



Siliguri Jalpaiguri Development Authority

A Statutory Authority Under Department of UDMA

An IS/ISO 9001:2008 Certified Organisation

Tenzing Norgey Road, Pradhan Nagar, Siliguri-734003

Phone: Siliguri – 0353-2512922/2515647 Jalpaiguri – 03561-230874 E-mail: sjdawb@gmail.com

Memo No: 144/I/Admn/830/2022 /SJDA

Date: 31/01/2023

NOTICE INVITING BID (E- BIDDING) NO. 88/Admn/2022-23/SJDA

Chief Executive Officer, Siliguri Jalpaiguri Development Authority (SJDA), Siliguri invites ONLINE BID (E-BID) of the following works.

1. Name of Work: Annual maintenance of computers to SJDA (Siliguri & Jalpaiguri) Office.
2. E- Filing: In the event of e-Filing, intending bidder has to download the bid document from the <http://wbtenders.gov.in> directly by the help of Digital Signature Certificate. Details are narrated in. Tender time schedule stated at Page No.02 of 06.

3A. Quoting of Rate: ALL THE INTENDING BIDDERS SHOULD OFFER THE RATE ON THE BASIS OF UNIT AS PER THE SCHEDULE IN ANNEXURE "A"(excluding Govt. Taxes as applicable) INCLUDING CARRYING COST etc.

3B. L1 will be declared to the bidder whose rate is found to be lowest after adding the rates of all the items.

4. Earnest Money amounting to Rs.20,000/- (Rupees Twenty thousand only) to be submitted online in favour of the Chief Executive Officer, Siliguri Jalpaiguri Development Authority (To be converted into Security Deposit on selection of successful bidder). At the time of uploading the E-Bid, the intending bidder should select the Bid and initiate payment of pre-defined EMD for that Bid by selecting from either of the following payment modes:

- i) Net banking (any of the banks listed in the ICICI Bank Payment Gateway) in case of payment through ICICI Bank Payment Gateway.
- ii) RTGS/NEFT in case of offline payment through bank account in any bank with his/ her tender/ bid as per Memorandum No.3975-F (Y) dated.28/07/2016 of Secretary to the Govt. of West Bengal, Finance Department. The L1 bidder shall make the Agreement in N.J. Stamp with SJDA within 7 days after getting the letter of acceptance (LOA).

5. Eligibility criteria for participation in bid:

i) Technical Document: The prospective bidders shall have satisfactorily completed as a prime agency during the last 03 (Three) years prior to the date of issue of the works of similar nature of SJDA or of other State/Central Govt. Dept. or statutory body, Zilla Parishad, Mahukuma Parishad, Panchayat Samiti or Municipality.

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ii) Financial Documents to be submitted: Copy of the following documents will be submitted by the quotationer/(s) for pre-qualification.

i) Trade License./Company Registration Certificate valid at least up to the date of submitting their quotation.

ii) Income Tax (I.T.) Return for last (03) three Assessment years.

iii) Professional Tax (P.T.) Registration Certificate/ updated challan

iv) Valid 15-digit Goods and Service Taxpayer Identification Number (GSTIN) under GST Act, 2017. "Tax invoice(s) needs to be issued by the supplier for raising claim under the contract showing separately the tax charged in accordance with the provisions of GST Act, 2017" in terms of 4374 F (Y) dt. 13.07.2017 of Finance Department, Govt. of West Bengal.

v) Partnership deed in case of Partnership Firm.

vi) Co-operative Society Registration and Bye-laws in case of Co-operative Society.

vii) Memorandum of Association in case of Company.

viii) PAN Card.

*All required documents shall be updated.

6. Date & Time Schedule:

Sl. No	Particulars	Date & Time
1	Date and time of Publishing of Bid (online)	31.01.2023 at 4.00 p.m.
2	Bid documents download and uploading of bid start date and time (online)	31.01.2023 at 4.00 p.m.
3	Bid proposal download & Uploading ended date & time (online)	10.02.2023 at 4.00 p.m.
4	Bid opening date for Technical Proposal (online).	13.02.2023 at 11.00 p.m.
5	Bid opening date for Financial Proposal (online).	Will be declared after Technical Evaluation.

SPECIAL TERMS AND CONDITIONS

- AMC will cover Maintenance of Hardware items of computers and its peripherals; LAN and maintenance of Operating system / application Software, Repair/replacement work of Hard Disk accessories [keyboard, mouse, DVD writer, UPS, etc], Monitors, logic card of printers SMPS of printers & systems, Gear, Knob, Head connectors etc of the printers, any defect in UPS, any other breakdown jobs, as and when occurs and as asked for by the Authority, Cleaning of Viruses, periodic (monthly) dust Cleaning / maintenance of Mother Boards and its components, Hard Disk for continuous working condition, as required, SMPS, FAN computer accordingly (as mentioned above) etc. for continuous working condition, as enquired, checking, tightening and fitting of screws/bolts/nuts etc. of the System and its peripherals, Monitors for continuous working condition, as required, Keyboards and its accessories for continuous working, condition, as required., lubrication of printers and its accessories for continuous working condition, as required, Checking viruses by providing Anti-Virus Tool Kit, Scanning of viruses etc. De-fragmentation of Hard Disk / Scanning of Disks, as & when required. Cleaning of all devices for smooth operation jobs, as & when required as per the direction of authority. Also maintenance of entire LAN system is included in the scope of work. Maintenance of IT asset registers in soft copy.

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2. The agency should have experience in the field of repairs and maintenance of Computer Hardware and its Peripherals, etc. The agency should have a presence in Siliguri.

3. Agency must have knowledge of LAN and wireless LAN and video conferencing.

4. Maintenance service will be carried out during normal working hours of SJDA, Siliguri Office i.e. from 10.00 A.M. to 5.30P.M.

5. The agency shall provide all assistance at time of shifting, relocating the computer systems and in up gradation of software.

6. A.M.C. will not include computer stationery like paper/ ribbons/ Laser jet toner/Inkjet & tape cartridge. However comprehensive A.M.C. includes all plastic item, knobs, movable rotational parts necessary for normal operation of the original equipment excluding only the stationery item like tapes, ribbons, toners, cartridge etc.

7. The agency shall conduct preventive maintenance and servicing of all the equipment's once in month irrespective of whether the equipment has suffered a break down or not i) Scanning the hard disk drive for bad sectors or anything. ii) Checking and cleaning the mouse and keyboard for proper operation, iii) servicing and cleaning of machines and printers, iv) cleaning of CD/DVD drive and check the head alignment.

8. Whether a defective item or computers is to be replaced or repaired shall be at the sole discretion of service provider firm. Any problem related to device drive shall have to be attended by the service provider firm.

9. In case the engineer is not able to resolve the first level trouble shooting he shall be responsible for coordination and resolution through the respective manufacturer/ supplier.

10. In case of non-performance / poor service during the period of execution of the job, SJDA reserves the right to terminate the contract at any point of time after serving a notice of one month in advance.

11. In case of any damage to any equipment during the servicing, the same will have to be rectified and put into operation at the risk and cost of the Agency.

12. Transportation cost of man power and materials shall have to borne by the agency.

13. Network maintenance: Video conferencing, LAN and Wireless Networking along with all network equipment and accessories, such as hubs, switches, access point, ABSL Modems, routers etc.

14. All tasks referred above must be executed as per the schedule provided by Siliguri Jalpaiguri Development Authority.

15. The Contractor/agency shall carry out all items of services assigned or entrusted to him/ them by an officer on behalf of SJDA and shall abide by all instructions issued to him/ them from time to time by the said officer.

16. The Contractor/agency shall engage competent adequate staff to the satisfaction of the SJDA or an officer acting on its behalf.

17. The Contractor/agency shall strictly abide by Laws, Rules & Regulation.

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18. SJDA reserves the right to assess anytime the performance of the contractor/agency. Failure to perform the requested tasks may be regarded as a basis for termination of the contract.
19. The license no. shall be given by the Agency along with the software and hardware wherever applicable.
20. SJDA reserves the right to modify at any time the services indicated in the schedule of the tasks stated above.
21. SJDA shall reserve the right to cancel the work/ contract anytime without assigning any reasons.
22. The bidder shall carry out all items of services assigned or entrusted to him/ them by an officer on behalf of SJDA and shall abide by all instructions issued to him/ them from time to time by the said officer.
23. The personnel deployed shall not divulge or disclose to any person, any details of office, operational process, technical know-how, security arrangements/ administrative/organizational matters as all this may be of confidential/secret nature.
24. The incomplete and conditional bids shall not be considered and likely to be rejected in very first instance.
25. The successful tenderer shall solely be responsible for settling/resolving any dispute/claim of his/her personnel during the pendency of the contract. No liability shall accrue to SJDA under any circumstances even after expiry of the contract.
26. The successful Bidder shall execute an agreement on non-judicial stamp paper with SJDA in accordance with the standard format enclosed immediately after receipt of order failing which the bidder's EMD may stand forfeited.
27. The agency should have carried out third party maintenance services successfully in respect of Govt. Deptts/PSUs or reputed Private organisations should provide documentary evidence of the same at least in one case.
28. The scope of work also includes maintenance of software procured by this office and installed in the computer and peripherals.
29. The firm shall also be responsible for deployment of necessary staff for regular cleaning of all hardware using suitable cleaning material and equipment.
30. The firm shall maintain the equipments as per manufacturer's guidelines and shall use standard components for replacement.

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31. A logbook shall be maintained in which the Maintenance engineer shall record all the complaints made. All the complaints shall be attended by them in the following manner:-

- I) Minor faults immediately.
- II) Fault will have to be rectified in 24 hours, failing which agency will provided a substitute item till the time the fault is removed.
- III) The firm shall be responsible for taking backup data and program available on PCs before attending the fault and shall also be responsible for reloading the same. The backup copies are to be returned to the users under acknowledgment.
- IV) The company shall be responsible to coordinate with manufacturer companies.
- V) The firm shall have the required drivers (CDs, DVDs, and floppies) for maintaining the PCs and peripherals for configuring them.

Chief Executive Officer,
Siliguri Jalpaiguri Development Authority

Memo No. 144(1(14)/T/Admn/830/2022/SJDA

Date: 31/01/2023

Copy forwarded for information to :-

1. District Magistrate, Darjeeling.
2. District Magistrate, Jalpaiguri
3. Additional District Magistrate, Siliguri.
4. Principal, North Bengal Medical College & Hospital, Siliguri.
5. Sub Divisional Officer, Siliguri.
6. Commissioner, Municipal Corporation, Siliguri.
7. Additional Executive Officer, Siliguri Mahakuma Parishad, Siliguri.
8. Sr. Area Manager, N. F. Railway, NJP.
9. Post Master, Head Post Office, Siliguri.
10. Sub Divisional Information and Cultural Officer, Ghosh Villa, Siliguri.
11. Accounts Officer, SJDA.
12. A.E.O., SJDA, Siliguri for uploading in website.
13. SJDA Notice Board.
14. SJDA website

Chief Executive Officer,
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ANNEXURE "A"

Schedule of items

Sl No.	Items	Quantity (in nos.)	Rate per item per year inclusive of all taxes
1.	Server	02	
2.	Computer Desktop with UPS	67	
3.	Scanner	11	
4.	Laptop	03	
5.	Printer (DMP, Inkjet, Laserjet Printer, Deskjet Printer)	57	

* Quantity may vary.