

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 Tender No. EOT/COM/19-20/00062 Dated: 25-10-19

For: SUPPLY & INSTALLATION OF EPABX / INTERCOM SYSTEM AT HO, WBSWC.

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

Brief Description of Work	Tender Document Money (Rs) [Non refundable]	Earnest Money Deposit (EMD) (Rs) [Refundable]	Last Date and Time of Bid Submission	TECHNICAL Bid Opening Date and Time
Supply & Installation of EPABX / Intercom System at HO, WBSWC.	Rs.500/-	Rs. 3,000/-	08 November 2019 3:00 PM	08 November 2019 4:00 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: Nirmal Ray, ADVISOR (TECHNICAL) E-Mail: nirmal.ray@webel-india.com

DATE & TIME SCHEDULE

Activity / Event Description	Date	Time
Last Query Submission	05 November 2019	10:00 AM
Last Query Response	05 November 2019	12:00 PM
Publishing Last Corrigenda (if any)	05 November 2019	1:00 PM
Submission of Bid(s)	08 November 2019	3:00 PM
TECHNICAL Opening	08 November 2019	4:00 PM
FINANCIAL Opening	11 November 2019	4:00 PM

ELIGIBILITY CRITERIA

- 1 . System Integrator**
The Bidder/ASP/OEM should be a System Integrator.

Statutory

- 2 . Experience on the related job area**
The bidder should have executed 1 single order of similar nature of jobs, particularly in SUPPLY & INSTALLATION OF EPABX / INTERCOM SYSTEM of Rs.400,000 00 each or more at any or The bidder should have executed 2 single order of similar nature of jobs, particularly in SUPPLY & INSTALLATION OF EPABX / INTERCOM SYSTEM of Rs.200,000 00 each or more at any or The bidder should have executed 3 single order of similar nature of jobs, particularly in SUPPLY & INSTALLATION OF EPABX / INTERCOM SYSTEM of Rs.125,000 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.

Statutory

- 3 . Authorisation from OEMs**
Bidders with tender specific authorization(s) from OEM(s), strictly in our format given in ANNEXURE-MAF in this tender document for all the items (EXCEPT CABLE), are only eligible to quote. Such tender specific authorization(s) must authorize the bidders for supply, installation and comprehensive maintenance during the Warranty period. OEM(s) must accept their responsibility of supply, installation and comprehensive maintenance of services during warranty period as per ANNEXURE MAF.

Statutory

- 4 . Warranty of products**
All products must be quoted with 1 YEAR ON SITE COMPREHENSIVE manufacturer's warranty.

Statutory

- 5 . 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

- 6 . Minimum Annual Turnover for the last financial year**
Turnover of the last Financial Year (2017 - 2018) should be Rs.1,500,000.00 or above (Copy of audited Balance Sheet & P/L A/c duly certified by CA is required as proof).

Non-statutory

- 7 . Aggregate Annual Turnover**
Aggregate of Turnover of last 3 Financial Years (01-04-15 - 31-03-18) should be Rs.5,000,000.00 or above (Copy of audited Balance Sheet & P/L A/c duly certified by CA is required as proof).

Non-statutory

- 8 . Incorporation certificate**
The bidder should provide the certificate of incorporation under Comapny Act 1956.

Non-statutory

- 9 . 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

- 10 . 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

11 . Statutory Documents-PAN & IT Returns

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.

Non-statutory

12 . Trade License

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

Non-statutory

13 . Locations of Service Centres

The bidder must have at least 1 registered service center for COMMUNICATION in KOLKATA Supporting documents for existence of Service Centre(s) has to be attached with the tender document.

Non-statutory

14 . Details of Office Locations

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

Non-statutory

15 . 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

16 . 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

17 . Additional Eligibility Criteria

COPIES OF REGISTRATION CERTIFICATE FOR GST MUST BE ENCLOSED WITH THE BID. BIDDERS ARE ADVISED TO ENCLOSURE SYSTEM OF NOMENCLATURE (HSN) CODE & SERVICE ACCOUNTING CODES (SAC) FOR ALL THE ITEMS.

Non-statutory

SECTION A

INSTRUCTIONS TO BIDDERS

GENERAL

1 . Instruction to submit no. of parts in the bid

Interested Bidders are required to submit their proposals in 1 sealed envelope(s) as per the instructions given below.

2 . Preperation of Tender

Tender shall be submitted in accordance with the following instructions:

- i) Tenders shall be submitted in the prescribed forms. All signatures shall be in longhand. Where there is conflict between the words and the figures, the figure shall govern.
- ii) All notations must be in ink or type written. No erasing or overwriting will be permitted. Mistakes may be crossed out and corrections typed or written with ink adjacent thereto and must be initialed in ink by the person or persons signing the tender.
- iii) Tenders shall not contain any recapitulation of the work to be done. Alternative proposals will not be considered unless called for. No written, oral, electronic, telegraphic or telephonic proposals for modifications will be acceptable.
- iv) Tenders shall be delivered to the office as notified on or before the date and time set for the opening of tenders in the Notice Inviting Tender. The packet of documents including the tender shall be enclosed in sealed envelope having the title of the work and the name of the bidder.
- v) Tenders subject to any conditions or stipulations imposed by the bidder are liable to be rejected.
- vi) Each and every page of the tender document must be signed with date and company seal by the bidder. This is required to show that the bidder had accepted all the terms and conditions mentioned in this tender document.

3 . Instruction to mark the techno-commercial bid envelope

The firm shall seal and mark the Techno Commercial Bid in one envelope super scribed with words:- "Techno Commercial Bid for "Supply & Installation of EPABX / Intercom System at HO, WBSWC.". "Tender no.EOT/COM/19-20/00062, dated 25-10-19 12:30" & "Do Not Open Before 08 11-19 16:00 Hrs". This envelope will also contain the EMD and Tender Document Fees (if the tender document is downloaded from the website) in a separate small envelope inside it.

4 . Instruction to mark the pricel bid envelope

The firm shall seal and mark the Price Bid in one envelope super-scribed with words:- "Price Bid for "Supply & Installation of EPABX / Intercom System at HO, WBSWC.". "Tender no.EOT/COM/19-20/00062, dated 25-10-19 12:30".

5 . Instruction to mark the both techno-commercial and price bid envelope

All the envelopes shall be sealed in a covering envelope super scribed with words Techno Commercial Bid & Price Bid for "Supply & Installation of EPABX / Intercom System at HO, WBSWC." "Tender no.EOT/COM/19-20/00062, dated 25-10-19 12:30" & "Do Not Open Before 08 11-19 16:00 Hrs". The sealed envelope containing the sealed Techno Commercial Bid and Price Bid should be addressed to the Mr. Pratul Show, through post / speed post / Courier or dropped personally within the stipulated time in the tender box kept with him. No other mode of delivery shall be accepted. WBEIDC Ltd will not be responsible for any postal delay. Late submission of Bid will not be accepted.

6 . Exemption under NSIC

The bidders (small scale units) who are registered with National Small Scale Industries Corporation, i.e, NSIC, UNDER SINGLE POINT REGISTRATION SCHEME for the TENDERED ITEMS are exempted from payment of bid security 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 along with the bid. Registration other than NSIC & Under Single Point Registration Scheme) will not be entertained.

TECHNO-COMMERCIAL BID - The Techno Commercial Bid should contain the following documents:

1 . The Techno Commercial Bid documents

The Techno Commercial Bid should consist of the following documents:

- 1. Technical proposals submission letter on the letterhead of the firm clearly indexing the enclosures. This proposal submission letter should bear the reference no. and date , without which the bid will be treated as non responsive.

2. Bid Form duly filled and signed as per format on the letterhead of the bidder.
3. Original Tender document duly stamped & signed on each page, as a token of acceptance of all terms and conditions laid down in the tender document.
4. Technical Brochures of items quoted. Printed and published Brochure and / or Web site reference essential (made to order statement on OEM letterhead or likes not acceptable).
5. Details of Service arrangement of bidder/ASP/OEM:
 - a) Mentioning location wise (Dist. Of W.B.) number of service centers,
 - b) Availability of call center details with escalation matrix and
 - c) Number of service engineers with mobile no.
6. The company should operate in the same name and style at least for the last 3 years
7. EMD & Tender Document Fees (if downloaded from the web site) in separate envelope.

Additional Instructions

1. Additional Instruction

COPIES OF REGISTRATION CERTIFICATE FOR GST MUST BE ENCLOSED WITH THE BID. BIDDERS ARE ADVISED TO EN SYSTEM OF NOMENCLATURE (HSN) CODE & SERVICE ACCOUNTINGCODES (SAC) FOR ALL THE ITEMS.

SECTION B

GENERAL TERMS & CONDITIONS

GENERAL TERMS AND CONDITIONS

1. Earnest Money Deposit (EMD)

The firm shall furnish an EMD of Rs. 3,000 in the form of a DEMAND DRAFT from a Scheduled Bank payable at Kolkata duly pledged in favour of WBEIDC Limited. Any bid not accompanied with the valid EMD shall be summarily rejected. Earnest money will be refunded to the unsuccessful bidders after receiving application from them on completion of tender process. In case of successful bidders earnest money will be retained till security deposit of 5% of the total value of the job is deposited in the form of BANK GUARANTEE of the total value of the job is deposited in the form of 60 days more than the warranty period. Earnest money of the bidder is liable to be forfeited in case of any false submission / statement. In case of any refusal to abide by terms and conditions of our LOI/PO or refusal to enter into a written agreement as per prefixed terms and conditions authority is at liberty to forfeit earnest money and take lawful actions. Note: Empanelled vendors are not required to submit the security deposit money if they are selected as successful bidder.

2. Awarding of Contract

WBEIDC Ltd will award the contract to the successful bidder whose bid has been valued as per Price and Other criteria . WBEIDC reserves the right not to accept the Lowest Price bid with out assigning any reason what so ever and the bidder will not challenge such decision in any forum what so ever WBEIDC also reserves the right to split the order and / or drop any line item as per direction of the end customer. The contract will be awarded to the bidder securing lowest price as per their offer. The successful bidder will have to give security deposit of 5% of total value of the LOI in the form of BANK GUARANTEE for a period of 60 days+ the maximum warranty period among the items quoted. After receiving the PBG, firm P.O will be issued.

3. PBG SUBMISSION AFTER LOI

You are requested to convey your acceptance of this Letter of Intent and to submit the desired information at an early date and submit the required Bank Guarantee in the attached prescribed format within a period of 14 days from the date of placement of this Letter of Intent, failing which this Letter of Intent is likely to be treated as cancelled.

4. 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.

5. Deadline for Submission of Proposals

Proposals will be received by WBEIDC at the specified address not later than 08 11-19 15:00 Hrs. WBEIDC may, at its discretion, extend this deadline. WBEIDC may also extend this deadline for any other administrative reason.

6. 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.

7. Inclusion of freight & insurance

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

8 . **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.

9 . **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.

10 . **Insertion of Webel's GST in Vendor invoice**

All bills/ invoices must be raised / submitted with proper GSTIN No. of WBEIDC Ltd (GSTIN No.- 19AAACW2411Q1Z1) for releasing payment.

11 . **Late Proposals**

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

12 . **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.

13 . **Non escalation of Price**

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

14 . **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.

15 . **Availability of PAN**

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

16 . **Proposal Currency**

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

17 . **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.

18 . **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.

19 . **Whom to report**

Reporting: You have to report to MR. NIRMAL RAY, ADV-TECH. for ALL purposes.

20 . Schedule of the Tender

The tender document shall be submitted on or before 08-11-19 15:00 Hrs. to Mr. Pratul Show

21 . 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

22 . 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.

23 . 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 DGM (COMMERCIAL)) IN WRITING PRIOR TO ISSUE OF THE PURCHASE ORDER. ONCE PURCHASE ORDER ISSUED NO SUBSEQUENT REQUE PERCENTAGE WILL BE ENTERTAINED.

SECTION C

SPECIAL TERMS & CONDITIONS

SPECIAL TERMS AND CONDITIONS

1. Consignee Details

Consignee Details: WEST BENGAL STATE WAREHOUSING CORPORATION , KHADYA BHAVAN,BLOCK-B (4TH FLOOR) 11 A, STREET, KOLKATA-87.

2. Delivery time period

ALL ITEMS must be delivered and installed within 4 WEEKS from the date of issuance of LOI.

3. Delivery Locations

Delivery/Installation location:

WEST BENGAL STATE WAREHOUSING CORPORATION , KHADYA BHAVAN,BLOCK-B (4TH FLOOR) 11 A, MIRZA GHALIB ST

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 1.00% 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: SRI NIRMAL RAY, ADV-TECH.

6. Payment Terms

Payment will be made on submission of bills along with the receipted Challan & successful installation certificate from the END CUSTOMER. Payment will be released within 30 days after receiving payment from the end customer.

7. Security Deposit

Successful bidder will have to submit a performance bank guarantee within 14 DAYS 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.

8. Service Level Agreement

Service Level: Resolution time should be 24 HRS.. If not resolved within 24 HOURS, a penalty of 0.5% of equipment cost per day will be levied and will be adjusted against the balance payment/PBG held with WBEIDC Limited.

9. 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.

10. Additional Terms & Conditions

THE DETAILS SPECIFICATION IS ATTACHED IN THIS TENDER DOCUMENT.

BOQ, TECHNICAL SPECIFICATIONS & DELIVERY LOCATIONS

SL. No.	Description / Specification	Qty	UOM	Delivery Location
1	ETERNITY PE with 4 P& T	1	Set	
2	Basic Handset Analog Telephone Handset	30	Nos.	
3	50 pair MDF	2	Nos.	
4	20 Pair MDF	1	Nos.	
5	Installation charge including all cable	1	Nos.	
6	20 Pair PVC RISER CABLE	120	Meter	
7	1 Pair TELEPHONE CABLE	2,100	Meter	
8	RJ-11 Jack, Face Plate & Back Box	30	Nos.	
9	1Pair Telephone Cable	2,100	Meter	
10	20Pair Riser Cable Laying with PVC Conduit	120	Meter	
11	50Pair MDF Box with Krone Module	1	Nos.	
12	20Pair MDF Box with Krone Module	2	Nos.	
13	RJ-11 Jack Installation & Termination	30	Nos.	
14	Single Port Faceplate with shutter	30	Nos.	
15	PVC Back Box Installation & Termination	30	Nos.	
16	Testing, Labelling, Documentation &	1	Lot	

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	ETERNITY PE with 4 P&T	1	Set			
2	Basic Handset Analog Telephone Handset	30	Nos.			
3	50 pair MDF	2	Nos.			
4	20 Pair MDF	1	Nos.			
5	Installation charge including all cable	1	Nos.			
6	20 Pair PVC RISER CABLE	120	Meter			
7	1 Pair TELEPHONE CABLE	2,100	Meter			
8	RJ-11 Jack, Face Plate & Back Box	30	Nos.			
9	1Pair Telephone Cable	2,100	Meter			
10	20Pair Riser Cable Laying with PVC Conduit	120	Meter			
11	50Pair MDF Box with Krone Module	1	Nos.			
12	20Pair MDF Box with Krone Module	2	Nos.			
13	RJ-11 Jack Installation & Termination	30	Nos.			
14	Single Port Faceplate with shutter	30	Nos.			
15	PVC Back Box Installation & Termination	30	Nos.			
16	Testing, Labelling, Documentation &	1	Lot			

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 5% 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 - BOM & TECHNICAL SPECIFICATIONS

ALL TECHNICAL PARAMETERS OF ITEMS ARE MANDATORY. NO DOWNWARD DEVIATION IS ALLOWED. IN CASE OF ANY DEVIATIONS IN SPECIFICATIONS OF THESE ITEMS, THE BID WILL BE SUMMERILY REJECTED.

The bidder has to attach a technical compliance sheet in the following format:

Sl. No.	Description of Items	Make & Model No.	Qty	Unit	Offered Specification	Remarks
1						

ANNEX – MAF
(MANUFACTURER'S AUTHORISATION FORM)

(TO BE SUBMITTED ON OEM LETTERHEAD, SIGNED BY A PERSON COMPETENT AND HAVING THE POWER OF ATTORNEY [Notarized copy to be attached] TO BIND THE PRODUCER) Without this MAF, the bid is liable to be rejected.

Tender No. _____

Date: _____

Dy. General Manager (Commercial)
WBEIDC LTD ,
Block-EP&GP, Webel Bhawan,
Sector-V ,Salt Lake , Kolkata-700 091.

WHEREAS _____ who are official producers of _____ and having production facilities at _____ do hereby _____ authorize _____ located at _____ (hereinafter, the "Bidder") to submit a bid of the following Products produced by us, for the Supply Requirements associated with the above Invitation for Bids.

[Note : Please Specify the Product Name & Model No here.]

When resold by _____ these products are subject to applicable warranty terms of this NIT.

We assure you that in the event of _____ not being able to fulfill its obligation as our Sales & Service Provider in respect of this NIT, we would continue to meet our the terms stated in the abovementioned NIT through alternate arrangements.

We also confirm that _____ is our authorized service provider / system integrator and can hence provide maintenance and upgrade support for our products.

We also undertake to supply the materials in the event of the non-supply of the materials by _____ as per the NIT and assure you the availability of spares for the products for the next two years after the expiry of three years comprehensive on-site warranty.

Name _____ In the capacity of _____

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 - PRICE BID

(Bidders have to submit the price bid strictly in this format, otherwise the bid will be rejected)

Ref . No. (Mandatory)

Date: (Mandatory)

Tender for _____ <Tender Title> _____, _____ <Tender No.>, _____ <Tender Date>

To,
Dy. General Manager (Commercial)
WBEIDC Ltd.

Dear Sir,

In response to the above tender, we offer our price as given below:-

Sl. No.	Item Description	Make & Model / Part No.	Total Qty.	Unit Rate	Amount (Rs.)	VAT Rate (%)	VAT Amount (Rs.)	Service Tax Rate (%)	Service Tax Amount (Rs.)	Total Amount (Rs.)
1										
2										
...										
n										
Total										

In words: Rupees _____

(Signature and Seal of authorized signatory & a copy of power of attorney is to be enclosed)

ANNEX - TECHNICAL COMPLIANCE STATEMENT

ALL TECHNICAL PARAMETERS OF ITEMS ARE MANDATORY. NO DOWNWARD DEVIATION IS ALLOWED. IN CASE OF ANY DEVIATIONS IN SPECIFICATIONS OF THESE ITEMS, THE BID WILL BE SUMMERILY REJECTED.

The bidder has to attach a technical compliance sheet in the following format:

Sl. No.	Description of Items	Make & Model No.	Qty	Unit	Offered Specification	Remarks
1						

BANK GUARANTEE (BG) FORM
BID SECURITY

Whereas

.....
(Hereinafter called "the Bidder") has submitted his bid dated..... against the RFP floated by WBEIDC Limited RFP ref:.....dated (hereinafter called "the Bid").

KNOW ALL MEN by these presents that WE.....(Branch Name) of (Bank Name) having our registered office at (hereinafter called "the BANK") are bound unto WBEIDC Ltd. in the sum of Rs. for which payment well and truly to be made to the said WBEIDC Ltd, the BANK binds itself, its successors and assigns by these presents.

The Conditions of this obligation are:

1. If the Bidder withdraws its bid during the period of bid validity specified by the Purchaser.
2. If the Bidder does not accept an arithmetical correction in its Bid Price.
3. In the case of a successful Bidder, if the Bidder fails within the specified time limit to furnish the acceptance of Letter of Intent.
4. In the case of a successful Bidder, if the Bidder fails within the specified time limit to furnish the required Contract Performance Guarantee in accordance with the RFP.

We undertake to pay WBEIDC Ltd up to the above amount upon receipt of its first written demand, without the WBEIDC Ltd having to substantiate its demand, provided that in its demand the WBEIDC Ltd will note that the amount claimed by it is due to it owing to the occurrence of anyone or more of the above conditions specifying the occurred condition or conditions.

BG will be valid up to

This Guarantee will remain in force upto and including 60 days after the period of price validity, and any demand in respect thereof should reach the BANK not later than the above date.

(Signature of the BANK)

SEAL OF THE BANK

Dated: ----- day of -----(month) 20.....

Name of Witness (Signature of the Witness)

Address of Witness Date:

DOCUMENT TYPE: TENDER SPECIFICATIONS

Sr. No.	Requirement Specifications
1	The equipment should be electronic type. The system shall have microprocessor / micro controller based on Stored Program Control Technique. It should employ PCM/TDM, 100% non-blocking, digital switching technology.
2	The system should have distributed processing architecture, SLIC and SMT Design.
3	The system should be built on a universal slot architecture and modular in design to enable seamless growth, by adding the desired necessary cards as and when required. Any peripheral card can be inserted in any slot of the platform, whereby it is possible to increase or decrease the trunk lines or subscriber lines of the system as per the requirement in future as per mentioned maximum requirement.
4	The architecture of the system should be capable of seamless migration to its maximum capacity by simply adding peripheral cards in the same chassis without compromising functions/features of the system. The architecture should be non-stackable eliminating individual power supply for each chassis.
5	The system should have multiple port interfaces such as analog extension, digital key phone, IP extension, CO line, GSM/3G, PRI/E1 and VoIP. All interfaces shall be in the form of expansion cards and can be plugged into the universal slots of the system as and when required in the future.
6	The system should have combo cards (any combination of PSTN,DIGITAL and ANALOG) to have flexible configuration and save on the resources of universal slots.
7	The system should retain traditional networks (CO, ISDN) along with access to VoIP and GSM networks in single platform just by adding expansion cards
8	The system should be suitable for DTMF as well as the FSK type of telephone instruments.
9	The system should be possible to reach the capacity of main system up to 48 extensions, 6 PRI and 32 digital extensions, 16 CO lines on the same platform without adding any cabinet and with single power supply.
10	The system power supply should be inbuilt and SMPS type, it shall also work on 230V AC supply.
11	The system should support have rack, wall or table top mounting options.
12	The system should have an ISDN Digital platform and shall be compatible with ISDN PRI line of Local Service Provider.
13	Multiple systems at different locations should be able to connect with each other without any link licenses.
14	The system should have built-in public address port and external music port.
15	The system should be license-free to use third party SIP phones.
16	The system should have built-in 15 participants conference i.e. 3 conferences of five parties each or 1 conference of 15 parties should be offered built-in with the platform.
17	The system should have built-in auto attendant facility and should be able to answer minimum 5 calls simultaneously and should support dial-by-name.
18	The system should have in-skin GSM card so that the multiple SIMs can be inserted on the GSM card plugged on to the PBX platform. Hence, the calls on GSM mobile can be routed through these SIMs and contribute in reduction of overall telecom bill. External device for GSM connectivity should not be mandatory.
19	The system platform should always be ready for ISDN and VoIP. Only ISDN & VoIP cards must be added for functionality.
20	The system should support SMPP protocol to send/receive SMS using in-skin GSM SIMs within system. Any software required to send/receive SMS should be quoted separately.
21	The system should have at least 1 RS232 port for SMDR/PMS/CAS Interface.
22	The system should have the functionality to be programmed through Analog telephone, Digital key phone and Ethernet without any external devices.
23	The system should have a built-in remote maintenance facility. It should have the facility be programmed remotely over the internet without any modem required on the PBX side.
24	The call ringing sequence should be programmable and have options such as simultaneous ring, hunting off, round robin and delayed simultaneous.
25	Caller Line Identification (CLI) on Analog and digital/PRI trunks should be built-in for both DTMF and FSK telephone
26	Detail reports of all system parameters should be generated through the SMDR port of System. External third party Billing software should not be required for basic report generation. Reports should be directly saved in PDF format.
27	The system should be QSIG ready (for PRI) for networking and feature transparency between two or more exchanges.
28	Each port of the system should be programmable. It should have programmable features port-wise/extension-wise.
29	The system should support flexible numbering for extensions such as it may have extensions with 1 digit, 2 digits and up to 3 digits numbers as well as in combination of all.
30	The system should have built-in web based software programming tool for system administration.
31	Access codes, system timers and access to features should be programmable.

32	Storage of outgoing, incoming and internal call reports should be generated on SMDR port of the system. It should also be available online through Ethernet Port.
33	The system should have built-in outgoing Call Log buffer of 6000 calls, incoming call log buffer of 5000 and call log buffer of 1000 internal calls.
34	Voice guided auto-attendant should be built-in.
35	System should support dial form the directory. There should be minimum 900 numbers possible and shall also possible to dial it as an abbreviated number.
36	Features given to an extension should be accessed from any other extension by dialing the feature access codes.
37	The system features should have class of service, night service, conference, auto diagnostic etc. Class of service shall be unrestricted, STD restricted and semi restricted.
38	The System should support SMS to Email and Email to SMS Feature without use of any additional software.
39	The system should support SMS on NO reply.
40	The system should have built-in SNTP client.
41	The system should have features as CLI based routing, call duration control, least cost routing i.e. time, number or combination of both.
42	Extension features should have an extension to extension call, extension to central office, extension to operator, automatic call back, call transfer, call forward, follow me, executive/secretary, do not disturb, barge-in, raid, Boss ring, Priority emergency reporting etc.
43	The system should have a conversational recording in the mail box should be available with voice mail system card of the system. Conversation recording should be possible on Analog/Digital/IP deskphones as well as Mobile SIP Smartphones (Android/iPhone).
44	The system should have security dialer. i.e., system should have provision to any sensor such as Glass break sensor; fire sensor etc. should connect directly to the system. When sensors get activated system will dial out the pre-programmed number and deliver prerecorded emergency message as well as request for confirmation.
45	The system should support following features of IP telephony: Dynamic DNS, Registrar Server, Proxy Server, Presence Server, NAT and STUN, VoIP codec G.711u, G.711a, G.723, G.729
46	The system should provide IP functionality to support IP extensions and trunks over SIP protocol. It should be possible to support IP trunks and extension with the single VoIP expansion card. Further expansion of VoIP channels should be possible with an expansion card.
47	The system should support 50 IP Users and 16 VoIP (SIP) Trunks.
48	Varied type of open SIP/IP Terminals such as IP Phone, SIP softphone and Mobile SIP Client should be supported.
49	The VoIP card should have 16/8 channels per card and such multiple cards shall be used to increase the number of VoIP channels.
50	The manufacturer should also have an application for Android and iPhone so that the enterprise mobility can be extended for the Smartphone users.
51	No licensing for Android/iOS based smartphones as office extensions. Proprietary mobile softphone client should be
52	Supplied IP Phones and PC based soft phones should be of the same manufacturer.
53	IP functionality of the system should be in the form of in-skin interface card and can be inserted in the any slots on the platform.
54	The system should integrate in-skin voice mail card with 72 hours of storage capacity and dedicated mailbox for each extension. It should support expandable storage capacity up to 576 hours.
55	The system should have a conversational recording in the mail box available with voicemail card of the system. Conversation recording should be possible on Analog/Digital/IP as well as Mobile SIP Smartphones (Android/iPhone).
56	IP phone operational functionality should be same as Digital Extension of PBX.
57	The system should support SNMP.
58	The system should support video conferencing over ISDN PRI.
59	The system should have capability to support video call over IP.
60	The system should be 19" rack-mountable.
61	The system should be IPv6 compliant.
62	System should be Fully operational between Temperature 0°C to +45°C
	System should have in-skin Voicemail System with following features:
	Attend as much as 16 calls simultaneously with flexibility of routing callers to desired extension or delivering information depend upon the selection
	Dial-by-Name to reach the intended user directly without knowing/remembering extension number
	Selectively allocate voicemails to users with the flexibility of customizable mailbox size and greetings for All/Selective users
	Group mailbox to share messages between departmental groups
	Anywhere access to voice mail with just a phone call

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Password protected secured voice mail access
Record important conversations for future reference and record maintenance
Redirection of voice mails to another extension in case of non-availability
Tag voice mails while Forwarding Messages to Another Mailbox
Broadcast voice message to a group of personnel, at a go
Distribution lists for delivery of voice mails to different set of users or groups
Message wait indication via ring, change in dial-tone, voice message or message wait lamp
Notification of a new voice mail via email alert or a phone call
Extension features shall have an extension to extension call, extension to central office, extension to operator, automatic call back, call transfer, call forward, follow me, executive/secretary, do not disturb, barge-in, raid, Boss ring, Priority emergency reporting etc.
Operator features shall have the assistance to extension, attended call transfer, call intercept, indication of call waiting night service control etc.

The system should comply following feature list:

• Abbreviated Dialing (Global & Personal)
• Access Codes (Programmable)
• Account Codes (Forced)
• Alarm-Multiple
• Alarms
• Alarm-Snooze
• Allowed and Denied Lists
• Alternate Number Dialing
• Analog Input Port (AIP)
• Analog Output Port (AOP)
• Anonymous Call Rejection (SIP)
• Auto Call Back (Busy, No Reply)
• Auto Redial
• Auto-Attendant
• Automated Control Applications
• Background Music (DKP and SL T)
• Backup SMDR
• Backup-System Configuration
• Backup-System Software
• Barge-in
• Boss Ring
• Call Budget on Extensions
• Call Budget on Trunks
• Call Chaining
• Call Cost Calculation
• Call Duration Control
• Call Follow Me
• Call Forward (Busy, No Reply , Dual Ring and to External Number)
• Call Park (General and Personal Orbit)
• Call Pick Up (Group and Selective)
• Call Progress Tones (Programmable)
• Call Splitting
• Call Taping
• Call Transfer (Screened, On Busy ,
• While Ringing, Trunk to Trunk)
• Calling Line Identification &
• Presentation (CLIP)
• Calling Line Identity Restriction (CLIR)
• Cancel All Station Features
• Class of Service (COS)
• CLI based Routing
• Closed User Group (With/Without Exchange ID)
• Computer Telephony Integration (CTI)

- Conference Dial-in
- Conference – Multiple Participants
- Conflict Dialing
- Continued Dialing
- Conversation Recording
- Date and Time Format
- Daylight Saving Time (DST)
- Direct Inward Dialing (DID)
- Day-Night Mode
- Department Call
- Digest Authentication (on SIP)
- Direct Dialing-In (DDI on T1/E1/PRI)
- Direct Inward System Access (DISA)
- Direct Outward System Access (DOSA)
- Direct Station Selection Console
(DSS Console)
- Distinctive Rings
- Do-Not-Disturb (DND)
- Do-Not-Disturb (Remote)
- Door Phone Connectivity (ETERNITY PE)
- Dual Ring
- Dynamic DNS (DDNS)
- Dynamic Lock (Manual)
- E-mail Notification (VMS)
- Embedded Registrar and Proxy Servers (SIP Server)
- Emergency Calls Detection and Reporting
- Emergency Conference
- Emergency Number Dialing
- External Call
- External Call Forward (ECF)
- External Music Port (AIP)
- Fax over IP (T .38 Relay and Pass-Through)
- File Transfer Protocol
- Flexible Numbers (Up to 6 Digits)
- Forced Answer
- Help Desk
- Hold
- Hot Desking
- Hot Outward Dialing (With/Without Number & Delay)
- Hotline (Immediate and With Delay)
- Hunting/User Group
- Incoming Call Management
- Installation Wizard
- Internal Call
- Internal Call Restriction
- Interrupt Request
- Last Caller Recall
- Last Number Redial
- Least Cost Routing (Number , Time and Service
Provider to Service Provider , Carrier Pre-Selection)
- Live Call Screening (VMS)
- Live Call Supervision
- Logical Partitioning
- Maturity (Polarity Reversal, Delay , CPD)
- Meet Me Paging
- Menu based Command (DKP)
- Message Wait Indication

• Missed Calls
• Music-On-Hold
• Mobile Port (GSM/3G Port)
• Multi-Stage Dialing
• Mute
• Name Programming (Station, Trunk)
• NAT and STUN (VoIP)
• Network Selection (GSM)
• Off-Hook Alert (DKP)
• Online SMDR
• Operator (Single, Multiple)
• Override
• Paging (Internal and External)
• Peer-to-Peer Calling
• Priority (Intercom and Trunk)
• Privacy
• Programming the System (Using SL T , DKP , Ethernet Port)
• Public Address System Port
• Quick Dial
• Raid
• Real Time Clock
• Region Selection
• Remote Alarm
• Remote Call Forward
• Remote Programming
• Routing Group
• Return Call to Original Caller (RCOC)
• Room Monitor
• RS232C Port
• SMDR Posting (Call Accounting System Interface)
• SMS Gateway
• SMS Server
• Security Dialing and Reporting
• Self-Ring Test
• Selective Trunk Access
• SIP and RTP QoS (VoIP)
• Station Groups
• Station Message Detail Record - 12000 Records)
• Station Name
• System Activity Log and Display
• System Administrator (SA) Mode
• System Engineer (SE) Mode
• System Fault Log
• System Security (Password)
• Time Tables
• Time Zone Display
• Toll Control
• Trunk Access Group
• Trunk Auto Answer
• Trunk Connectivity (BRI)
• Trunk Connectivity (GSM/3G)
• Trunk Connectivity (T1/E1/ISDN PRI)
• Trunk Connectivity (TWT or CO)
• Trunk Connectivity (VoIP)
• Trunk Reservation
• Upgrading the Software

- User Absent/Present
- Virtual Stations
- Voice Message Applications
- Voice Prompts for T ones
- Walk-In Class of Service (Single/Multiple calls)
- Web based Programming
- GSM Trunk Connectivity
- Automatic Call to Missed (Predefined) Calls on Trunks
- Routing of calls to only permissible legal networks (Logical Partitioning)
- SMDR through Ethernet Port

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- Mobile Soft client features for android/iPhone :**
- Shall be installed on android OS 2.2 or later
 - Shall be installed on IOS 7 or later
 - Comprehensive Call Management
 - One-Touch Access to PBX Features
 - Corporate Directory Integration
 - Video Calling
 - Favorites
 - Presence Sharing and Instant Messaging
 - Voice Mail Access
 - Conversation Recording
 - Call management – call hold, transfer, forward, DND and intercom
 - Multiparty audio conferencing
 - Blind transfer
 - Menu options - Call Pickup, Paging, Message wait, Call Retrieve, Alarm and Reminder, Dynamic Lock, Dial-In
 - Dial by extension
 - Call Screening - ACB, Forced Answer, Global Hold, General Call Park, Call Chaining,IR & Barge-IN
 - Multiple call support
 - SMS over IP
 - One touch transfer
 - Wi-Fi to cellular handover
 - Multiple language support
 - Call toggle
 - Auto call back
 - Auto redial
 - Forced answer
 - Open a door
 - Call logs
 - Missed calls notification
 - DND override

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- UC client Features:**
- Windows Desktop based UC Client for Seamless Collaboration
 - Corporate Directory Integration
 - 1000 DSS & 600 BLF keys for Monitoring
 - Popup Window for Incoming Message and Call
 - Presence Sharing and Instant Messaging
 - Video Calling
 - Drag and Drop Conference
 - Contact Grouping
 - Video call
 - Voicemail
 - Favorites
 - Call management – call hold, transfer, forward, DND and intercom
 - Multiparty audio conferencing
 - Blind transfer
 - Menu options - Call Pickup, Paging, Message wait, Call Retrieve, Alarm and Reminder, Dynamic Lock, Dial-In
 - Handover to external number

- Smart directory access
- Dial by extension
- Call Screening - ACB, Forced Answer, Global Hold, General Call Park, Call Chaining, Call Recording, IR & Barge-
- Multiple call support
- SMS over IP
- One touch transfer
- Call toggle
- Auto call back
- Auto redial
- Forced answer
- Open a door
- Call logs
- Missed calls notification
- DND override