

West Bengal Electronics Industry Development Corporation Limited

Registered Office
Webel Bhavan, Block - EP & GP, Sector - V Bidhannagar, Salt Lake Kolkata 700091
Phone: 9133-2339-2228/226/327/316 'Fax: 9133-2357-1739/1708 email: contact@webel-india.com

NOTICE INVITING OPEN TENDER

Notice Inviting Re-Tender No. WEBEL/EOT/COM/19-20/00031R Dated: 22-08-19

For: SUPPLY OF MAN POWER FOR MANAGING CCTV, WIFI AND LAN INFRASTRUCTURE OF UNIVERSITY OF CALCUTTA.

The G.M.(COMMERCIAL) on behalf of WEST BENGAL ELECTRONICS INDUSTRY DEVELOPMENT CORPORATION LIMITED invites Tender for the work detailed in table below:- (Submission of Bid Through Online Only)

Brief Description of Work	Tender Document Money (Rs) [Non refundable]	Earnest Money Deposit (EMD) (Rs) [Refundable]	Last Date and Time of Bid Submission (Online)	TECHNICAL Bid Opening Date and Time (Online)
Supply of man power for managing CCTV, WIFI and LAN Infrastructure of University of Calcutta.	Rs.1,000/-	Rs. 100,000/-	30 August 2019 12:00 PM	02 September 2019 3:00 PM
BID Opening Venue	WEST BENGAL ELECTRONICS INDUSTRY DEVELOPMENT CORPORATION LIMITED Webel Bhavan, Block - EP & GP, Sector - V Bidhannagar, Salt Lake Kolkata 700091			

For Commercial Queries, Contact: Mr. Pratul Show, G.M.(COMMERCIAL) E-Mail: pratul.show@webel-india.com

For Technical Queries, Contact: Suman Moitra, GM (GOVT. SALES) E-Mail: suman.moitra@webel-india.com

DATE & TIME SCHEDULE

Activity / Event Description	Date	Time
Last Query Submission	27 August 2019	12:00 PM
Last Query Response	27 August 2019	2:00 PM
Publishing Last Corrigenda (if any)	27 August 2019	5:00 PM
Submission of Bid(s)	30 August 2019	12:00 PM
TECHNICAL Opening	02 September 2019	3:00 PM
FINANCIAL Opening	04 September 2019	12:00 PM

NOTICE INVITING TENDER

1 . Technical Bid submission with digitally signed

The TECHNICAL BID is to be submitted duly digitally signed in the website [https //wbtenders.gov.in](https://wbtenders.gov.in)

2 . Financial Bid submission with digitally signed

The FINANCIAL BID is to be submitted duly digitally signed in the website [https //wbtenders.gov.in](https://wbtenders.gov.in)

3 . Schedule details

Submission of Technical Bid (if applicable) and Financial Bid will be done as per Time Schedule stated in this Tender Document.

4 . Scope of Work

The scope of work should be as follows:

SCOPE OF WORK AS PER ATTACHED ANNEXURE.

SECTION A

ELIGIBILITY CRITERIA

1 . Experience on the related job area

The bidder should have executed 1 single order of similar nature of jobs, particularly in SUPPLY OF MANPOWER OF AMC/FMS/SERVICES RELATED TO COMPUTER HARDWARE/NETWORK OF of Rs.2,500,000.00 each or more at any or The bidder should have executed 2 single order of similar nature of jobs, particularly in SUPPLY OF MANPOWER OF AMC/FMS/SERVICES RELATED TO COMPUTER HARDWARE/NETWORK OF of Rs.1,500,000.00 each or more at any or The bidder should have executed 3 single order of similar nature of jobs, particularly in SUPPLY OF MANPOWER OF AMC/FMS/SERVICES RELATED TO COMPUTER HARDWARE/NETWORK OF of Rs.1,000,000.00 each or more at any Govt. Department / Quasi Govt. Dept / PSU / Board / Council/ Large corporate or similar organization in last 3 financial years. Govt. Department / Quasi Govt. Dept / PSU / Board / Council or similar organization in last 3 financial years. Work Order copies along with job completion certificate from the customer duly self-attested are to be submitted. In case of non-availability of attestation from Gazetted Officer, the bidder will have to produce original document for verification, without which the bid will be treated as non responsive and summarily rejected.

Statutory

2 . Unpriced Bill of Quantities

Un-priced B.O.Q is to be submitted in company letterhead mentioning the name, make and model no. of all the items.

Statutory

3 . Minimum Annual Turnover for the last financial year

Turnover of the last Financial Year (2017 - 2018) should be Rs.7,500,000.00 or above (Copy of audited Balance Sheet & P/L A/c duly certified by CA is required as proof).

Non-statutory

4 . Aggregate Annual Turnover

Aggregate of Turnover of last 3 Financial Years (01-04-15 - 31-03-18) should be Rs.20,000,000.00 or above (Copy of audited Balance Sheet & P/L A/c duly certified by CA is required as proof).

Non-statutory

5 . Company Profile & Article of Association

The Bidder must submit detail profile of the company and Articles of Association in the specified area of the job mentioned in this tender.

Non-statutory

6 . Incorporation certificate

The bidder should provide the certificate of incorporation under Company Act 1956.

Non-statutory

7 . ISO Certification

The Bidder must be detailed profile of the company, Articles of Association and ISO 9001:2008 certificate holders in the specified area of the job mentioned in this tender.

Non-statutory

8 . No Consortium is allowed

The Bids shall be submitted by only the Bidder; no consortium is allowed in this Bid. Declaration in this regard needs to be submitted.

Non-statutory

9 . NO PART BID ALLOWED

Bidders have to quote all the items mentioned in tender document.No part bid will be accepted. Otherwise, the bid(s) will be treated as cancelled.

Non-statutory

10 . Statutory Documents-PAN & IT Returns

Copies of valid PAN along with I-T return documents, for Financial Year 2013 2015, 2015-2016, 2016-2017 are to be enclosed with the bid.

Non-statutory

11 . Statutory Documents-Professional Tax

Copy of Registration Certificate for Professional Tax must be enclosed with the bid.

Non-statutory

12 . Statutory Documents-PF

Copies of Registration Certificate for Provident Fund along with its return submission documents are to be enclosed with the bid.

Non-statutory

13 . Statutory Documents-ESI

Copies of Registration Certificate for ESI along with its return submission documents are to be enclosed with the bid.

Non-statutory

14 . Trade License

Copy of valid Trade License is to be enclosed with the bid.

Non-statutory

15 . Details of Office Locations

The Bidder must have office(s) in KOLKATA, WEST BENGAL. (Copy of Trade License and contact details of the office(s), at the specified locations to be submitted along with the bid).

Non-statutory

16 . Banned by Govt. or like organizations

The bidder shall be required to give a declaration in their letter head that they have not been banned by any Government Agencies / Govt. Department / Quasi Govt. Dept / PSU / Board / Council or similar organization. If any Government Agencies / Govt. Department / Quasi Govt. Dept / PSU / Board Council or similar organization has banned the bidder and later on lifted the ban, the fact must be clearly stated.

Non-statutory

17 . Completion Certificate from Client

The Bidder shall submit at least 3 client certificate of satisfactory implementation of MANPOWER SUPPLY.. (Clients' satisfaction certificates must be submitted)

Non-statutory

18 . Minimum number of years of existence

The bidding firm must be in existence for 3 years or more. (Documentary evidence has to be provided along with the bid)

Non-statutory

19 . Additional Eligibility Criteria(Annexure)

Bidder must fulfill all the points mentioned in the attached annexure (Eligibility) in addition to the above eligibility criteria.

Statutory

SECTION B

INSTRUCTIONS TO BIDDERS

General for e-Tender

1 . Registration of Bidder

Any Bidder willing to take part in the process of e-Tendering will have to be enrolled & registered with the Government e-Procurement System, through logging on to <https://etender.wb.nic.in> . The Bidder is to click on the link for e-Tendering site as given on the web portal.

2 . Digital Signature Certificate (DSC)

Each Bidder is required to obtain a Class-II or Class-III Digital Signature Certificate (DSC) for submission of tenders from the approved service provider of the National Informatics Centre (NIC) on payment of requisite amount. Details are available at the Web Site stated in Clause A.1. above. DSC is given as a USB e-Token.

3 . Search and Download

The Bidder can search & download N.I.T. & Tender Document(s) electronically from computer once he logs on to the website mentioned in Clause A.1. using the Digital Signature Certificate. This is the only mode of collection of Tender Documents.

4 . Exemption under NSIC

Bidders who are registered with NSIC, UNDER SINGLE POINT REGISTRATION SCHEME for the TENDERED ITEMS are exempted payment of bid security and Tender Fees up to the amount equal to their monetary limit. A proof regarding current registration with NSIC for the TENDERED ITEMS will have to be attached and documented through e filing, otherwise the Bid will be treated as cancelled. In case of bidders having monetary limit as "NO LIMIT", the exemption will be limited to Rs.50,00,000/- only as per existing policy of WBEIDC Ltd.

5 . Submission of Tenders

Tenders are to be submitted through online to the website stated in Clause A (i). in two folders at a time for each work, one in Technical Proposal & the other is Financial Proposal before the prescribed date & time using the Digital Signature Certificate (DSC) The documents are to be uploaded virus scanned copy duly Digitally Signed. The documents will get encrypted (transformed into non readable formats).

SECTION C

GENERAL TERMS & CONDITIONS

GENERAL TERMS AND CONDITIONS

1. Disputes and Arbitrations

In case of any dispute or differences, breach and violation relating to the terms of this agreement, the said dispute or difference shall be referred to the sole arbitration of Managing Director, WBEIDC Ltd. or any other person appointed by him. The award of the arbitrator shall be final and binding on both the parties. In the event of such arbitrator to whom the matter is originally referred to vacates his office on resignation or otherwise or refuses to do works or neglecting his work or being unable to act as arbitrator for any reason whatsoever, the Managing Director shall appoint another person to act as arbitrator in the place of outgoing arbitrator and the person so appointed shall be entitled to proceed further with the reference from the stage at which it was left by the predecessor. The Contractor will have no objection in any such appointment that arbitrator so appointed is employee of WBEIDC Ltd. The adjudication of such arbitrator shall be governed by the provision of the Arbitration and Conciliation Act, 1996, or any statutory modification or re-enactment thereof or any rules made thereof. The arbitration shall be held in Kolkata only.

2. Deadline for Submission of Proposals

Proposals will be received by WBEIDC at the specified address not later than 30-08-19 12:00 Hrs. WBEIDC may, at its discretion, extend this deadline. WBEIDC may also extend this deadline for any other administrative reason.

3. GTC-EMD-ONLINE PAYMENT

//The bidder shall pay an EMD of Rs. 100,000 through Net banking or through RTGS/NEFT through the <https://wbtenders.gov.in//portal> as per G.O 3975-F(Y) dated 28th July, 2016 issued by Finance department Govt. of West Bengal. //For detail payment procedure & guideline on the same bidders are advised to follow the same order. //You may find the GO by clicking the link <https://bit.ly/2zZ4i6e>

4. Force Majeure Condition

If the execution of the contract/supply order is delayed beyond the period stipulated in the supply order as result of outbreak of hostilities, declaration of an embargo or blockade of road, fire, flood or any such act of nature, then WBEIDC LTD may allow such additional time by extending the project execution timeframe as considered to be justified by the circumstances of the case and its decision will be final. If additional time is granted by the WBEIDC LTD, the supply order shall be read and understood as if it had contained from its inception the execution date as extended.

5. Inclusion of freight & insurance

Price quoted should be inclusive of freight & insurance upto the delivery locations.

6. Formats and Signing of Proposals

The original proposal shall be neatly typed and shall be signed by an authorized signatory / signatories on behalf of the Bidder. The authorization shall be provided by written Power of Attorney accompanying the proposal. The person or persons signing the proposal shall initial all pages of the proposal, except for un-amended printed literature. The proposal shall contain no interlineations, erase or overwriting. In order to correct errors made by the Bidder, all corrections shall be done & initialed with date by the authorized signatory after striking out the original words / figures completely.

7. Governing Laws

This Tender Document and the contract shall be governed by and interpreted in accordance with Laws in force in India. The courts at Kolkata shall have exclusive jurisdiction in all matters arising under the contract.

8. Late Proposals

Any proposal received by WBEIDC after the deadline for submission of proposals, as referred above shall not be accepted.

9. Language of Proposal & Correspondence

The proposal submitted by the Bidder should be in English language only. All the documents relating to the proposal (including brochures) supplied by the firm should also be in English, and the correspondence between the Bidder &

WBEIDC will be in English language only. A duly signed formal copy must subsequently confirm the correspondence by Fax / e-mail.

10 . Non escalation of Price

The price offers shall remain firm within the currency of contract and no escalation of price will be allowed.

11 . Non-eligibility of bid by Webel Group Company

No Webel group company allowed to bid in WBEIDC tenders, and bids will be summarily disqualified if received from any WEBEL group company.

12 . Availability of PAN

Any quotation submitted without PAN of the vendor will be summarily rejected.

13 . Proposal Currency

Prices shall be quoted in Indian Rupees, inclusive of all prevailing taxes, levies, duties, etc.

14 . Cancellation of PO

WBEIDC Ltd. reserves the right to cancel Purchase Order if the agreed delivery schedule is not adhered to by the supplier. Any loss arising out of such delay in the supply of the equipment / service, shall be on the supplier account.

15 . Period of Validity of Proposals

The price offers shall remain firm within the currency of contract and no escalation of price will be allowed. The quoted offer and / or rate must be valid for a minimum period of 180 Days from the date of opening of the tender. The tender inviting authority reserves the right for seeking extension of validity of offered rates from the successful bidder. Acceptance of such request during actual offer is however optional to the bidder. The price validity will remain unaltered irrespective of any reason including foreign exchange rate variation. Variation in statutory rate levied by Government will however be reflected for both reduction and escalation.

16 . Whom to report

Reporting: You have to report to MR. SUMAN MOITRA, GM-BD for TECHNICAL purposes.

17 . Sealing and Marking of Proposals

Bidder shall seal & mark various parts of the proposal as mentioned in the Instruction to bidders above. Every envelope and forwarding letter of various parts of the proposal shall be addressed as follows: GENERAL MANAGER(COMMERCIAL), WBEIDC LTD WBEIDC Limited Block - EP & GP, Sector-V Salt Lake Electronics Complex Kolkata-700 091 Signing across all joints & pasting good quality transparent adhesive tape on top of such joints & signatures with company seal shall seal the envelope without which the bid will be summarily rejected. The envelope should bear the name and address of the bidder very neatly written in the left lower corner, without which the bids can not be recognized and hence will be summarily rejected. Proposals sent through telex / telegrams / fax / e-mail shall not be accepted. WBEIDC shall not be responsible for delay on account of delivery by the postal authorities as well as of courier companies. Such delivery shall be at the risk and cost of the vendor / bidder. If the envelopes are not sealed and marked as required above, WBEIDC shall assume no responsibility for the proposal's misplacement or premature opening. And the bid will be summarily rejected.

18 . Schedule of the Tender

The tender document shall be submitted on or before 30-08-19 12:00 Hrs. to Mr. Pratul Show

19 . Opening of Tender

The tenders shall be opened at the time set forth in the document. Bidders or their authorized representatives are invited to be present and to put their signatures on the records of tender opening as each tender is opened

20 . Withdrawal from Tender

Any bidder may withdraw his tender by written request at any time prior to the scheduled closing time for receipt of tenders and not thereafter.

21 . Additional Terms & Conditions

AT THE TIME ACCEPTING LOI, VENDOR IS ADVISED TO CHECK THE GST PERCENTAGE MENTIONED IN THE LOI. IN CASE BIDDER MUST INFORM GM (COMMERCIAL) IN WRITING PRIOR TO ISSUE OF THE PURCHASE ORDER. ONCE PURCHASE ORDER ISSUED NO SUBSEQUENT REQUEST FOR PERCENTAGE WILL BE ENTERTAINED.

SECTION D

SPECIAL TERMS & CONDITIONS

SPECIAL TERMS AND CONDITIONS

1. Maintenance Location

AS DIRECTED BY UNIVERSITY OF CALCUTTA, ENGINEERING DEPARTMENT, SENATE HOUSE, GROUND FLOOR, DARBHA COLLEGE STREET, KOLKATA-700 073.

2. Consignee Details

Consignee Details: UNIVERSITY OF CALCUTTA.

3. Contract Period

The contract will be valid for 1 YEAR..

4. Liquidated Damage

As per the job mentioned in the tender document; In the event of failure to meet the job completion in stipulated date/time liquidated damage may be imposed on the Vendor(s) for sum equivalent to 1% of the contract value for each week or part thereof, subject to a ceiling of 5.00% of the contract value (including all taxes & duties and other charges). In the event of LD exceeds 5.00% of the order value, WBEIDC reserves the right to terminate the contract and WBEIDC will get the job completed by any other competent party. The difference of cost incurred by WBEIDC will be recovered from the earnest money deposited / PBG / Invoice submitted by the vendor (as applicable).

5. Payment Authority

Payment sanctioning authority: MR. SUMAN MOITRA, GM-BD

6. Payment Terms

MONTHLY PAYMENTS WILL BE MADE ON SUBMISSION OF BILLS WITH ATTENDANCE SHEET OF MANPOWER TO P&A DE

7. Security Deposit

Successful bidder will have to submit a performance bank guarantee within 14 DAYS of issuance of LOI, amounting 10% total ordered value in the format given in the tender document
THE VALIDITY PERIOD OF THE PBG IS 60 DAYS MORE THAN THE INITIAL CONTRACT PERIOD.

8. Service Terms

- A. MINIMUM WAGES SHOULD BE AS PER GOVT. OF WEST BENGAL RATES. RATES WILL BE REVISED AS PER GOVT. NO
- B. THE NUMBER OF IT PERSONNEL TO DEPUTED MAY VARY AND PAYMENT WILL BE MADE ON ACTUAL.
- C. WBEIDC IS NOT BOUND TO ISSUE WORK ORDER TO THE AGENCY BEING ONLY LOWEST BIDDER;
PREFERANCE WILL BE GIVEN TO THE OTHER FACTORS (VIZ. EXPERIANCE, QUALITY OF SERVICE, NO. OF CLIENTS ETC.

BOQ, TECHNICAL SPECIFICATIONS & DELIVERY LOCATIONS

SL. No.	Description / Specification	Qty	UOM	Delivery Location
1	DEPLOYMENT OF MAN POWER For managing CCTV, Wi-Fi & LAN Infrastructure	11	Man-Mont	

Payment Terms Details

Payment Terms Code	Description
B2B-30D	Payments term will be back to back and will be paid after 30 days of payment received from customer.

COMPLIANCE SHEET

SL. No.	Description / Specification	Qty	UOM	Offered Specification	Compliant (Yes/No)	Deviation Details (if any)
1	DEPLOYMENT OF MAN POWER For managing CCTV, Wi-Fi & LAN Infrastructure	11	Man-Mon			

ANNEX - BID FORM

(Bidders are requested to furnish the Bid Form in the Format given in this section, filling the entire Blank and to be submitted on Letter Head)

Ref No : (Mandatory)

Date : (Mandatory)

To.
Dy. General Manager (Commercial)
WBEIDC Ltd
Webel Bhavan
Block EP & GP, Sector-V
Salt Lake Electronics Complex
Kolkata-700091

Dear Sir,

Having examined the Bid documents we, the undersigned, offer to undertake the job of "<Tender Title>" as per the Tender No. _____ dated _____.

We agree to abide by this bid for the period of 6 (six) months from the date for fixed for price bid opening and it shall remain binding upon us for acceptance at any time before the expiry of the period.

This bid, together with your written acceptance thereof and your order / notification of award, shall constitute a binding contract between us.

We understand that WBEIDC reserves the right to accept in full / part or reject any or all the bids received or split order within successful bidding without any explanation to bidders and its decision on the subject will be final and binding on Bidder. We also understand that WBEIDC is not bound to accept the L-1 bid for placement of order.

We had given an EMD/BG of Rs. _____ (DD/BG No _____ dated _____ on _____) along with the technical document.

We also abide to go through bank Guarantee of 10% of the job value as Performance Bank Guarantee.

Dated, this _____ day of _____, 20__

Signature

.....
(In capacity of)
Duly authorized to sign bid for and on behalf of
(Name and Address of the Bidder)

(Affix Official Seal)

ANNEX – PBG

PERFORMANCE SECURITY GUARANTEE BOND

1. In consideration of the MD , WBEIDC (hereinafter called 'WBEIDC') having agreed to exempt _____ (hereinafter called 'the said contractor(s)') from the demand under the terms and conditions of an agreement/Advance Purchase Order No _____ dated _____ made between _____ and _____ for the supply of _____ (hereinafter called "the said agreement "), of security deposit for the due fulfillment by the said contractor (s) of the terms and conditions contained in the said Agreement, on production of the bank guarantee for _____ we, (name of the bank) _____

(hereinafter refer to as "the bank") at the request of _____ (contractor(s)) do hereby undertake to pay to the WBEIDC an amount not exceeding _____ against any loss or damage caused to or suffered or would be caused to or suffered by WBEIDC by reason of any breach by the said Contractor(s) of any of the terms or conditions contained in the said Agreement.

2. We (name of the bank) _____ do hereby undertake to pay the amounts due and payable under this guarantee without any demure, merely on a demand from the WBEIDC by reason of breach by the said contractor(s)' of any of the terms or conditions contained in the said Agreement or by reason of the contractors(s)' failure to perform the said Agreement. Any such demand made on the bank shall be conclusive as regards the amount due and payable by the Bank under this guarantee where the decision of WBEIDC in these counts shall be final and binding on the bank. However, our liability under this guarantee shall be restricted to an amount not exceeding _____.

3. We undertake to pay to the WBEIDC any money so demanded notwithstanding any dispute or disputes raised by the contractor(s)/supplier(s) in any suit or proceeding pending before any court or tribunal relating thereto our liability under this present being absolute and unequivocal. The payment so made by us under this bond shall be valid discharge of our liability for payment there under and the contractor(s)/supplier(s) shall have no claim against us for making such payment.

4. We(name of the bank) _____ further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said agreement and that it shall continue to be enforceable till all the dues of the WBEIDC under or by virtue of the said Agreement have been fully paid and its claims satisfied or discharged or till _____(office/Department) WBEIDC certifies that the terms and conditions of the said Agreement have been fully or properly carried out by the said contractor(s) and accordingly discharges this guarantee. Unless a demand or claim under this guarantee is made on us in writing on or before the expiry of TWO/TWO AND HALF/THREE YEARS (as specified in the tender no.....) from the date hereof, we shall be discharged from all liabilities under this guarantee thereafter.

5. We (name of the bank) _____ further agree with the WBEIDC that the WBEIDC shall have the fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said Agreement or to extend time of performance by the said contractor(s) from time to time or to postpone for any time or from time to time any of the powers exercisable by the WBEIDC against the said Contractor(s) and to forbear or enforce any of the terms and conditions relating to the said agreement and we shall not be relieved from our liability by reason of any such variation, or extension being granted to the said Contractor(s) or for any forbearance, act or omission on the part of the WBEIDC or any indulgence by the WBEIDC

7. We (name of the bank) _____ lastly undertake not to revoke this guarantee during its currency except with the previous consent of the WBEIDC in writing.

Dated the _____ day of _____, 20 _____

for _____
(Indicate the name of bank)

ANNEX - UFA

UNDERTAKING FOR AUTHENTICITY FOR ----- (items name)

(TO BE SUBMITTED ON LETTERHEAD BY THE SUCCESSFULL BIDDER)

Sub: - < _____ Tender Title _____ >

Ref: - 1. Your Purchase Order No. _____ dated _____

2. Our Invoice No. / Quotation No. _____ dated _____

With reference to the Servers etc. being supplied / quoted to you vide our Invoice No. / Quotation No. / Order No. cited above, we hereby undertake that all the components / parts / assembly / software used in the Servers under the above like Hard disk, Monitors, Memory etc. shall be original new components / parts / assembly / software only, from respective OEMs of the products and that no refurbished / duplicate / second hand components / parts / assembly / software are being used or shall be used.

We also undertake that in respect of licensed operating system if asked for by you in the purchase order, the same shall be supplied along with the authorized license certificate (e.g. Product keys on certification of Authenticity in case of Microsoft Windows Operating System) and also that it shall be sourced from the authorize source (e.g. Authorized Microsoft Channel in case of Microsoft Operating System).

Should you require, we hereby undertake to produce the certificate from our OEM supplier in support of above undertaking at the time of delivery / installation. It will be our responsibility to produce such letters from our OEM supplier's at the time of delivery.

In case of default and our inability to comply with the above at the time of delivery or during installation, for the IT hardware / software already billed, we agree to take back the desktops without demur, if already supplied and return the money if any paid to us by you in this regard.

We (system OEM name) also take full responsibility of full parts & service SLA as per the content even if there is no defect by our authorized service center / Reseller / SI etc.

Authorized Signatory with seal

Name : _____

Designation : _____

Place : _____

Date : _____

PRICE BID

The price has to be submitted online only.

ANNEX – EXP PROF
EXPERIENCE PROFILE

Name of the Firm:

List of projects completed that are similar in nature to the works executed during the last 3 (three) years, as stated above.

Sl. No.	Customer's Name	PO No. and Date	Value in Rs.	Date of Successful Completion of the job	Completion Certificate Date issued by Customer

Note:

- i. Certificate from the Customers to be attached
- ii. Non-disclosure of any information in the Schedule will result in disqualification of the firm

Signature of applicant including title
and capacity in which application is made.

ANNEX - SAO
STRUCTURE AND ORGANISATION

1) Name of Applicant	:	
2) Office Address	:	
	:	
	:	
	:	
Telephone No.	:	
Fax No.	:	
3) Name and Address of Bankers	:	
	:	
	:	
	:	
4) Attach an organization chart showing the structure of the company with names of Key personnel and technical staff with Bio-data.	:	

Note: Application covers Proprietary Firm, Partnership, Limited Company or Corporation.

Signature of applicant including title
and capacity in which application is made.

Scope of Work

SI No.	Description	Qty
1	Helpdesk Co-ordinator	1
2	Technical Engineers(Jr)- L1	5
3	Technical Engineers(Sr)- L2	2
4	CCTV & Wi-Fi Service Engineers	3
		11

11 Nos of Technically Equipped and qualified Manpower to be provided in Calcutta University Campus for Hardware & Network support of the existing Campus Network and Wi-Fi system / CCTV installed in CU campus and providing facility management service to customer. The detailed SOW is given below.

The bidder may get in touch with WEBEL for details of BOM.

1. Facility Management and comprehensive maintenance of CAMPUS LAN / Wi-Fi / CCTV as per defined Port Matrix / SLA.
2. First level troubleshooting, configuration and maintenance of LAN switches, routers, cables, Fibre optics cable, I/O or other specialized equipment.
3. Monitoring and troubleshooting LAN / intranet/ CCTV and Wi-Fi etc. Troubleshooting of hardware related problems and coordination with vendors / OEM for warranty, spare replacements etc. Bidder will be responsible to get the spares replaced from OEM like DLINK / CISCO etc for the equipment's under warranty. **Resolution SLA is NEXT BUSINESS DAY.** In order to meet the resolution bidder will have to arrange STAND BY spares if the replacement from OEM is delayed. NO EXTRA COST will be provided for the same. No cost will be provided for the transportation / courier charge of spares from OEM. Bidders are requested to consider all cost along with the bid.
4. Bidder will have to maintain an **ON PREMISES Call centre and Call register to docket all the calls** and provide resolution within the SLA. The bidder will have to submit a report to WBEIDC every month within the 7th of the next month. The report will have to be signed by WBEIDC authorised person and will be required for realisation of payment.

5. Working hours will be as per the working hour of Calcutta University. Engineer will have to be present in Sundays and holidays during ON LINE EXAMINATION period or if demanded by CU on case to case basis. Bidder will have to provide replacement manpower in case of absentism. **Under NO CIRCUMSTANCES will any campus be vacant of technical support.** Self-attendance sheet will have to be maintained by the technician and duly verified by WBEIDC & CU authorised person on monthly basis.
6. Bidder will have to liason with CU authorised person / WBEIDC authorised person / OEMs / Internet service provider / Vendors worked in CU for any kind of technical problem and get it resolved.

Certification

Bidder should be **ISO 9001-2015** in IT services / Computer Hardware / Network or allied services.

Statutory

Statutory Documents-PAN/ IT Returns, PF / ESI

Copies of valid PAN along with I-T return documents, for Financial Year 2015 2016, 2016-2017, 2017-2018 are to be enclosed with the bid.

The bidder should be registered under PF and ESI which is MANDATORY. Registration copies needs to be submitted. PF / ESI payment should be up to date and document for Payment for the wages month of June 2019 to be submitted. **Non-statutory**

Minimum number of engineer on roll & years of existence

The bidding firm must be in existence for **minimum 5 years or more as on 30th June 2019.** The bidder should have minimum **15 nos of engineer / technician on own pay roll** registered under PF / ESI. **CV of the manpower along with his job profile & current working experience in Computer Hardware & Network to by submitted.** WBEIDC reserves the right to verify the same with the respective authorities / departments (Documentary evidence with name & PF no has to be provided along with the bid) **Non-statutory**

Additional Eligibility Criteria

COPIES OF REGISTRATION CERTIFICATE FOR **GST / PF / ESI** MUST BE ENCLOSED WITH THE BID. BIDDERS ARE ADVISED TO ENCLOSE SYSTEM OF NOMENCLATURE (HSN) CODE & SERVICE ACCOUNTINGCODES (SAC) FOR ALL THE ITEMS. **Non-statutory**