



BIDHANNAGAR MUNICIPAL CORPORATION

POURA BHAVAN, FD-415A, Sector-III,
Kolkata - 700 106.

NOTICE INVITING e-QUOTATION

(Tender ID: 2025_MAD_937719_1)

NIQ No.1120/PWD(BMC)

Dated : 03/11/2025

The Executive Engineer on and for behalf of Bidhannagar Municipal Corporation invites e-bid Tender/bids from reliable and resourceful Companies/Firms/Contractors having experience and acumen in similar nature of works as noted below:

1. Name of Works:

Selection of Agency for **Annual Maintenance Contract (AMC)** of Computers, Network Equipment and Computer Peripherals of Bidhannagar Municipal Corporation.

2. Scope of Work:

The scope of work consists of Comprehensive On-site maintenance of Hardware as specified. The comprehensive maintenance of hardware of BMC includes repair/replacement of all faulty systems / parts (on actual basis) including fuser assemblies and plastic parts of the printers.

The selected vendor shall maintain the sufficient Spares for maintaining required uptime guarantee. In case an equipment/machine is being taken for servicing to service center, the vendor will provide a stand by equipment and will take prior permission before taking the equipment out. Cost of transportation and insurance of equipment will be borne by the vendor. The bidder shall provide standby/replacement equipment if any equipment covered under hardware support is taken out of the premises for repairs.

The AMC is for a period of **1 year**. BMC offices to be covered under the contract includes BMC head office and six borough offices under BMC jurisdiction.

The broad categories of the activities that are to be carried out for “Annual Maintenance Contract” (AMC) of Computer, its peripheral and network equipment’s and other peripherals at various office locations.

- Maintenance support / facility management includes problem/issues, trouble shooting and correction, service packs, device driver & Firmware Upgrades, Systems support like O.S Reinstallation, registration of problems/issues to Original Equipment Manufacturer (OEM) raised the tickets and follow up.
- Provide support in day to day operation & monitoring in network related like antivirus, firewall, video conference systems, issues in networking points (includes router, switch, modem, software etc.), link availability as required.
- Hardening of “Operating System” (OS), closing of all necessary ports, access/authorization control
- Data Backup and Recovery. Keep the backup of latest configuration of various devices and maintaining documentation of all updates.
- The selected vendor will conduct survey for all locations under BMC and create inventory of assets. The asset list and location details will be provided by BMC. The selected vendor will paste a unique number (format will be as per SOP and finalized during execution) using sticker on each equipment and same will be maintained in inventory register. The total no of sticker pasted should match with number of devices available in each category.
- Create, Maintain an updated documentation for network Topology – e.g Numbering /Layout, Jack Panel Details, Network Room Layout Data Connectivity Layout etc.
- Patch Management: Evaluation of suitability/requirement of Microsoft Windows patches and application of the same on all computers if required.
- Preventive Maintenance: Bidder shall conduct preventive maintenance (including but not limited to inspection, testing, and satisfactory execution of all diagnostics).



- The selected bidder is required to provide a preventive maintenance checklist along with a schedule.
- Resolving HW /SW related all issues (including Re-configuration / re-installation of Hardware), Operating Systems, Network, installation of Antivirus & their Patches in the PCs, taking backup and re-installation of OS, domain joining, installation of printers etc. In any case, the machine should be set right in the minimum possible time.
- Configuring E-mail, Domain, Internet, Printer etc. Attending and resolving Operating Systems related issues, for hardware under Warranty/AMC, if possible. Any other work assigned, related to Computer Hardware.
- Asset Management: Vendor shall Create Hardware Asset database by recording information like configuration details, serial number, asset code, warranty and AMC details etc. and maintain updated central asset master database at BMC. Further the vendor shall record all installation of new machines, movement as well as reconciliation thereon with Fixed Asset Register. The vendor shall ensure the asset register of ITIL standard.
- Help Desk Management: All Call Log details are to be managed and maintained by the selected vendor. Online access of all Issues/Tickets with as on date status (centralized helpdesk) to be maintained. The knowledge base of issue logs is to be maintained. The details of resident engineer posted at BMC should be provided in advance with duty schedule. No resident engineer should be relieved of duties without prior notice.
- The selected vendor will have to provide support in BMC Head Office and Borough Offices from 10.00 AM to 6 PM (Monday to Saturday (excluding official holidays) for any hardware/software related issues. The services may also be required before or after the abovementioned hours depending on specific demands from the IT. The support staff should have knowledge of Third Party tools installation, configuration and troubleshooting.
- The selected vendor will provide support BMC official for establishing and maintaining network (LAN) in BMC head office and borough offices.
- The selected vendor will have to provide any kind of hardware/software related issues, that are not mentioned here, under BMC Head Office and Borough Offices.

3. General Requirement:

- The Vendor will have to arrange for mobile / telephone facility to the engineer to facilitate immediate contact from BMC personnel.
- Resource Non-Performance: - BMC will provide in writing Non-Performance of the resource and can ask for alternate resource immediately. The vendor will make efforts to resolve resource non-performance and if required replace the resource.
- Audit Gap Closure: The vendor is expected to undertake remedial action for all alerts /audit findings / observations /guidelines raised by the /security system or Government agencies etc.
- Comprehensive Maintenance & Management: The selected vendor shall have to provide scheduled preventive maintenance once in three months for all the components, or corrective and remedial maintenance services to set right the malfunctioning of the system. This includes replacement of serviceable parts and unserviceable parts.
- The parts replaced will either be a new part or equivalent in performance to new parts. Whether a defective item or component is to be replaced or repaired shall on approval of BMC. In the case of a part, the defective part removed from the system will become the property of BMC.
- The AMC will include replacement of every defective parts of the equipment with new e.g KEYBOARD & Mouse etc. Vendor shall maintain all the machines satisfactorily till the end of the AMC tenure and handover all inventory in good working condition to the next vendor, in case the AMC is not extended or is terminated.
- Any part of equipment or whole equipment can be replaced only after verification and due approval of BMC. The cost of same will be borne by BMC. The vendor should not suggest unnecessary replacement of any part of equipment or whole equipment.
- New equipment's purchased by BMC will be included in AMC with no additional charges, as soon as the warranty of those equipment's expires.
- The Vendor will assign Project Coordinator who will be single point of contact on behalf of service provider.



- The selected vendor shall place a resident engineer at BMC. The resident engineer has to be on permanent roll of the company and no third party arrangement for the deployment of manpower will be entertained. The resident engineer is required to adhere to BMC office timings / Holiday Calendar.
- At time's helpdesk engineer will be required to Visit Borough office for maintenance activities. In such cases Transportation shall be borne by vendor.
- The selected vendor should have established formal escalation processes to ensure that complex problems are solved quickly and efficiently.
- Review Mechanisms: Monthly Review Meeting (WRM) with Team Lead at BMC HO.
- A monthly consolidated report shall be submitted on every 1st day of the month detailing parts changed/ repaired, and other maintenance work done.
- The vendor shall promptly inform any changes in key persons of escalation, contact details or any other changes related to the company to the bank.
- BMC expects proper service support during contract period. The Hardware should be set right within 24 hours of reporting the complaint. In case the machine is down for more than 3 working days and no substitute/solution is provided by the vendor, punitive action may be taken. The vendor can provide substitute equipment for a maximum of 15 days.

4. Eligibility Criteria for Bidder:

Sl. No.	Eligibility Criteria	Document Proof
1	The bidder should have experience of at least one Annual Maintenance Contract (AMC) of Computer, Computer peripheral and Network equipment of worth 2 Lakhs in last three years in any Govt. / Board / Semi Govt. / Corporation / Statutory Authority / Undertaking etc. organization. Similar nature of works completed successfully will be treated as credential.	Photocopies of Work Orders / Credentials, Documentary evidences to be submitted.
2	The Bidder should not have been black listed / debarred by Central Government / Any State Government in India/PSU in last 5 years.	Self-declaration by the authorized signatory of the Bidder, in the format given in the RFP.
3	Existence in Kolkata: The bidder should have a center operational in Kolkata.	Self-Declaration in company's Letterhead
4	The bidder shall submit the Power of Attorney of Authorization for signing the bid in Rs.100.00 (Rupees Ten Only) Non Judicial Stamp Paper.	Scanned copy of Power of Attorney needs to be uploaded
5	Bidder should submit the initial Earnest Money of Rs.10,000/- (Rupees Ten Thousand only) to be deposited online through e-tender portal only by Net Banking / NEFT / RTGS, (balance earnest money, if any, @ 2% of the quoted amount to be paid later).	Scanned copy of payment document to be uploaded.
6	Other documents: • Trade License • GST Certificate • Income Tax Return (Latest 3 years) • PAN Card • Articles of Association / Company Registration (depending on company type) • Affidavit & other statutory forms have to be submitted in prescribe format.	Scanned copy of the documents

- a) In absence of any of the above, the bid will be treated as non-responsive and summarily rejected.
- b) All documents in original to be produced in due course of time as & when asked by the Tender/bid Inviting Authority.



5. Commercial Bid Formats:

Sl. No.	Particulars	Basic AMC Cost / Item (INR) A	No of Items B	Total AMC Cost of Item C = A x B	GST (%)	GST (INR) D	Total (C+D)
1	Computer		210				
2	Printer		205				
3	UPS		210				
4	Network (Existing Set up)						
Total Cost (In Figures)							
Total Cost (In Words)							

6. Location of Work:

To provide annual comprehensive maintenance for the following items used in BMC head office and its borough offices.

7. Estimated amount put to tender/bid:

Not Applicable

8. Bid Evaluation:

Technical proposal will be evaluated first. Only bidders meeting the minimum eligibility criteria will be considered for technical evaluation of their bids. Afterwards Financial Bid of the qualified bidders will be opened. Financial Evaluation will be made on Lowest Rate Basis (L1).

9. Date and Time Schedule :

Sl. No.	Particulars	Date and Time
a)	Date of uploading of N.I.Q. and Tender/bid Documents online (Publishing Date)	03/11/2025 after 18.00 Hrs.
b)	Documents download start date	03/11/2025 after 18.00 Hrs.
c)	Bid submission start date (online)	03/11/2025 after 18.30 Hrs.
d)	Bid Submission closing (online)	22/11/2025 up to 13.00 Hrs.
e)	Bid opening date for Technical Proposals (online)	24/11/2025 after 13.00 Hrs.
f)	Date of uploading list for Technically Qualified Tender/ bidders (online)	Notified later.

10. Time of completion:

Time of period for the work is 365 days from the date of issuance of work order.

11. Site inspection & general information:

Intending Bidders are required to inspect the site of the Project with particular reference to location and infrastructure facilities.

They are to make a careful study with regard to availability of materials and their sources and all relevant factors as might affect their rates and prices.

12. Tender/bid documents:

A full set of Tender/bid documents consists of 2 Parts. These are;

- I) **Part I** containing all documents in relation to the name of the firm applied for and credentials possessed by them along with EMD and all relevant documents as depicted.
- II) **Part II** containing following documents; Bid Schedule (.xls sheet)

13. Validity of Bid:

A Bid submitted shall remain valid for a period of 180 calendar days from the date of publication of Bids. Any extension of this validity period if required will be subject to concurrence of the Bidders.



14. Withdrawal of Bid:

A Bid once submitted shall not be withdrawn within the validity period. If any Bidder/Bidders withdraw his/their Bid(s) within the validity period then Earnest Money as deposited by him/them will be forfeited.

15. Acceptance of Bid:

Executive Engineer, Bidhannagar Municipal Corporation will accept the Bid. He does not bind himself to accept otherwise the lowest Bid and reserves to himself the right to reject any or all of the Bids received without assigning any reason thereof.

16. Intimation:

The successful Bidder will be notified in writing of the acceptance of his Bid. The Bidder then becomes the "Contractor" and he shall forthwith take steps to execute.

Formal Contract Agreement in appropriate Municipal Form with the Executive Engineer, Bidhannagar Municipal Corporation and fulfill all his obligations as required by the Contract.

17. Escalation of Cost:

There will be no escalation in cost for materials or labour and the contract price mentioned in the contract stands valid till completion of the contract.

18. Name & address of In-Charge of the Work:

Executive Engineer, Bidhannagar Municipal Corporation.

19. Execution of Work:

The Contractor is liable to execute the whole work as per direction and instruction of the Executive Engineer, who is the Engineer-in-Charge of the work.

20. Payment:

Payment will be made to the Contractor/Agency by the appropriate Authority of Bidhannagar Municipal Corporation periodically.

21. Influence:

Any attempt to exercise undue influence in the matter of acceptance of Bid is strictly prohibited and any Bidder who resorts to this will render his Bid liable to rejection.

22. In case office faces sudden closure owing to reason beyond the scope and control of the TIA any of last date/dates as schedule may be extended up-to/to next and following working day without issuing further and separate notice the TIA feels it to be necessary and exigent.

23. Imposition of any duty/tax/rule etc. owing to change /application in legislations/enactment shall be considered as a part of the contract and to be adhering to by the Bidder/Contractor strictly.

24. Bid Acceptance Authority is the TIA, Bidhannagar Municipal Corporation in concurrence with the approval of higher authorities.

25. In case of any dispute arising from any clauses of similar nature between bid documents and Municipal tender/bid form, the decision of TIA, Bidhannagar Municipal Corporation, will be final and binding.

26. All usual deductions for taxes i.e. GST, PT, IT, and Labour welfare Cess etc.as per government rules are applicable will be made from the bills from time to time.

27. No conditional/ incomplete Bid shall be entertained.

28. In the event of e-Filing intending bidder may download the tender/bid document from the website www.wbtenders.gov.in indirectly by the help of Digital Signature Certificate.

29. Technical Bid & Financial Bid both will be submitted concurrently duly digitally signed in the Website www.wbtenders.gov.in. Tender/Bid document may be downloaded from website & submission of Technical Bid /Financial Bid as per Tender/Bid Schedule.

30. The Bidder, at the Bidder's own responsibility and risk is encouraged to visit and examine the site of works and its Surroundings and obtain all information that may be necessary for preparing the Bid and entering into a contract for the work as mentioned in the Notice inviting Quotation, the cost of visiting the site shall be at the Bidder's own expense. Traffic management and execution shall be the responsibility of the Agency at his/her/their risk and cost.



31. The intending Bidders shall clearly understand that whatever may be the outcome of the present invitation of Bids, no cost of Bidding shall be reimbursable by the ULB. The TIA, Bidhannagar Municipal Corporation reserves the right to accept or reject any or all the offered bid/bids without assigning any reason whatsoever and is not liable for any cost that might have incurred by any Bidder at any stage of Bidding.
32. Prospective applicants are advised to note carefully the minimum qualification criteria as mentioned in 'Instructions to Bidders' before bidding.
33. During scrutiny, if it is come to the notice to tender/bid inviting authority that the credential or any other papers found incorrect/manufactured/fabricated, that tender/bidder will not be allowed to participate in the tender/bid and that application will be out rightly rejected without any prejudice.
34. Before issuance of the work order, the tender/bid/bid inviting authority shall verify the credential & other documents with the originals of the lowest bidder. All such documents shall have to be furnished by the lowest bidder within 3 (three) days from the date of opening of financial bid at chamber of the undersigned of this office. After verification, if it is found that such documents submitted by the lowest bidder is either manufacture or false, in that case, L.O.A./work order will not be issued in favour of the bidder under any circumstances.
35. If any discrepancy arises between two similar clauses on different notifications, the clause as stated in later notification will supersede former one in following sequence:
 - i) Municipal Form
 - ii) NIQ
 - iii) Special terms & Condition
 - iv) Technical bid
 - v) Financial bid
36. Contractor shall have to comply with the provisions of (a) the contract labour (Regulation Abolition) Act. 1970(b) Apprentice Act. 1961 and (c) minimum wages Act. 1948 of the notification thereof or any other laws relating thereto and the rules made and order issued there under from time to time.
37. Where an individual person holds a digital certificate in his own name duly issued to him against the company or the firm of which he happens to be a director or partner, such individual person shall, while uploading any tender/bid for and on behalf of such company or firm, invariably upload a copy of registered power of attorney showing clear authorization in his favour, by the rest of the directors of such company or the partners of such firm, to upload such tender/bid. The power of attorney shall have to be registered in accordance with the provisions of the Registration Act, 1908.


Executive Engineer

Bidhannagar Municipal Corporation

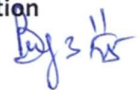
Copy forwarded for necessary information to: -

1. Finance Officer, Bidhannagar Municipal Corporation.
2. IT Co-ordinator, Bidhannagar Municipal Corporation.
3. P.A. to Hon'ble Mayor, Bidhannagar Municipal Corporation.
4. P.A. to Commissioner, Bidhannagar Municipal Corporation.
5. Office Notice Board.
6. Official Website.
7. Publication to newspapers.
8. Office Copy.


3.11.21

Executive Engineer

Bidhannagar Municipal Corporation


By 3/11/21