BID DOCUMENT

TENDER FOR : SUPPLY AND INSTALLATION OF COMPUTER HARDWARE AND SETTING UP OF LAN CONNECTIVITY IN THE OFFICE OF CHIEF MINISTER'S SECRETARIET.

Tender no. : WBEIDC /COMM/12/Rev/10-11 Date : 10.12.2010

Due Date : 04.01.2011 at 15.00 Hrs.

Two Part Bid.

PART ONE : TECHNO-COMMERCIAL BID.

PART TWO : PRICE BID

WEST BENGAL ELECTRONICS INDUSTRY DEVELOPMENT CORPORATION LIMITED
(A Govt. of West Bengal Undertaking)
Webel Bhavan, Block-EP & GP, Sector-V, Salt lake , Bidhannagar, Kolkata:-700091

NOTICE INVITING TENDER NO. : WBEIDC/COMM/12/Rev/10-11 dtd.10.12.2010

Sealed Tenders (in duplicate) are invited for the following job from OEM/authorised distributors/dealers/reputed organisations having sufficient experience and credentials for successful completion of similar nature of work preferably in a Govt. Department. Similar nature means supply and installation of computer hardware and establishment of LAN.

Brief description of work	Tender Document Money (Rs)	Earnest Money Deposit (EMD) (Rs)	Start date of Tender availability at Office	Last date and time of Tender submission	Date of opening of Tender (Technical Part)
SUPPLY AND INSTALLATION OF COMPUTER HARDWARE AND SETTING UP OF LAN CONNECTIVITY IN THE OFFICE OF CHIEF MINISTER'S SECRETARIET.	Rs. 500.00 (In the form of DD in favour of WBEIDC Limited)	Rs.15000.00 (In the form of DD in favour of WBEIDC Limited payable at Kolkata)	10.12.10	04.01.11 (15.00 Hrs)	04.01.11 (16.00 Hrs).
Bid Submission & Opening Venue	**WEST BENGAL ELECTRONICS INDUSTRY DEVELOPMENT CORPORATION LIMITED (A Govt. of West Bengal Undertaking) Webel Bhavan, Block-EP & GP, Sector-V, Salt lake, Bidhannagar Kolkata – 700091**				

The tender documents are available at WBEIDC's office on all working days from 10.30 AM to 4.00 PM, address given above, on submission of Demand Draft of Rs.500.00 (Rupees Five Hundred only) in favour of **WBEIDC Limited** payable at Kolkata.

The bidder can download the tender documents from WBEIDC's website www.webel-india.com and submit the bid with a Demand Draft of Rs.500.00 (Rupees Five Hundred only) in favour of **WBEIDC Limited** payable at Kolkata.

For technical queries regarding this tender please contact Mr. Suman Moitra, DGM (Govt Sales , Phone- 9830125602 or by e-mail at mail ID suman.moitra@webel-india.com -and for other terms and conditions , Mr. Shyamal Mukhopadhyay , G.M (Commercial) Phone-9831506060 or by e-mail at mail ID shyamal.mukherjee@wb.gov.in / shyamal.mukherjee@webel-india.com on or before 15.00 Hrs , 30.12.2010 . No queries will be entertained after this time frame. If tender committee feels, suitable corrigendum will be hosted in our web site before 31.12.2010 for the information of all prospective bidders.

Canvassing in any form shall be liable for disqualification.

WBEIDC Limited reserves the right to accept or reject any or all the tenders without assigning any reason thereof.

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The Tender document comprises the following:

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SECTION-A

ELIGIBILITY CRITERIA FOR PARTICIPATION IN THE TENDER

1. OEM's / Vendors with tender specific authorization from OEM, strictly in our format given in section- H , (for all the items except cables) are only eligible to quote.

2. Bidders must submit tender specific authorization for the supply, installation and comprehensive maintenance during Warranty period from the OEM.

3. All products to be quoted with a 3 (Three) years on site comprehensive manufacturer's warranty, including battery of UPS and further 02 years of AMC. All the bidders should produce a certificate from the OEM regarding their acceptance of responsibility of supply, installation and comprehensive maintenance of services during warranty period as per section-H .

4. The bidder should have executed 2 (Two) single order of similar nature of jobs of Rs.5 (Five) lakhs or more at any Govt. Department / Quasi Govt. Dept / PSU / Board / Council or similar organization in last three financial years along with the current financial year.

5. The bidder should have an Annual Turnover of Rs. 1(One) Crore or above in the last Financial Year.

   AND

   Aggregate of Turnover of last three (3) Financial Years (Excluding current financial year) should be Rs 2 (Two) Crores or above.

6. Bidder must have credential for successful commissioning of Two above mentioned orders in major State / Central Govt/ Any reputed organization within the last 3 years. Work Completion certificates should be enclosed .

7. The Bidder must be an ISO 9001:2008 certificate holder for the specified area of work . This certificate should be valid at the date of opening of the tender.

8. 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, this fact must be clearly stated.

   However, WBEIDC Ltd. preserves the right to evaluate the Bidder's performance through the report from any Govt. Department / Quasi Govt. Dept / PSU / Board / Council or similar organization at their own discretion or ask the bidder to produce service satisfaction certificate from the customer base mentioned as per above criteria.

In absence of any one of the above , the offer will be treated as non-responsive and summarily rejected .

SECTION – B

INSTRUCTIONS TO BIDDERS.

Interested Bidders are required to submit their technical proposals and commercial proposal in two separate sealed envelopes as per instructions given below: -

The firm shall seal & mark various parts of the proposal as follows:

A) Techno Commercial Bid in one envelope super- scribed with words: -

"**Techno Commercial Bid for Supply and Installation of COMPUTER HARDWARE AND SETTING UP OF LAN CONNECTIVITY IN THE OFFICE OF CHIEF MINISTER'S SECRETARIET**." , " **Tender no.WBEIDC/COMM/12/ Rev/10-11 dated 10.12.2010**"**& "Do Not Open Before 04.01.2011, at 16:00 Hrs".** This envelope will also contain the EMD and Tender Document Fees (if the tender document is downloaded from the website) in separate small envelope inside it, without which the bid will be summarily rejected.

B) Price Bid in one envelope super- scribed with words **"Price Bid for Supply and Installation of COMPUTER HARDWARE AND SETTING UP OF LAN CONNECTIVITY IN THE OFFICE OF CHIEF MINISTER'S SECRETARIET." and " Tender no WBEIDC/COMM/12/ Rev/10-11 dated 10.12.2010"**

C) All the envelopes shall be sealed in a covering envelope super scribed with words **"Tender No.: WBEIDC/COMM/12/ Rev/10-11 dated 10.12.2010, Techno Commercial Bid & Price Bid for supply and installation of COMPUTER HARDWARE AND SETTING UP OF LAN CONNECTIVITY IN THE OFFICE OF CHIEF MINISTER'S SECRETARIET" & "Do Not Open Before 04.01.2011, at 16:00 Hrs".**

The sealed envelope containing the sealed Techno Commercial Bid and Price Bid should be addressed to the **General Manager (Commercial), WBEIDC Limited, Block-EP & GP, Sector –V, Saltlec, Kolkata -700 091**, 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.

(B.1) TECHNO COMMERCIAL BID

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.
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. Detailed profile of the company , article of association and valid ISO 9001:2008 certificate for the particular area of work.
5. Supporting documents of orders executed including satisfactory completion certificate from Customers.Tender Specific Authorization Certificate for the supply, installation and

maintenance during Warranty period of 03 years+ 02 years of AMC from the OEM.

6. 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).
7. Details of Service arrangement at Kolkata.
8. Undertaking of 2 hours response time and 4 hours resolution time as SLA.
9. Copy of Audited balance sheet to accompany the bid for last three FY (excluding the current FY). Copy of PAN Card, Copy of VAT Registration Certificate, Professional Tax Certificate and company Registration Certificate. The company should operate in the same name and style at least for the last three years.
10. EMD & Tender Document Fees (if downloaded from the web site) in separate envelope.

(B.2) 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.

SECTION - C

GENERAL TERMS AND CONDITIONS

(i) Schedule of the Tender

The tender document shall be submitted on or before 04.01.2010, at 15.00 Hrs. to General Manager (Commercial), WBEIDC Limited, Block-EP & GP, Sector –V, Salt Lake Electronics Complex, Kolkata -700 091.

(ii) Amendment of Invitation

At any time 3 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).

(iii) Earnest Money Deposit (EMD)

The firm shall furnish an EMD of Rs. 15,000.00 (Rupees fifteen thousand only) in the form of a demand draft from a Scheduled Bank payable at Kolkata. **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 **10% of the total value of the job** is deposited in the form of Bank Guarantee (format given) for a validity period of 60 days more than the warranty period of **Three** years from the date of final acceptance of the system by the end customer.

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 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.

(iv) 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.

(v) 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 successful bidder will have to give security deposit of 10% of total value of the LOI in the form of Bank Guarantee for a period of 60 days + the warranty period . After receiving the PBG , firm P.O will be issued.

(vi) Amendment of Proposals

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

(vii) 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.

(viii) Proposal Currency

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

(ix) 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.

(x) Formats and Signing of Proposals

The original proposal shall be neatly typed and shall be signed by an authorised signatory / signatories on behalf of the Bidder. The authorisation 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 authorised signatory after striking out the original words / figures completely.

(xi) Sealing and Marking of Proposals

Bidder shall seal & mark various parts of the proposal as mentioned in the Instruction to bidders above.

Every envelope and forwarding letter of various parts of the proposal shall be addressed as follows:

General Manager (Commercial)
WBEIDC Limited
Block – EP & GP, Sector-V
Salt Lake Electronics Complex
Kolkata-700 091

Signing across all joints & pasting good quality transparent adhesive tape on top of such joints & signatures with company seal shall seal the envelope. Proposals sent through telex / telegrams / fax / e-mail shall not be accepted. WBEIDC shall not be responsible for delay on account of delivery by the postal authorities as well as of courier companies. Such delivery shall be at the risk and cost of the vendor / bidder.

If the envelopes are not sealed and marked as required above, WBEIDC shall assume no responsibility for the proposal's misplacement or premature opening.

(xii) Deadline for Submission of Proposals

Proposals will be received by WBEIDC at the specified address not later than 04.01.2011, at 15.00 Hrs. WBEIDC may, at its discretion, extend this deadline. WBEIDC may also extend this deadline for any other administrative reason.

(xiii) Late Proposals

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

SECTION – D

SPECIAL TERMS AND CONDITIONS

1. **Interpretation of documents**

If any bidder should find discrepancies or omission in the specifications or other tender documents, or if he should be in doubt as to the true meaning of any part thereof, he shall make a written request to the tender inviting authority for correction / clarification or interpretation before 7 days of opening of the bid.

2. **Splitting of the Contract and Curtailment and increment of Work**

The WBEIDC Limited reserves the right to split up and distribute the work among the successful bidders and to curtail and / or increase any item of work by +/- 25% in the schedule partly or fully.

3. **Payment Terms**

Payment will be made on submission of bills along with the receipted Challan & successful installation certificate FROM THE END CUSTOMER. The payment will be on back to back basis, i.e, only after receiving of payments from the end customer. The security deposit of an amount equivalent amount of 10% of the total value of the order is to be deposited in the form of a bank guarantee valid for 60 days more than the composite on-site warranty period 03 Years (from the date of final acceptance of the job) of the items quoted , from any **Scheduled Bank** before the release of the payment.

4. **Preparation 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.

5. **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.

6. **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.

7. **Assignments**

No Consortium will be allowed.

8. **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.

9. **Tax Registration Certificate**

Bidders submitting a tender shall produce up to date VAT, Service Tax, Income Tax and Professional Tax registration as well as copy of latest returns submitted in the standard form from the Tax Authority or a Certificate that the assessment is under consideration. All such clearance certificates shall remain valid on the last date of permission and should be attested by a gazetted officer.

10. **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.

11. **Warranty**

The bidder will warranty that products supplied under the contract are newly made and are free from defeats in the design, engineering and workmanship. The bidder would be responsible for the up keep and maintenance of the infrastructure with a response time of 02 Hours and resolution time of **4 (Four)** Hrs and necessary deliverables under the scope of work during the entire on-site warranty period of **03 Years from the date of final acceptance of the system by the customer**.

The bidder shall not, without the express prior written consent of WBEIDC, assign to any third party of the contract or part thereof. Service support for the entire warranty period will be on site and comprehensive and free of cost for the entire warranty period.

12. **Warranty Support**

The equipment supplied will be warranted against bad workmanship and manufacturing defects for 60 months from the date of acceptance of the system whole or part. Service support for the entire warranty period will be on site and comprehensive and free of cost for the entire warranty period.

The bidder should have a call center working for 24X7. The contact details of the call center (Toll free number) must be furnished along with the bid. Any call logged with the service center must **be given a running docket number** to the person reporting the call.

The call log as well as resolution details have to be submitted to WBEIDC LTD on a monthly basis not later than 4th instant of every calendar month. Non-receipt of report within the specific date in any month would be treated as non-performance of the service obligation for the previous month and subsequent extension of warranty

The bidder should locate his service personnel at strategic location so that any call report is attended within the response time specified. The service escalation matrix with the names and mobile nos. of the concerned personnel of the OEM as well as of the Vendors are to be attached. In absence of which, the bid may be considered as non-responsive.

If the uptime goes below the prescribed limit in any quarter, the same will be noted. At the scheduled end of the warranty period the total of such deviation will be done and the contractor will have to extend the warranty support by the default time.

The bidder should provide a detailed maintenance plan specifying the service arrangement location wise with existing manpower and their contact numbers. The spare management should also be given detailed.

All the bidders should produce a certificate from the OEM regarding acceptance of OEM's responsibility of comprehensive maintenance of services during warranty period.

- **Service Level (** APPLICABLE FOR SUPPLIES ALL OVER WEST BENGAL**)**

The average uptime averaged over each quarter should be as follows: -

Up time requirement	Machine location	Resolution Time Requirement	Penalty
99.0%	C.M Secretariat , Writer's Building, Kolkata.	4 Hrs.	Penalty of 0.5% of the Server / equipment cost beyond 4 Hrs but within 1 day and 1% thereafter per day.

13. **Liquidated Damage**

The job includes the supply and installation of materials mentioned in the tender document. In the event of failure to meet the job completion in stipulated date/time liquidated damage will be imposed on the contractor for sum equivalent to 1% of the contract value for each week or part thereof, subject to a ceiling of 2% of the total contract value (including all taxes & duties and other charges). In the event of LD exceeds 2% 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 by the vendor.

14. **Security Deposit of10 % of the total order value to be submitted in the form of Bank Guarantee within 14 days of LOI .** Penalty of 0.5% of the Server / Software cost beyond 4 Hrs but within 1 day and 1% thereafter per day will be deducted from this SD .

15. **Delivery**

All materials should be delivered , tested and thereafter installed at the site (at bidder's cost) within **Four** weeks from the date of issuance of LOI. However, the end customer shall provide ready sites for the installation. The bidder will be responsible for getting the sites ready from the customers.

16. **Security Deposit**

Successful bidder will have to submit a performance bank guarantee within 10 days of issuance of LOI , amounting **10 %** of **total ordered value (inclusive of all taxes) in the format given in the tender document for a validity period of 60 days more than the warranty period (3 years from the date of final acceptance of the end customer) of the quoted items**. Failure to submit the said PBG will result in termination of any claim of the bidders and forfeiture of earnest money and security deposit. The LOI placed on the bidder will then automatically be cancelled. Security deposit at the same rate will be submitted before placing the AMC for two years after successful completion of the warranty period.

17. **Acceptance of Tender**

The acceptance of the tender will rest with the accepting authority who is not bound to accept the lowest or any tender and reserves the right to reject in part or in full any or all tender(s) received and to split up the work among participants without assigning any reason thereof.

18. **Withdrawal from Tender**

If any bidder withdraws his tender before acceptance or refusal within a reasonable time without giving any satisfactory explanation for his withdrawal, he/she shall be disqualified for participation in any tender of this organization for a minimum period of 2 (two) years.

19. **Non escalation of Price**

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

20. **Price Validity**

The quoted offer and/ or rate must be valid for a minimum period of **180 Days** from the date of opening 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.

21. **Quantity or Place variation**

The Vendor may be asked to supply the same products at the same rate at different places and / or at the same places within this price validity period, which they are bound to accept.

22. **Price**

G) Price should be quoted in the Price Bid format only.

G) No deviation in any form in the Price Bid sheet is acceptable.

G) Price quoted should be firm, inclusive of packing, forwarding, insurance and freight charges.

D) Percentage / specified amount of taxes & duties should be clearly mentioned otherwise WBEIDC reserves the right to reject such vague offer.

E) Price to be quoted inclusive of **integration, installation** and **commissioning** charges.

F) The total cost of the entire job should be inclusive of all prices as mentioned in the enclosed Price Bid format.

G) No extra cost, other than that mentioned in Price Bid would be taken into account.

23. **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.

24. **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 Executive Director (Technical), 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 Executive Director (Technical) 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.

25. **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.

26. **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 fire, flood, acts of God, 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.

27. **Warranty Support from OEM**

OEMs through the Bidder should give an undertaking for **Seven years onsite comprehensive warranty support** against supply of all the items. Bidder should submit a list of their service centers at Kolkata along with the name and mobile contact address. **The OEM and The bidder should separately submit their service escalation matrix, in absence of which the bid will be considered as non-responsive and liable to be rejected .**

28. **Programme Schedule**

Sl. No.	**Particulars**	**Day**
A	Issue of Letter of Intent .	D_1
B	Supply of the materials at CM Secretariat	$D_1 + D_{21}$
C	Installation & Commissioning of the Materials at C.M Secretariat	$D_1 + D_{28}$

SPECIAL TERMS & CONDITIONS (PART-II)

1. The bid and all correspondence and document relating to the bid shall be written in English language.

2. All the pages of the bid document including documents submitted therein must be duly signed and stamped failing which the offer shall be liable to be rejected.

3. All the documents to be submitted by the bidder along with their offer should be duly authenticated by the person signing the offer and if at any point of time during procurement process or subsequently **it is detected that documents submitted are forged / tampered / manipulated** in any way, the total responsibility lies with the bidder and WBEIDC LTD reserves the full right to take action as may be deemed fit including rejection of the offer and such case is to be kept recorded for any future dealing with them.

4. Overwriting and erasures may make the tender liable for rejection if the authorized signatory of the bidder does not sign on each of such overwriting/erasures/ manuscription. All overwriting should be separately written and signed by the authorized signatory of the bidder.

5. Details of the enclosures should be clearly mentioned in the forwarding letter in bidder's letterhead along with the bid.

6. The bidder shall be required to give a declaration 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, this fact must be clearly stated.

   If this declaration is not given the bid will be rejected as non-responsive.

7. No Technical / Commercial clarifications generated from the vendors will be entertained after opening of the tender. However, if tender committee feels, they may ask supporting documents in respect of the claim of the bidder and the bidder has to submit supporting document as well as written clarifications required by the tender committee within three days.

8. Item, if any other than specified in BOM, felt necessary to complete the installation are to be supplied by the bidder free of cost.

9. WBEIDC reserve the right to reject or accept or withdraw the tender in full or part as the case may be without assigning the reasons thereof. No dispute of any kind can be raised the right of buyer in any court of law or elsewhere.

10. Bidder must enclose uthorization Certificate from reputed OEMs to quote their product against this tender.

11. Supporting technical brochures / catalogues indicating each feature in respect of offered model and make must be submitted along with the offer, in absence of which the offer is liable to be ignored.

12. **Bidder through OEM should give an undertaking for sales and Seven years onsite comprehensive warranty support as mentioned in the tender document against supply of all the items.**

SECTION – E

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)

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 "Supply, Installation and Commissioning of ----------" *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 of Rs. ---------- (DD No_____ dated _____ on _____) along with the technical document.
We also abide to go through bank Guarantee of 10% of the job value as Performance Bank Guarantee.

Dated, this ……..day of ……20---
……
Signature

……..
(In capacity of)
duly authorised to sign bid for and on behalf of
(Name and Address of the Bidder)

(Affix Official Seal)

SECTION - F

BILL OF MATERIAL

Sl.No.	Item	Qty
1.	Rack Mount Server with 3 years on site comprehensive warranty + 02 years of AMC	1
2.	Monitor and Rack : Floor standing 42U rack (High Depth)	1
3.	LAN set up	1
4.	UPS for server (Min 2 KVA)	1
5.	Clients Slim PC	3
6.	Digital Flat bed scanner	1

Details Technical Specification:

1. RACK MOUNT (min. 2U) SERVER

Feature	Description
Processor	Server Board with **TWO** latest 64bit Intel x86 processor with integrated on-die **8 MB Intel® L3 / Smart Cache** per processor (Quad Core Intel® Xeon® Processor **E5540 - 2.53 GHz** , QPI link speed 5.86 GT/s or **HIGER**. Processor should be fully binary compatible to 32-bit Applications. A Quad core on a single die will be treated as a single processor, upgradeable up to 4 processors.
RAM	**18 GB (3 X 6 GB) DDR3 DIMM** with ECC or equivalent at 1066, 800 MHz or higher expandable upto **144 GB**
Mother Board	OEM Mother board with Intel 5520 family Chipset
RAID	SATA/ SAS (preferably dual channel) RAID with 0, 1, 10, 5 and combinations
HDD	6 x 500 / 6 x 750 GB hot swappable SAS HDDs (preferably with NCQ, min. 7200 rpm, min. 16 MB cache each)
Form Factor	Rack Mount (min. 2U size)
Slots	The server to support a minimum of 1 No. of PCI-e & 1 No. of PCI-X free slot after loading mentioned components
Ethernet Ports	Integrated **Dual port** 10/100/1000 base T Ethernet Controller, auto sense, full duplex with RJ45 connector, with load-balance & failover capability.
SVGA Controller	Integrated SVGA video controller with (min.16 MB RAM)
Optical Drive	Min. 16x DVD-DL writer (preferably with Light Scribe)
Port	- One fast serial port, 1 Mouse port, 1 KBD port & 2 free USB Ports - Dedicated port for Hardware Based, OS independent out of band remote management
Power supply	Redundant hot-swap Power Supplies

External Hard Disk Drive	Seagate Free Agent 2TB 3.5-inch USB External Portable Hard Disk Drive (HDD)
Keyboard & Mouse	Standard keyboard with bilingual (English, Bengali) engraved letters, and Key Skin Cover, Optical Scroll Mouse with Pad
Manageability Features	8. Management of the Server over LAN Server Health Logging 9. System Management S/W should be bundled in media
Operating System Support and Compliant	10. Should Support Microsoft Windows and LINUX (RedHat / Suse) 11. Should support all 32-bit and 64-bit OS and applications - Software Utilities should be supplied for System Configuration, OS installation and System Information. - All supplies must be RoHS compliant
Drivers	Driver Software for all the adapters as per the Configuration and Operating System
Manual	System user manual and all necessary accessories
Warranty	On-site comprehensive warranty for 3 years onsite comprehensive warranty + 2 years AMC from the date of successful installation at site with 2 hours response time & 4 hours resolution time

2. Monitor & RACK

Floor standing 42U rack (high depth) with necessary cables and accessories to connect (min.) 8 port KVM Switch, Monitor (19" TFT LCD Flat Monitor with 5 ms or better response time, TCO 03 compliant) , KBD and max number of 2U servers. Rack should have two power distribution units (PDU) with 8 ports each. Provision should be there for minimum 2 input power sources in each PDU. Security features (Key and lock), and min. 4 No. of cooling fans should be available.

3. LAN Setup

a) Rack-mountable Layer 2. 24 port 10/100/1000 Base-T ports manageable Ethernet switch having Gigabit Port, Cable & cable laying cost and accessories - 2x1000BaseT uplink - Layer two discovery protocol for neighbor discovery - 16Gbps BacWCDSWlane - Three years full on-site warranty b. Optional Item-1: 24-port 10/100 Mbps and 2 nos of 10/100/1000 Mbps Base-T ports manageable Ethernet switch c. Optional-item-2: 4-port KVM switch with necessary cables to connect monitor, KBD, mouse of the server

4. UPS - Minimum 2 KVA

Description	Requirement
Quality Certification	ISO-9001/9002
UPS Type	Double Conversion True On-Line (Modular Type)
Capacity	Minimum 2 KVA
Input Nominal Voltage	220 +/-25%
Input Nominal Frequency	50Hz +/- 10% (Auto sensing)
Output Nominal Voltage	220+/- 5% or less
Output Wave Form	Pure Sine Wave
UPS Management Software	Compatible for Window Vista/2000/XP Professional
Self Test & Discharge Protection	Automatic
Overload	Fuse for Overload & Short Circuit Protection, Acceptable Overload 110% one minute
Crest Factor	3:1
Power Factor	0.7 or better
Battery	Hot Swappable, Maintenance free Lead Acid
Backup Time	Minimum 30 Minutes at Full Load
Transfer Time	0 Milliseconds
Protection	Surge, Noise, Blackout, Burnout and Sags
Warranty	Three years' full on-site warranty (Replacement & Service) with One (1) year full warranty (Replacement & Service) for Batteries.

5. Clients Slim PC

Component	Specification
Processor	64 bit Intel Core i3 Processor **I3 - 540 @ 3.06 GHz / I5 - 650 @ 3.20 GHz or HIGHER** processor speed and 4-MB L3 Intel Smart cache, 2 Cores, 4 threads, at 2.5GT/s
Chipset /Motherboard	Intel/ OEM H57 or H55 Chipset or better with OEM Motherboard
Memory	Minimum of **2 x 2 GB** DDR3 SDRAM @ 1066 MHz or higher (as compatible) memory with minimum of 2 free slots.
PCI Slot	Minimum one free PCI slot and one free PCI Express X 16 slot.
Hard disk	Minimum 320 GB SATA-II 3Gbps HDD with minimum 16 MB on disk cache, and 7200 rpm
	Integrated minimum of four port SATA-II 3Gbps port
Display	19" wide TFT LCD Flat Monitor with 5 ms or better response time, TCO 03 compliant, with DVI interface compatible with display interface of the mother board.
Graphics Controller	Integrated graphics controller with HDMI and DVI-I / D interfaces
LAN	Integrated PCI 10/100/1000 Mbps Ethernet controller and interface (RJ-45) with full-duplex and WOL support.
Controller	- Integrated stereo audio controller with back and front interfaces - Integrated IEEE1394 controller with interfaces - Integrated IDE controller with connector
Optical Drive	Internal Dual Layer DVD Writer (DVD +R DL / +- R / +- RW & CD +- R / +- RW) with Light Scribe
Mouse	2 Button Optical scroll mouse with mouse pad
Cabinet / Chasis	ATX cabinet with Minimum 300 watts ATX vers 2.2 Power supply (compatible version to the motherboard PCB) with fan Slim Chassis, with requisite Power Supply.
External Ports	Infrared (4Mbps), RJ-11, RJ-45, S-video out, Mic. Input, Headphone. VGA out
Keyboard	104 Keys keyboard with bilingual (English, Bengali) engraved letters, and key skin cover
I/O Port	Minimum six (6) USB 2.0 (at least 2 ports should be mounted in the front), PS/2 KBD ports, One mouse port, 1 RJ-45 port, Video, Audio
Speaker	External stereo speaker (2x3W rms) and microphone with stereo headphone
Power Management	Power management features, Desktop Management Interface (DMI) implementation
OS	Preloaded Windows-7 Business with latest service packs on CD / DVD media with documentation and certification
Accessories	Necessary accessories like Power cord etc. Operating documentation / Manuals. System User manual and all necessary accessories, driver CD / DVD for Windows 7
Certifications	For PC: :Relevant FCC /UL certification mandatory OEM must possess ISO 9001 & ISO 14001 (for product range offered) [If called for bidder have to produce valid FCC part 15/ UL\ certificate for the particular model/configuration of PC offered]
Compliant	All supplies must be RoHS compliant
Warranty	Seven Years on-site comprehensive warranty for the period from the date of successful installation (including HW replacement, OS updation and re-installation, Antivirus software and Virus signature DB updation and re-installation etc.)

6. Digital Flatbed Scanner

Document Flatbed Scanner

Super-fast flatbed scanner — up to 35 ppm; 70 ipm—makes saving and managing documents simple. Drop 100 sheets into the automatic document feeder, press scan and walk away. Capture images from books and more on the legal-size flatbed scanner.

Scan it all with amazing speed

• Ultra-fast duplex scanning—up to 35 ppm and 70 ipm
• Reliably scan each and every page, using ultrasonic double-feed detection
• Seamlessly integrate the scanner into existing systems with ISIS and TWAIN drivers

Efficient and reliable duplex scanning

• Customize 30 scan profiles using Smart Document Scan Software.
• Clear, readable results on first pass with Kofax VirtualReScan
• Save scans as PDF/A, PDF, TIFF, JPEG and more—at manageable file sizes

Improve workflow with easy integration

• Scan books, ledgers, notes and more, using the legal-size flatbed scanning glass
• Press scan and walk away—up to 100 pages using automatic document feeder
• Convert scans into editable text using Readiris (TM) **Pro optical character recognition (OCR)** software
• Copier convenience—one button sends scan to default printer
• Reduce start-up time—patented technology keeps the lamp warm and ready to scan
• Easily scan, organize, share and archive documents using Scansoft PaperPort

Footnotes: [1] Speeds up to 35 ppm; 70 ipm available with Document Flatbed Scanner only.

Scanner type - Flatbed, ADF
Optical Resolution – 600 dpi X 600 dpi
Bit depth - 48-bit,
Daily duty cycle - Up to 1500 pages per day
Automatic document feeder capacity – Standard, 100 sheets (20 lb; 75 g/m2)
Automatic document feeder speed - Up to 35 ppm/70 ipm (letter/A4, black and white, 200 dpi, TIFF file, using Smart Document Scan Software), up to 20 ppm/40 ipm (150 dpi, color), up to 19 ppm/38 ipm (300 dpi grayscale)
Scan size, maximum (flatbed) - 8.5 x 14 in
Connectivity, standard - 1 Hi-Speed USB 2.0, and one 10/100 Mbps Ethernet interface.
Twain - Version 1.9
Scan file format - Windows: BMP, JPEG, TIFF, TIFF compressed, PNG, PCX, Flashpix (FPX), PDF, PDF searchable, RTF, HTM, TXT; Macintosh: TIFF, PICT, JPEG, GIF, FlashPix, Plain Text, PDF, HTML, Rich Text

SECTION - G

PRICE BID

Our ref : Date :

Tender for Supply, Installation of ---------- ---------- Tender No.---------- Dated----------.

To,
The G.M-Commercial,
WBEIDC Ltd.

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

Sl. No.	Item Description	Quantity for evaluation purpose	Unit	Unit Price in Rs.	Amount (Rs.)	VAT Rate (%)	VAT Amount (Rs.)	Service Tax Rate (%)	Service Tax Amount (Rs.)	Total Amount (Rs.)
1.	Rack Mount Server with 3 years on site comprehensive warranty + 02 years of AMC	1								
2.	Monitor and Rack : Floor standing 42U rack (High Depth)	1								
3.	LAN set up	1								
4.	UPS for server (Min 2 KVA)	1								
5.	Clients Slim PC	3								
6.	Digital Flat bed scanner	1								

In Words: -

Signature with official seal.

We hereby undertake to submit 10% PBG within 10 days of receipt of LOI.

Signature

SECTION - H

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)

Tender No. ---------- Date:----------

G.M (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 (Clause No.11 , Section D).

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.

Name In the capacity of

Signed

Note: This letter of authority must be on the letterhead of the Manufacturer, must be signed by a person competent and having the power of attorney (Notarized copy to be attached) to bind the Producer, and must be included by the Bidder in its bid as specified in the Instructions to Bidders.

SECTION - I

UNDERTAKING FOR AUTHENTICITY FOR DESKTOP AND SERVER.

(TO BE SUBMITTED ON LETTERHEAD BY THE SUCCESSFULL BIDDER)

Sub: - Supply of IT Hardware / Software for Desktops

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

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

With reference to the desktops 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 desktop 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 authorise 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.

Authorised Signatory with seal

Name:

Designation: Place: Date:

SECTION – J
PERFORMANCE SECURITY GUARANTEE BOND

In consideration of the ED-Technical , 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 under take 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 SEVEN YEARS (as specified in the tender no WBEIDC/COMM/12/10-11 Dated 24.06.2010) 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 to the said Contractor(s) or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.

6. This guarantee will not be discharged due to the change in the constitution of the Bank or the Contractor(s)/supplier(s).

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 _____

for

_____

(indicate the name of bank)