



WEST BENGAL FINANCIAL CORPORATION

(INCORPORATED UNDER STATE FINANCIAL CORPORATIONS ACT, 1951 (NO. LXIII of 1951))

(AS AMENDED UPTO DATE)

DD-22, SALT LAKE, SECTOR -I, KOLKATA - 700 064

Phone No- 033-2359-9810/11/12/13/14

N.I.Q. NO. DMS / AMC /24-25/144

Date : 13/05/2024

NOTICE INVITING QUOTATION (NIQ) FOR AMC OF THE COMPUTER SYSTEM

Online quotations are hereby invited by West Bengal Financial Corporation from established vendors with sufficient experience in the field of computer maintenance service and adequate financial capacity for undertaking “Annual Maintenance Contract (AMC) of the Computer System for the period of one year for the Head Office at Salt Lake, Sector -I, Kolkata and its branch offices located at Durgapur, Berhampore and Siliguri. “ as per the terms & conditions given below. Quotation to be submitted online by logging into portal ‘<https://wbtenders.gov.in>’ for each item as per enclosed format [BOQ]:-

Schedule of work :

| Sl. No. | Particulars | Date & Time |
|---------|---|-------------|
| 1. | Date of uploading of documents (online) | 16-05-2024 |
| 2. | Documents download date (Online) | 16-05-2024 |
| 3. | Bid submission start date | 16-05-2024 |
| 4. | Bid submission closing date | 05-06-2024 |
| 5. | Bid opening date | 07-06-2024 |

List of items to be covered under AMC vis-à-vis rate quoted excluding GST

| SL. NO. | Items | Head Office | Durgapur | Berhampore | Siliguri | Total items | Quoted Rate/unit (Rs) | Total Amount (Rs) | |
|---------|---|-------------|----------|------------|----------|-------------|-----------------------|-------------------|--|
| 1 | IBM make X series SERVER | 2 | 1 | 1 | 1 | 5 | | | |
| 2 | Desktop | 25 | 5 | 3 | 4 | 37 | | | |
| 3 | Laptop | 33 | 4 | 2 | 5 | 44 | | | |
| 4 | Dot Matrix Printers | 3 | 1 | 0 | 1 | 5 | | | |
| 5 | Laser Jet Printers | 29 | 5 | 4 | 5 | 43 | | | |
| 7 | Maintenance of OPERATING SYSTEM & NETWORK for all the above machines. | | | | | | | | |
| 8 | Maintenance of the CCTV setup for HO along with four branches | | | | | | | | |
| | Add- GST | | | | | | | | |
| | Total Amount Quoted | | | | | | | | |

Terms and Conditions:

1. AMC will be executed for One Year from the date of effect of the Contract. In case of unsatisfactory performance, the same can be terminated within one month by serving a notice at the discretion of the Corporation.
2. The amount to be quoted for “Without spare parts” basis.
3. Payment will be released on Quarterly Basis upon receipt of satisfactory performance report ,from all offices of the Corporation.
4. Engineer Visit – Support engineer should visit HO and Branches atleast once in a fortnight apart from the calls raised by the officials of the Corporation. In the case of failure to address the problem/ defects satisfactorily, WBFC will impose penalty as deemed fit in this regard.
5. If no Support is provided during National Calamity/ COVID 19/lockdown related issues, AMC amount will be proportionately reduced for the said period, as may be mutually agreed upon.
6. If, any machine gets inactive, then the service provider must provide a standby machine for uninterrupted functioning within two days from the date of reporting.
7. Depending on the nature of the job, the calls can be classified in two categories as under:
 - a>Emergency call [To be attended within the same day of booking irrespective of HO and Branches]: Any call related to the M.D., Server and above the rank of Manager onwards also any other call considering the importance of the issue.
 - b>Normal call [To be attended within 24 hours from the date of booking]: Any call irrespective of Ho and Branch.
8. No request will be considered for price revision during the original Contract period.
9. Vendors should not be blacklisted or banned by any Government department otherwise Bid will be considered as non-responsive.
10. The participating vendor should have experience of handling similar kind of Computer AMC with atleast 2 establishments/ offices belonging to Govt./PSUs/MNC categories and the value of such AMC should not be less than Rs. 1 Lakh. In support of the same relevant documents are also required to be uploaded along with the offer.
11. The vendor must provide official email address for communication and should notify that clearly in the quotation description
12. Copies of the following documents of the Company/ concern must be uploaded along with the quotation :

- i. Work experience certificates as detailed at point no. 10.
 - ii. Photocopies of PAN, GST and cancelled cheque showing Bank Details.
13. It is mandatory to quote for all the items in the format [BOQ]; else the quotation may be rejected.
14. The Corporation reserves the right for accepting and rejecting any quotation without assigning any reason thereof. Also, the Corporation has the right to accept the whole or any part of the offer or portions of the quantity offered or reject it in full without assigning any reason.
15. Vendors are required to quote the price in Indian currency (Rupees) only.
16. The Corporation may consider renewal of AMC after the expiry of 1st AMC , as per the existing rate and terms & condition, with the existing service provider, provided that the Corporation is satisfied with the service rendered by the service provider during the contract period .
17. Termination of AMC agreement: The Corporation reserves the right to terminate the AMC agreement if satisfactory services are not rendered for more than two consecutive occasions
18. All communications in the matter should be addressed to

THE MANAGING DIRECTOR

at the following address:

West Bengal Financial Corporation

DD22, Salt Lake Sector-I, Kolkata 700064 (Near Bidhannagar Sub Division Hospital)

Phone: 033 - 2359 9810

Sd/-

Managing Director

West Bengal Financial Corporation