



GOVERNMENT OF WEST BENGAL  
IRRIGATION AND WATERWAYS DIRECTORATE

## OFFICE OF THE EXECUTIVE ENGINEER

BERHAMPORE IRRIGATION DIVISION  
Berhampore, Murshidabad, PIN- 742101

Phone Number:- 03482-250645

Mail Id:- [officebidee@gmail.com](mailto:officebidee@gmail.com)

Memo No. 1396

Dated. 31.10.2023

### NIQ NO.: WBIW/EE/BID/NIQ -04 of 2023-24

**Invitation of quotation for “Comprehensive Annual Maintenance Contract (AMC) For Computers, Printers, UPS, Scanners, Laptop, LAN And Server at Office the Superintending Engineer, North Irrigation Circle-II ,Office of the Executive Engineer, Berhampore Irrigation Division, Office of the Sub Divisional Officer, Berhampore Irrigation Sub Division, Office of the Sub Divisional Officer , Flood Investigation Sub Division No-III, Berhampore & Quality control Lab-2, Berhampore, Murshidabad”**

Sealed Quotations are hereby invited by the Executive Engineer, Berhampore Irrigation Division, Berhampore, Murshidabad from bonafide experience AMC providers for Comprehensive Annual Maintenance Contract (AMC) For Computers, Printers, UPS, Scanners, Laptop, LAN And Server at Office the Superintending Engineer, North Irrigation Circle-II ,Office of the Executive Engineer, Berhampore Irrigation Division, Office of the Sub Divisional Officer, Berhampore Irrigation Sub Division, Office of the Sub Divisional Officer , Flood Investigation Sub Division No-III, Berhampore & Quality control lab-2, Berhampore, Murshidabad as per terms & conditions mentioned below. The filled quotations along with all the required documents must reach in the office of the undersigned on or before 23.11.2023 at 03.00 PM. The Envelope containing the quotation must be sealed and super scribed as under:-

**QUOTATION FOR “COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (AMC) FOR COMPUTERS, PRINTERS, UPS, SCANNERS, LAPTOP, LAN AND SERVER AT OFFICE THE SUPERINTENDING ENGINEER, NORTH IRRIGATION CIRCLE-II ,OFFICE OF THE EXECUTIVE ENGINEER, BERHAMPORE IRRIGATION DIVISION, OFFICE OF THE SUB DIVISIONAL OFFICER, BERHAMPORE IRRIGATION SUB DIVISION, OFFICE OF THE SUB DIVISIONAL OFFICER , FLOOD INVESTIGATION SUB DIVISION NO-III, BERHAMPORE & QUALITY CONTROL LAB-2, BERHAMPORE, MURSHIDABAD.”**

❖ **The Quotation should be submitted at:-**

The office of the Executive Engineer Berhampore Irrigation Division, Berhampore, as per specification enclosed and which will be opened on the same date at 3.30 P.M. and onwards.

## ❖ Time Schedule of Quotation procedure:-

i)	<i>Last Date &amp; Time for application</i>	<b>09.11.2023</b>	Upto 15:00hrs.
ii)	<i>Date, Time and Venue for Scrutiny Committee</i>	<b>10.11.2023</b>	After 15:00hrs.
iii)	Last Date & Time for issue of Quotation paper.	<b>17.11.2023</b>	Up to15:00hrs.
iv)	Last Date & Time for dropping Quotation paper at the office of the Executive Engineer, Berhampore Irrigation Division	<b>23.11.2023</b>	Up to 15:00hrs.
v)	Date & Time of opening of Quotation in the office of the undersigned.	<b>23.11.2023</b>	After 15:30hrs.

## ❖ General Terms & Conditions:

1. The selected agency will be responsible for repair / maintenance work of the computers and Peripherals including replacement of defective parts (except consumables) at their own cost. The complete responsibility for smooth functioning of all the Computers, printers and all peripherals under this contract (as above) shall rest with the contractor. He shall provide trouble free and prompt service throughout the period of the contract.
2. The comprehensive maintenance includes preventive maintenance, quarterly regular services of the Computers and Peripherals and UPS and/or replacement of any items necessary for keeping the Desktops. Printers and UPS of, active and free from any defects or disturbance and also on any unscheduled call for corrective and maintenance services, taking appropriate measures/steps on time to set right the malfunctioning of the Desktops, Printers and UPS. The replacement of all the spares (excluding, printer heads, UPS batteries, printer ribbon and toner cartridges) is included under the Maintenance Contract. The replacement of defective spares with Original spares or spares of equivalent specification will be done by the second party, without any extra charge of any kind. The contractor would carry out preventive maintenance of each machine once in every month, in order to forestall any major failure of the same. Contractor should also ensure proper cleaning of machines on quarterly basis. Failure to do so shall attract penalty at the rate mentioned at penalty clause.
3. Replacement of defective parts should be made with spares/parts of the same specification and, in case these are not available, the higher specification will have to be installed. In no case will any defective parts be replaced with old spares.
4. The charges for repair and maintenance/replacement of defective parts/components of the Computers, Printers, Scanner and UPS, if any, shall be borne by the contractor during the period of the contract. To the extent possible, all repair and maintenance work would be carried out in this office premises only. Wherever it is not possible to conduct the repair within the office premises the contractor shall obtain prior permission of the competent authority to conduct repair outside the office premises.
5. No transportation charges/cartage for removal of any component to the workshop for repairs and back to office for installation shall be separately payable to the contractor over and above the amount payable to the contractor under the contract.
6. **A dedicated person /service engineer will be provided by the contractor from 10.30 AM to 5.30PM on all the working days and even on holidays or beyond office hours, if need arises, to attend to the day to day maintenance issues or he will be available within two hours of lodging the complaint and his contact details be provided to this office. In addition, the deputed engineer should be able to load or reload and attend to other minor problems related to Software such as Windows, MS Office, Antivirus and also Internet connectivity.**
7. In case of breakdown of any equipment in question, the contractor will be required to attend to the complaints within 24 hours of their being lodged. In case any complaint is not attended to/rectified with 48 hours, or in case standby is not provided and the item is not usable beyond the 48 hours, the

contractor shall be liable to pay penalty @ **Rs.100/- (Rupees two hundred only) per day**. The amount of penalty will be either recovered from the Contractor or from AMC charges/bills.

8. If for any reason, downtime is expected to be more than 48 hours, the contractor shall provide a working standby computer of identical configuration until the fault has been rectified.
9. The designated representative of this office will be authorized to lodge the complaint to Agency on Telephone call /SMS or in written form. If the complaint is reported before 3.00 pm, the Agency should attend and rectify it on the same day. Complaint lodged after 3.00 pm should be attended before 11.30 am of the following working day.
10. The jobs which are not possible to be carried out in the office premises will be allowed to be done outside but without payment of any extra charges.
11. Executive Engineer, Berhampore Irrigation Division may, on its own discretion, add more computers to the AMC or withdraw some or all the equipment from AMC.
12. The rates once approved will not be enhanced by the AMC provider in any case during the currency of the contract.
13. The prospective bidders may, if they so desire, may depute an authorized representative for verifying the configuration and condition of the equipment.
14. Wherever during the period of the contract the contractor does not rectify the fault/defects brought to his notice within a reasonable period of time, the office shall get the faults/ defects rectified by engaging suitable professionals from the open market at the contractor's risk and cost and the amount paid shall be deducted from the amount payable to the contractor. In case the contractor's services are found to be consistently unsatisfactory, the contract shall be terminated after giving one week's notice and the work shall be got done from the open market at the contractor's cost.
15. At the time of expiry of the contract, the contractor would be required to hand over the department's property in perfect working condition.
16. The contractor shall be responsible for the loss of any Government property owing to negligence on his or his representative's part while maintaining the machines.
17. No advance payment will be made in any case. The payments will be released on quarterly basis after making statutory deductions like TDS, Work Contract Tax etc. and at the end of each calendar quarter.
18. The Bills shall be raised by the contractor on a quarterly basis and at the end of the contract, during the second week of the last quarter.
19. **It will be responsibility of the firm to keep all the PCs and its peripherals in working condition. The last quarter AMC charges will be made only after the firm hands over the PCs and peripherals to the this Department in working condition.**
20. The AMC charges for the last quarter will be released after deducting the amounts towards repair charges of any PC or peripherals that requires repair to bring the same to working condition if not done by the firm.
21. It may also be noted that in case of contractor backing out in midterm 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 on maintenance of machines from the balance period of contract through alternative means.
22. The above act of backing out would automatically debar the firm from any further dealing with this Department.
23. The rates quoted should be net and no discount, free services/offers quoted will be considered. For the purpose of clarity it is brought to the notice of the firms that Department will not be responsible for damage caused to equipments due to electric fluctuations. As such rates quoted should take care of such damages. The firm shall replace/repair equipments damaged due to power fluctuations at their own cost.
24. The firm should undertake to Supply only genuine spares parts & install original software.
25. Quantity may be varied as per requirement.
26. Time period of the work will be mentioned in the work order as per official requirement.
27. The bidder should consider present rate of GST applicable as per Government norms. No other consideration will be made later on unless specifically guided by the Department.

### ❖ **ELIGIBILITY/QUALIFICATION CRITERIA:**

1. The bidder shall have relevant experience preferably in managing and providing support for computer hardware, Software, Laptops and peripherals similar to the existing IT hardware in Government Office.
2. The bidders who are registered/ approved by any Government department/organization will be given preference.
3. It is desirable to have an experience to execute the similar work in Government/PSU or any org/dept. The firm may enclose sufficient documents regarding execution of Government work order, etc if any.
4. All bidders must enclose PAN, GST, P.Tax Certificate/ Challan, Valid Trade License along with the tender documents.

### ❖ **SCOPE OF WORK:**

- A. Maintenance & service of Desktops PCs/CPU/ Laserjet & Deskjet (HP) Printers/ HP Office jet/ Copier/Scanner/UPS {excluding replacement of batteries} installed at the office of Superintending Engineer, North Irrigation Circle-II, Office of The Executive Engineer, Berhampore Irrigation Division, Office of The Sub Divisional Officer, Berhampore Irrigation Sub Division, Office of The Sub Divisional Officer, Flood Investigation Sub Division No-III, Berhampore & Quality control Lab-2, Berhampore, Murshidabad as and when required.
- B. The bidder should be fully responsible for functioning of Internet connectivity for all users.
- C. Installation of Antivirus in all desktops of users and further updating, as and when required
- D. Authorized representative letter of authorization must be attached with the quotation.
- E. The maintenance contract is comprehensive inclusive of Operating System (OS) and all other Software support on all the systems covered under it. Any problem related to OS maintenance, reloading of OS with all device drivers, system configuration & network configuration etc. shall be attended & rectified by the contractor.
- F. The work shall be executed as per direction of the Engineer-in-Charge.

### ❖ **PREVENTIVE CHECKUP SCHEDULE.**

- a) The contractor shall carry out preventive maintenance at least once in three months in respect of each of equipments under the Contract. A certificate shall be obtained by the contractor from the concerned users that the preventive maintenance has been carried out satisfactorily at least once in three months and shall be enclosed along with log book meant for carrying out preventive maintenance while submitting the quarterly bill of maintenance charges for payment.
- b) Cleaning of all equipment using air vacuum cleaner, cleaning liquid, brush and soft muslin clothes.
- c) Running of test program to ensure quality print/data reliability.
- d) Ensuring the covers, screws, switches etc. are firmly fastened.
- e) Running of diagnostic software for system performance.
- f) Satisfactory working of LAN nodes at all the Offices.
- g) The firm will prepare separate log books for each of the machines to be taken under AMC and preventive maintenance with virus detection and special cleaning of the monitor, printer, key board, mouse etc. from outside with liquid cleaner and inside will be carried out on quarterly basis. A Preventive Maintenance Report from the user would be submitted.

### ❖ **FORCE MAJEURE :**

Contractor shall be liable to perform of its obligations under or arising out of this contract. if such failure does not result from any force majeure, act of God, fire, industrial disputes, labour trouble, transportation embargo, existence of any state of Emergency, war, war like conditions, civil commotion, riot, inability to obtain any material, imposition of sanction and / or any measures taken by the Govt. what so ever which rendered it impossible or impracticable for the contractor to perform obligations under this contract.

- ❖ **Payment clause:** The bill in triplicate may be sent to this office for settlement after satisfactorily completion of work. The bill should have full particulars of the items(s) and submitted on Quarterly basis. No payment shall be made in advance nor shall the loan from any bank or financial institutions be recommended on the basis of the order of award of work. The vendor shall submit the bill only after successfully completion of work to the satisfaction of the Engineer-in-Charge.
- ❖ Rates must be quoted in Indian rupees in words and figures. t) Rates must be inclusive of all charges (including Freight charges, all taxes etc.).
- ❖ **Performance Security:** The Successful bidder will be required to furnish an amount Rs.10,000.00/- as a performance security in the form of Fixed Deposit Receipt or Bank Guarantee from any Nationalized Bank duly pledged in the name of "The Executive Engineer, Berhampore Irrigation Division" payable at Berhampore within 30 days from the award of work order. Security Deposit shall be kept valid for a period of 90 days beyond completion of all the contractual obligations. The security deposit can be forfeited by order of the Executive Engineer, Berhampore Irrigation Division in the event of any breach or negligence or non-observance of any condition of contract or for unsatisfactory performance or non – observance of any condition of the contract or if in case firm stop the work for any reason. Performance Security will be discharged after the completion of contractor's performance obligations under the contract.
- ❖ No overwriting or cutting is permitted in the rate. If found, the quotation shall be summarily rejected.
- ❖ The agency has to start the work within 03 days of issue of the work order otherwise the entire amount of security deposit shall be forfeited without any notice.
- ❖ The total cost/amount per nos. of units will be taken in consideration for L1. Becoming L1 will not be the criteria for awarding of purchase order unless the rates are reasonable & justified.
- ❖ The firm / agency may satisfy the following conditions and attach self-attested copy of the same with the quotation: -
  1. The firm shall have valid GST / Other taxes and IT PAN.
  2. Registration of firm.
  3. The firm should not be black listed by any Government agency/Department.
  4. EMD amounting to Rs. 5,000/- in favour of Executive Engineer, Berhampore Irrigation Division payable at Berhampore to be deposited.
  5. Similar work order of any government department.(Desirable)
- ❖ Quotations qualified by such vague and indefinite expressions such as "subject to prior confirmation", "subject to immediate acceptance" etc. will be treated as vague offers and It will be rejected accordingly. Any conditional quotation shall be rejected summarily.
- ❖ **Disputes:** -In the event of any dispute or disagreement arising between the contractors and the controlling authority with regards to the interpretation of "Terms & Conditions" of this contract, the same shall be referred to arbitrator appointed by The Executive Engineer, Berhampore Irrigation Division, whose decision will be final and binding upon the contractor.
- ❖ Executive Engineer, Berhampore Irrigation Division reserve the right to accept or reject any or all quotations without assigning any reason there of and also does not bind itself to accepted the lowest quotation.
- ❖ No quotation will be accepted if received after due date. The envelope containing quotation should be sealed with WAX/TAPE on both sides.

**Encl.:** Annexure 1 (Format of price bid)

Sd/-  
Executive Engineer  
Berhampore Irrigation division  
Berhampore, Murshidabad

**Memo No. 1396 (6)**

**Date:- 31.10.2023**

Copy forwarded for information and further circulation to :-

- The Chief engineer North, Irrigation & Waterways Dte., Malda.
- The Superintending Engineer, North Irrigation Circle-II, Berhampore, Murshidabad.
- Sub-Divisional Officer, Berhampore Irrigation Sub Division, Berhampore, Murshidabad
- Estimating section of this Division.
- Account section of this Division.
- Notice Board of this Division.

Sd/-

Executive Engineer  
Berhampore Irrigation division  
Berhampore, Murshidabad

Reference no:

Date:

[Letter head of firm]

**PRICE BID FORM**

To,  
The Executive Engineer,  
Berhampore Irrigation Division,  
Berhampore, Murshidabad

Dear Sir,

I/We ..... am/are submitting the quotation for reference “**QUOTATION FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (AMC) FOR COMPUTERS, PRINTERS, UPS, SCANNERS, LAPTOP, LAN AND SERVER AT OFFICE THE SUPERINTENDING ENGINEER, NORTH IRRIGATION CIRCLE-II ,OFFICE OF THE EXECUTIVE ENGINEER, BERHAMPORE IRRIGATION DIVISION, OFFICE OF THE SUB DIVISIONAL OFFICER, BERHAMPORE IRRIGATION SUB DIVISION, OFFICE OF THE SUB DIVISIONAL OFFICER , FLOOD INVESTIGATION SUB DIVISION NO-III, BERHAMPORE & QUALITY CONTROL LAB-2, BERHAMPORE, MURSHIDABAD.**

**REFERENCE NIQ NO.: WBIW/EE/BID/NIQ -04 of 2023-24**

1. I/We have thoroughly examined, understood and accepted terms & conditions given in the quotation document, failing which my quotation will be rejected out rightly.
2. I/We hereby offer to work at the following rates:

Sl. no.	Description of the Items	Unit	Qty	Rate	Amount(Rs)
1.	Maintenance of Computer system i.e. Monitor. CPU. Keybord. Mouse, Speaker and local area Network (for the office of the SE / NIC-II , EE / B.I.Divn , SDO / B.I.Sub-Divn , SDO / F.I.Sub-Divn-III .)(all with or without minor parts as the case may be) including software installation , trouble booting, supervision, with supply of Computer /fax peripherals, a) Maintenance & Servicing of computer system pentium-4 or higher end Desk Top PC (Monitor, CPU, Keyboard, Mouse) LAN connection Management.	<b>Each</b>	<b>18</b>		
2.	Maintenance & servicing for UPS 600VA (All with spare parts ,without battery)	<b>Each</b>	<b>18</b>		
3.	Maintenance & servicing for Laser jet printer.	<b>Each</b>	<b>9</b>		
4.	Laser printer cartridge refilling (HP-M-1136 , P-1108 , P-1106 , 1020Plus Etc.).	<b>Each</b>	<b>9</b>		
5.	Laser Jet printer cartridge OPC Drum (HP-M-1136 , P-1108 , P-1106 , 1020Plus , Canon-F-166400 Etc.).	<b>Each</b>	<b>9</b>		
6.	Maintenance & servicing for inkjet printer.	<b>Each</b>	<b>9</b>		
7.	Inkjet printer refilling (Epson L-3210 / 3110 / 3116 / 3216 & Canon -G-2000 / E-3170 Etc).	<b>Each</b>	<b>9</b>		

8.	Maintenance & servicing for Canon Xerox machine ( Canon-2520 & IR 2318L )	<b>Each</b>	<b>3</b>		
9.	Quickheal anti-virus total security 3 user 1year.	<b>Each</b>	<b>6</b>		
10.	Supplying of A4 Paper Rim ( 75Gsm )	<b>Each</b>	<b>80</b>		
11.	Supplying of Legal Paper Rim ( 75Gsm )	<b>Each</b>	<b>15</b>		
12.	Supplying of A3 Paper Rim ( 75Gsm )	<b>Each</b>	<b>10</b>		
13.	Supplying of A4 Photo Paper Sheet ( 180 Gsm )	<b>Each</b>	<b>25</b>		
<b>Total in Figures</b>					
<b>Total in Words</b>					

- The bidder must quoted their quotation only in above said format on the letter of firm otherwise quotation will be REJECTED.
- Attached all the relevant documents asked.

Date:

Place:

Name of Firm/Company/Agency:

GSTIN No.:

Phone No:

Email:

(Signature of Authorized Person) \_\_\_\_\_

Seal: \_\_\_\_\_