

West Bengal Electronics Industry Development Corporation Limited

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CIN : U52209WB1974SGC029237

CORRIGENDUM: I

11.12.2019

Notice Inviting Tender No. EOT/COM/19-20/00065R Dated: 04-12-19

SITC OF FINGERPRINT & ID CARD BASED BIOMETRIC ACCESS CONTROL FOR DIT&E, GOVT. OF WEST BENGAL.

1) The **Service Level agreement (SLA)** - The Turnaround time of System Integrator.

Turnaround time:

Severity	Severity Description	Resolution Time in Hrs
Initial Response	On Logging of Call	12hrs from Logging of Call
Minor Defect	On Logging of Call	24hrs from Logging of Call
Major Defect	On Logging of Call	28hrs from Logging of Call

A declaration should be given on letter head signed by country head / Director / CEO of System Integrator for the above.

If failed to provide the service more than three times in a quarter penalties will be 2% security deposit.

2) One monthly visit to the site is included to inspection, fine tune the systems.

3) Bidders Escalation Matrix to be submitted along with the bid.

4) Vendor must submit Customer signed System Inspection Report.

Ref. Page No.	Existing Clause	Revised clause
Section C Page 9	Security Deposit Successful bidder will have to submit a performance bank guarantee within 14 of issuance of LOI, amounting 5% total ordered value in the format given in the tender document for a validity period of 60 DAYS more than the warranty period (3 YEARS from the date of final acceptance of the end customer) of the quoted items.	Security Deposit Successful bidder will have to submit a performance bank guarantee within 14 of issuance of LOI, amounting 5% total ordered value in the format given in the tender document for a validity period of 60 DAYS more than the warranty period (1 YEAR from the date of final acceptance of the end customer) of the quoted items.

<p>Section C Page 9</p>	<p>Warranty Support - Period The equipment along with the solution supplied will be warranted for 24 MONTHS from the date of ACCEPTANCE of the system whole or part. Service support for the entire warranty period will be ONSITE and COMPREHENSIVE and free of cost for the entire warranty period.</p>	<p>Warranty Support - Period The equipment along with the solution supplied will be warranted for 12 MONTHS from the date of ACCEPTANCE of the system whole or part. Service support for the entire warranty period will be ONSITE and COMPREHENSIVE and free of cost for the entire warranty period.</p>
<p>Section C Page 9</p>	<p>Warranty The bidder will warranty that products supplied under the contract are newly made and are free from defects in the design, engineering and workmanship. The bidder would be responsible for the up keep and maintenance of the infrastructure with a resolution time of 12 HRS and necessary deliverables under the scope of work during the entire on-site warranty period of 3 YERAS from the date of FINAL ACCEPTANCE of the system by the customer. To maintain this SLA, if desired by the end customer, one engineer has to be provided at the site for immediate attempt of any failure. The bidder shall not, without the express prior written consent of WBEIDC, assign to any third party of the contract or part thereof. Service support for the entire warranty period will be on site and comprehensive and free of cost for the entire warranty period.</p>	<p>Warranty The bidder will warranty that products supplied under the contract are newly made and are free from defects in the design, engineering and workmanship. The bidder would be responsible for the up keep and maintenance of the infrastructure with a resolution time of 12 HRS and necessary deliverables under the scope of work during the entire on-site warranty period of 1 YEAR from the date of FINAL ACCEPTANCE of the system by the customer. To maintain this SLA, if desired by the end customer, one engineer has to be provided at the site for immediate attempt of any failure. The bidder shall not, without the express prior written consent of WBEIDC, assign to any third party of the contract or part thereof. Service support for the entire warranty period will be on site and comprehensive and free of cost for the entire warranty period.</p>