



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
email : adda.dgpr@gmail.com

Memo No.: ADDA-11015(13)/2/2023-DGP-IT(ADDA)-ADDA/1003/25-26

Date:10.12.2025

NOTICE INVITING TENDER

for

Comprehensive Annual Maintenance Contract of Computer Hardware and Other Peripherals including Networking

By

THE CHIEF EXECUTIVE OFFICER
ASANSOL DURGAPUR DEVELOPMENT AUTHORITY
1st ADMINISTRATIVE BUILDING
CITY CENTRE, DURGAPUR -713216
EMAIL: - adda.dgpr@gmail.com

SCHEDULE OF BIDDING PROCESS

Sl. No	Particulars	Date & Time
1	Date of publication of Tender	16.12.2025 at 10.00AM
2.	Date of Availability of Tender Document	16.12.2025 at 11.00AM
3.	Last Date/Time for receipts of bids Online	10.01.2026
5	Date of Technical Bid opening	13.01.2026
6	Date of Financial Bid Opening	To be intimated later
7	Announcement of Selected Bidder	To be intimated later

ASANSOL DURGAPUR DEVELOPMENT AUTHORITY (ADDA) invites e-tender from the reputed and bonafied agencies for providing Comprehensive Annual Maintenance Contract (AMC) of IT Infrastructural setup of this Authority for the period of 1(One) Year or till the completion of the next process as may be intended by the Authority as per Schedule given below.

Bidders are requested to follow all the instructions/guidelines carefully while participating in the Bidding process.

- 1) A complete list of items for which AMC is to be provided in the list enclosed in Scope of Work.
- 2) Bidders should quote for all the items, failing which the bid will be rejected in the Financial Evaluation stage.
- 3) The contract shall be for complete comprehensive maintenance (without parts), covering all Hardware items except for the printer cartridges/toners, fuser assembly unit in case of Laser Jet Printer but including batteries in case of UPS and Laptop.
- 4) The Bidder shall be allowed to inspect the material assets covered under the given scope of work before submission of bid. It will be presumed that the bidders have offered their prices after review of the entire position and knowing fully about the assets to be covered under AMC, which may increase during period under contract due to purchase of new assets and expiry of warranty of assets during the period. No price escalation request shall be allowed after placement of work order.
- 5) Opening and evaluation of financial bids will be carried out only for those bidders who have qualified in the technical evaluation stage.
- 6) The intending bidders must have at least three years' experience in undertaking AMC of Computer hardware and peripherals.
- 7) The selected bidder is required to have a qualified engineer for carrying out repair / rectification/ replacement of parts.
- 8) Intended vendors should quote the rates as per BOQ provided.
- 9) The Bidder submitting the lowest rate will be awarded with the contract. However, the Authority reserves the right to accept or reject the lowest rate without assigning any reason for non-acceptance.
- 10) The Authority reserves to right to amend or withdraw any of the terms and conditions in the notice or to accept or reject any or all the bids without assigning any reasons whatsoever and the decision of the Authority in this regard shall be final and binding on all.
- 11) Any evidence of unfair practice, including overcharging, price fixing, etc as defined in various statues, will automatically disqualify the parties. Repeated occurrence of such evidence of above bidders may be viewed seriously by the authority and penal measures as deemed fit would be imposed on such bidders.

- 12) The Bidder shall not assign this agreement or any part, there of or any benefit there under without the written consent of the Authority to another party.
- 13) In case of any breach of contract, Authority may also proceed to get work completed by any other means including through other agencies. The excess expenditure, if any, due to such a step would be recoverable from the unpaid bills/security deposit of the bidder. This is without prejudice to any other measure the Authority may take, including blacklisting of the contractor and /or forfeiture of earnest money.
- 14) No person below the age of 18 years shall be deputed/posted to this office by the selected bidder.
- 15) The bidder, whose bid will be accepted, will be informed through "Letter of Intent" The successful bidder will then submit a "Letter of Acceptance" prior to commencement of work.
- 16) The Period of AMC will initially be for ONE (1) year. The terms may be extended upto a period of 6(six) months on mutual agreement between the successful bidder and the Authority regarding value and other terms and conditions of AMC also on the successful performance of the accepted bidder. In the event of bid validity extension, it is up to the bidder to accept the same or not. However, the bidder will have no right to change its price bid if a bid validity extension offer has been accepted by them.
- 17) The contract is subject to review after each quarter and the Authority reserves the right to terminate the contract with a week's notice, if the service provided is found unsatisfactory.
- 18) In case the AMC is cancelled on the aforesaid ground, future payment due if any, shall lapse and the firm shall have no right to claim such dues.
- 19) The selected bidder will at all times adhere to the IT security and confidentiality policies of the Authority.
- 20) Rate of AMC should be inclusive of all taxes. AMC payment will be made against submission of monthly invoice/bill to the Authority. No advance payment will be made.
- 21) The work is to be carried out in the Office premises itself. However, only such work as cannot be done in the Office premises will be allowed to be done outside with written permission and no extra payment would be made on this account.
- 22) No increase in amount shall be considered at all during the tenure of the Annual Contract. No other charges like transportation fare etc. will be payable for execution of work.
- 23) Any Conditional/customised tender submitted by a Bidder, will not be entertained
- 24) Payment:
 - a. Request for advance payment will not be entertained in any case.
 - b. Payment shall be made on pro-rata basis, on satisfactory rendering of

maintenance services during the billing period.

- c. The Net amount will be paid after deduction of TDS as applicable from time to time.
 - d. Payment for any inclusion/deletion of computer and peripherals during the AMC period will be calculated on pro-rata basis.
- 25) Loss & Damage: - Cost of all loss (es) and damage(s) caused to the Government's assets and goods due to contractor's negligence shall be recovered from the agency's bill or the agency may be asked to replace the damaged assets/goods with new ones on his own cost.
- 26) Performance security:
- a. Performance Security amounting Rs.10,000/- in the form of Bank Guarantee or Demand Draft in favour of Asansol Durgapur Development Authority payable at Durgapur using standard format, has to be submitted by the successful bidder within 7 working days of the-receipt of notification of award from the Authority.
 - b. Failure to submit the performance security within the stipulated time-frame will be construed as 'non-compliance' and the Purchaser shall have the rights to terminate the contract and offer the service to the other qualified vendor.
 - c. The Performance Security shall remain valid for the entire service period plus sixty days from the date of completion of work contract.
 - d. The Performance Security will be released only after successful completion/expiry of the contract. Penalties and other amounts due, if any, shall also be deducted from the Performance Security Deposit.
- 27) Eligibility Criteria:
- a. The Firm/Agency/Company must be a company registered under Companies Act, 1956 and / or Indian Partnership Act, 1932 and must possess valid Trade License & Professional Tax Enlistment in West Bengal. Documentary evidence of above must be enclosed. Consortium/Joint Venture in any form is not allowed.
 - b. The Agency / any of its Directors/ Partners etc. should have not been blacklisted by any Govt. / Semi Govt. Organizations / Departments or have not been convicted for any offence by any court of law as on date. (Affidavit on stamp paper of Rs.100/- purchased in West Bengal must be enclosed).
 - c. The Bidders must have valid PAN, GST, and Service Tax.
 - d. The Firm/Agency/Company shall have a minimum Average Annual Turnover (including computer hardware & maintenance during last three financial year, i.e. 2022-2023, 2023-2024, 2024-2025 of Rs. 5 Lakh (Five Lakh) only. Audited

Balance Sheet & / Audited Profit & Loss Accounts for the last three (3) financial years are to be enclosed.

- e. The Bidder must have atleast 10(Ten) employees on its Roll and must follow Minimum Wages Act.
- f. The Bidder must have experience of providing Annual Maintenance of IT Infrastructure in Government/ Government U.T.(PSU) organizations for atleast 1(One) year of the last 5years.
- g. The bidder must have registered office or one of its site office setup at Durgapur/Asansol or its suburbs. Detail address with contact person to be provided.

- 28) Earnest Money (EMD): The amount of Earnest Money is Rs.10,000/- (Rupees Ten Thousand) In the event of e-filing, intending bidder may download the tender documents from the website:- <http://wbtenders.gov.in> directly with the help of Digital Signature Certificate. The process of deposit of earnest money through offline instruments like Bank Draft, Pay Order etc. has been stopped for e-tender procurement vide memorandum no 3975-F(Y) dated 28.07.2016. Necessary Earnest Money will be deposited by the bidder electronically: online-through his net banking enabled bank account, maintained at any bank or: offline-through any bank by generating NEFT/RTGS challan from the e- tendering portal. Intending Bidder will get the Beneficiary details from e-tender portal with the help of Digital Signature Certificate and may transfer the EMD from their respective Bank as per the Beneficiary Name & Account No., Amount, Beneficiary Bank name & IFSC Code and e-Procurement Ref No. Intending bidder who wants to transfer EMD through NEFT/RTGS must read the instruction of the Challan generated from E-Procurement site. Bidders are also advised to submit EMD of their bid, at least 3 working days before the bid submission closing date as it requires time for processing of Payment of EMD. Bidders eligible for exemption of EMD as per Govt. Rule may avail the same and necessary documents regarding the exemption of EMD must be uploaded in the EMD folder of Statuary bid Documents.
- 29) Submission of Tenders: Tenders are to be submitted through online to the website stated in two folders at a time for each work, one in technical proposal and the other in financial proposal before the prescribed date & time using the Digital Signature Certificate (DSC). The documents are to be uploaded (virus scanned only) duly digitally signed. The documents will get encrypted (transformed into non-readable format).
- 30) Opening of Technical Proposal: Technical Proposals will be opened by Authority at ADDA, Durgapur Office. This will be done electronically from the website stated using their Digital Signature Certificate. Intending tenderer may remain present if they so desire.
- 31) Opening of Financial Proposal: Financial Proposals will be opened by the Chief

Executive Officer, ADDA or his representatives as per the terms of e-tendering process. This will be done electronically from the website stated using their Digital Signature Certificate.

- 32) Award of Contract: The Bidder/Tenderer whose bid has been accepted will be notified by the Tender Inviting & Accepting Authority through acceptance letter. The notification of award will constitute the formation of the Contract.
- 33) Arbitration: In the event of any question, disputes or differences arising between the parties relating to the interpretation and application these provisions of this agreement such disputes or differences shall be referred to the Chief Executive Officer, ADDA. The decision of the arbitration to the agreement in this regard shall be final and binding upon both the parties. The party shall continue to perform their obligations under this Agreement during Arbitration Proceedings. The Courts of Durgapur shall have the exclusive jurisdiction in cases of any dispute on any account arising between the parties.

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) and computer network as specified in the work order
2. Installation/Re-installation of Operating systems, Application Software, Antivirus, 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 whether the equipment has undergone a breakdown or not and it would include:
 - o Regular Updation of antivirus software.
 - o Defragmentation of hard disk drives and scanning for disk errors.
 - o Back up of data so as to prevent any data loss.
 - o Regular cleaning of all the computers and its peripherals preferably using low pump vacuum cleaners (dust protection)
 - o Checking and fixing the network connectivity problems at client site such

as IP addressing, finding loose contacts and fixing them or replacement with new cables, etc where necessary to be provided from the Authority's end.

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. For components which are under warranty, relevant call log in with respective OEM service providers and necessary follow ups with them for getting the job done on a day to day basis.
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 atleast one (1) number of whole time service engineer along with his leave substitute on normal working hours from Monday to Friday to attend complaints in this regard or in any offices under the administrative control of ADDA. The technical person may have to work beyond office hours and on holidays on an emergency. In the event of failure to do so, penalty against the Agency will be imposed by the Authority. The deputed personnel should be capable of handling the above mentioned tasks. If the department is not satisfied with the work of any particular service engineer, the service provider must change the person concerned.
11. The technical person(s) will register the complaint register with date and time, record the time of clearing fault with satisfactory report signed by the concerned officer of the section. This complaint register must be produced at the time of issuance of work completion certificate.
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.

LIST OF ITEMS TO BE COVERED UNDER MAINTENANCE CONTRACT

Sl.No	ITEM LIST	Num.
1.	Computer	75
2.	Printer (Laser Jet)	26
3.	Printer (Ink Tank)	8
4.	Printer(MFP)	26
5.	Scanners (Epson)	12
6.	Laptop	11


Chief Executive Officer
Asansol Durgapur Development Authority