

West Bengal State Election Commission

18, Sarojini Naidu Sarani,
(Rowdon Street)
Kolkata – 700017

No.357-SEC/11C-6/2012

Date:19.02.2015

TENDER

Sealed tenders in two bid systems in prescribed format of tender document are invited from reputed Firms/Companies enlisted with WTL/WEBEL or with the Govt. Undertaking/Department/offices for the Annual Maintenance Contract for computers/computer accessories and peripherals including IT Networks and modem, scanner, LAN equipment systems etc. (both hardware and software) installed/used in the office of West Bengal State Election Commission , 18, Sarojini Naidu Sarani, Kolkata – 700 017.

Tender document may be downloaded from the website of West Bengal State Election Commission for submission of tender.

EMD - Rs.10,000/-

Security deposit - Rs.20,000/-

Date and time for inspection of physical condition of all the items in Commission from 11.00 a.m. to 4.00 p.m. on working days between 19.02.2015 to 04.03.2015.

Last date and time of submission – 04.03.2015 upto 3.00 p.m.

Opening of Tender : 04.03.2015.

SCOPE OF WORK

Maintenance of hardware and software for all the equipments installed in the office of the Commission and owned by the Commission or which are procured by the Commission during the period of the contract under this tender, including all such equipment which are within the warranty period and also other equipment which are out of warranty and those whose warranty expires during the AMC period, the indicative list is attached at Annexure-A

(A) TECHNICAL BID – Eligibility criteria..

1. The firm must have at least 3 years experience of jobs done under WTL/WEBEL/Govt. Undertakings/Offices/Departments in the maintenance business /service..
2. The firm must have expertise in preventive on site maintenance and repair of computers, Laser / Inkjet/DeskJet, printers, network components, scanners peripherals and other hardware parts, accessories and LAN troubling shooting problems. .
3. The firm must have a well equipped and fully functional unit in Kolkata and it should also have tie-ups with/ be partner of HP, HCL, Sun, IBM, Cisco etc. Addresses and details of proof of such tie-up / partnership should be submitted.

Full name, address and other detail of the Bidder with seal.

Name, designation & signature of authorized Representative of the bidder.

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4. The firm must be registered with the Registrar of companies and with the State Sales Tax Department for Works Contract.
5. Income Tax clearance certificate for the last three years must be attached.
6. Lists of personnels employed by the bidder should be enclosed.
7. Firm meeting the above technical requirement only may be apply in the proforma placed at Annexure – I in sealed cover with the superscription "Technical bid for AMC of computers etc. of West Bengal State Election Commission.

(B) FINANCIAL BID.

1. The rate must be quoted on comprehensive basis for the Network components, Servers, Desktops, Laptops, printers and UPS etc. in the proforma at Annexure-II in a separate sealed cover clearly superscribing "Financial Bid for AMC of computers etc. of West Bengal State Election Commission.

Full name, address and other detail of the Bidder with seal.

Name, designation & signature of authorized Representative of the bidder.

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2. GENERAL TERMS AND CONDITIONS OF TENDERS FOR AMC.

Terms and conditions of tender for AMC shall be as below :-

- i) The vendor will be required to depute Technical personnels/service engineers on call on the days between 10.00 a.m. to 5.30 p.m. (for longer timings if needed outside these hours), including the working days of WBSEC with full back up support. The technical personnels/service engineers must be well trained and capable of handling Network and Hardware related issues and doing the complete job of system maintenance and should be available on call over mobile phones. . During election periods, level of service will need to be upgraded and the services may be required for extended periods/ holidays also.
- ii) (a) The contract will be valid for a period of one year w.e.f. 01.04.2015 to 31.03.2016.

(b) The rates quoted will remain in force for the full period of the contract. No demand for upward revision of rates on any account shall be entertained during the contract period. West Bengal State Election Commission will have the authority to extend the agreement on the same terms and conditions for upto a further period of one year at a time, or for such period as may be necessary.
- iii) The firm will prepare separate log books for each of the machines installed in the office of the Commission. Preventive maintenance with virus detection and special cleaning of the machine from inside will have to be carried out on quarterly basis. Log book will have to be submitted to Computer Section failing which appropriate penalty may be imposed" at the end of each quarter.

Full name, address and other detail of the Bidder with seal.

Name, designation & signature of authorized Representative of the bidder.

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- iv) Any reported fault must be taken up by the service personnels/engineers within one hour. As far as possible, the repairs would be carried out on-site itself. However, in case the equipment is to be taken out to the workshop for more than two working days, the firm would provide a stand-by for the same. If, however, the firm fails to repair or provide a standby PC/ accessory within 2 days, then a penalty of Rs.200/- (Rupees two hundred only) per day or such part thereof as the Commission may decide per day will be chargeable for delay beyond the two days till such time the computer/ hardware/ accessories are repaired.
- v) The necessary support for maintaining virus free computer environment in the Commission and help in upgrading the softwares/ Virus Detection mechanism would be provided by the firm.
- vi) In case of vendor backing out in midstream without any explicit consent of this department, he will be liable to recovery at higher rates, vis-a-vis those contracted with it, which may have to be incurred by this department for maintenance of machines for the balance period of contract through alternative means.
- vii) The above act of backing out would automatically debar the company from any further contract with the Commission and the security deposit amount would also be forfeited.
- viii) No advance payment in any case would be made. However, quarterly payment after satisfactorily completion of each quarter would be made after deducting penalty amount as may be imposed as stated above.
- ix) All complaints related to computers & peripherals will be looked after and attended to promptly by the service personnels/engineers of the firm and proper record of the job done should be kept.

3. EARNEST MONEY DEPOSIT.

a) The earnest money of Rs.10,000/- (Rupees Ten Thousand only) shall be deposited through a demand draft of any scheduled Bank in Kolkata drawn in favour of .Pay and Accounts officer, West Bengal State Election Commission, Kolkata and the above draft towards earnest money deposit must be submitted along with the "Technical Bid",

b) Technical Bids received without earnest money will not be considered. Earnest money of unsuccessful bidders will be returned without interest immediately after the process of selection is over.

4. The successful bidder will be required to furnish a Bank Guarantee as security deposit in the name of AO, West Bengal State Election Commission for an amount of Rs.20,000/- which will be released to the bidder on completion of the contract. EMD will be returned to him on receipt of above Bank Guarantee.

Full name, address and other detail of the Bidder with seal.

Name, designation & signature of authorized Representative of the bidder.

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5. Submission of bid.

- (1) Tender documents must be downloaded from the website of West Bengal State Election Commission.
- (2) Interested firms should submit the documents satisfying the technical requirements in a sealed cover superscribed with "Technical bid for AMC of computers etc. of West Bengal State Election Commission".
- (3) (a) Financial bid quoting rates and documents relating to acceptance of all the terms and conditions etc. are to be submitted in separate sealed enveloped with superscription "Financial bid for AMC of computers, etc. of West Bengal State Election Commission."

Thereafter, both the envelopes should be placed in a third sealed cover superscribed with "Tender for AMC of Computers/hardware/printers and peripherals of WBSEC" and submitted at the office of the West Bengal State Election Commission, 18, Sarojini Naidu Sarani, Kolkata – 700 017 by 3.00 p.m. on 28.02.2015. All envelopes must clearly mention the name of company also on the top so that bids don't get misplaced or mixed up.

- (b) All pages of the tender must be signed by authorized signatory.
- (c) Over writing/erasing/pen through must be avoided. Any such over writing/erasing/pen through must be authenticated by initials.

6. Opening of Tender.

The technical bids will first be opened on 28.02.2015 at 4.00 p.m. in the office of the Commission. After scrutiny and decision on technical bids, the financial bids will be opened of those bidders who would qualify in the technical bid, the time for which will be announced at the time of short listing technically qualified bidders. The Tender Committee may look into any factors besides the condition mentioned in the Technical Bids for qualifying the bidders. The decision of the Tender Committee will be final in the matter. Tenders will be opened in presence of the bidders' representative(s) who would like to remain present at the time of opening of 'Technical' and Financial' bids on the dates and time mentioned herein above.

7. (a) Tenders received after due date and time and those received without separate sealed covers will be out right rejected.
- (b) Conditional tender imposing any other special condition will be out right rejected.
- (c) Tender submitted not in the format of downloaded documents will be out right rejected.
8. The Commission reserves the right to reduce or increase the number of items offered for maintenance contract.
9. The Commission also reserves the right to reject any tender without assigning any reason.

Full name, address and other detail of the Bidder with seal.

Name, designation & signature of authorized Representative of the bidder.

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**TECHNICAL BID FORM FOR ANNUAL MAINTENANCE CONTRACT FOR COMPUTER ACCESSORIES
AND PERIPHERALS AND HARDWARE/SOFTWARE ITEMS INSTALLED IN THE OFFICE OF THE WEST
BENGAL STATE ELECTION COMMISSION**

Documents to be submitted along with Technical bid.

- 1) Documentary proof of the firm for existence over three years with the maintenance business/service within Kolkata.
- 2) Documentary proof of the firm having previous experience in maintaining hardware and network systems in government organizations/PSUs.
- 3) Documentary proof of the firm having expertise in preventive on site maintenance and repair of servers, clients standalone computers, laser/inkjet printers networking components, scanners, peripherals and other hardware parts and accessories.
- 4) Documentary proof of the firm of having expertise and experience in LAN trouble shooting besides expertise in Leased Line, VPN and maintaining internet infrastructure and systems.
- 5) Documentary proof of the firm having a well equipped and fully functional unit in Kolkata and tie-ups with HP, HCL, SLrN, IBM, CISCO etc.
- 6) Documentary proof of the firm registered with the Registrar of Companies and with State Sales Tax Department for works contract.
- 7) Documentary proof of Income Tax clearance certificate for the last three years.
- 8) Any other documents / information which the bidder may like to submit as part of the technical bid.

N.B. All documents must be self attested.

Full name, address and other detail of the Bidder with seal.

Name, designation & signature of authorized Representative of the bidder.

ANNEXURE-I

TENDER - TECHNICAL BID

AMC FOR COMPUTER ETC. (BOTH HARDWARE AND SOFTWARE) OF WEST BENGAL STATE ELECTION COMMISSION

1. Name of the Firm/Company :
2. Details of Earnest Money Deposit of Rs.10,000/- : DD No. Date
drawn on Bank
3. Name of proprietor / Director :
4. Full Address of Registered Office :
Telephone No.
FAX No. :
E-Mail Address :
5. PAN / GIR No. :
(Attach attested copy)
6. Service Tax Registration No. :
(Attach attested copy)
- 7.. Details of the AMC contracts handled by the firm during the last three years.
(If the space provided is insufficient, a separate sheet may be attached) :

Sl. No.	No. of client, address, telephone & Fax No.	Manpower services provided		Amount of contract (Rs. Lacs)	Duration of contract	
		Type of manpower provided	No.		From	To

Signature of authorized person
Full Name :
Place :
Seal :

8. List of service personnels/engineers available with the firm.
(Attach separate sheet, if required)

Name of service personnels/engineers	Experience	Qualifications

DECLARATION

1. I/We _____ Proprietor / Director/authorized signatory of the tendering firm, mentioned above, am competent to sign this declaration and execute this tender document;
2. I/We have carefully read and understood all the terms and conditions of the tender and undertake to abide by them;
3. The information / documents furnished along with the above application are true and authentic to the best of my knowledge and belief. I / we, am / are well aware of the fact that furnishing of any false information / fabricated document would lead to rejection of the tender at any stage besides liabilities towards prosecution under appropriate law.

Signature of authorized person Date:
Full Name:
Place : Seal :

TENDER – FINANCIAL BID

AMC FOR COMPUTER ETC. (BOTH HARDWARE AND SOFTWARE) OF WEST BENGAL STATE ELECTION COMMISSION

FINANCIAL OFFER

1. I/We _____ on behalf of our company/firm _____ do hereby undertake to abide by the terms and conditions of the tender and agree to render AMC service by deployment of experienced service personnels/engineers as and when necessary as per terms and conditions of the tender for the AMC of the Computers etc. of West Bengal State Election Commission.

2. (a) We offer the following rates for AMC of all the computers shown in the list or as may be included in the list as per terms & conditions of tender and break up of the rates is shown separately in Sl. No. 2(b).

AMC for job details	Rate for AMC for all items (lump sum) inclusive of all taxes/charges etc.

2. (b) Break-up of offered rates for AMC.

Sl. No.	Particulars of items under AMC	Rate for AMC of each item.
1	Computer	
2	Printer	
3	UPS	
4	Laptop	
5	Scanner	
6	LAN	
7	Modem	

3. The rates quoted above is inclusive of all statutory/taxation liabilities in force at the time of entering in the contract.

4. The payment shall be made on quarterly basis only on submission of bills within 10 days.

Signature of authorized person
Date: Full Name:
Place: Seal :

N.B. Over writing/erasing/pen through must be authenticated by initials of the signatory.

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The approximate number of Computers and the other Supporting peripherals accessories proposed to be covered under the Comprehensive Annual Maintenance Contract.

Sl. No.	Description	Approximate Quantity
A.	LAN	
1.	Local Area Network among all Computers and Printers	
B.	DESKTOP	
1.	LENEVO PC	1
2.	SAMSUNG PC	1
3.	HCL PC	8
4.	IBM PC	1
5.	COMPAQ PC	1
	TOTAL	12
C.	LAPTOP	
1.	HP Laptop	1
	TOTAL	1
D.	PRINTER	
1.	HP Color Printer CP 1215	1
2.	Brother Soft B/W Printer	1
3.	HP Ink Jet Printer 1000	2
5.	HP Laser Printer 1002	1
6.	HP Color Laser Printer CP 1025	1
7.	HP Deskjet 1180C Printer	1
8.	HP Laser 1020 Plus Printer	5
	TOTAL	12

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E.	SCANNER	
1.	HP Scanjet 3500C	1
F.	UPS	
1.	Smart Power UPS	1
2.	APC Back UPS AVR Pro	1
3.	HCL Power Mate 600LE.	2
4.	APC Back UPS 500	1
6.	Web Tech UPS	1
7.	APC Back UPS RS 600	1
8.	Lumia Power line System UPS	1
	Total	9