

GOVERNMENT OF WEST BENGAL
Panchayats & Rural Development Department
Joint Administrative Building (6th – 9th floor), Block HC-7, Sector-III
Salt Lake, Kolkata-700 106.

Notice for inviting tender from reputed Network maintenance firms.

No. - 3795-PRD-19098/46/2018-MIS SEC-Dept. of PRD Dated- 10/11/2020

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 (CHECK POINT 4400 Appliance) etc. and one residential service engineer need to be deployed** 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 EOIs enclosed at **Annexure-I**) must have GST, 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 :

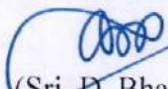
1. As far as the maintenance of LAN is concerned the Firm must be an **ISO Certified** company for service & maintenance.
2. The firm should be an authorized Service Provider of **CHECK POINT** firewall and have to submit **latest certificate** as authorized service provider from OEM.

The tender paper can be **downloaded from the Departmental website www.wbprd.nic.in under Notification or latest tender** from 10 /11/2020 to 26/11/2020. The last date of receipt of sealed tender for the above purpose (along with the particulars) at this office is 26/11/2020 up to 2:30 pm.

The sealed tender will be opened in the computer cell (**9th Floor, Block-A, Room-9**) of this department on 26/11/2020 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.

This cancels this Department's tender notice no.3315-PRD-19098/33/2018-MIS SEC-Dept. of PRD, Dated- 29/9/2020.


(Sri D. Bhattacharyya)
Joint Secretary

TERMS & CONDITIONS

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

Panchayats & Rural Development Department, Govt. of West Bengal invites sealed Expression of Interest' 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.
- v) At the time of submission of final agreement paper renewal certificate of license of CHECK POINT Firewall is must.

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 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. 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.

4. OPENING OF EOIs:

The sealed tender will be opened in the computer cell (9th Floor, Block-A, Room-9) of this department on 26/11/2020 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. CONDITION OF DEPLOYMENT OF RESIDENTIAL ENGINEER :

One residential service engineer need to be posted during office hours and as and when required depending on the urgency and exigency of work. Residential Engineer deployed, should meet the following criteria:

- He has to attend office during the office timings 10:00 am to 05:00 pm on every working day regularly & as and when required prior to intimation.
 - The service personnel must have adequate experience to troubleshoot any networking, hardware, and software related problems.
 - The service personnel deployed by vendor shall maintain system check list report and call attendance register which shall be verified and countersigned by the officer-in-charge of the MIS Cell or the User of the respective computer systems, which will be checked before the quarterly payment of the bill submitted by the vendor for payment.
 - Deployment cost of the engineer should be borne by the selected firm. The compliance report of the same should be submitted with quarterly bill or as and when required.
8. 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.
 9. 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.

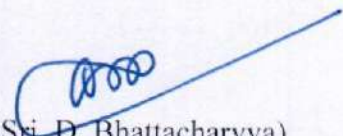
Annual Maintenance Contract (AMC) of Local Area Network at Panchayats & Rural Development Department

Period of contract	One year
Start date of downloading the Tender Form	10/11/2020 to 26/11/2020
Last Date & time of submission of Tender Form	26/11/2020 up to 2:30 pm.
Date and time of opening of Techno –Commercial Bid	26/11/2020 at 3:00 pm.

Tender paper can be downloaded from the Departmental website www.wbprd.nic.in under Notification or latest tender

Annexure- II

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.


 (Sri. D. Bhattacharyya)
 Joint Secretary

Annexure- III

(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	GST as per Govt. Rules	Amount (Rs.)
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.			
5.	Residential Service Engineer	1 NO.			
Total					Rs.
Total Amount including all Taxes					Rs.
Rupees in word :					

Annexure-IV

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

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

Whether copies are attached [Mention <u>Yes/No</u> and <u>Page indexing</u>]											Remarks (If any)
Total AMC Value [inclusive of all charges] (Rs.)	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/Novel etc. certified engineer in their pay roll	Experience of onsite AMC for at least 50 PCs at one site which are connected through LAN.		
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Rupees in word: