



WEST BENGAL STATE ELECTRICITY DISTRIBUTION CO. LTD.

(A Govt. of West Bengal Enterprise)

WBSEDCL

OFFICE OF THE CHIEF ENGINEER: PROCUREMENT & CONTRACTS DEPARTMENT

VIDYUT BHAVAN (4TH FLOOR) :: BLOCK-DJ :: SECTOR-II :: BIDHANNAGAR

KOL KATA-700091 :: Phone No. : 033-2359-8397:: Fax No. : 033-2359-1921

CIN - U40109WB2007SGC113473 / www.wbsedcl.in / procurementdept@wbsedcl.in

NOTICE INVITING TENDER

N.I.T No. – P-58/2023-24/SE(M)/AMC of IT Equipments due on 15.01.2024

Sir(s),

Sealed Tenders are invited by the Chief Engineer, Procurement & Contract Department, WBSEDCL, Vidyut Bhavan (4th Floor), Bidhannagar, Block-DJ, Sector-II, Kolkata-91 from reputed vendors for Annual Maintenance Contract for providing maintenance support with spare parts to Desktop Computers along with other peripherals, Printers and 3KVA UPS as listed herewith installed at **CRCs, Shyamnagar, North 24 Parganas. under P&C Dept, WBSEDCL** for a period of 1(One) year with rates, terms and conditions, as stipulated.

List of Computers:

SL NO	Equipment Type	MAKE	CONFIGURATION/Model No.	No. Of items (Set)	Estimated Unit Rate for AMC per Year Excluding Taxes (Rs.)
1	Computer	CHIRAG/A CER	Intel (R)Core™ i3 CPU, 530 @ 2.93 GHz Clock Speed, 2.93 GHz, 3.37 GB of RAM,	4	850.00
2		HP (Pro 3330)	Intel Core2, RAM 2GB;	1	850.00
3		HCL	Pentium® D CPU, 3.00 GHz; 3.00 GHz, 496 MB of RAM	1	850.00
4	Printer	HP	HP LASER JET 1022dn	4	900.00
5			HP LASER JET P2055dn	1	900.00
6			HP LASER JET PRO M1136	1	900.00
			HP LASER JET 108a	3	900
7	UPS	NEUMERIC	3KVA, 12V/100AH/08 Nos. Battery (Exide make)	1	4999.00

1. Detailed tender papers/documents will be available on application from the office of the Chief Engineer, Procurement & Contract Dept., WBSEDCL, Vidyut Bhawan, 4th Floor, "B" Block, Kolkata-700091 **from 08.01.2024 to 15.01.2024** on any working day between 11.00 AM to 1-30 PM (except Saturday or Holiday).
2. The sealed tenders should be submitted at Procurement & Contract Department WBSEDCL, Vidyut Bhawan, 4th Floor, B-Block, and Kolkata-91. **Tenders will be received up to 01.30 P.M. on 15.01.2024. Tenders will be opened on 15.01.2024 at 3:00 PM** in presence of the attending bidders.

[Handwritten signature]
05/01/24

3. Tender No. with date of opening of the tender should be prominently written on the envelope.
4. They should have sufficient credential of last three years to prove their satisfactory past services in Govt. / PSU related establishments.
5. Bidders have to quote rates for all of the items as per Price Schedule format in Annexure-II. No exclusion from the above list will be allowed.
6. Evaluation will be made on total cost of AMC of above quantity of IT equipments for 1(One) year based on unit quoted rates including GST.
7. Total amount for 1 year AMC contract of the above IT equipments as per following terms and conditions must be given in figure and word. The offer against tender should remain valid for 60 days from the next date of opening of tender.
8. The offers for AMC contract must be as per under mentioned Terms and Conditions. No deviation from the under mentioned Terms and Conditions will be allowed. A declaration regarding acceptance of under mentioned Terms and Conditions must be enclosed as per Annexure-I.
9. The Company reserves the right to reject or accept any or all tenders, without assigning reasons whatsoever in consideration of the Company's interest.
10. The order will initially be for one year starting from the subsequent next date of placement of order. However, the services can be extended at the same Rate, Terms and Conditions for further period, if performance of the bidder is found satisfactory.

Terms and Conditions:

Scope of Work and Service

- i. The AMC includes replacement of unserviceable parts of CPU, printer, UPS etc. The unserviceable parts will be replaced by new parts.
- ii. Whether a defective item or component is to be replaced or repaired shall be at the sole discretion of the Service Provider. In Case of replacement of parts, the defective parts remove from the system will become the property of WBSEDCL and have to be returned to the office of the undersigned.
- iii. The AMC contractor has to provide all type of Software support to the IT article covered under AMC Contract. The AMC Contractor has to look after the update of Antivirus software.
- iv. System Maintenance under the Maintenance Contract shall include replacement of all defective parts by new ones free of cost by the AMC Service Provider like Hard Disk, all other Drives, Mother Board, Logic Card, Teflon, Central processing unit, Key Board, Mouse, Power Cord, USB Cord, all consumable spare parts etc. required for making good the CPU, Monitor, Printer, UPS but shall not include consumables and supply items such as ribbons, media like magnetic tapes, cartridges, floppy diskettes, computer stationeries and Battery of UPS.
- v. This contract extends only to problems arising out of normal functioning of equipment and the contract does not cover breakdown of services or spares, arising out of damages caused by fire, theft, riots, accident, earthquakes, storm and other natural calamities.
- vi. The AMC Contractor will keep a record of the Machine failure including the nature of failure, date and time of booking the complaint, date and time attending the call and date & time of restoration of System in call sheet that will be duly signed by user accordingly.
- vii. The company reserves the right to include any new PC along with Monitor, Keyboard, Mouse & other peripheral attached with PC, Printer, UPS into AMC through written intimation as per approved rate and the AMC will be increased on pro- rata basis.


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- viii. The company reserves the right to exclude any PC along with Monitor, Keyboard, Mouse & other peripheral attached with PC and Printer into AMC through written intimation and the AMC will be reduced on pro – rata basis.
- ix. Against call, representative of AMC Contractor shall attend within 24 (twenty four) hours and shall rectify the fault at the earliest but not later than (two) working days. Promptness to rectify/ attend will be considered for performance assessment.
- x. In case of intermittent failures and repetitive problem due to improper diagnosis or repair, the system will be treated as continuously down.
- xi. Whenever the Computer System /Printer/ UPS cannot be repaired on site within the specified time limits, the AMC contractor will have the option to provide an alternate equipment of matching specification which will be replaced within a maximum time of 48 hours with the equipment of same make /model and the original equipment should be delivered after repair within 10 (ten) days. Penalty clause may be imposed for deviation of the above time schedule
- xii. The Company reserves the right to terminate the contract at any time during contract period of 1(One) years by serving 1(one) month notice as a penal measure if the performance of AMC Contractor & the Rate Contractor is not satisfactory.
- xiii. The system shall be handed over to the Company in good working condition at the time of expiry of contract period
- xiv. To monitor the AMC activities and to discuss other related matters, if necessary, periodical meeting between the Company & the AMC Contractor will be made.

Payment Terms

Payment will be made on quarterly basis i.e. equivalent to 1/4 of the total AMC Charges per annum for the IT articles covered under Contract against your bill (in triplicate) to be submitted after completion of each quarter to the office of the undersigned after deduction the imposed penalty if any.

Penalty:

- i. In case the system may not be restored within the stipulated time as mentioned in the related clause a penalty @ 1% per week may be imposed considering the individual case merit and that will be deducted from the respective bill. However, the total deduction will not exceed 10% of the contract amount for the Equipment.
- ii. Pro-rata deduction of quarterly bill shall be effected on account of absence of Service Engineer.

Call Registration and Completion

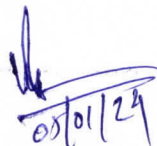
All the maintenance calls will be registered with the Service Engineer of AMC Contractor, generally over Telephone. The Service Engineer will acknowledge each call with a unique Call no. which will be used for reference in future.

- i. The AMC Contractor will prepare a call sheet in triplicate mentioning date & time of received call, date & time of call attend and date and time of restoration of the system. These will be signed by the user end and the Service Engineer, attending the Call. 1st copy of the same will be enclosed with the monthly bill, 2nd copy will be given to the user end and the 3rd copy will be retained by the AMC Contractor.

Yours Faithfully,

 05/11/2024

Chief Engineer
Procurement & Contract Dept.
WBSEDCL

 05/01/24

ACCEPTANCE OF TENDER


Tender No: – P-58/2023-24/ SE(M)/AMC of IT Equipments

Date of opening: 15.01.2024

Dear Sir,

Having examined the NIT document of above Tender, I/we hereby like to state that I/we willfully accept all your Terms and conditions and offer for AMC Service for the IT equipments item(s) as per Tender No. stated above.

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SIGNATURE OF THE TENDERER WITH OFFICE SEAL.



Annexure II**PRICE SCHEDULE****Tender No:- P-58/2023-24/SE(M)/AMC of IT Equipments****Date of opening: 15.01.2024**

SL NO	Equipment Type	MAKE	CONFIGURATION/Model No.	No. Of items (Set)	Unit price for one year AMC Service	GST for unit equipments Per year	Total Cost (inclusive of GST) for One year
1	Computer	CHIRAG/A CER	Intel (R)Core™ i3 CPU, 530 @ 2.93 GHz Clock Speed, 2.93 GHz, 3.37 GB of RAM,	4			
2		HP (Pro 3330)	Intel Core2 ,RAM 2GB;	1			
3		HCL	Pentium® D CPU, 3.00 GHz; 3.00 GHz, 496 MB of RAM	1			
4	Printer	HP	HP LASER JET 1022dn	4			
5			HP LASER JET P2055dn	1			
6			HP LASER JET PRO M1136	1			
			HP LASER JET 108a	3			
7	UPS	NEUMERIC	3KVA, 12V/100AH/08 Nos. Battery (Exide make)	1			
Total AMC Charge for one year including GST (in figure)							

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SIGNATURE OF THE TENDERER WITH OFFICE SEAL.

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05/01/24