



# NEW TOWN KOLKATA DEVELOPMENT AUTHORITY

(A Statutory Authority Under Government of West Bengal)  
3, Major Arterial Road, New Town, Kolkata - 700 156

Memo No: 3 2 4 4 /NKDA/Admn- 258/2011

Date: 09.07.2014

## Notice Inviting Quotation EOI No.03/NKDA/ADMN OF 2014-15

Sealed quotations are invited from registered firm/companies having experience in undertaking Annual Maintenance Contract for 04 Bio metric system and other related peripherals installed in both the office buildings of New Town Kolkata Development Authority located at 03 , and 01 MAR , New Town , Kolkata – 700 156.

**Name of Work: Annual Maintenance Contract Bio Metric System and other related peripherals installed in both the office buildings of New Town Kolkata Development Authority located at 03 , and 01 MAR , New Town , Kolkata –700 156**

### **IMPORTANT DATES:**

SL No.	Particulars	Date & Time
01.	Last Date of Submission	18.07.2014 upto 2.00 P.M
02.	Date of opening	18.07.2014 at 2.30 P.M.

### **ELIGIBILITY CRITERIA:-**

- The Bidder must have been in the business of same field with regard to its maintenance/ hardware / software / system management etc. at least for the last 03 years.
- Bidder should possess valid statutory documents like bidder registration, PAN and Sales Tax Registration Certificate, etc. Original certificates as aforesaid are to be produced for verification, without which no quotation forms will be issued to the applicant. Consortium or joint venture is not allowed.
- The quotation inviting authority reserves the right to reject any or all the offers received in response to this N.I.Q. without assigning any reason whatsoever.
- For details of this tender and necessary terms and conditions pertaining to the tender, the intending tenderers are requested to contact the office of the undersigned within the specified dates at the address noted above on any working day within office hours.
- Tender document duly signed by the bidder by the bidder required to submit with the Technical Document.

### **General Terms and Condition:**

#### **1. The general scope of the work includes:**

- i- The contract would be comprehensive i.e. including replacement of parts of Original Equipments Manufacturers (OEM) except replacement of exhausted battery. Equipments under warranty and future procurements shall fall under Vendor Management.
- ii. Preventive/ Corrective Maintenance shall be carried out during the first week of every month.
  - a) Inspection for hardware and software issues and defects shall have to be rectified or resolved satisfactorily.
  - b) Checking of UPS for any problem in switching and battery conditions.
  - c) Checking of Power supply source for proper grounding.



- iii. To provide and maintain the required drivers for additional peripherals and hardware for maintaining the equipments.
- iv. Repair to be carried out at the location of the equipments installed.
- v. Stand by arrangement to be made in case the equipment(s) is/are to be taken to workshop for repairs.
- vi. Coordination with OEMs for troubleshooting of the system and other peripherals under warranty.
- vii. Any other maintenance work to be undertaken related to the above mentioned items.

2. Interested firms are hereby requested to furnish their proposals / rates through two bid systems i.e. Technical Bid (Annexure –A) and Financial Bid (Annexure –B).

4. The Technical and financial terms and conditions of AMC shall be as follows:

- (i) The firm/company must have expertise in on-site maintenance and repair of network components, other peripherals and other hardware parts and accessories. The firm/company is responsible for supplying replacement against damaged parts for all the items within the stipulated time and for that time the firm/company has to supply backup system without any cost.
- (ii) The firm/company also must have expertise and experience in the subject field. A Performance Certificate to this effect from at least one Govt. Organisation shall be furnished, if any.
- (iii) The firm/company applying for this tender should produce certificates for the previous 02(two) financial years from the concerned authorities about the payment of service tax , income tax , works contract tax and any other tax applicable.
- (v) The replacement of any part of the computer / peripherals, whenever required, must be carried out by the vendor with the genuine part of same specifications and warranty.
- (vi) The firm/company shall maintain the equipments as per manufacturer's guidelines and shall use standard OEM components for replacement. Until and unless written order is conveyed, the original specification / characteristics /features shall not be changed.
- (vii) The firm/company should produce the self attested photocopies of documents related to allocation of Registration Number, PAN Number, Service Tax number, P.T clearance certificate, valid document in support of enlistment, S.T clearance certificate.
- (viii) For any item /services not quoted, the highest quoted rate from other bidders will be loaded to the item by default. However, in case of successful bidding, the bidder shall execute the service at the lowest quoted rate.

5. The other terms and conditions for awarding the AMC shall be as under:

- (i) 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.
- (ii) The firm/company will be responsible for taking backup of data programmes and application available on the computer whenever necessary before attending the fault and will also be responsible for restoring the data, programmes and applications after removing the fault to the satisfaction of the user. The vendor must also ensure restoring of all backups to the user under its acknowledgement.
- (iii) Immediately on award of the contract, the contractor would give a report taking over all equipment(s) (giving their configuration in working condition also). It shall be the responsibility of the company to make all the peripherals work satisfactorily throughout the contract period and also to hand over the systems in working conditions on the expiry of the contract.

6. The interested firm/company may submit 02(three) sealed separate envelopes respectively for "Technical Bid" and "Financial Bid" in a big outer sealed cover superscribed as "Quotation for AMC of Bio-Metric system".
7. Quotation received after due date/ without separate sealed cover/ without rate quoted both in figure and words in specified proforma will not be accepted.
8. The contractor shall be responsible for any loss or damage caused to any of the machines owing to negligence on their part. The contract will be on comprehensive basis inclusive of repairing and replacement of spare parts without extra payment.
9. The accepting authority reserves the right to reject any or all the bids without assigning any reasons and will not be bound to accept either the lowest bid or any of the bids.
10. The Contractual Period is for 01(one) year from the date of awarding the contract.
11. Rate offered by the bidder inclusive of all taxes and duties.
11. Payment shall be made in four equal instalments based on satisfactory performance including Income Tax and other Taxes as applicable. 10% of the quarterly bill amount will be deducted and kept as security deposit and the same will be refunded on demand after satisfactory completion of contract period.
12. **Service Support**
  - (a) The bidder has to send an engineer to visit NKDA site within first week of every month for atleast one day for preventative maintenance, report validation and checking/printing of monthly leave records.
  - (b) The Engineer shall maintain a log book-cum-attendance book. All complaints lodged will be entered in the log book with date and time of lodging of complaint and thereafter the date and time of attending to the complaint by the Engineer with details of repairs done to restore the machine to the satisfaction of the Authorized the Authority
  - (c) Fresh installation of Application due to formatting of Server or fault in any hardware from this Authority, extra payment will be made. Bidder should specify the rate in this regards.

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**Administrative Officer**  
**New Town Kolkata Development Authority**

**Memo No: 3 2 4 4 / 1 ( 4 ) /NKDA/Admn- 258/2011**

**Date: 09.07.2014**

Copy forwarded for information to:

1. The Finance Officer, New Town Kolkata Development Authority.
2. P.A to the CEO, New Town Kolkata Development Authority.
3. Office Notice Board.
4. NKDA official website( [www.nkdamar.org](http://www.nkdamar.org))

  
**Administrative Officer**  
**New Town Kolkata Development Authority**



**Financial Bid**

To

The Chief Executive Officer  
New Town Kolkata Development Authority

Sub: Financial proposal for Annual Maintenance Contact of Bio Metric System and its related accessories of New Town Kolkata Development Authority (NKDA).

Sir,

We hereby propose that a total cost of Rs. < Rupees in Figure and whole number > (Rupees in words ) only inclusive of all costs, taxes and levies for Annual Maintenance Contact of Bio Metric system and its related accessories of New Town Kolkata Development Authority (NKDA). This amount is valid for the whole period of the contract for the work. Schedule as follows:

Yours Faithfully

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Signature

Name:  
Designation:  
Office  
Address: