs.....	Rs.....
Total				Rs.
GST as per Govt. Rules				Rs.
Total Amount including all Taxes				Rs.
Rupees in word :				

### Annexure- III

No.- 1606 - RD/MIS/Com/5M-10/2008      Dated:11/03/2020

Vendors are requested to fill up this form and attach with the **Price Bid**.

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

Total AMC Value [inclusive of all charges] (Rs.)	Whether copies are attached [Mention Yes/No]					Remarks (If any)	
	Company's engagement as an AMC hardware vendor for at least 2 (Two) Government Departments/Big organisations.	List of Technical manpower	GST	IT	Trade License		ISO Certificate
Rs. ....	Page No.....	Page No...	Page No...	Page No...	Page No....	Page No.....	
Rupees in word : _____							