



**WEST BENGAL ELECTRONICS INDUSTRY DEVELOPMENT
CORPORATION LIMITED.**

**WEBEL BHAVAN
BLOCK-EP&GP
SECTOR – V, BIDHANNAGAR
SALT LAKE
KOLKATA – 700 091**

Tender Documents

**For Annual Maintenance Contract (comprehensive) for CCTV Surveillance
System Installed at Webel DQE Animation Academy, Salt Lake, Sec-V,
Kolkata-700091**

Price: Rs.500



WEST BENGAL ELECTRONICS INDUSTRY DEVELOPMENT CORPORATION LIMITED

Notice Inviting Tender

NIT No: – EC:07:Webel DQE : AMC CCTV: 2020-21: 12

Dated: 31.12.2020

West Bengal Electronics Industry Development Corporation Ltd. (WBEIDC Ltd) / Webel invites sealed tenders from the firms who are eligible as per eligibility criteria given herewith for the under mentioned work.

1. Name of Work: Annual Maintenance Contract (comprehensive) for CCTV Surveillance System Installed at **Webel DQE Animation Academy**, Salt Lake,Sec-V,Kolkata-700091
2. Location: **Webel DQE Animation Academy**, Salt Lake,Sec-V,Kolkata-700091
3. Tenure of work: 12 months from the date of LOI /LOA.
4. Cost of tender documents: ₹ **500.00** (Rupees Five Hundred only) in form of Demand Draft/ Pay Order (non-refundable) in favour of WBEIDC Ltd.
5. Earnest Money Deposit: ₹ **2,000.00** (Rupees Two Thousand only) in form of Demand Draft/Pay Order drawing in favour of WBEIDC Ltd.
6. Availability of tender: Tender Document is to be downloaded from the WBEIDC website **www.webel-india.com**
7. ~~Pre Bid meeting:-~~
8. Last date of receipt of tenders: Before 3.00 P.M. on 11.01.2021 as per instructions in Tender documents.
9. Address of tender submission : Office of GM (IDM-M),
Webel Bhavan, Block – EP & GP,
Salt Lake, Sector-V, Kolkata – 700091
Tel: 033 23576960/2339 2376/2377

Date and time of opening Cover – I: 3.30 P.M. on 11.01.2021

10. Date of opening Cover – II: After examining the Cover-I of the tender, WBEIDC will open Cover-II of only those eligible tenderers who have satisfied the requirements of Cover-I. Schedule date & time of opening of Cover- II will be intimated to eligible tenderers in due course.
11. Validity of offer: For a period of 60 days from cover – II opening. Tender to be submitted in two parts i.e. Cover-I and Cover-II separately, sealed and superscribed with the name of the work & NIT No.

Cover-I : Forwarding letter, Tender Cost, EMD, Tender Document duly filled(without price bid), Signed-sealed copies of all aforesaid credential in similar works and statutory documents, Record Notes of Pre-bid meeting if any duly signed and stamped if any.

Cover-II: Shall contain the offered price (Annexure – ‘B’ of the Tender Document) duly filled with hand written in original tender document. No other condition stipulated in Cover-II, other than unconditional general rebate, shall be accepted. All pages of the Tender Document should have original signature with seal of the tenderer.

12. Cover-I will be opened on 11.01.2021 at 3.30 P.M. onwards in presence of WBEIDC officials and Tenderers who desire to attend. After examining the Cover-I of the tender, WBEIDC will only open the Cover-II of the successful tenderers who have satisfy the requirement of Cover-I.

Delays in submission of any part arising out of the postal irregularities/or any other at any stage will not be considered. Also the WBEIDC will not be responsible for damage in transit in case of Postal Delivery.

In case the date of opening of tenders is declared as a holiday, the tenders will be opened on the next working day at the same time or will be intimated by WBEIDC.

GENERAL TERMS & CONDITIONS OF THE CONTRACT (GTC)

1. The period of contract will be 12 (Twelve) months from the date of placement of work order. The period of contract may be extended for another term of one year or multiple of it against the prayer from the Agency. However, the same is dependent on their satisfactory services / performance, although the decision of the management in this respect is final.
2. Security Deposit shall be 10% of accepted value (Value=Monthly rate X 12 months) of the tender including EMD. The successful tenderer will have to deposit the balance amount of SD (after adjusting the EMD value of Rs.2000/-) in the form of DD drawn on any scheduled Bank and shall be deposited within 10 days from the date of acceptance of Work Order. The above said SD will be retained during the contract period which also includes the extended period after initial 12 months, if any. The deposit will not carry any interest and will be refunded after 3 months of expiry of the contract (satisfactory completion of work). In the event of breach of contract or found unsatisfactory performance by the contractor, the security deposit will be forfeited & WBEIDC management decision in such matter shall be final.
3. The maintenance charges shall be paid to the contractor after the end of each month. 1% labour cess will be deducted from the bill. The contractor shall submit monthly bill along with service reports/ certificates duly signed by WBEIDC's representative indicating that, the whole work is carried out satisfactorily.
4. Rates quoted by the contractor shall be firm for the entire period of the contract.
5. The rates quoted shall include cost of all tools and tackles, manpower cost including wages, applicable taxes, levies, etc., payable to the appropriate authority. No extra payment over and above the rate quoted shall be made to the contractor in this respect.
6. The contractor should comply with the requirements of latest Labour Acts and Minimum Wages Act, 1948 and its latest amendment including taking necessary insurance cover for its staff, if required.
7. WBEIDC does not recognize the existence of Sub-Contractors. The Contractor's responsibility is not transferable.
8. The contractor shall be solely responsible for all injury to the workmen and for all damages caused to the building and other properties that may occur due to negligence, carelessness, accidental or any other reasons whatsoever. If required, contractor may obtain necessary insurance cover for his employees. The contractor shall fully indemnify WBEIDC and hold WBEIDC harmless in respect of all and any such expenses arising from all such injury or damages to any persons(s) or property as aforesaid and also in respect of any claim made in respect of injury or damage under any act of compensation or damage consequent upon such claim.
9. In case of unsatisfactory service, WBEIDC reserves the right to terminate the contract by giving 30 days' notice and forfeit the security deposit. Before quoting, the bidder may visit the site and make himself familiar with the site, nature and conditions of work involved.

10. The successful contractor is required to give an undertaking with the bill that he is making regular payments to his employees as per the Minimum Wages Act and complies all other applicable laws.
11. The contractor is required to carry out additional minor repair/replacement works. No additional payment for the same shall be made as it is deemed to be included in the quoted cost.

Scope of Work for CCTV Surveillance System comprehensive AMC at DQE

- a) AMC shall include the repair/replacement of defective parts with the parts of equivalent or higher specification and details of replacement should be provided to the competent authority. A standby arrangement is also mandatory in such cases. bidder has to take the required backup of important data.
- b) Bidder has to keep spare parts available to provide AMC support. Telephonic support is to be provided on immediate basis for smooth functioning of equipments.
- c) Barring force majeure any damages should be covered under this comprehensive annual maintenance contract.
- d) The firm has to ensure uninterrupted recording of CCTV surveillance system. It includes relocation of CCTV cameras and time to time to check proper connectivity of surveillance system.
- e) The qualified firm is supposed to respond within 8 hours in the case of any break down or complaint launched from Webel. The same complaint must be resolved in 24 hours otherwise 1% penalty shall be liable to be imposed.
- f) The qualified firm should maintain minimum two engineers with B.Tech as desired qualification and having enough knowledge in the field of CCTV surveillance System and networking. The firm must produce the evidence/proofs for above mentioned parameters.
- g) Only genuine and same make spare parts will be used.
- h) The firm shall also be responsible for deployment of necessary staff for regular visit twice in month for cleaning of all hardware using suitable cleaning material and supportive equipment. Preventive maintenance includes proper network cabling and to resolve the issues with respect to loose connections. A separate log book shall be maintained for preventive maintenance record.
- i) The equipment's are normally required to be repaired in Webel only. In exceptional cases when the equipment's cannot be repaired in the office premises and required to be taken to the workshop, the Webel will not make any payment towards cartage and the expense for the to and fro transportation of the machines will be borne by the firm concerned.
- j) The equipment being taken to the workshop for repair would be at company's own risk and expenses. Any damage or loss caused to the equipment or their part due to negligence, mishandling shall be made good by the company.
- k) All tools and testing instruments required for checking testing and attending to routine maintenance and breakdowns shall be arranged by the bidder.
- l) The bidder shall ensure the proper working of recording of the video obtained from the CCTV cameras and necessary backup has to be taken in the form of DVD/CD in the regular interval as instructed. The provision of DVD/CD shall be in the scope of work of tender.
- m) It shall be the responsibility of the firm to make all the CCTV surveillance system and equipment work satisfactorily throughout the contract period and to hand over the systems in working conditions to the Webel after expiry of the contract.
- n) Bidder must submit monthly System Inspection report duly signed by the WBEIDCL Authority.
- o) Entrusted bidder will provide single point of contact for AMC support.
- p) Entrusted bidder will provide Call lodge service line no. and e-mail.



q) All materials and Reports generated by company under this agreement shall be deemed to be “work made for hire” and own exclusively by Webel. The Company recognizes that in the course of the transactions, it may be privy to certain information (“Confidential Information”), relating to Webel work including legal, financial, technical, commercial, marketing and business related records, data, documents, reports, (whether or not the information is marked or designated as “Confidential” or “Proprietary”). The company agrees that it shall:

- Keep all Confidential Information strictly confidential and shall not, divulge such
- Confidential Information to any person. Take all steps to protect the integrity of the Confidential Information and to ensure

- against any unauthorised disclosure thereof; Promptly inform Webel of any potential or accidental disclosure of the Confidential
- Information and take all steps, together with Webel, to retrieve and protect the said Confidential Information
The company must ensure confidentiality regarding handling of all information

- obtained within the Control Room, whether videotapes, snapshots, written, verbal and other sensitive materials held within the Control Room and in Webel premise. Engineer not engages in any private work /act/practice in Webel premise.
- Renting, lending and copying of any software and hardware products are completely prohibited.
- Ensure all storage and apparatus should be virus free.
- Any breach of this clause may cause Webel substantial and irreparable damages, and in any event of such a breach, in addition to other remedies, which may be available, the Webel shall have the right to seek specific performance

NIT No: – EC:07:Webel DQE : AMC CCTV: 2020-21: 12

Dated: 31.12.2020

BILL OF MATERIALS for CCTV Surveillance System Installed at DQE Animation Academy

			DQE Animation Academy
Sl. No.	Item	UOM	Qty.
1	Dome Cam	No.	21
2	NVR (32 Channel)	No.	1
3	NVR Storage 6 TB (HDD)	No.	4
4	32" LED TV	No.	2
5	24U Rack	No.	1
6	CAT6 Cable	Mtr.	915
7	24 port patch panel	No.	1
8	Cat 6 Patch Cords 1 mtr	No	25
9	Cat 6 Patch Cords 2 mtr	No.	25
10	PVC Conduit	Mtr.	915
11	Layer 2 Managed Switch 24 port PoE	No.	1
12	Client PC	No.	1
13	3KVA UPS	No.	1
14	UPS Battery 12V 65Ah	No.	4
15	Misc	L S	1

Checklist (To be submitted along with Tender Application)

1	2	3	4
Ref. No.	Qualifying Criterion	Particulars	Enclosure check list
1	<p>TURNOVER :</p> <p>(Annualized average financial turnover during the last three years ending 31st March 2020)</p> <p>(This is required only for information and will not qualify /disqualify any bidder)</p>	<p>Year INR (in Lacs)</p> <p>2017-18</p> <p>2018-19</p> <p>2019-20</p> <p>Average :</p>	<p>Proof of turnover enclosed (Abridged balance sheet and profit & loss A/c) :</p> <p>YES/NO</p>
2	Permanent Account No. (PAN)		<p>Copy of PAN card enclosed :</p> <p>YES/NO</p>
3	ESI		<p>Copy enclosed :</p> <p>YES/NO</p>
4	PF		<p>Copy enclosed :</p> <p>YES/NO</p>
5	GSTIN		<p>Copy enclosed :</p> <p>YES/NO</p>
6	Trade License		<p>Copy enclosed :</p> <p>YES/NO</p>
7	Details of tender fee & EMD in favour of WBEIDC Ltd	<p>DD Nos.</p> <p>_____</p> <p>Dated :</p> <p>Bank : _____</p>	<p>DD enclosed :</p> <p>YES/NO</p>
8	Copy of completion certificate / work order of similar nature and value of job		<p>Copy enclosed :</p> <p>YES/NO</p>

Financial Offer

(Financial offer to be submitted with Cover-II)

(NIT No: – EC:07:Webel DQE : AMC CCTV: 2020-21: 12 dated 31.12.2020

Tender for AMC of CCTV Surveillance System Installed at Webel DQE Animation Academy

SI No.	Description of the work	Location of site	AMC Total cost per month inclusive of taxes	AMC Total cost per year inclusive of taxes
10	Annual Maintenance Contract of CCTV Surveillance System installed at Webel DQE Animation Academy as per the terms and conditions and scope of work.	Webel DQE Animation Academy, Salt Lake, Sec-V		

Note :

The rates quoted shall inclusive of all tools and tackles, manpower cost including wages, liveries etc. & applicable taxes.

We accept all the terms and conditions of this tender document.

[Authorised Signatory]

Date :

Stamp:

BIDDERS’S DETAILS

(NIT No: – EC:07:Webel DQE : AMC CCTV: 2020-21: 12)

1.	Name of the Firm	
2.	Registered Office	
	Address Contact Number	
	Fax Number	
	E-mail	
3.	Correspondence / Contact address	
	Name & Designation of Contact	
	person Address	
	Contact Number	
	Fax Number E-mail	
4.	Is the firm a registered company? If yes, submit documentary proof	
5.	Year and Place of the establishment of the company	
6.	Former name of the company, if any	
7.	A prospective bidder shall be allowed to participate in the tender in the capacity of as single entity (excluding partnership company & joint ventures or collaborations)	
8.	Submit valid GST Registration certificate.	
9.	Total number of employees. Attach the organizational chart showing the structure of the organization.	
10.	Are you registered with any Government / Department / Public Sector Undertaking (if yes, give details)	

11.	How many years has your organization been in business under your present name? What were your fields when you established your organization	
12.	<p>What type best describes your firm? (Purchaser reserves the right to verify the claims if necessary)</p> <p style="padding-left: 40px;"> Manufacturer Supplier System Integrator Consultant Service Provider (Pl. specify details) Software Development Total Solution provider (Design, Supply , Integration, O&M) IT Company </p>	
13.	Number of Offices in district head quarters in West Bengal	
14.	List the major clients with whom your organization has been / is currently associated.	
15.	Have you in any capacity not completed any work awarded to you? (If so, give the name of project and reason for not completing the work)	
16.	Have you ever been denied tendering facilities by any Government / Department / Public sector Undertaking? (Give details)	

Authorized Signatory (Signature In full): _____

Name and title of Signatory: _____

Company Rubber Stamp: _____