

**Government of West Bengal
Personnel & Administrative
Reforms Department 7th Floor,
Nabanna ,
325, Sarat Chatterjee Road
Howrah-711 102**

No.566-PAR-11099/18/2020-ESTT Cell-Dept of PAR & e-G

Dt.18.09.2020

Notice Inviting Quotation

Sealed quotations are hereby invited by the Department of Personnel And Administrative Reforms, Government of West Bengal, 7th Floor, Nabanna, Howrah from the reputed and bona fide agencies for Annual Maintenance Contract(AMC) of IT Infrastructural Set up for this Department for the period of 1 (One) Year as per Schedule given below. Prescribed quotation forms along with the detailed terms and conditions for the Quotation can be downloaded from the departmental website <http://wbpar.gov.in/> free of cost.

Name Of the Quotation	Last date & time of submission of Quotation	Earnest Money Deposit	Date & Time of Opening of Quotation
Comprehensive Annual Maintenance Contract of IT infrastructural set up for P&AR Department.	9 th October, 2020 Up to 3 PM	Rs.10,000/-	12 th October,2020 At 2 PM

Sealed Quotations complete in all respects, must be submitted before the last date and time of submission of the Quotation.

Sd/-

Joint Secretary

Deptt. Of Personnel & Administrative Reforms.

No. 566 /1(2) -PAR-11099/18/2020-ESTT Cell-Dept of PAR & e-G

Dt. 18.09.2020

Copy forwarded for information and necessary action to

(i) The Deputy Secretary (S.A.R), Department of P&AR Department.

He is requested to take necessary steps to upload the Notice with Annexures in the departmental website.

(ii) Registrar & D.D.O of this department –

- for display in the department's Notice Board.

Sd/-

Joint Secretary

Deptt. Of Personnel & Administrative Reforms.

Government of West Bengal
Personnel & Administrative Reforms Department
7th Floor, Nabanna , 325, Sarat Chatterjee Road
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No.:- 566 –PAR-11099/18/2020-ESTT Cell-Dept of PAR & e-G

Date: -18.09.2020

NOTICE INVITING QUOTATION

1. Sealed quotation are invited from reputed and bona fide agencies for Comprehensive Annual Maintenance Contract (AMC) of IT infrastructural Set up for the P&AR Department, Government of West Bengal, located at the State secretariat at Nabanna, Howrah and at Writers' Buildings , Kolkata and such other places to be informed from time to time.
2. The interested bidders may download the relevant documents from the Official website of the department i.e. <http://www.wbpargov.in>.

3. Scope of Work:-

3.1 DESKTOP MANAGEMENT & SERVICES :-

- 3.1.1 Installation / Re-installation of Operating System, Application Software, Antivirus etc. as per requirement.
- 3.1.2 Regular trouble shooting.
- 3.1.3 Preventive maintenance on Quarterly basis.
- 3.1.4 Comprehensive Maintenance of hardware (existing UPS, Printer, Scanner) with spare parts, not under the scope of warranty.
- 3.1.5 For PC's 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.

3.1.6 Patch & Software update.

3.2 SERVER MANAGEMENT :-

- 3.2.1 Install, configure & upgrade O.S.
- 3.2.2 System Start up, shut down, maintain uptime.
- 3.2.3 Monitoring CPU utilization, disk space usage etc.
- 3.2.4 User administration- Creation, Deletion.
- 3.2.5 Apply patches & bug fixing.
- 3.2.6 Weekly, Monthly, Quarterly Uptime report generation.
- 3.2.7 Comprehensive Maintenance of the existing **Servers which are not under the scope of OEM warranty or any third party warranty.** For Servers under warranty relevant call log in with respective OEM service providers and necessary follow ups with them for getting the job done or escalating the status with the authority on day to day basis.

3.3 OTHER SERVICE MANAGEMENT :-

- 3.3.1 Install / Re-install any type of driver/application/ Operating System software.
- 3.3.2 Comprehensive Maintenance with spare parts of the existing **UPS/Printer/Scanner & Other computer related accessories etc. not under the scope of warranty.**
- 3.3.3 The equipment whose **warranty expires during the AMC period** will automatically be **covered under comprehensive maintenance for the entire period.**
- 3.3.4 Backup/Restore maintenance (Bidder should produce backup maintenance plan at the time of submission of Bid).