

File No.PRD-19098/2/2020-MIS SEC-Dept. of PRD

GOVERNMENT OF WEST BENGAL  
Panchayats & Rural Development Department  
Joint Administrative Building (6<sup>th</sup> – 9<sup>th</sup> floor), Block HC-7, 21 Sector-III  
Salt Lake, Kolkata - 700 106.

Notice for inviting tender from reputed UPS maintenance firms.Dated- 7/3/2022

Panchayats & Rural Development Department, Government of West Bengal, Joint Administrative Building, Block-HC-7, Sector-III, Salt Lake, Kolkata-106 invites tender for Comprehensive AMC of online 3KVA UPS (APLAB make with 8 nos. external S.M.F. battery 12V-42AH) & 10 KVA UPS (APC make with 20 nos. external S.M.F. battery 12V-42AH) at its address. The Department desires to engage a reputed maintenance firm, at its office for AMC of the above UPSs stationed at the Server Room(9<sup>th</sup> floor); having profound experience in maintenance/repairing work on *UPS setup in Kolkata*.

For the purpose of selection of the agencies for a period of one year (it may be extended further subject to the satisfactory service). 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 GST, Trade License and IT return certificate (photocopies of the certificates are to be enclosed along with the tender and original certificates have to be produced at the time of opening of tender).

**This is further to note that:-**

The firm should be technically sound in repairing of **multi brand on-line** UPS systems.

Company's engagement records in 2 to 3 Government Departments/Big organizations is also desirable.

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 8/3/2022 to 21/3/2022**. The last date of receipt of sealed tender for the above purpose (along with the particulars) at this office is 21/3/2022 up to 1:30 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 21/3/2022 at 2:00 pm. One representative of each bidder will be allowed to remain present at the time of opening the sealed tenders. The representative of each bidder should carry the identity card and letter of authority of the bidder.

***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. 3961-RD/MIS(Com)/5M-13/19, dated-18/8/2021.

Joint Secretary

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**Annexure- I**  
**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 online 3KVA & 10 KVA UPS 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 ensure the timely call attendance.
- ii) The Agency should be capable of undertaking proper maintenance work at the site of installation within 2 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 3% 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 TENDERS :**

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 Tenders 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 TENDERS:**

The sealed tender will be opened in the computer cell (9th Floor, Block-A, Room-9) of this department on 21/3 /2022 at 2:00 pm.

**5. AMC VILIDITY:**

The AMC will be valid for one year but it may be extended further, subject to the satisfactory service.

**6. TECHNICAL EVALUATION :**

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

- a) Company's engagement records in 2 to 3 Government Departments/Big organizations(desirable).
  - b) GST Registration Certificate.
  - c) Latest I. Tax Clearance Certificate.
  - d) Copy of Latest registration certificate of Trade License.
- *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.*

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- *Bid documents are to be signed and sealed very carefully by the firm.*
  - *Only relevant document has to be attached.*
7. The vendor has to maintain, repair and replace spares of the item and the peripherals attached with it as per OEM.
  8. The vendor has to quote the rate of maintenance specified in the Annexure where entire maintenance means and includes all incidental charges, taxes, duties, freight charges transit insurance charge and any other charges. The Department will not be liable for any other charges including demurrage charge whatsoever
  9. Payment will be made quarterly after completion of the work satisfactorily.
  10. The vendor shall replace the defective spares of the UPS systems under Annual Maintenance Contract with new standard spare without any liability of the Department; defective replaced spare will be the property of the vendor.
  11. The vendor has to provide all the parts of the equipment (including SMF battery) mentioned in the Annexure are covered under annual maintenance.
  12. The vendor shall attend to the calls of complaint with respect to the UPS systems under Annual Maintenance Contract from the department within 2 hours. In case of urgency, the replacement should be made forthwith and in other cases replacement may be made within 24 hours of receipt of information by the Agency.
  13. The vendor shall replace the equipment/material etc. at their own cost if any material/equipment is damaged at the time of maintenance work undertaken by the department.
  14. In case of bad quality of service or unusual delay in service caused by any commission or omission by the vendor, the department shall have the full liberty to complete the job to the satisfaction of the department by engaging any other agency according to the choice of vendor and on every such occasion the vendor shall be liable to bear the entire cost incurred for the said job.
  15. The vendor has to quote the rate of maintenance charges of all items mentioned in the Annexure will remain valid up to the entire period of the Annual Maintenance Contract and neither the department nor the vendor can claim revision whatsoever within the said period.
  16. In case of any violation of the terms and conditions mentioned herein the department reserves the right to forfeit the security deposit and terminate the contract without further notice.
  17. Neither of the Parties shall be liable for any loss and damages for the failure to comply with the terms and conditions laid down herein due to force majeure clause.
  18. 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.
  19. 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.

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<b>Annual Maintenance Contract (AMC) for UPS at Panchayats &amp; Rural Development Department</b>	
Period of contract	One year
Start date of downloading the Tender Form	8 /3 /2022 to 21 /3 /2022
Last Date & time of submission of Tender Form	21 /3 /2022 up to 1:30 pm.
Date and time of opening of Techno –Commercial Bid	21 /3 /2022 at 2:00 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>	

  
Joint Secretary

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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 & Pages no. of tender documents]				
				Whether list of engagement with 2 to 3 Big Organisations / Govt. Sector attached	GST	Trade License	IT	Remarks (If any)
UPS	QTY	RATE	AMOUNT (RS.)	YES / NO	YES / NO	YES / NO	YES / NO	
3 KVA online	1 NO.			Page No. :....	Page No. :....	Page No. :....	Page No. :....	
10 KVA online	1 NO.							
TOTAL RS.								
Rupees in word:								
.....								