



**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 (non-comprehensive) for CCTV
Surveillance System Installed at Siliguri (Ph- I & II) IT Park.**

Price: Rs.500



WEST BENGAL ELECTRONICS INDUSTRY DEVELOPMENT CORPORATION LIMITED

Notice Inviting Tender

NIT No: – EC:07:Webel: IT Park: AMC: CCTV: 2021-22: 033

Dated: 15.02.2022

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 (non-comprehensive) for CCTV Surveillance System Installed at Siliguri (Ph- I & II) IT Park.
2. Location: Webel IT Park, Paribahan Nagar, Matigara, Siliguri, Dist.: Darjeeling, PIN: 734010,
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: A Pre-bid meeting will be held on 18.02.2022 at 03:00 PM. Interested Agencies may attend the same.
8. Last date of receipt of tenders: Before 3.00 P.M. on 25.02.2022 as per instructions in Tender documents.
9. Address of tender submission : Advisor (IDM-Maint.),
Webel Bhavan, Block – EP & GP,
Salt Lake, Sector-V, Kolkata – 700091
Tel: 033 2339 2322/2377

Date and time of opening Cover – I: 3.30 P.M. on 25.02.2022

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 90 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 25.02.2022 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.

SPECIAL TERMS & CONDITION (STC)

- Any complaints in respect of the scheduled jobs/ defective equipment/parts/repairs etc. should be attended by the service contractor at the earliest after obtaining the information. The Turnaround time for any call Log to be maintained as below:

Turnaround time:

Severity	Severity Description	Resolution Time in Hrs
Initial Response	On Logging of Call	4 hrs from Logging of Call
Minor Defect	On Logging of Call	8 hrs from Logging of Call
Major Defect	On Logging of Call	24 hrs from Logging of Call

- Contractor should have its Service line number, e-mail ID in West Bengal for any technical support query from the end customer. Service line number, e-mail ID should be mentioned in the letter and submitted along with the bid duly signed by the tenderer.
- The material charges, if any, shall be paid to the contractor on reimbursement basis subject to production of invoice/ cash memos, relevant supporting documents and after verification from market. Contractor is to take up such works only after obtaining due approval of WBEIDC . WBEIDC management decision in all such matters shall be final and binding on the contractor.
- Monthly bill would be raised by the Agency regularly. Pro-rata deductions of claimed amount against their bill may be made by the Corporation for lack of proper execution / non execution of any work / part of the work as mentioned in Order.
- If the Corporation finds any of the Agency’s workmen unsuitable on good and reasonable ground, the decision of WBEIDC shall be final and binding. And in all such cases, if so required, the Agency shall have to replace such personnel immediately.
- The contractor shall have to comply with the Scope of work with stated frequency of job, General Terms & Conditions and Special instruction, if any, as furnished in respective Annexures.
- The bidder shall also comply with provision of ESI Act. 1948 and rules framed there under in respect of your workers to be engaged for this job. The agency shall have to obtain ESI Code Number from the local ESI authorities for the said purpose and furnish the Code Number allotted by **ESI authorities**.
- The bidder shall confirm to in all respect with provision of any such statute, ordinance or law as aforesaid and the rules, regulations or bye-laws of any local or other duly constituted authority which may be applicable to the works or to any temporary work and such rules and regulation of public bodies as aforesaid and shall indemnify the

Corporation against all penalties and liability of every kind of breach of any such statute, ordinance, law rule, regulations or bye-laws etc.

9. The contractor hereto agrees that it shall comply with all applicable union, state and local laws, ordinances, regulations and codes in performing its obligations hereunder, including the procurement of licenses, permits certificates and payment of taxes where required.
10. The agency shall have to comply with the provisions of all labour rules, wages Act and 1948 Workmen's Compensation Act and modification thereof in respect of men to be employed by the Contractor, for carrying out the specified job observing the latest amendment in Minimum Wages Act and workmen's compensation Act. Moreover, the Agency shall have to pay at least Minimum wage to the deployed persons, as fixed by Govt. of West Bengal, during the tenure of the contract.
11. The agency shall have to register with **Provident Fund Authority** under Contract Labour Act and consequently they shall have to obtain PF Registration number. The Agency shall also have to deposit requisite amount to PF authority as per statutory PF Rules applicable for Contract Labour.
12. The Contractor make necessary survey (with technical team) to understand the system conditions / healthiness before accepts the system under Annual Maintenance Contract.
13. Annual Maintenance Contract shall cover cost of consumables, if required, for preventive maintenance or repairing of the system or any part of the system. In case of any items, which require replacement shall be chargeable and will be compensated. In such cases, prior approval from WBEIDC is to be taken by the contractor.
14. Annual Maintenance Contract covers Preventive Maintenance once in a month.
15. A Log book / register shall be maintained at site for keeping records of the system healthiness and other relevant information's on whole period of Annual Maintenance Contract.
16. Rules of Preventive Maintenance Services shall follow the guideline either of **ISI** or **BIS**, as and when define.
17. Required Consumables under Annual Maintenance Contract shall be under scope of bidder.
18. Renewal of NVR licence, if any, shall be under the scope of the contractor to maintain the CCTV system. Contractor must deal with the OEM regarding any technical support for smooth functioning of the entire CCTV system.
19. Annual Maintenance Contract shall also include a professional training to all security persons and WBEIDC officials at site once in a quarter.

20. From minor defects to complete break – down of the systems, the agency always informs to the owner with a complete report of the systems along with list if items required for repairing the system along with estimated cost.
21. Required freight charges to be paid by the contractor in case of machineries handling for repairing. No additional payment for the same shall be made as it is deemed to be included in the quoted cost.
22. The Bidder always update the customer with features and benefits about the technical advancement happenings / possibilities of the systems.
23. In case of changes of installation location of any items or the whole systems that already installed with the system shall be charged separately.
24. Bidder should never or is black listed / banned /removed from any Govt./ PSU/ Consulates in India or abroad. Declaration in this regard is to be submitted duly signed by the tenderer.
25. Bidder must have credentials for execution of similar type CCTV AMC job in Govt. building/ Offices or Reputed Private Organizations. Also, the bidder, preferably, should have service setup at nearby area.
26. The Bidder shall be deemed to have carefully examined the Bid document to his entire satisfaction. Any lack of information shall not relieve the bidder of his responsibility to fulfil his obligation under the bid. If the bidder has any queries related to bid document, he can send the queries before the Pre Bid Meeting by e-mail at this address (amit.dey@webel-india.com).
27. WBEIDC reserves the right to reject any bid and to annul the bidding process and reject all bids at any time prior to award of Contract, without thereby incurring any liability to the affected bidder(s) or any obligation to inform the affected bidder(s) of the grounds for such decision.

SCOPE OF WORK

The scope under this work as follows,

- Routine checking & servicing of the CCTV Surveillance System should be carried out, **once in a month** and your job card / call book / service register should **definitely be signed by our representative** for each service rendered
- During the AMC period bidder will try to provide the technical support as early as possible.
- Engagement of Service Engineers for the dedicated IT parks having adequate qualification, knowledge and experience on CCTV System.
- Bidder must submit monthly System Inspection report duly signed by the IT Park In charge.
- Bidder must arrange all required tools /equipments for AMC support.

- **CCTV System Maintenance Checklist:**
 - i) Check the camera lens is focused and adjusted properly.
 - ii) Check the camera view hasn't been knocked off path and you can see the perimeter clearly.
 - iii) Clean any dust or marks off the camera lens with a can of compressed air and wipe down the camera casing with a microfiber cloth.
 - iv) Check that the motion detection sensors are working, if it is available with the solution.
 - v) Use the controller to check that the camera's functions, such as zoom and pan are working correctly.
 - vi) Check that the cameras are securely attached to the wall.
 - vii) Check wiring for any wear and tear or exposed wires.
 - viii) Check for loose wires.
 - ix) Check that getting a clear transmission of picture with no distortion.
 - x) Check the one month video recording status.
 - xi) Check that the monitors / displays are showing a clear picture and that the brightness and contrast settings are correctly adjusted.
 - xii) Check all the switches and individual equipment are functioning properly.
 - xiii) Clean all monitors and equipment of dust and grime with a microfiber cloth and a weak cleaning solution.
 - xiv) Check cables leading from the equipment are in good condition and that there are no weak connections.
 - xv) Check that the correct time and date stamp is set.

BILL OF MATERIALS for CCTV Surveillance System Installed at at Siliguri(Ph-I&II) ITPark.

			Siliguri (Ph-I &II)
Sl. No.	Item	UOM	Qty.
1	Dome Cam	No.	59
2	Bullet Cam	No.	13
3	NVR (64 Channel)	No.	0
4	NVR (128 Channel)	No.	1
5	NVR Storage(HDD)	No.	8
6	32" LED TV	No.	4
7	Client PC	No.	1
8	6U Rack	No.	4
9	22U Rack	No.	1
10	FO Cable	Mtr.	590
11	24Port LIU	No.	2
12	CAT6 Cable	Mtr.	2994
13	PVC Conduit	Mtr.	1254
14	FO Patch Cord	No.	2
15	16 Port POE	No.	4
16	24 Port POE	No.	3
17	SFP Module	No.	2
18	3KVA UPS	No.	1
19	UPS Battery 12V 65Ah	No.	6
20	Clamp for Camera	No.	7
21	Clamp for Rack	No.	3
22	6M GI Pole	No.	6
23	Cable & Conduit Laying	Mtr.	3584

Product Make for CCTV Surveillance System Installed at at Siliguri (Ph- I & II) IT Park.

Sl. No.	Item	Siliguri(Ph-I &II) Make
1	Dome Camera	<u>tyco</u>
2	Bullet Camera	
3	NVR (64 Channel)	
4	NVR (128 Channel)	
5	32" LED TV	LG
6	Client PC	HP
7	16 Port POE Switch	Allied Telesis
8	24 Port POE Switch	Allied Telesis
9	SFP Module	Allied Telesis
10	3KVA online UPS	Numeric
11	UPS Battery 12V 65Ah	

Annexure – ‘A’

Checklist (To be submitted along with Tender Application)

1	2	3	4
Ref. No.	Qualifying Criterion	Particulars	Enclosure check list
1	TURNOVER : (Annualized average financial turnover during the last three years ending 31 st March 2020) (This is required only for information and will not qualify /disqualify any bidder)	Year INR (in Lacs) 2018-19 2019-20 2020-21 Average :	Proof of turnover enclosed (Abridged balance sheet and profit & loss A/c) : YES/NO
2	Permanent Account No. (PAN)		Copy of PAN card enclosed : YES/NO
3	ESI		Copy enclosed : YES/NO
4	PF		Copy enclosed : YES/NO
5	GSTIN		Copy enclosed : YES/NO
6	Trade Licence		Copy enclosed : YES/NO
7	Details of tender fee & EMD in favour of WBEIDC Ltd	DD Nos. _____ Dated : Bank : _____	DD enclosed : YES/NO
8	Copy of completion certificate / work order of similar nature and value of job		Copy enclosed : YES/NO

Financial Offer

(Financial offer to be submitted with Cover-II)

(Tender No. EC:07:Webel: IT Park: AMC: CCTV: 2021-22: 033 Date: 15.02.2022)

Tender for AMC of for CCTV Surveillance System Installed at Siliguri(Ph- I & II) IT Park

SI No.	Description of the work	Location (Webel IT Park)	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 IT Park Siliguri as per the terms and conditions and scope of work.	Siliguri (Ph- I & II)		

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

(Tender No. EC:07:Webel: IT Park: AMC: CCTV: 2021-22: 033 Date: 15.02.2022)

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> <ul style="list-style-type: none"> ❖ Manufacturer ❖ Supplier ❖ System Integrator ❖ Consultant ❖ Service Provider (Pl. specify details) ❖ Software Development ❖ Total Solution provider (Design, Supply , Integration, O&M) ❖ IT Company 	
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: _____