

OFFICE OF THE  
**MURSHIDABAD ZILLA PARISHAD**

Panchanantala : Berhampore : Murshidabad

<https://www.murshidabadzp.in>

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Memo No. 4118./MZP

Date: 23./12/2022

**NIT No.- 74/2022-23**

**OFFLINE TENDER FOR THE AMC OF COMPUTERS, PRINTERS, UPS, SCANNER & LAN (WITHOUT SPARE).**

On behalf of the Executive Officer, Murshidabad Zilla Parishad, the Addl. Executive Officer, Murshidabad Zilla Parishad invites offline **percentage rate** tender in sealed cover for allotment of the Annual Maintenance Contract (AMC) for its Computers, Printers, UPS, Scanner & LAN installed at the address mentioned above. Number of items to be maintained is as follows:

Sl. No.	Equipments	Quantity	Estimated Rate for AMC (without spare & parts) (In Rs.)	Quoted (%) <b>percentage rate</b> (less or above)	Quoted Rate in Figures & Words. (including all taxes)
01.	Computer	60	Rs. 70,000.00 (Rupees seventy thousand)		
02.	Printer	60			
03.	UPS	60			
04.	Scanner	3			
05.	LAN, Switch & Router	10			

**1. GENERAL CONDITION:**

- a) Interested agencies are requested to submit their printed tender application in a sealed cover duly super scribed "Tender for AMC of Computers, Printers, Scanner, LAN and UPS".
- b) The tenders in sealed covers should be sent to this office, addressed to the Additional Executive Officer, Murshidabad Zilla Parishad, Panchanantala, P.O.-Berhampore, Dist.-Murshidabad, PIN – 742101. The tenders may be sent by post or delivered at reception at the above office address and drop in the specified box which is kept at the office chamber of the CA to AEO, Murshidabad Zilla Parishad from 11.00 AM to 5 PM.
- c) The Tender in the sealed cover containing the financial and technical bids must reach this office on or before 30/12/2022 before 01 am/pm. Bids received after the due date / time shall not be entertained.
- d) The received bids shall be opened in this office on 30/12/2022 at 1:30 p.m. in the presence of the authorized representatives of the bidders.
- e) The bidder will have to be present in person or through an authorized representative on the aforementioned time and date in this office. However, this office also reserves the right to reject any bid without assigning any reason.
- f) Bids received after due date, bids not contained in a sealed envelope, incomplete tender, bids not accompanied with the required and supporting documents or Tenders or received later than stipulated time shall be summarily rejected without assigning any reason and without any communication.
- g) The validity of the tender shall be for 3 months from the date of its receipt in this office.
- h) The rates quoted shall be valid for one year from the date of awarding the work for Murshidabad Zilla Parishad.

**2. TERMS AND CONDITIONS :**

- a) The selected agency will be responsible for repair / maintenance work of the computers and Peripherals. The complete responsibility for smooth functioning of all the Computers, printers and all peripherals under this contract (as above) shall rest with the contractor. He shall provide trouble free and prompt service throughout the period of the contract. G

- b) The contractor would carry out preventive maintenance of each machine once in every month, in order to forestall any major failure of the same. Contractor should also ensure proper cleaning of machines on quarterly basis.
- c) The charges for repair and maintenance / replacement of defective parts / components of the Computers, Printers, Scanner, LAN and UPS, if any, shall be borne by the contractor during the period of the contract and actual cost of the parts will be paid from this office after submission of the bill. To the extent possible, all repair and maintenance work would be carried out in this office premises only. Whenever it is not possible to conduct the repair within the office premises the contractor shall obtain prior permission of the competent authority to conduct repair outside the office premises.
- d) No transportation charges / cartage for removal of any component to the workshop for repairs and back to office for installation shall be separately payable to the contractor over and above the amount payable to the contractor under the contract.
- e) A dedicated person service engineer will be provided by the contractor from 10.30 am to 5.30 pm on all the working days and even on holidays or beyond office hours, if need arises, to attend to the day to day maintenance issues or he will be available within 12 hours of lodging the complaint and his contact details be provided to this office. In addition, the deputed engineer should be able to load or reload and attend to other minor problems related to software such as Windows, MS Office, antivirus and also Internet connectivity.
- f) If for any reason, downtime is expected to be more than 48 hours, the contractor shall provide a working standby computer of identical configuration until the fault has been rectified.
- g) The designated officials of this office will be authorized to lodge the complaint to agency on Telephone call / SMS or in written form. If the complaint is reported before 3.00 pm, the Agency should attend and rectify it on the same day. Complaint lodged after 3.00 pm should be attended before 11.30 am of the following working day.
- h) Murshidabad Zilla Parishad may, in its own discretion, add more computers to the AMC or withdraw some or all the equipment from AMC.
- i) The rates once approved will not be enhanced by the AMC provider in any case during the currency of the contract.
- j) The prospective bidders may, if they so desire, may depute an authorized representative for verifying the configuration and condition of the equipment.
- k) Wherever during the period of the contract the contractor does not rectify the fault / defects brought to his notice within a reasonable period of time, the office shall get the fault / defects rectified by engaging suitable professionals from the open market at the contractor's risk and cost and the amount paid shall be deducted from the amount payable to the contractor. In case the contractor's services are found to be consistently unsatisfactory, the contract shall be terminated after giving one week's notice and the work shall be got done from the open market at the contractor's cost.
- l) At the time of expiry of the contract, the contractor would be required to hand over the department's property in perfect working condition.
- m) The contractor shall be responsible for the loss of any Government property owing to negligence on his or his representative's part while maintaining the machines.
- n) No advance payment will be made in any case. The payments will be released on and at the end of each calendar quarter.
- o) The Bills shall be raised by the contractor on a quarterly basis and at the end of the contract, during the second week of the last quarter. The contractor may submit their prayer for the extension their services and decision will be taken on the basis of the performances by the authority.

### 3) ELIGIBILITY / QUALIFICATION CRITERIA:

- a) The bidder shall have relevant experience preferably in managing and providing support for computer hardware, Software, Laptops and peripherals similar to the existing IT hardware in this Office.
- b) The bidders who are registered / approved by any Government department / organization will be given preference.
- c) The firm should have an experience to execute the similar work in Government / PSU or any org. / deptt. The firm may enclose sufficient documents regarding execution of government work order, etc.
- d) All bidders must enclose GST registration certificate, Trade License and PAN card alongwith the tender documents.

#### 4) SCOPE OF WORK:

- a) Maintenance & service of Desktops PCs / CPU / LAN/LaserJet & DeskJet (HP) Printers / HP OfficeJet (All in One i.e., Fax Printer, Scanner, Copier / Scanner / UPS installed at the office of the Murshidabad Zilla Parishad at Panchanantala, P.O.-Berhampore, Dist.-Murshidabad as and when required.
- b) The bidder should be fully responsible for functioning of Internet connectivity for all users.
- c) Installation of Antivirus in all desktops of users and further updating, as and when required (Antivirus license will be provided by this office).

Memo No. 4.118/8/MZP \_\_\_\_\_  
Copy of NIT No.74/2022-23 forwarded for information to:-

1. The DICO, Murshidabad
2. The Superintendent, Berhampore Head Post Office.
3. The Station Master, Berhampore Court Rly. Stn.
4. The CA to Chairman, Berhampore Municipality.
5. The DA Purta Karya Sthayee Samiti, Murshidabad Zilla Parishad, He is requested to place the letter in the TSC meeting.
6. The DA Tender Section for information and further process.
7. The Computer Assistant, Msd. Zilla Parishad with a request to upload & publish the Tender documents in the Website (<http://murshidabadzp.in>).
8. Office copy/ Notice Board.

*C. 22/12/2022*  
Addl. Executive Officer,  
Murshidabad Zilla Parishad.  
*AL* Date: 23./12/2022

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Murshidabad Zilla Parishad.  
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