



ASANSOL DURGAPUR DEVELOPMENT AUTHORITY

A Statutory Authority of the Government of West Bengal
(Under Urban Development & Municipal Affairs Department)

1st Administrative Building,
City Centre,
Durgapur – 713216

Vivekananda Sarani, Senraleigh Road
Near Kalyanpur Housing More
Asansol -71330

Memo No. ADDA/AMR/IT-012/PT-2/878/2011-12

Date 31.08.23

NOTICE INVITING QUOTATION FOR ANNUAL MAINTENANCE OF COMPUTERS, PRINTERS & SCANNERS

Asansol Durgapur Development Authority invites sealed quotations from reputed and resourceful agencies who have executed similar type of work of maintenance of desktop computers and printers in any Govt. /Semi Govt./ Undertaking/ Autonomous Body/ Statutory Body throughout the year as per the requirement specified in the Table, Scope of Work (Annexure- I) and Terms & Condition mentioned below and to reach this Authority's Office at Durgapur by 15.09.2023 before 02.00pm. The submitted bid to be opened on 18.09.2023 at **04.00pm**.

	Category	No. of Units	Unit Rate per month	Total Amount (per month)
1.	Maintenance of Desktop Computers (CPU, Monitor, Keyboard, Mouse, UPS) as per the scope of work (without replacement of any parts)	75 nos.		
2.	Maintenance of Printers as per scope of work (without replacement of any parts)	Laser Jet – 55nos All in One Colour Ink tank with Scanner -9 nos. All In One – 3 nos.		
3.	Maintenance of Scanners as per scope of work (without replacement of any parts)	8 nos.		
TOTAL AMOUNT				

Terms and Condition:

1. Bidders should have support centre at Durgapur.
2. The Initial contract period is for 12 (twelve) months however this can be extended for a further period by the Authority with existing Terms & Conditions based on the satisfactory performance till the next tender is processed.



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3. Preventive as well as breakdown maintenance, both are covered under scope of work on AMC, which is comprehensive & corrective maintenance of Desktop Computers and Printers including other hardware and cabling.
4. The Bidders are advised to inspect the site before quoting their rates.
5. The Authority reserves the right to terminate the contract at any time by giving one month notice without assigning any reason whatsoever.
6. The maintenance work shall be performed with skilled personnel totally conversant with the work.
7. All tools and plants required for the work has to be arranged by the selected bidder at his own cost.
8. The selected bidder will provide his personnel with protective equipment and should ensure safety of his service Engineer/Technicians, engaged for the purpose of AMC and during the process of work, if any accident occurs due to any cause, the Authority shall not be held responsible, and any claim or legal penalties arising out of it will be the responsibility of selected bidder.
9. Nothing under the contract of deployment of personnel shall confer any right by himself or by the selected bidder to claim any direct employment under ADDA or to be treated at any time as employees of ADDA
10. Price to be quoted inclusive of GST and inclusive of all taxes. Prices quoted should be valid for the entire period of 1 (One) year.
11. Bidders should submit PAN CARD, EPF/ESIC Registration Certificate, GST Registration Certificate, P.Tax Challan for the current year, Income Tax return for the Last 3 (Three) Financial Year and Completion Certificate / Work Order for carrying out similar work in any State Government/Central Government/Undertaking of State Government or Central Government organisation.
12. Commencement of work to be made within 7 days on receipt of Work Order.
13. Terms and conditions of the bidder sent along with the bid, if any, put by the Bidder shall not be binding on the Authority.
14. Payment will be made on satisfactory completion of the work for a period of 6 (six) months (bi- annually) on submission of Bills in triplicate and submission of all documents. The Authority reserves the right to make necessary deduction as per prevailing norms of the Authority.


Chief Executive Officer

Asansol Durgapur Development Authority



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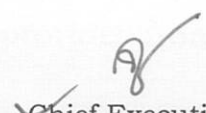
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Copy forwarded for information to:

1. AEO, Durgapur & AEO, Asansol
2. System Manager, ADDA with a request to publish the notice in the website of ADDA
5. HA, Durgapur /Asansol with a request for publishing in the Office Notice Board


Chief Executive Officer
Asansol Durgapur Development Authority

SCOPE OF WORK FOR MAINTENANCE CONTRACT OF DESKTOP COMPUTERS, PRINTERS AND SCANNERS

A. SCOPE OF WORK

1. The Maintenance shall cover the comprehensive on-site residential support contract for all services of the computers and other peripherals (without parts) as specified in the work order
2. Installation of operating systems (Windows 7, Windows 10, Windows 11, etc) and other application tools as desired by the Authority at his systems.
3. Installation of printers and other device drivers when and where required including formatting of the Desktop Computers with back-up of data and on proper permission. (In cases where device driver is not available in the Authority, the agency shall be responsible to arrange the same)
4. Installation of Antivirus software to be provided from the Authority.
5. Preventive maintenance service is to be carried out every month for all the computers and peripherals covered under the contract. Preventive maintenance means monthly servicing of the equipment irrespective of the whether the equipment has undergone a breakdown or not and it would include:
 - Updation of antivirus software.
 - Defragmentation of hard disk drives and scanning for disk errors.
 - Back up of data
 - Checking and cleaning all the computers and its peripherals.
 - Checking and fixing the network connectivity problems at client side such as IP addressing, finding loose contacts and fixing them.
6. The agency shall guarantee a minimum uptime of 90% of each and every Desktop Computers and Printers under maintenance during the maintenance period.
7. In case of major break down or occurrence of any major obstacle in functioning of the scheduled equipment, on information to the agency shall ensure that the same is repaired within 72 hours. In case of failure to repair the same within stipulated time the agency shall provide equivalent stand-by equipment, without any additional charges.

8. In case where replacement of parts are required, the agency shall submit a requisition in proper manner and duly endorsed by the Authority's personnel entitled to use the system and to be submitted to the IT Cell, who will then arrange to provide the same.
9. In case where repairing has to be carried out outside the Authority's office, the agency shall have to take proper permission before removing the system from Authority and confirming the actual delivery of the repaired system failing which the agency will be held responsible to the.
10. As part of the Annual Maintenance Contract, the agency shall arrange to provide one (1) number of fulltime hardware personnel for ADDA on every alternate day basis on all working days. The deputed personnel should be capable of doing the above mentioned tasks.
11. The agency should maintain proper call register of attending of each and every computer system.
12. The agency shall not divulge to any person other than that of the Authority's personnel any information obtained by it in the course of its execution of its work and all the information gathered by the agency shall be treated as professional communications and confidential. Any violation of this clause shall lead to cancellation of the contract.
13. The agency shall be liable for any loss or damage to the scheduled equipment caused due to negligence of the vendor during the contract period. The agency shall make good the loss or damage to the scheduled equipment caused due to negligence.

B. Terms of Payment


1. Payment will be made on bi-annually basis on successful completion of the work for the schedule time period, i.e. 6 months from the date of effect of the issuance of work order.
2. The payment would be made against the submission of bill in duplicate) along with a copy of the log register.
3. The payment would be made after deducting necessary taxes applicable, if any.

C. Termination

1. ADDA reserves the right to terminate the contract by giving due notice in case of breach of any of the material obligations under the contract, if committed by the agency, during the contract period.
2. The contract may also be terminated in case of any unsatisfactory service performance during the contract period with due notice.

D. Jurisdiction

1. The jurisdiction for the purpose of settlement of any dispute or differences whatsoever in respect of or relating to or arising out of or in any way touching this contract or the terms and conditions thereof or the contraction / interpretation thereof shall be that of the appropriate Court in Durgapur. The jurisdiction of any other Court other than Durgapur is specifically excluded.


Chief Executive Officer
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