

Government of West Bengal
Minority Affairs & Madrasah Education Department
3rd Floor, Nabanna , 325, Sarat Chatterjee Road
Howrah-711 102

No. 1907/ MD-13/7/2017-SECTION(MAME)

Dt.11/09/19

Notice Inviting Quotation

Sealed quotations are hereby invited by the Department of Minority Affairs & Madrasah Education, Government of West Bengal, 3rd Floor, Nabanna, Howrah from the reputed and bona fide agencies for Annual Maintenance Contract(AMC) of IT Infrastructural Set up for this Department & Directorate of MDW for the period of 1 (One) Year as per Schedule given below.

Prescribed quotation forms along with the detailed terms and conditions for the quotation can be downloaded from the departmental website <http://wbminorityaffairs.gov.in/>

Name Of the Quotation	Last date & time of submission of quotation	Earnest Money Deposit	Date & Time of opening of quotation
Comprehensive Annual Maintenance Contract of IT infrastructural set up for Minority Affairs & Madrasah Education Department & Directorate of MDW	24th September 2019 (Tuesday) up to 12 pm	Rs.2,500/-	24th September 2019(Tuesday) at 3 PM.

Sealed Quotations complete in all respects, must be submitted before the last date and time of submission of the Quotation.

Sd/-

Additional Secretary
Department of Minority Affairs & Madrasah Education

No. 1907 /1(4)/ MD-13/7/2017-SECTION(MAME)

Dt.11/09/19

Copy forwarded for information and necessary action to

Shri Shakil Ahemd, Special Secretary & Chairman, Department of Minority Affairs & Madrasah Education.

1. Shri Soumit Laha, Financial Advisor & Member, Department of Minority Affairs & Madrasah Education.
2. Md. Shahid Alam, Deputy Director & Member- Convenor, MDW Directorate and E.O. Dy. Secretary.
3. Shri Sanjoy Guhu, Executive Engineer & Member, Department of Minority Affairs & Madrasah Education.
4. Shri Debasish Mukherjee, Deputy Secretary & DDO & Member, Department of Minority Affairs & Madrasah Education.

He is requested to take necessary steps to upload the Notice with Annexure in the departmental website and P&AR Department's Website and display in the department's Notice Board.



Additional Secretary
Department of Minority Affairs & Madrasah Education

Government of West Bengal
Minority Affairs & Madrasah Education Department
3rd Floor, Nabanna ,325, Sarat Chatterjee Road
Howrah-711 102

No. 1908/ MD-13/7/2017-SECTION(MAME)

Dt.11/09/19

NOTICE INVITING QUOTATION

1. Sealed quotation are invited from reputed and bona fide agencies for Comprehensive Annual Maintenance Contract (AMC) of IT infrastructural Set up for the Minority Affairs & Madrasah Education Department and Directorate of MDW.
2. The interested bidders may download the relevant documents from the Official website of the department i.e. <http://www.wbminorityaffairs.gov.in/> .
3. Scope of Work:-
 - 3.1 DESKTOP MANAGEMENT & SERVICES
 - 3.1.1 Installation / Re-installation of Operating System, Application Software, Antivirus etc. as per requirement.
 - 3.1.2 Regular trouble shooting.
 - 3.1.3 Preventive maintenance on Quarterly basis.
 - 3.1.4 Comprehensive Maintenance of hardware (existing UPS, Printer, Scanner) **with spare parts**, not under the scope of warranty.
 - 3.1.5 For PC's under warranty relevant call log in with respective OEM service providers and necessary follow ups with them for getting the job done or escalating the status with the authority on a day to day basis.
 - 3.1.6 Patch & Software update.
 - 3.2 SERVICE MANAGEMENT
 - 3.2.1 Install / Re-install any type of driver/application/ Operating System software.
 - 3.2.2 Comprehensive Maintenance with spare parts of the existing UPS/Printer/Scanner & Other computer related accessories etc. not under the scope of warranty.
 - 3.2.3 The equipment whose warranty expires during the AMC period will automatically be covered under comprehensive maintenance for the entire period.
 - 3.2.4 Backup/Restore maintenance (Bidder should produce backup maintenance plan at the time of submission of Bid).
 - 3.2.5 The equipment whose warranty expires during the currency of this agreement, will automatically be covered under comprehensive maintenance during that period.
4. The Eligibility Criteria:-
 - 4.1. The bidders must be incorporated under Indian Companies Act 1956 and/or Indian Partnership Act, 1932 and must possess valid Trade License & Professional Tax Enlistment in West Bengal or, any other states of India. Documentary evidence of above must be enclosed .Consortium in any form is not allowed.
 - 4.2. The Agency / any of its Directors / Partners etc. should have not been blacklisted by any Govt. / Semi Govt. Organizations / Departments or have not been convicted for any offence by any court of law as on date.Affidavit on stamp paper of Rs.100/- purchased in West Bengal must be enclosed.
 - 4.3. Earnest Money Deposit of Rs 10,000/- (Rupees Ten Thousand) only in the form of Demand draft

drawn in favour of the "Deputy Secretary & DDO, Minority Affairs & Madrasah Education Department " payable at Kolkata must be deposited with the tender. The Tender Forms received without earnest money or incomplete in any respect will not be accepted. However, Companies having 551 (Small Scale Industry)/NSIC registration in West Bengal on similar/relevant services shall be allowed [MD exemption upon enclosure of relevant Documents as per MSME Act.

4.4. The Minimum Average Annual Turnover (including computer hardware & maintenance during the last three financial years should be Rs 5 Lakh (Five Lakh) only. Loss making Firms/Agencies need not to apply. Audited Profit & Loss Accounts and Balance Sheet for the last three (3) financial years are to be enclosed.

4.5. The Bidding Company must be having at least 10 (Ten) employees on its Roll.

4.6. The bidders must have valid PAN, GST, Service Tax. Documentary evidence of above must be enclosed.

4.7. Must have experience of providing Annual Maintenance of IT infrastructure in Government/Government U.T(P.S.U) organizations for at least 1(one) year of the last 5 years.. Photocopy of the relevant document must be provided with the bid.

4.8. Price quoted in the bid must be inclusive of all taxes and charges. No additional amount shall be paid over and above the price accepted.

4.9. The bidder must have registered set up at Kolkata or its suburbs.

4.10. The comprehensive maintenance shall be carried out primarily at the premises of the Minority Affairs & Madrasah Education Department & Directorate of MDW during office hours. In case, the bidder feels that the equipment cannot be repaired on-site, they will carry the defective equipment with the consent of officials after giving due receipt of the equipment and deliver back the repaired equipment at their own cost and risk.

4.11 The second party must depute at least one whole time service engineer along with his leave substitute at Minority Affairs & Madrasah Education Department & Directorate of MDW on normal working hours from Monday to Friday to attend the complaints in regard to the equipment stated above in Minority Affairs & Madrasah Education Department and Directorate of MDW and the technical person(s) will register the complaint register with date and time and record the time of clearing fault with satisfactory report signed by the concerned officer of the section. This complaint register must be produced at the time of issuance of the work completion certificate.

4.12. If the department is not satisfied with the work of any particular service engineer, the service provider must change the person concerned.

5. General Terms & Conditions:-

5.1. The bids must be submitted upto **12 PM on 24 th September, 2019(Tuesday)** to the Deputy Secretary & DDO, Minority Affairs & Madrasah Education Department at Room No.301, 3rd Floor, Nabanna. After the expiry of the scheduled date and time, no bid will be accepted in any circumstances.

5.2. The department reserves the right to amend or withdraw any of the terms and conditions contained in the notice or to accept or reject any or all the bids without assigning any reason whatsoever and the decision of the department in this regard shall be final and binding on all.

5.3. Any evidence of unfair practice, including overcharging, price fixing, etc. as defined in various statutes,

Will automatically disqualify the parties. Repeated occurrence of such evidence of above bidders may also be viewed seriously by the authority and penal measures as deemed fit would be imposed on such bidders.

5.4. The second party shall not assign this agreement or any part, there of or any benefit there under without the written consent of the first party to another party.

5.5. In case of any breach of contract, authority may also proceed to get work completed by any other means including through other agencies. The excess expenditure, if any, due to such a step would be recoverable from the unpaid bills/security deposit of the bidders. This is without prejudice to any other measure the authority may take, including blacklisting of the contractor and/or forfeiture of earnest money.

5.6. Conditional or incomplete tender will not be accepted.

5.7. If the dates fall on holidays or on days of bandh or natural calamity, the dates defer to next working days.

5.8 The bidder whose bid will be accepted will be informed through a 'Letter of Acceptance'. The successful bidder will then have to enter into an agreement with the department.

5.9. The period of AMC will initially be for one (1) year. The terms may be extended up to a period of 6(Six) months on mutual agreement between the successful agency and the Department regarding value and other terms and conditions of AMC also on the successful performance of the accepted bidder. In the event of a bid validity extension request being given by the department, it is up to the bidder to accept the same or not. However, the bidder will have no right to change its price bid if a bid validity extension offer has been accepted by them.

5.10. The bidder shall be allowed to inspect the material assets covered under the given scope of work before submission of bid. It will be presumed that the bidders have offered their price after review of the entire position and knowing fully about the assets to be covered under AMC, which may increase during the period under contract due to purchase of new assets and expiry of warranty of assets during the period. No price escalation request shall be allowed after placement of work order.

5.11. Loss & Damage: - Cost of all loss (es) and damage(s) caused to the Government's assets and goods due to contractor's negligence shall be recovered from the contractor's bill or the contractor may be asked to replace the damaged assets/goods with new ones entirely on his own cost.

5.12. Any act on the part of the bidder to influence any person in the department will be a cause for rejection.

6.0 Security Deposit:- The successful bidder has to deposit Rs.10,000/- as security deposit only in the form of Bank Guarantee. No interest will be paid on the Security Deposit for the selected bidder.

7.0. Review of Contract:-

The performance of the contractor shall be reviewed in **every quarter** and if the performance is not found

satisfactory, the contract will be terminated by giving on **15 days' Notice.**

8.0. Bids shall remain valid for a period not less than **90 (Ninety) days from the last date of submission of sealed bid.** If the bidder withdraws the bid during the period of bid validity, **the earnest money as deposited will be forfeited forthwith without assigning any reason thereof.**

9.0. Payment Terms:-

(i) The comprehensive maintenance charges shall be payable to the second party on **monthly basis.** For this purpose the second party will have to submit bill in the name of **First party.**

(ii) Enhancement or decrease in taxes, duties and prices of the components etc. will not affect the AMC rates during the entire period of AMC, no difference shall be paid or claimed as a result of the above.

10. Arbitration: -In the event of any question, disputes or differences arising between the parties relating to the interpretation and application these provisions of this agreement such disputes or differences shall be referred to the **Principal Secretary/Additional Secretary, Minority Affairs & Madrasah Education Department .The decision of the arbitration to the agreement in this regard shall be final and binding upon both the parties.** The party/parties shall continue to perform their obligations under this Agreement during the Arbitration Proceedings.

11. Jurisdiction: - **The Courts at Calcutta** shall have exclusive jurisdiction in cases of any dispute on any account arising between the parties.

12. Schedule of Dates:-

- a) Date of publication of N.I.T. in the website—11.09.2019 (Wednesday).
- b) Date & time of Download of relevant Documents from the website:11.09.2019 (Wednesday)
- c) Date & Time of inspection of material assets covered under the present scope of work: 11.09.2019 (Wednesday) from 12 noon to 3 p.m.
- d) Last date of submission of bid: - 24.09.2019 at 12 noon.
- e) Date & time of opening of bid: - 24.09.2019 at 3 pm.
- f) Place of opening of bid :- The official chamber of the Executive Engineer Minority Affairs & Madrasah Education Department, 3rd Floor, Nabanna.

13. Submission of bid:-

The intended bidders are requested to submit their bids in the following manner:-

- a) Covering letter as per the given format in **Annexure II** letter-head of the bidder duly signed and stamped at the appropriate place with the appropriate signing authority.
- b) A letter of Authorization as per **Annexure III to the representative** of the bidder who is authorized to sign the bid document.
- c) **Annexure I containing** the copies of supporting documents needed to be submitted along with the bids mentioned in clause
- d) Price bid need to be filled up as per the format in **Annexure IV.** The price should be quoted in

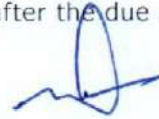
figure as well as in words, inclusive of taxes.

- e) Envelope :- The envelop should contain the following:-
- (i) Copies of supporting documents as Annexure-I
 - (ii) Covering letter as per Annexure-II
 - (iii) Price bid as per Annexure-IV
 - (iv) Copy of Letter of authorization as per Annexure-III

Late Bid: - Tenders will not be received after the specified time of closing of the tender and the same will be rejected and returned unopened to the bidder. It is the sole responsibility of the tenderer that he should ensure timely submission.

The envelope containing the above mentioned document should be super scribed 'Bid for Annual Maintenance Contract (AMC) of IT Infrastructural Set-up for the Minority Affairs & Madrasah Education Department & Directorate of MDW', sealed and addressed to the Deputy Secretary & DDO , Minority Affairs & Madrasah Education Department,3rd Floor,Nabanna,325, Sarat Chatterjee Road,Howrah-711 102.

The sealed envelope may either be submitted by hand or by post, but bids received after the due date will not be entertained.



**Additional Secretary
Minority Affairs & Madrasah Education Department,
Government of West Bengal**

ANNEXURE-I

CHECK-LIST (SUMMARY OF COMPLIANCE TO REQUIREMENT OF TENDER)

SI. No.	Description of requirement	Yes/No	Page No.
1.	Copies of Balance Sheet and Audited Profit & Loss Accounts statements for the last 3 Financial years.		
2.	Copy of Registration certificate/allotment letter of service tax number		
3.	Copy of Registration certificate/allotment letter PAN from Income Tax Department		
4.	Demand Draft of Rs 10,000/- as EMD drawn in favour of the "Deputy Secretary & DDO, Minority Affairs & Madrasah Education Department" payable at Kolkata.		
5.	List of Arbitration cases (if applicable) Do not leave it blank. If there are no such cases, write "Not Applicable".		
6.	Acceptance of terms and conditions attached. Each page of terms and conditions to be duly signed as token of acceptance and submitted as part of tender document.		
7.	Copy of last income tax return		
8.	Undertaking by the bidder to the effect that there is no police case pending against the proprietor/firm/parties relating to previous service contracts.		
9.	(Office address in State of West Bengal)		
10.	Copy of experience certificate of providing AMC of IT infrastructure in Govt. / Govt. U.T. (P.S.U.) for 1 (one) year of last 5 years.		

(Seal & Signature of the bidder with date)

ANNEXURE-II

COVERING LETTER FOR BID

Ref No.

Date:-

To,
The Additional Secretary
Minority Affairs & Madrasah Education Department,
Government of West Bengal
3rd Floor, Nabanna,
325, Sarat Chatterjee Road,
Howrah- 711 102

Subject: - Annual Maintenance Contract of IT Infrastructural Set-up for the Minority Affairs & Madrasah Education Department & Directorate of MDW , at Nabanna.

Sir,
With respect to the above mentioned subject please find our bid offer. We do accept all the terms and conditions of the tender document. As a token of our acceptance we have annexed the tender document duly signed and stamped on all pages.

Annexed along all the following documents in relation to our eligibility criteria along with copy of PAN/VAT/GST/Service Tax etc .

- 0)
- (ii)
- (iii)
- (iv)
- (v)
- (vi)

If at any point of time if we deviate from the tender terms and conditions, the department reserves the right to cancel our bid.

Thanking you,

Yours sincerely,

(Seal &Signature of the bidder)

ANNEXURE-III

Letter of Authorization

To,
The Additional Secretary ,
Minority Affairs & Madrasah Education Department,
Government of West Bengal
3rd Floor, Nabanna,
325, Sarat Chatterjee Road,
Howrah- 711 102

Subject: - Annual Maintenance Contract of IT Infrastructural Set-up for the Minority Affairs & Madrasah Education Department & Directorate of MDW at Nabanna.

Sir,

We hereby authorize _____ (Name) _____ (Designation) to represent our company and sign the bid document, submit necessary documents, Conduct negotiation etc. on behalf of the company with respect to the tender.

All the declarations given by him/her will be binding on the company.

The signature of _____ is attested here below.

Thanking you,

Yours sincerely,

For (Company Name)
Director/Constituted attorney

Signature of the Authorized Person

(Attested By)

ANNEXURE-IV

Price Bid Format

Sl. No.	Item Description	RATE/unit per Month(Inclusive of all taxes) In INR
1	Desktop PC	
2	Scanner	
3	Laser Printer(Basic Monochrome & Colour)	
4	UPS	

Date: _____

(Seal & Signature of the bidder)

(Seal & Signature of the bidder)

Sl. No.	Item Description	Total quantity	In warranty	Not under warranty
1	Desktop PC	67	01	66
2	Scanner	17	01	16
3	Laser Printer(Basic Monochrome & Colour)	63	07	56
4	UPS	25	00	25

(a) I/We do hereby certify that my firm / agency / company is not black listed by any Government Department / Organization as on date.

(b) I/We do hereby certify that neither this firm / company / Agency nor any other entity with which the undersigned / any of the partners /directors are / have been associated nor the said individually have ever been convicted for any offence by any court of law as on date.

(c) I/We do hereby certify that the Commission has not terminated /cancelled any agreement with this firm / agency / company or any other entity with which the undersigned / any of the partners /directors are / have been associated, within last 5 (five) Financial Years .

(d) I / We hereby certify that I / We have not tampered the tender document downloaded from the website <http://www.wbminorityaffairs.gov.in/> .

(Please strict off (a) or (b) or (c) whichever is not applicable for the Agency).This is to certify that I / We before signing this bid have carefully read the contents of the Bid Document and fully understood all the terms and conditions contained therein and undertake myself / ourselves to abide by the same. I certify that all information / facts given in the Annexure are fully correct and true. In case any information / facts found to be incorrect, misleading or factually wrong, Commission is empowered to take any decision action ,as deems fit.

Date:

Signature of Bidder

Place:

Name of Bidder _____
