



Enquiry No: WML/ ENQ-01/16-Dated: 12.04.2016

Subject: Annual Maintenance Contract of Computer's (Desktop PC & Laptop) along with other Peripherals / Accessories installed at the office of Webel Mediatronics Limited.

Following Items are to be covered under maintenance contract. Price bid is to be submitted as per below mentioned table:-

Sr. No.	Item Description	Quantity (nos.)	Option1: Quote for Non-comprehensive AMC rate (Rs.)	Option2: Quote for Comprehensive AMC rate (including spare parts) (Rs.)
01.	Desktop Computer	24		
02.	Laptop Computer	08		
03.	Printers			
a.	DeskJet	02		
b.	All in one (Printer + Scanner)	01		
c.	Laser Jet	09		
d.	Dot Matrix	01		
04.	Scanner	03		
05.	UPS	08		

Scope of work:

- (1) All Desktop PCs, Laptop, Printers, Scanner & UPS are to be covered under AMC services. During AMC period it is mandatory for service provider to visit once in a month at WML office for preventive maintenance work, (i.e. checking the functionalities of the above items, irrespective of whether any complaint is lodged by us during the current month or not.)
- (2) Departmental data backup (for important documents) / recovery disk creation are to be taken in DVD format (available at WML) within 2 months time from the date of award of contract. This backup exercise is to be repeated after completion of six months' time.
- (3) The contract shall be valid for a period of one year from the date of issue of contract; however, it may get terminated at the midway, if the performance is not found satisfactory.
- (4) If there is any LAN (Local Area Network) connectivity related problem, it has to be resolved by the concerned AMC provider (Maintenance of LAN is also included in the current scope).
- (5) In case of Option1 i.e. non comprehensive AMC, if any spare parts are required to make the defective system operational, it will be either provided by WML or can be procured thru' the AMC provider at actual cost against submission of bills. The payment against supply of spare parts will be released once the problem is resolved and certified by the WML representative.
- (6) Up- gradation of existing system / installation of any new hardware / software / Operating System etc. are also to be considered under the same contract, and shall have to be undertaken by the AMC provider, as and when require.
- (7) Service engineer has to attend the call within 2 - 3 hours' time (as and when complaint is logged by WML officials) for smooth functioning of the system. Adequate data back-



up has to be taken by the concerned service provider before handling the case and the complaint has to be resolved within 2 working days.

- (8) Qualified persons, having knowledge and skill of computer hardware / networking / software etc. are to be deployed for the maintenance and service support work.
- (9) You have to deploy adequate manpower and necessary resources to undertake the maintenance work. Any enormous delay or violation of our instructions will be treated as non compliance of instruction and in such cases WML can take suitable action at its sole discretion.
- (10) You have to ensure that under any circumstance, you should not provide / share the user id / password / data / files etc. to any third party or individuals, and maintain data integrity & confidentially while accessing the hard discs etc.
- (11) Suitable penalty may be imposed by WML against the service provider for any damage caused to the system due to failure of 'correct mode of operation' by the untrained personnel engaged for the work.
- (12) Regular cleaning / checking by anti-virus software will have to be done in all computers & laptops.

Payment terms:

- Quarterly deferred, payment will be released within 7 days time against submission of your Invoice (for the quarter) and on certification of your work by WML representative. For any delay in resolving the issue for more than 3 working days, penalty shall be deducted @1% of Invoice value per day, subject to maximum penalty of 5% of your Invoice value.
- For non comprehensive AMC, payment against supply of spare parts shall be made on case – to – case basis, within two weeks' time from the satisfactory completion of your work.

Reporting:

Report of your work for the current month is to be submitted positively by the first week of the next month to our reporting official, Sri Subarna Sardar.

Bid submission:

- Interest bidders are requested to submit their quote complying the scope of work as mentioned above. Signed and sealed copy of this enquiry is to be submitted with the bid as a token acceptance of scope of work and terms & condition.
- Offers are to be submitted (hardcopy) in a sealed envelope on or before 19.04.2016 addressed to The Administrative Department, Webel Mediatronics Limited. (Postal Address: P1 Taratala Road, Kolkata – 700 088). The bid is to be submitted physically at our tender box.
- Bidders should have experience in this type of maintenance work, shall submit relevant papers / order copy / AMC contract as a proof of their experience in this field. Bidders PAN copy, VAT / service tax registration, company profile, income tax return details, and other statutory documents are to be submitted with the bid.
- Bidders name, contact person details, enquiry number and job title should be mentioned on the top of the envelope.
- For any query during bid submission, please send a mail to our official mail id: webelmedia@gmail.com / kakoli.wml@gmail.com, or call us at 033 – 2401 5602 / 2401 7699 (contact person name: Sri Subarna Sardar)
