

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 e-Tender No. WEBEL/EOT/COM/22-23/00032 Dated: 12-08-22

For: IMPLEMENTATION OF VOIP SYSTEM FOR MRITTIKA BHAWAN & JOINT ADMINISTRATIVE BUILDING, DEPARTMENT OF PANCHAYET AND RURAL DEVELOPMENT.

The G.M (COM) 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)
Implementation of VOIP system for Mrittika Bhawan & Joint Administrative Building.	Rs.500/-	Rs. 15,000/-	29 August 2022 12:00 PM	31 August 2022 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 (COM) E-Mail: pratul.show@webel-india.com

For Technical Queries, Contact: Sourav Guha Thakurta, GM (CIO) E-Mail: sourav.thakurta@webel-india.com

DATE & TIME SCHEDULE

Activity / Event Description	Date	Time
Last Query Submission	18 August 2022	5:00 PM
Publishing Last Corrigenda (if any)	23 August 2022	5:00 PM
Submission of Bid(s)	29 August 2022	12:00 PM
TECHNICAL Opening	31 August 2022	3:00 PM
PRICE Opening	01 September 2022	3:00 PM

NOTICE INVITING TENDER

1 . Final submission date & time

In the event of e-filling, intending bidder may download the tender documents from the website <https://wbtenders.gov.in> directly with the help of Digital Signature Certificate.

2 . Technical Bid submission with digitally signed

The TECHNICAL BID is to be submitted duly digitally signed in the website <https://wbtenders.gov.in>

3 . Financial Bid submission with digitally signed

The FINANCIAL BID is to be submitted duly digitally signed in the website <https://wbtenders.gov.in>

4 . Schedule details

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

5 . Price Bid/Financial Offer only if technical bid is qualified

The price bid / financial offer of the tenderer / bidder will be considered only if the technical bid of the tenderer is found qualified by the Tender Evaluation Committee (TEC) of WBEIDC. The decision of the TEC will be final and absolute in this respect.

SECTION A

ELIGIBILITY CRITERIA

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

Non-statutory
- 2 . Experience on the related job area**
The bidder should have executed 1 single order of similar nature of jobs, particularly in IMPLEMENTATION OF VOIP SYSTEM of Rs.1,800,000.00 each or more at any or The bidder should have executed 2 single order of similar nature of jobs, particularly in IMPLEMENTATION OF VOIP SYSTEM of Rs.900,000.00 each or more at any or The bidder should have executed 3 single order of similar nature of jobs, particularly in IMPLEMENTATION OF VOIP SYSTEM of Rs.600,000.00 each or more at any Govt. Department / Quasi Govt. Dept / PSU / Board / Council/ Large corporate or similar organization in last 3 financial years.

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 . 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.

Non-statutory
- 5 . Minimum Annual Turnover for the last financial year**
Turnover of the last Financial Year (2020 - 2021) 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
- 6 . Aggregate Annual Turnover**
Aggregate of Turnover of last 3 Financial Years (01-04-18 - 31-03-21) should be Rs.15,000,000.00 or above (Copy of audited Balance Sheet & P/L A/c duly certified by CA is required as proof).

Non-statutory
- 7 . 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.

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

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 2017 2018, 2018-2019, 2019-2020 are to be enclosed with the bid.

Statutory

12 . Trade License

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

Statutory

13 . 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.

Statutory

14 . 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

15 . Additional Eligibility Criteria

DETAILS OF OFFICE LOCATIONS: THE BIDDER MUST HAVE AT LEAST ONE REGISTERED SERVICE CENTRE FOR COMMUNICA WEST BENGAL.

IN CASE OF NON-PRESENCE, THE BIDDER SHOULD OPEN AN OFFICE WITHIN ONE MONTH PF AWARDING OF CONTRACT. A DECLARATION IN THIS REGARDS REQUIRED TO SUBMITTED.

Non-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. Participation in more than one work

A prospective bidder shall be allowed to participate in the job either in the capacity of individual or as a partner of a firm. If found to have applied severally in a single job all his applications will be rejected for that job.

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).

GENERAL

1. 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.

eTender Technical Proposal

1. Technical proposals in covers

The Technical proposal should contain scanned copies of the following in two covers (folders).

a) Statutory Cover Containing the following documents:

1> Prequalification doc:

(i) Prequalification Application (Bid Form) as per annexure

(ii) Structure & Organisation details as per annexure

(iii) Experience Profile as per annexure

(ii) Un-priced B.O.Q. with Make & Model is to be submitted in company letterhead mentioning the name, make and model no. of all the items, strictly in our format given in "ANNEXURE-BOQ".

3> Tender Document: Upload the Tender Document Digitally Signed (Do not fill the details)

b) Non-statutory Cover Containing the following documents:

(ii) Registration Certificate under Company Act. (if any).

(iii) Registered Deed of partnership Firm / Article of Association & Memorandum.

(iv) Power of Attorney (For Partnership Firm / Private Limited Company, if any).

(v) Audited Balance Sheet & Profit & Loss A/c. for the last 3 (three) years.

Note: Failure to submit any of the above mentioned documents as stated in Sl. Nos. Section-A, v(a) and Section-A, v(b) will render the tenderer liable to be rejected for both statutory & non statutory cover.

eTender Tender Evaluation Committee

1. Definition of Tender Evaluation Committee

Tender Evaluation Committee constituted as per Order, Department of IT, Government of West Bengal will function as Evaluation Committee for selection of technically qualified bidders.

2. Opening of Technical Proposal

Technical proposals will be opened by the WBEIDC Tender Committee electronically from the website using their Digital Signature Certificate (DSC).

3. General Procedure

(1) Cover (folder) for Statutory Documents (Ref. Sl. No. A.(v).(a)) will be opened first and if found in order, cover (folder) for Non-Statutory Documents (Ref. Sl. No. A.5.(b).) will be opened. If there is any deficiency in the Statutory Documents the bid will be treated as non-responsive and Tender Committee will have the right to decide accordingly.

(2) Decrypted (transformed into readable formats) documents of the non statutory cover will be downloaded & handed over to the Tender Evaluation Committee.

(3) Summary list of technically qualified tenderers will be uploaded online.

(4) Pursuant to scrutiny & decision of the Tender Evaluation Committee the summary list of eligible tenderers & the serial number of work for which their proposal will be considered will be uploaded in the web portals.

(5) During evaluation the committee may summon of the tenderers & seek clarification / information or additional documents or original hard copy of any of the documents already submitted & if these are not produced within the stipulated time frame, their proposals will be liable for rejection.

(6) Intending tenderers may remain present if they so desire.

Financial Proposal

1. General part of Financial proposal

Price Bid as per format provided in the relevant section to be submitted in a separate envelope as mentioned in the tender document. Insertion of Price bid in techno-commercial proposal will summarily cancel the bid.

e-Tender Financial Proposal

1. Quoting rate in Price Bid

The financial proposal should contain all items mentioned in the Price Bid. The Bidder is to quote the rate online through computer in the space marked for quoting rate in the Price Bid.

2. Digital Signature

Only downloaded copies of the above documents are to be uploaded virus scanned & Digitally Signed by the Bidder. Financial capacity of a bidder will be judged on the basis of information furnished.

3. Penalty for suppression / distortion of facts

If any tenderer fails to produce the original hard copies of the documents like Completion Certificates and any other documents on demand of the Tender Evaluation Committee within a specified time frame or if any deviation is detected in the hard copies from the uploaded soft copies, it may be treated as submission of false documents by the tenderer and action may be referred to the appropriate authority for prosecution as per relevant IT Act.

SECTION C

GENERAL TERMS & CONDITIONS

GENERAL TERMS AND CONDITIONS

1. 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 3% of total value of the LOI in the form of BANK GURANTEE for a period of 60 days+ the maximum warranty period among the items quoted. After receiving the PBG, firm P.O will be issued.

2. Amendment of Invitation

At any time 1 days prior to the deadline for submission of proposals, WBEIDC reserves the right to add / modify / delete any portion of this document by issuance of a Corrigendum, which would be published on the website and will also be made available to all the Bidders who have been issued the tender document. The Corrigendum shall be binding on all bidders and will form part of the bid documents (Techno Commercial as well as Price Bid).

3. Amengstdment of Proposals

In order to afford prospective Bidder reasonable time to make amendment in their proposals, WBEIDC may, at its discretion, extend the deadline for the submission of proposals. However, no such request in this regard shall be binding on WBEIDC.

4. Assignments

Assignment of the job to third party is not allowed without the consent of WBEIDC Ltd.

5. Canvassing

Canvassing or support in any form for the acceptance of any tender is strictly prohibited. Any bidder doing so will render him liable to penalties, which may include removal of this name from the register of approved Contractors.

6. Clarification Regarding Tender Document

A prospective Bidder requiring any clarification about the tender document and scope of work may contact the person through e-mail / letter as mentioned above in NIT.

7. Date & Time validity of the quotation

Any quotation submitted later than the date and time mentioned above will not be accepted

8. Discrepancies and Adjustment thereof

Discrepancy between description in words and figures, the rate, which corresponds to the words quoted by the bidder, shall be taken as correct. Discrepancy in the amount quoted by the bidder due to calculation mistake of the unit rate, the unit rate shall be regarded as firm. Discrepancy in totaling or carry forward in the amount quoted by the bidder shall be corrected.

9. 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.

10 . GTC-EMD-ONLINE PAYMENT

//The bidder shall pay an EMD of Rs. 15,000 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>

11 . 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.

12 . Inclusion of freight & insurance

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

13 . 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.

14 . 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.

15 . 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.

16 . Late Proposals

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

17 . 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.

18 . Non escalation of Price

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

19 . 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.

20 . Availability of PAN

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

21 . Proposal Currency

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

22 . 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.

23 . 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.

24 . Whom to report

Reporting: You have to report to MR.DEBRAJ GHOSHAL, DEPUTY MANAGER (NWD). for ALL purposes.

25 . Detail Specification

THE DETAILS TECHNICAL SPECIFICATION IS ATTACHED AS AN ANNEXURE-I IN THIS TENDER DOCUMENT.

26 . Deduction of Tax at Source

Deduction of all statutory and necessary Tax from each bill will be made as per Government Rules prevailing at the time of payment. The Company will issue necessary tax deduction certificate in due course of time.

27 . 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.

28 . Additional Terms & Conditions

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

SECTION D

SPECIAL TERMS & CONDITIONS

SPECIAL TERMS AND CONDITIONS

1 . PBG 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.

2 . Consignee Details

Consignee Details: DEPARTMENT OF PANCHAYATS & RURAL DEVELOPMENT, GOVERNMENT OF WEST BENGAL.

3 . Delivery time period

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

4 . Delivery Locations

Delivery/Installation location:

AS DIRECTED BY DEPARTMENT OF PANCHAYATS & RURAL DEVELOPMENT, GOVERNMENT OF WEST BENGAL.
"JOINT ADMINISTRATIVE BUILDING" 8TH FLOOR, HC-7, SECTOR - III, SALT LAKE, KOLKATA - 700 106.

5 . Taxes all inclusive

Price will be all inclusive including tax, installation, freight, insurance & any other charges. Tax portion should be mentioned separately.

6 . 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).

7 . Payment Authority

Payment sanctioning authority: MR. SOURAV GUHA THAKURTA, GM-(CIO).

8 . Payment Terms

BILLING: BILLING FOR ALL COMPONENTS WILL BE DONE ON ACTUAL BASIS.

MAKE AND MODEL OF EACH ITEM TO BE SPECIFIED BY THE BIDDER.

PAYMENT TERMS: PAYMENT WILL BE MADE AGAINST SUBMISSION OF BILLS, COPY OF CHALLAN AND INSTALLATION CE

PAYMENT WILL BE MADE ON BACK TO BACK BASIS AND AFTER RECEIVING THE PAYMENT FROM END CUSTOMER.

80% PAYMENT AGAINST DELIVERY AND BALANCE PAYMENT AFTER INSTALLATION.

9 . Security Deposit

Successful bidder will have to submit a performance bank guarantee within 14 DAYS of issuance of LOI, amounting 3% 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.

10 . Service Level Agreement

Service Level: Call must be attended within 24 HRS. If not attended within 24 HOURS, a penalty of .5% of equipment/project cost per day will be levied and will be adjusted against the balance payment/PBG held with WBEIDC Limited.

11 . Warrants Support - Period

SECTION D

The equipment along with the solution supplied will be warranted for 12 MONTHS from the date of ACCEPTANCE of the system whole or part. Service support for the entire warranty period will be ONSITE and COMPREHENSIVE and free of cost for the entire warranty period.

BOQ, TECHNICAL SPECIFICATIONS & DELIVERY LOCATIONS

SL. No.	Description / Specification	Qty	UOM	Delivery Location
1	UC Enabled IP Ready Switch	1	Nos.	
2	UC Enabled IP Ready Switch	1	Nos.	
3	Type-1 Desk phone (High End IP Phones)	1	Nos.	
4	Key Module	1	Nos.	
5	Type-2 Desk phone (Mid Range IP Phones)	1	Nos.	
6	Type-3 Desk phone (Basic IP Phones)	1	Nos.	
7	POWER ADAPTER	1	Nos.	

Payment Terms Details

Payment Terms Code	Description
B2B	Payments term will be back to back and will be paid upon receipt of payment from customer.

COMPLIANCE SHEET

SL. No.	Description / Specification	Qty	UOM	Offered Specification	Compliant (Yes/No)	Deviation Details (if any)
1	UC Enabled IP Ready Switch	1	Nos.			
2	UC Enabled IP Ready Switch	1	Nos.			
3	Type-1 Desk phone (High End IP Phones)	1	Nos.			
4	Key Module	1	Nos.			
5	Type-2 Desk phone (Mid Range IP Phones)	1	Nos.			
6	Type-3 Desk phone (Basic IP Phones)	1	Nos.			
7	POWER ADAPTER	1	Nos.			

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 - 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						

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.

Annexure	
Sr No.	System Specifications - IP EPABX
1	The offered system should be IP-PBX, enabled with Unified Communication and Collaboration Application. IP-PBX should employ Stored Program Control (SPC) using Pulse Code Modulation (PCM) and Time Division Multiplexing (TDM) conforming to latest ITU-T (earlier CCITT) standards
2	The offered system should have a 100% non-blocking Switching architecture.
3	System should be highly reliable and should ensure maximum uptime
4	The offered system should be expandable up to 500 IP Users
5	The system should have an inbuilt LAN port. It should be possible to access the system from any node of the LAN for maintenance purpose.
6	The offered system should support centralized system administration using SNMP (Simple Network Management Protocol)
7	The offered system should have the flexibility to add/delete/modify the service features or any other functionalities without any extensive modification required.
8	The offered system should be able to network up to 32 systems with 2000 users without UC and 8 Systems with 2000 Users with UC
9	The offered system should run on Open standard Linux based operating system
10	The offered system should support Logical partitioning as per TRAI regulation
11	The OEM of the offered IP-PBX should be a registered member of the SIP forum community.
12	The offered system should be an integrated platform with a modular design and distributed processing structure.
13	The offered system should be based on the latest processor, high-level operating system, uniform system software, open interface and distributed processing.
14	The system software should be installed on any of the latest devices like Secure Digital Card (SDHC), Flash RAM, Hard Disc and MO Drive with a minimum of 8 GB memory but not on EPROM.
15	The offered system of Mitrika Building should be equipped with redundant power supply unit (n+1) for the main control unit. The failure of the main power supply unit should not affect any operations of the IP-PBX. The system should be able to automatically switchover to the standby PSU without dropping any ongoing calls.
16	The offered system should be able to network with any other IP-PBX systems. This networking should happen either over IP via SIP protocol or over PRI via Qsig protocol. No proprietary protocols or solutions will be accepted as part of this project.
17	The offered system should support voice networking of multi vender IP-PBX via QSIG software for feature transparency throughout the network. The system should work with any type of public exchange or similar network to which it will be connected without requiring any modification in networks
18	The system should facilitate at least 5 party Ad-hoc Conferencing (for Analogue & Digital Phones Extensions)feature with 6 simultaneous groups of conferences possible with any combinations of extensions and trunks applicable for Analogue phones & Digital phone user Extensions only. The Maximum number of Conference channels should be 32. For SIP phones extensions user at least three party ad- hoc conference feature should available.
19	The offered system should support universal port architecture for seamless growth and ease of management. Signaling card and control card should not occupy any universal slot
20	All the peripheral cards (Extension card, Trunk Card, ISDN PRI Card, etc.) should be Hot Swappable, i.e. It should be possible to replace any peripheral card even when the system is in the working state.
21	There should be an LED indication on each card, which can help determine the real time status of the card
22	The system should support the following interfaces : 1. Analogue Extension with CLIP functionality. 2. Digital Extension with CLIP functionality. 3. IP Extension with CLIP functionality. 4. Analogue Trunk with CLIP functionality. 5. ISDN BRI Trunk with CLIP functionality. 6. ISDN PRI Trunk with CLIP functionality. 7. SIP Trunk 8. E&M Trunk (Tie Line Trunk)
23	The offered system should support the following trunk features : a) Caller ID on all Analogue Trunks b) Emergency transfer of P&T lines in case of power failure or non-operation of IP-PBX to selected extensions. c) DID facility d) CO to tie restriction e) Trunk camp on f) MFC signaling
24	The offered system shall utilize single codec per line
25	The offered system should support different class of service during the day and during the night
26	The system should provide an integrated SBC function that is activated automatically when VoIP connections have to be transmitted via an Internet telephony service provider (ITSP). No separate server is to be provided for SBC
27	The integrated SBC function should provide security features such as: a) Encryption of Payload and Signaling traffic using SRTP and TLS b) Network overload protection c) Address filtering with Whitelisting and Registration Blacklist
28	The offered system should provide 100% feature transparency for all voice , data , video, voice mail automated attendant, call accounting, automated call distribution etc.
29	The offered system should be able to restart automatically without any human intervention when the external ac power supply is resumed after complete power failure (Even after the batteries are discharged.)
30	Numbering Scheme: The offered system should support Flexible Numbering Scheme wherein every extensions will be assigned different extension numbers, (ranging from minimum of two digits to a maximum of 4 digits). Also, it should be possible to change all the facility codes, group directory numbers for subscriber hunt groups and trunk/page groups, abbreviated dialing codes, etc. as per the requirements.

31	VoIP gateway components should be an integral part of offered system for connecting IP extensions, SIP trunking & ITSP's registration facility without adding any new hardware which will consider any of the universal slots.
32	The system should allow the connections of IP telephones over the Internet to the system e.g. in the home office.
33	The system should support STUN protocol (Session Traversal Utilities for NAT) to enable the connectivity of STUN capable SIP devices to system via the Internet without the need for an external router.
34	The offer system should be provided with at least 8 built in DSP resources without adding any additional modules.
35	The offer system should be provisioned to support at least 128 DSP resources without occupying any system slot.
36	SIP trunking should be an inherent feature of IP-PBX and should be able to configure 8 ITSPs on a single interface card
37	The offered system should have an inbuilt Voicemail solution providing the following features: a) Minimum 06 Port Voice Mail system b) The voice mail system should have a minimum of 320 voice mail boxes c) The voice mail system should have a storage capacity of minimum 32 hours. d) The voice mail system should have a facility to provide at least 100 auto attendant mailboxes. e) The voice mail system should support Voice Quality G.711 f) The voice mail system should have at least 4 different Greetings for: night/day, manual selection, etc. g) The voice mail system should provide a Message wait indication (MWI) for Group mailboxes. h) Date and time stamp in all messages.
38	The offered System should be equipped to provide an interactive autoattendant system without any additional hardware. The offered system should provide at least 100 levels of trees.
39	System and User Features
	• Direct Outward Dialing with at least 6 levels of dialing class
	• Call transfer by means of RECALL key in tone phones and direct extension number dialing in case of pulse phones
	• Incoming call routing should be possible to a predefined extensions hunting group or group ringing
	• The group ringing and hunting groups should be able to accommodate up to 20 extensions
	• It should be possible to define the hunting groups as either linear or cyclic hunting
	• Night mode activation via authorized extensions only
	• Different class of service for extensions in the night mode
	• Automatic call-back to busy and ringing extension
	• It should be possible, via a code, to ring up to 32 extensions simultaneously. These extensions could be analog phones, Digital phones or a combination of both.
	• All extensions should have a facility to register at least one reminder call from their extension
	• All extensions with outgoing dialing facility should be able to register at least 10 memory numbers from their extensions
	• Extensions with access to system abbreviated numbers should not have any toll restriction for accessing these numbers
	• All extensions should have a facility to lock their instruments so as to prevent outgoing calls. It should be possible to have a locking code of up to 5 digits. It should also be possible to view or change this locking code from a system administrator Digital phone
	• It should be possible to park up to 6 calls in the system
	• It should be possible to assign extensions to a call pickup group with up to 32 extensions in a group. Calls ringing outside a group should be answered by a different access code.
	• It should be possible to assign an internal hotline between extensions. It should be possible to program these hotlines as immediate or as delayed hotlines
	• It should be possible to have different ringtones for internal, external and callback calls. It should be possible to change these ringtones, at site, as per requirement
	• It should be possible to change the dial tone, ringing tone, call waiting tone, conference tone, override tone, etc. as per the requirement.
	• It should be possible to access each trunk individually by means of individual trunk access codes.
	• It should be possible to group the trunk lines into at least 4 routes. It should be possible to assign more than one code to each route.
	• It should be possible to seize the lines of a route in either linear or cyclic mode.
	• There should be a provision of route overflow for outgoing calls, such that if all the lines of one route are busy, then the system should automatically select the alternate route which has been programmed.
	• It should be possible to connect the extension ports of another PABX onto the trunk circuit of your IP PBX.
	• It should be possible to send 'FLASH TO TRUNK' from both analog extensions and Digital phones.
	• The system should support both open and closed numbering scheme.
	• System should support Silent Calling.
40	The offered system should provide Unified communication features for at least 50 Users without any additional hardware or External Server. The system should be further able to expand its UC facilities to all the users.
41	The offered system should provide the following features without adding any external hardware 1. Presence includes status based announcements 2. Instant Messaging, Multi-user chat 2. Favorites includes Call Status 3. Visual Voicemail Control 4. Voicemail to E-mail Service 5. Directory Access 6. Call scheduling
42	The Offered system should be able to support Enhanced UC features
	Presence-integrated Telephony: Should be able to change the presence status from Any device.
	Visible Voicemail (including Voice mail to Email)
	Notification of Voicemail or fax mail on user preferred device.
	Instant messaging
	Favorites List
	Drag and Drop conferencing

	Mobility : Call me service, One Number service, Set
	One Number Service (ONS)
	Directory Access (personal/Internal/External)
	Click to Dial
	Fax Mail without any external Hardware (should be able to send/receive fax without fax machine.)
	Screen Pop ups
	Live call recording
	Personal Auto Attendant
	Call journal
	Social network integration via XMPP to exchange Presence and Chat information .
	Presence enabled Attendant console
	UI Integration with Web Collaboration (Desk sharing & Video)
	Embedded VoIP Client which can register to the system as IP User from internal Wi-Fi Network as well as from external Wi-Fi Hotspots without requiring a VPN connectivity. With advance features of handing over a Call from Voice over WLAN to GSM if the caller is go out of Wi-Fi range
43	The Offered system should support Multi Media Contact Center solution without adding any external Server. It should be an integral part of offered system
	The Multimedia contact center should support the following features:- 1. Skill based Routing 2. VIP Call Queue Support 3. Fax, Email and Chat Integration 4. Various types of reporting
	The Agent should be able to select the Language out of 15 languages supports and the desktop should support the following features • Handle and process incoming contacts • Handle and process Callback requests • Manage agent status • Manage the UC status of other users on the communication system • View Real-time queue statistics • Record calls (if activated at a system level) • Request and provide assistance during a call via Silent monitoring and override of calls and instant messaging • Search for users via the internal directory, external directory, and external offline directory (LDAP) • Access the predefined report templates used for creating reports
	The Supervisor should have the following additional functions • Advanced queue views • Manage agent/queue assignment • Change an agents available status • Manually assign queue position to a call • Assist an agent on a call • Historical Reporting • Contact Center configuration
	The system should offers the following reporting features for Contact Center Supervisors and Administrators: • More than 120 predefined report templates grouped by subject area • Ad-hoc or scheduled report generation • Report configuration for chosen report • Generation of reports in Adobe PDF, Microsoft Word or Microsoft Excel Format • Report preview • Distribute reports as e-mail attachment • Save reports within the file system • Output, send or export reports on an ad.hoc basis with the chosen file format • Define of schedules for report generation • Administer report schedules (display, edit , delete) • Import or delete new report template within the Report Explorer • Create new report template group within the Report Explorer • Set language of user interface and reports individually • Edit Server IP address
44	The System should support is a user-friendly, security solution that offers real-time video surveillance to observe, control and grant access to entrance areas all from your IP phone, PC or your Smart Phone.
	The System should also support scheduled recording of a video stream and save the recordings to a network drive.
45	Supported Standards
i	Ethernet
	RFC 894 Ethernet II Encapsulation
	IEEE 802.1Q Virtual LANs
	IEEE 802.2 Logical Link Control
	IEEE 802.3u 100BASE-T
	IEEE 802.3ab Gigabit Ethernet
	IEEE 802.3X Full Duplex Operation
ii	IP/Routing
	RFC 768 UDP
	RFC 791 IP
	RFC 792 ICMP
	RFC 793 TCP
	RFC 2822 Internet Message Format
	RFC 826 ARP
	RFC 2131 DHCP
	RFC 1918 IP Addressing
	RFC 1332 The PPP Internet Protocol Control Protocol (IPCP)
	RFC 1334 PPP Authentication Protocols
	RFC 1618 PPP over ISDN

	RFC 1661 The Point-to-Point Protocol (PPP)
	RFC 1877 PPP Internet Protocol Control Protocol
	RFC 1990 The PPP Multilink Protocol (MP)
	RFC 1994 PPP Challenge Handshake Authentication Protocol (CHAP)
iii	NAT
	RFC 2663 NAT
iv	IPSec
	RFC 2403 IPsec Authentication - MD5
	RFC 2404 IPsec Authentication - SHA-1
	RFC 2404 IPsec Authentication - SHA- 2
	RFC 2405 IPsec Encryption 3DES
	Technical Specifications Type -1 IP – phones
	Display
	• Pivotal graphical display, 3.7" (240 x 120 pixels), monochrome
	• LED backlighting (white)
	• Signaling LED (red/green/orange)Keys
	• 4 context-sensitive softkeys with LED (red/green/orange)
	• 2 fixed function keys (menu/absence)
	• 16 freely-programmable function keys with LED (red/green/orange)
	• 4-way navigator plus OK key
	• 3 audio function keys (mute/loudspeaker/headset) with LED
	• Volume +/-
	• Open listening/hands-free speaking (full duplex)
	Connection options
	• Headset interface (DHSG/EHS)
	Placement
	• Base, two different placement angles
	LAN connection (Ethernet with autosensing)-10/100/1000 Mbit/s
	Technical Specifications Type -2 IP – phones
	Display
	Graphical two-line display (192 x 48 pixels), monochrome
	Signaling LED (red/green/orange)
	Keys
	4 freely-programmable function keys with an LED (red/green/orange)
	Pre-assignment: call log, contacts, forwarding, redialing
	5 fixed function keys, 3 with LED (red or green): hold, transfer, conference calling, settings, messages
	4-way navigator plus OK key
	3 audio function keys (mute/ loudspeaker/headset) with LED
	Volume +/-
	Open listening/hands-free speaking (full duplex)
	Connection options - Headset interface (DHSG/EHS)
	Placement - Base, two different placement angles
	Wall-mounting
	Technical Specifications:-Type 3 IP Phone
	Display
	Graphical three-line display (162 x 48 pixels), monochrome
	Signaling LED (red) keys
	3 freely programmable function keys with Soft Label on LCD
	Pre-assignment: call log, forwarding, redialing
	2 fixed function keys: settings, messages
	3-way navigator plus OK key
	2 audio function keys (mute/loudspeaker)
	Volume +/-
	Open listening/hands free speaking (full duplex)
	Placement
	Base, two different placement angles
	Integrated Wall mounting in the base
	LAN connection (Ethernet with autosensing)-10/100 Mbit/s