



GOVERNMENT OF WEST BENGAL  
IRRIGATION & WATERWAYS DIRECTORATE  
OFFICE OF THE EXECUTIVE ENGINEER  
TEESTA BARRAGE ELECTRICAL DIVISION  
TEESTA ADMINISTRATIVE BUILDING  
Tinbatti, Siliguri-734005  
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NOTICE INVITING QUOTATION

**NIQ NO. 03 OF 2022-23 OF EE/TBED**

**Memo No: 328**

**Dated: 10/08/2022**

Sealed quotation is here by invited by the Executive Engineer, Teesta Barrage Electrical Division on behalf of the Governor of the State of West Bengal from the bonafied and resourceful agencies having sufficient experiences in execution of similar type of works of similar magnitude more or less and will be received by the Executive Engineer, Teesta Barrage Electrical Division.

**Name of work:** Non-comprehensive Annual Maintenance Contract (AMC) and Repairs of Computer / Laptop with peripherals including UPS and printer, scanner, LAN, Removable hard disks, Photocopier in the offices of North Bengal Mechanical & Electrical Circle for the year 2022-23.

- a) Last date of application: 22.08.2022 upto 15.00 PM
- b) Last date of issue of schedule : 23.08.2022 upto 16.00 PM
- c) Last date and time of receiving quotation in sealed cover in the office of the undersigned: Up to 14:00 hr. on 24.08.2022.
- d) Date and time of opening of quotation: After 15:00 hr. on 24.08.2022 in presence of quotationers at the office of the undersigned
- e) Schedule of Work: As per attached Annexure-I.

**DETAILS SCOPE OF WORK:**

1. Systems have to be maintained during the entire period of contract in working condition with regular Quarterly Preventive Maintenance, servicing of the computer hardware and software (including power cords with plugs and printer cables, 9 to 25 pin converter, speakers, power adaptors/converters, internal PCI cards), and other equipment, checking with software test programs and removal of fault on calls including removal of any functional disorder of the computer systems such as corruption of software programs and data.
2. The AMC vendor shall maintain a log book in which separate pages should be allotted to each computer system and its peripherals. The firm shall record the calls attended and quarterly regular services rendered and get the signature of the user along with User's name, Designation, stamp and Section Name.

3. The AMC vendor shall do the non-comprehensive maintenance of all the items as specified in ANNEXURE-I (Schedule of Work). The consumable items like CD/Floppies, Ribbons, toner, Cartridges, Cassettes, batteries, adaptor, antivirus packages for removal of virus shall be supplied by the agency as & when required (The quantity of consumable items shall not exceed the quantity specified in ANNEXURE-I).
4. On-site preventive and break-down maintenance of PCs and peripherals at North Bengal Mech & Elect Circle office, Tinbatti, Siliguri is to be done from time to time. Adequate inventory of hardware parts like Keyboard, Mouse, RAM, SMPS, various types of cables (including Network Cables) etc. must be kept in stock in advance by the contractor.
5. After completion of AMC period or after termination of contract, the firm (presently holding AMC) is responsible to handover all the machines in working condition, which were under AMC with the firm, unless it was communicated/mutually agreed earlier. Otherwise the department reserves the right to get faulty machines repaired by any other firm at the cost of the firm.
6. Preventive maintenance will be carried out during the last month of each quarter. Preventive maintenance will include inspection of each system, scanning hard disk for any defects/problems therein and obtain a satisfactory working certificate from the user after cleaning of the system i.e. PC/ Monitor/ Printer/ Key Board /CD ROM Drive/ FDD and other accessories with a blower/ vacuum cleaner as per requirement and wiping the surface of the systems with a good quality cleaning liquid, cloth and brush etc. On no account, equipment or its accessories shall be allowed to be taken out of its normal installed location. Only replacement of sub-assemblies of the whole unit on a like-by-like or later version basis will be permissible and the replacement of such assemblies be done with the written approval of JE-in-charge of this office. Before taking up preventive maintenance, the contractor will submit a schedule of preventive maintenance.
7. Routine cleaning of all the PCs and their accessories has to be carried out once in a month with a good quality cleaning liquid, cloth and brush etc. This shall not be necessary in last month of the quarter, because routine cleaning of PCs shall be carried out under the preventive maintenance schedule to be executed.
8. The Non-comprehensive AMC includes formatting of computer, note book, data recovery and re-installation of drivers including the software used in the office and covers repair and free replacement of all spare parts of the Computer / Laptop / Printer / Scanner / LAN (including HUB, Switch etc. and Software Maintenance/UPS etc. including damage/broken parts excluding consumables like ribbon, cartridge, tonners, adaptor etc.
9. In case of non-adherence to preventive maintenance schedule, a penalty of 10% of the total of AMC charges for the Quarter for every such failure in a quarterly schedule will be recovered.
10. Frequent faults of same nature in the same PCs and peripherals etc. will be considered inefficient attendance by the AMC contractor and if repeated faults of same nature in the same PC or peripherals are noticed frequently, notice of termination for the company will be issued and/ or penalty in accordance shall be imposed from the first date of the fault booking.

## **TERMS AND CONDITIONS:**

1. The participant must have sufficient knowledge about software and hardware of computers. If it is a firm, it should have salaried technician. Necessary certificates/ documents, regarding knowledge about software and hardware of computers, have to be attached with the quotation.
2. The contractor must have his valid PAN Card details, GST Registration certificates Trade License and credential in support of his past experience which are required to be produced when called for. Failure of the above may be treated as informal/ cancellation of the quotation without further reference in the matter.
3. Quotationers does not fulfil any of the condition specified above or incomplete in any respect shall be treated as informal and will be liable to be summarily rejected.
4. Payment will be made bi-annually by the Executive Engineer, Teesta Barrage Electrical Division, subject to availability of fund.
5. No mobilization /secured advance will be allowed.
6. The acceptance of the quotation will rest upon the appropriate authority who does not bind himself to accept the lowest quotation & reserve the right to reject any or all the quotations without assigning any reason. The quotation will be open on the specific date and time in presence of the intending Quotationers.
7. The rate should be quoted in figure as well as in word and it will be per month basis.
8. The successful Quotationer must render his/her service or should provide technical person, as the need be, to this department for giving service throughout the year including holidays. The technical person must report to the undersigned or to concerned Junior Engineer, as and when required and/or at least once in a month during office hours.
9. Price escalation clause will not be admissible.
10. If for any unavoidable reasons the quotation cannot be opened on the fixed date and hours mentioned in this NIQ, revised date and time of opening of the quotation will be notified and hung up in office notice board of the undersigned.
11. The successful quotationer shall have to be executed formal agreement in West Bengal Form No-2911 which will be applicable after depositing earnest money @ 2.00% (Two percent) over quoted amount in the shape of Pay order/ Bank Draft etc. as per rule duly pledged in favour of the Executive Engineer, Teesta Mechanical Division, Irrigation and Waterways Directorate, Tinbatti, Siliguri within 10(Ten) days from the date of issue of work order failing which the accepted quotation is liable to be treated as cancelled.
12. Validity of the contract will be one (1) year and extendable on mutual agreement basis, if the service are found satisfactory, for not exceeding one (1) year with same terms & conditions.

13. The agreement may be terminated from either side prior one month notice.
14. The contractor who have been blacklisted or debarred by any Government Department shall not be eligible in any way.

***Sd/-*** SANDIP ROY  
Executive Engineer  
Teesta Barrage Electrical Division  
Tinbatti, Siliguri.

**Memo No:-**

**Dated :-**

Copy submitted for information to:

1. Superintending Engineer, North Bengal Mechanical & Electrical Circle, Tinbatti, Siliguri.
2. Divisional Accounts Officer, Teesta Barrage Electrical Division
3. Sub-Divisional Officer, Teesta Barrage Electrical Sub Division-II, Tinbatti, Siliguri.
4. Estimating Section. Teesta Barrage Electrical Division Division, Tinbatti, Siliguri.
5. Notice Board.

***Sd/-*** SANDIP ROY  
Executive Engineer  
Teesta Barrage Electrical Division  
Tinbatti, Siliguri.