

West Bengal Renewable Energy Development Agency

(An Organisation of Department of Power & NES, Govt. of West Bengal)

'Bikalpa Shakti Bhavan'

J1/10, EP & GP Block, Sector - V,

Salt Lake Electronics Complex, Kolkata - 700 091

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Memo No.: *WBREDA/CM-14/2015/1141*

Dated :- *15.2.2018*

NOTICE INVITING QUOTATION

Subject: Annual Maintenance Contract of Computer/ Printer / UPS/LAN etc. and uploading of Antivirus for one (01) year

Sealed quotation is invited from the reputed and experienced Firm/Agency/Company for Comprehensive and Non-comprehensive Annual Maintenance Contract for Desktop Computer/Printer/UPS (as detailed below) and networking hardwares and accessories and installation of Quick Heal Antivirus (Total Security and Internet Security) installed in the office of the WBREDA located at above mentioned address and includes the following:-

Works Specification: AMC in respect of

(Proforma-A)

Sl. No.	Name of the Items	Numbers	Rate/Unit (Rs.)	Total Rate (Rs.)
1	Desktop Computers (Standards Peripherals like CPU, Monitor, Mouse, Key Board and UPS are attached to each computer) of Acer, Lenevo, Dell, Aoc, Wipro, HCL etc.	Sixteen (16)		
2	Printers (Hp, Canon, Samsung etc.)	Fifteen (15)		
3	i) Quick Heal Antivirus (Total Security) ii) Quick Heal Antivirus (Internet Security)	Sixteen (16)		
4	LAN Network Maintenance	Whole office		
TOTAL				

1. Firm should be in the business of AMC of the Office Computers at least for five (05) years upto 2017.
2. Firm should have experience in AMC for over fifteen (15) computers in the system and linked by LAN.
3. Upkeep and maintenance of the hardware installed.
4. To provide and maintain the required drivers and additional peripherals and hardware for maintaining the equipments.
5. Repair to be done on emergency basis.
6. Standby arrangement to be made in case the equipment is to be taken to workshop for repairs.
7. Support for users and troubleshooting of software and removal of virus and re-installation of software, if corrupted.
8. Maintenance of system in LAN and maintaining the required system configuration as well.
9. The contract would be comprehensive i.e including replacement of parts
10. **Interested firms are hereby requested to furnish their proposals/rates through hard copy of quotation/Bid, addressed to the Administrative Officer, WBREDA, to be dropped in the specified Tender Box at 1st Floor of the WBREDA Head Quarter by 26th February, 2018 upto 3.00 P.M.**
11. WBREDA reserves the right to accept or reject any or all tenders without assigning any reasons.
12. The initial period of contract will be for one (01) year from the date of issue of the order and may further be extended up to three (03) years, renewed on year to year basis. The rates quoted will remain in force for the full period of contract. No demand for revision of rate on any account shall be entertained during the contract period. Renewal of contract will be on mutually agreed terms and conditions.
13. The AMC can be extended, if so desired by the WBREDA, based on the performance of the service provider.
14. The selected Firm/Company will prepare logbooks for each of the machines to be taken under the AMC and Preventive maintenance with virus scanning and virus removal.
15. The firm must carry out repairs within 24 hours, to the satisfaction of the user. A call sheet duly signed by user and should be submitted to the Administration cell/section after successfully attending the call.

16. No advance payment in any case would be made. However, quarterly payment on pro-rata basis on satisfactorily rendering of service would be made.
17. The interested Firm/Agency/Company having working experience in any Government/Corporate Office may submit sealed envelopes in a sealed cover super scribed "Quotation for AMC of Computer, Printer, UPS etc. addressed to the
18. Payment Terms:- Payment will be released on four equal installments on quarterly basis after completion of each quarter on rendering satisfactory service.
19. **The rates quoted should be inclusive of all taxes (G.S.T shown separately)** and no discount or free services/offers quoted will be considered. The rate should be quoted per piece of each item of hardware and LAN separately.
20. AMC is not transferable during the period.
21. The contractor shall be responsible for any loss or damage caused to any of the machines owing to negligence on his part. The contract will be either on comprehensive basis or non-comprehensive basis (that will be decided by the authority after obtaining rates).
22. In case of any dispute, the settlement will be made in the appropriate Court in Kolkata.

Please submit your rate/Quotation/ Proposal as per Proforma 'A'.

NO - WBREDA/CM-14/2015/1141-①, Dt-15.02.18

✓ **Copy to:** Notice Board & Website (www.wbreda.org)

Sd/-
(M. Chakraborty)
Administrative Officer,
WBREDA
Mobile No. 9830739855

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13/2/2018
Administrative Officer,
WBREDA