

# WEBEL TECHNOLOGY LIMITED

## NOTICE INVITING e-TENDER

e-Tender are invited for Selection of agency regarding Comprehensive Annual Maintenance Contract (CAMC) / Resource facility management for providing maintenance services of Computers / Printers/ Servers / Scanners / UPSs / Firewall / Local area network (Including Router, Switch, Modem etc) and other ICT related peripherals also for providing nine numbers of manpower for different wings / locations under WBHIDCO and its related project for the period of one year.

Reputed System Integrators having sufficient experience and credentials for successful completion of “**Similar Nature**” of work in a Government Department/PSU/Autonomous Body or any reputed organization. Bidder must have adequate Service Engineer for providing on-site warranty service within the stipulated time.

1	Tender No. & Date	WTL/WBHIDCO/AMC/23-24/049 dated 08.01.2024
2	Tender Version No.	1.0
3	Brief description of Job	Selection of agency regarding Comprehensive Annual Maintenance Contract (CAMC) / Resource facility management for providing maintenance services of Hardware Items / LAN Network ICT Infra also for providing nine numbers of manpower for different wings / locations under WBHIDCO and its related project for the period of one year.
4	Tender Fee	Rs.4000.00 (Rupees Four thousand only). The amount to be transferred online through e-tender portal.
5	Earnest Money Deposit	Rs.55000.00 (Rupees Fifty Five thousand only) The amount to be transferred online through e-tender portal
6	Date of Downloading	08.01.2024
7	Pre-Bid Meeting date & time	17.01.2024 at 12.00 Hrs.(On-Line Meeting) <ul style="list-style-type: none"><li>• Pre-Bid meeting will be organizing online platformonly.</li><li>• Only queries as per format (Section - N) reaching WTL by 16.01.2024 at 15.00 Hrs. will be taken for decision.</li><li>• Interest bidders are requested to send mail to purchase@wtl.co.in for participation of online pre-bid meeting. Based on request WTL will share meeting id / links for meeting. If there is any change in date and time then will inform.</li><li>• Only queries as per format (Section - N) reaching WTL by 16.01.2024 at 15.00 Hrs. will be taken for decision.</li><li>• Queries will be sent to Manager (Purchase)(purchase@wtl.co.in)</li></ul>
8	Bid Submission Start date & time	20.01.2024 at 10.00 Hrs.
9	Last date & time of EMD & Tender Fee submission	Before Uploading of Tender
10	Last date & time of Bid Submission	25.01.2024 at 12.00 Hrs.
11	Date & time of Technical Bid Opening	29.01.2024 at 11.00 Hrs.
12	Venue of Pre-Bid Meeting	WEBEL TECHNOLOGY LIMITED (A Govt. of West Bengal Undertaking) Plot - 5, Block – BP, Sector – V, Salt Lake City, Kolkata – 700091.
13	Contact person	033-23673403-06

## **WEBEL TECHNOLOGY LIMITED**

1. Intending bidder may download the tender documents from the website <https://wbtenders.gov.in> directly with the help of Digital Signature Certificate. Necessary Tender fee may be remitted online through e-tender portal in favour of “Webel Technology Limited” and also to be documented through e-filing. Necessary Earnest Money Deposit (EMD) may be remitted online through e-tender portal in favour of “Webel Technology Limited” and also to be documented through e-filing.
2. Both Techno Commercial Bid and Financial Bid are to be submitted concurrently duly digitally signed in the website <https://wbtenders.gov.in>
3. Tender documents may be downloaded from website and submission of Techno Commercial Bid and Financial Bid will be done as per Time Schedule stated in Section–C of this Tender Document.
4. The Financial Bid of the prospective Bidder will be considered only if the Techno Commercial Bid of the bidder is found qualified by the Tender Committee. The decision of the ‘Tender Committee’ will be final and absolute in this respect. The list of Qualified Bidders will be displayed in the website.
5. All clarifications / corrigenda will be published only on the <https://wbtenders.gov.in>.

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# **WEBEL TECHNOLOGY LIMITED**

## **SECTION – A**

### **SCOPE OF WORK & RESPONSIBILITY**

#### **Introduction**

West Bengal Housing Infrastructure Development Corporation Limited wants to select an agency regarding Comprehensive Annual Maintenance Contract (CAMC) / Resource facility management for providing maintenance services of Computers / Printers/ Servers / Scanners / UPSs / Firewall / Local area network (Including Router, Switch, Modem etc) and other ICT related peripherals and its related project for the period of one year for their organization at Rajarhat, Kolkata. **Nine numbers of manpower also required in which seven Engineers and two Data entry operators for take care of the whole assets, maintenance and official job purposes.**

#### **Project Objective**

The maintenance of hardware and software where software maintenance includes rationalizing, loading/reformatting/configuring of software/discs with software like Windows Server OS, Windows XP / 7 / 8/10 or higher, Linux, Mac OS & related/supported software, Microsoft Office, Database, Application software (like Auto CAD, STAT, TALLY, IDS software, etc), Browsers like Internet Explorer, Chrome, Mozilla, Safari, Opera etc. and Mailing Software like MS Outlook, Antivirus software, Data retrieval and installation/removal of any other software purchased/supplied by WBHIDCO Ltd. from time to time. It also includes the removal of viruses and re-installation of software, if corrupted. Technical support to the users for e-Office, and e-Tender.

Support for users and troubleshooting of commercial software packages. The scope of work of CAMC also includes: -

- i) The firm/company shall provide comprehensive maintenance services which shall cover both preventive as well as corrective maintenance for all assets covered under CAMC, i.e., including replacement of parts of Original Equipment's Manufacturers (OEM).

Under corrective maintenance, the firm/company shall rectify any defects, faults, and failures in the equipment and shall repair, and replace any worn out, defective parts of the equipment, free of cost to WBHIDCO Ltd. All the components of the equipment, excluding:

- a. Replacement of Cathode Ray Tube (CRT) / Liquid Crystal Display (LCD)
- b. Laptop Hinge, power adaptor, Projector Lamp, IGBT Card, Controller card & exhausted battery of UPS,
- c. LaserJet Printer outside body plastic part and Teflon Jacket of Fuser Assembly,
- d. MFP toner, outside body, Teflon jacket of Fuser Assembly, and plastic parts as well as scanner glass bed.
- e. Colour Laser Printers Developer Unit, Transfer Belt Assembly, Drum Kit, Maintenance Kit (Fuser Assembly, Paper pick-up rollers, Transfer roller), Cosmetic Parts (outside body plastic parts)
- f. Consumables (like Printer cartridge/ toner, Printer / Plotter print head), Any kind of power cord, cables, Connectors and adaptors, and non-functional parts such as plastic casings and covers, shall be covered under this agreement.

- ii) Upkeep the maintenance of the hardware/software installed, stock, and inventory as directed by HIDCO authority. (Should submit an updated report every quarter)

Maintenance includes the replacement of malfunctioning spares/ parts for the proper functioning of all systems and subsystems listed in Technical Documents by the firm/company. If any part gives repeated problems, i.e., 3 repairs in a minimum period of two months, then the firm/company must replace it immediately with a new original part. Failing which Rs. 500 will be deducted for each component from the Tax Invoice submitted by the bidder.

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Replacement of each and every malfunctioning part of Computers / Printers / Servers / Scanners / UPSs / Local Area Networks (Including Router, Switch, Modem, Adapter, Network Cable etc. ) and other ICT-related peripherals listed at Technical documents like Hard Disk, CD/DVD Reader/Writer, Mother Board, Keyboard, Mouse, Printer Heads, Fuser assembly, roller drums, data cables, scanning unit, switch, power supply, display card etc. and all the plastic parts except consumables are under this CAMC by the firm/company.

All parts to be replaced by the Firm/company must be of the same make. In case it is not possible, the same must be of better or equivalent quality. In the service report, the details regarding the part number and serial number (if any) must be brought out clearly.

The firm/company would carry out Preventive Maintenance of each machine/equipment mentioned in Technical documents, once in every 3 (three) months and Cleaning (Exterior/Interior) of all Computers / Printers / Servers / Scanners / UPSs / Local Area Network (Including Router, Switch, Modem, Adapter, Network Cable etc. ) and other ICT related peripherals, once in every 3(three) months, in order to forestall any major failure of the same which includes installing of updates of antivirus packages as and when required. The Firm/company should also ensure proper cleaning of machines on a quarterly basis. The firm has to submit a report with user remarks to WBHIDCO. Failure to do so shall attract a **penalty of Rs 500/- (Rupees Five Hundred) only per equipment/day** or as decided by the competent authority of WBHIDCO Ltd. The amount of penalty will be either recovered from the Bank Guarantee/Security of the annual maintenance period or from the CAMC charges/Tax Invoices.

**Information with date and time should be provided to WBHIDCO and Webel Technology for any case of repair/Replacement.**

iii) To provide and maintain the required drivers for additional peripherals and hardware for maintaining the equipment(s).

iv) The equipment will have to be repaired in-house. In rare cases when it is essential to take out the equipment for repairs outside the WBHIDCO Ltd., it is mandatory to have a valid pass for such equipment and make proper entries with coordinators, stores, and the Security office.

v) **WBHIDCO reserves the right to change the equipment at locations, if and when the situation demands. WBHIDCO also reserves the right to upgrade the IT infrastructure to meet its changing needs, as and when required.**

vi) **Support for users and troubleshooting of commercial/all software packages removal of viruses and re-installation of software, if corrupted.**

vii) **Coordination with OEMs for troubleshooting of the computer and other peripherals under warranty as per the List of equipment in technical documents. On expiry of the warranty, the computer and other peripherals will come under CAMC, as defined in the general scope of the work.**

viii) Any other maintenance work to be undertaken related to the above-mentioned items, like ILL services/performance monitoring, maintenance & and relevant action, stock and inventory, etc.

ix) The successful bidder has to provide a tool to monitor/manage the Windows network environment (domain /workgroup) continuously with at least the following capabilities:

- Keep track of all computers (client PCs and servers) & and network devices in the network (domain or workgroup)
- Identify computers as active vs. inactive, or newly added or modified
- Detect and record the hardware components in all computers in the network
- Detect and record Windows version and Service Pack (SP) / hotfixes on each computer
- Detect and record software applications (version, manufacturer, etc.) running on each computer
- Collect information about all active domain users

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- Asset history for each computer – a trail of changes in hardware, software, IP addresses, etc.
- Provision to define organization policy/rules, and prompt detection/notification of violation of that
- x) The successful bidder has to maintain data backup of all client PCs and servers under WBHIDCO.

Reports: Detailed reports on lists of backups, computers, schedules, etc., and backup history (audit trail of result of backup over a period of time). Customisation of report views is an additional benefit.

Decentralized restore: Enable decentralized restoration for respective users according to their requirements.

Data restore flexibility: Enable Structure Restore, Restore Points (to restore specific versions of any file during Structure Restore), Filtering during Restore, and choice of restore location to ease up the restoration process.

## **Exterior Cleaning of System: --**

### **· Computer Case cleaning:**

The metal case that houses the PC components would be cleaned with a lint-free cloth/soft cotton cloth that has been with water. For stubborn dirt, a little household detergent/Colin might be applied.

### **· Keyboard cleaning:**

The computer keyboard is often the most germ-infected item in the office. Dirt, dust, pin, and hair can also build up causing the keyboard to not function properly. It may need to unplug the keyboard first. Then the keyboard would be cleaned by turning it upside down and shaking. If required compressed air would be used. After removing the dust, dirt and pins, a disinfectant/Dettol would be applied on cloths and rub each of the keys on the keyboard.

### **· Mouse Cleaning:**

Optical Mouse would be cleaned by soft cotton cloth. A disinfectant/ Dettol on a cloth would be used to rub each of the keys on the Mouse.

### **· LCD cleaning:**

Unlike a computer monitor, the LCD or Flat-Panel display is not made of glass, therefore requires special cleaning procedures.

To clean the LCD use a non-rugged microfiber cloth or soft cotton cloth. If a dry cloth does not completely clean the screen, apply rubbing alcohol to the cloth and wipe the screen with the damp cloth. Also apply Colin to clean the plastic parts.

### **· Printer Cleaning:**

Need to make sure to turn off the printer before cleaning it. Then dampen a cloth with rubbing alcohol or Colin as required and wipe the case and each of the buttons or knobs on the printer.

### **· Scanner cleaning:**

Flatbed scanners commonly become dirty with dust, fingerprints, and hair. When a scanner is dirty, the images may have distortions.

Clean a flatbed scanner's surface by spraying a window cleaner/Colin on cotton cloth and wipe the glass until clean. The outside of the scanner would be cleaned by same manner.

### **· Notebook/Laptop Cleaning:**

As Laptop is a portable system and need to carry here and there, It is very much susceptible to dust, dirt and germs. Dust and dirt would be cleaned by soft cotton cloth and brush, Screen would be cleaned by moist cloth with alcohol. After removing the dust and dirt, a disinfectant/Dettol would be applied on cloths and rub each of the keys on the keyboard.

### **· Network equipment Cleaning:**

All network equipment would be cleaned by soft cotton cloth. A disinfectant/Dettol on a cloth would be used to rub this equipment.

## **Interior Cleaning of a System : --**

Must shut the system down first, and make sure to ground ourselves. Open the Computer case. To clean dust from the components inside need to use compressed air, an anti-static cloth, different type brushes, and a cleaning fluid made specifically for electronics.

Inside the case use the compressed air to clean around the fans, power supply and areas where the dust is building up. Use short blasts and arm movement to direct the falling dust outside of the case. May use small

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brushes to dislodge dust in areas where the compressed air did not remove the build up (such as the edges of fan blades). Also need to use the brushes to wipe dust away from the inside case walls and the wires. As dust may fallen down to the bottom of your case and dampen the anti-static cloth with the electronics cleaner and wipe along the bottom of the case to remove it. Then close the case and switch on the computer.

Xi) The firm/company shall depute an adequate number of well-qualified and experienced engineer(s) as follows: --

a) For Computers/Printer/Plotter/Server/Scanner/UPS & software as specified, Networking (Including Router, Switch, AP, Modem etc.) and other related peripherals, ILL services, etc..., documentation, stock, inventory, preparation of reports/presentations as and when required:

1. **Minimum 6 (Six)nos of Engineers and Two data entry Operator for official job. An engineer is required for Alipore on call basis and will have to attend the call within One Hour. Enginner name with their CV needs to be provided along with the bid. Failing which the bids will be rejected.**
2. **Remuneration should be complied with Govt GOs for the engineers and data entry operators deputed at WBHIDCO. AMC cost of each line item will be quoted by the bidders including the remuneration costs of engineers and data entry operators. No extra payment will be claimed by the L1 bidder from WBHIDCO for remuneration. Day to Day attendance of the deputed engineers and DEO should be mailed to the concerned authority of the WBHIDCO.**

b) For Cleaning (Exterior/Interior) of all Computers/Printer/Plotter/Server/Scanner/UPS, Networking (Including Router, Switch, AP, Modem, Adapter, Network Cable, etc.) & ICT related peripherals & other office works separately when required.

The Engineer(s) should be an Indian national only, and should have good knowledge in Computer Hardware, Networking, System software, Database (including backups) i.e SQL, Oracle, etc... Including repairing and maintaining Plotter, Scanner, Laser and Dot matrix Printers, Large display/LED TV, Projectors also.

The engineer(s) shall be required to report on all working days, as and when required as per guidelines of WBHIDCO Ltd. and related **project sites like Rabindra Tirtha, Nazrul Tirtha, Eco Park & Island, MWM, Sr. Park, Snehodiya, Eco Urban Village, Coffee House New Town, Biswa Bangla Gate, Alipore Museum, Smart Connect, etc.**

The engineer(s) will sign the attendance register of the firm/company every day with timing, kept in WBHIDCO Ltd. and other project sites. All the engineer(s) deployed by the firm/company shall work in coordination with the System Manager (IT), WBHIDCO Ltd. hereinafter referred to as the coordinator or any other person authorized by the competent authority of WBHIDCO Ltd.

The deputed engineer(s) will work under the supervision of the System Manager (IT), Coordinator or any person authorized by WBHIDCO Ltd. and shall submit complaint sheets to him for each complaint attended by them. The complaint sheet would clearly define the nature of the complaint, the location of the office, and the time taken for rectification of a complaint. The engineer(s) are also required to get the compliant sheets signed by the respective users. The firm/company shall provide a computerized network-based system for entering, and monitoring complaints and for help desk facility.

The Firm/company shall ensure that the engineer(s) present themselves timely and possess valid ID cards of the company on all working days **including Saturdays, Sundays, and holidays (as & when required)**. In case of an engineer going on leave, alternative arrangements should be made well in advance and coordinators be given prior intimation.

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Any failure in sending the engineer will attract **penalty of Rs. 1000/- (Rupees One thousand) only per day for that particular period.** In case of an emergency, the engineer may be required to be deployed on holidays and at Night at **NO extra cost.**

**All the engineers and Data Entry Operators have to remain at the office beyond office hours if necessary.**

xii) The company shall uninstall/reinstall and configure operating systems and/or any other specific system software as the case may be in the equipment covered under AMC, at no extra cost to WBHIDCO, whenever the need arises.

xiii) In addition to the above, the vendor is required to provide Level 1 support for the systems which are under warranty. The scope of level 1 support includes receiving and attending the user calls and identifying the problem. Problems with the hardware or OEM-installed OS are to be logged with the concerned vendor. The onus will lie on the AMC vendor to ensure that the calls are closed.

xiii) The list of computers, printers, servers, UPSs, Scanners, Router, Switch etc. is attached as technical documents. However, new equipment(s) likely to be purchased from time to time, after expiry of warranty / guarantee period, will also have to be serviced / maintained at the same terms and conditions, and the CAMC has also to be done at the same terms and conditions for these new equipment(s) including proper inventory management system at **NO extra cost.** WBHIDCO LTD reserves the right to add/remove any item from CAMC during the contract period.

c. The other terms and conditions for awarding the work shall be as under:

- i) The rates quoted will remain in force for the full period of contract. No demand for revision of rate on any account shall be entertained during the contract period under any circumstances.
- ii) The firm/company will prepare log books for each of the machines to be taken under the CAMC and Preventive Maintenance activity shall include cleaning of the equipment, updating of patches/service packs, carrying of systems diagnostic tests and taking remedial action, etc. The vendor shall provide for at least one preventive maintenance schedule per quarter during the maintenance period. The scope of preventive maintenance may include aspects related/specific to hardware like health check of HDDs, RAID/graphics Controllers, power supplies (SMPS), cleaning of memory modules etc. with the help of appropriate cleaning compounds and monitoring equipment, checking of antivirus, OS patch status, security patch status running of MBSA (Microsoft Baseline Security Analyser) tools on PCs to identify security weaknesses etc.
- iii) The firm will be responsible for taking backup of data, programmes and application available on the computer whenever necessary before attending the fault and will also be responsible for restoring the data, programmes and applications after removing the fault to the satisfaction of the user, even for Hard Disk crash of any computer systems under its CAMC, free of cost. The vendor must also ensure restoring of all backups to the user under its acknowledgment. Otherwise, it will attract penalties as competent authority desires.

**d. The vendor shall be responsible for the recovery of data, free of cost, in case of a Hard Disk crash of any computer systems under its AMC**

The vendor shall maintain onsite an inventory of spare parts which should include at least the following:-

1. Three complete sets of i5 Desktop PCs.
2. Two i5/i7 Laptop
3. Two DVD-RWs
4. Five Keyboards
5. Ten Mouses
6. Five SMPSs
7. One A3 size Colour printer & Two A4 size LaserJet printer
8. One LCD Projector



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All necessary spares to ensure 99.5% uptime for HIDCO's Computer systems.

And

e. All necessary spares to ensure proper cleaning for WBHIDCO's Computer and network systems, like: -

1. One Vacuum Cleaner with Blower.
2. Two rolls of lint-free cloth/soft cotton cloth
3. 1 kg. Detergent/Two Colins
4. One bottle Dettol
5. Two rolls of non-rugged microfiber cloth
6. One Jar Rubbing alcohol
7. One set of brushes

**The fault shall be rectified within the same working day, as far as possible and in no case shall exceed 1 business day, from the time of reporting of failure/defect. Failure/defect shall be rectified so as to make available a perfectly working PC / Printer along with the peripherals. In case, failed component or as replacement, till the time the equipment is repaired to the satisfaction of the WBHIDCO. In case it is not possible to repair the system within 1 working days of complaint, a replacement shall be provided but the original shall be returned at the earliest within one week, duly rectifying the fault. Such replacement shall be of equivalent or higher configuration.**

**The same will be 2 (Two) business days with spare parts for Network Switch, Printer, Scanner, 3 (Three) business days with spare parts for Plotter. As far as possible, the repairs would be carried out on-site itself.**

**In case standby is not provided, and the item is not usable beyond the Resolution Time, a penalty of Rs 500/- (Rupees Five hundred) only per day will be charged. The amount of penalty will be either recovered from the Security deposit of the CAMC or from the CAMC charges/bills.**

**All information related to any requirements/Repair/Leave should be informed to WTL and System Manager (IT) at the earliest by mail.**

**Every call should be noted with the date and time and also the closing time should be noted with the engineer's name immediately.**

**The commitment period of this contract may be for 3 years (rate will be valid for 3 years) subject to approval from WBHIDCO, renewable each year based on performance and end customer satisfaction.**

## **f. Key Responsibilities of CAMC job at WBHIDCO**

1. Maintain server, 2008, 2012, 2016
2. File & folder permission & Configuration of security templates as per need.
3. Client update using WSUS Server.
4. Setting Domain permission by GPO
5. Secure all pc and laptop using Bit locker server AD integration.
6. Domain Automation using PowerShell Script.
7. Performance updates, service packs & hot fixes using Windows update & Group Policies
8. Hard disk, Pc, Server, cleaning.
9. Memory and CPU usages Tracking
10. Joining server to domain environment.
11. knowledge on VMware,
12. Taking snapshot on VMware and restore back as per requirement.
13. Configured RDP Role on server as per requirement.
14. Installation, Configuration & troubleshooting of WDS Server.
15. Configure and Manage File server.

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16. Add, Remove, Modify the user accounts, Permission, denial rule, Creating, Deleting OU, group in AD server in Active Directories.
17. Monitoring the Virus signature file & Admin console to update the client antivirus.
18. DHCP, DNS maintaining
19. Print Server, File Server, FTP Server maintaining Maintain, firewall, router, switch, wireless LAN

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## **SECTION – B**

### **ELIGIBILITY CRITERIA**

1. The bidder must be a company registered under Companies Act, 1956/2013 or Partnership or LLP or OPC or Proprietary Firm. Documentary (Certificate of incorporation/Relevant document) evidence to be submitted.
2. The bidder should have their presence in Kolkata with own office. Valid proof should be submitted along with the bid.
3. The bidder should have valid GST Registration Certificate & PAN. Bidder shall have to submit photocopy of the documents.
4. The bidder shall have executed “Similar Nature” of one order an amount not less than Rs.25.00 Lakhs in total in last three financial years (considering FY – 2020-21, 2021-22 & 2022-23) in Government Department / PSU / Autonomous Body any reputed organization. References order copy for the project to be provided.

Or

The bidder shall have executed “Similar Nature” of two orders in total amount not less than Rs. 35 Lakh in last three financial years (considering FY - 2020-21, 2021-22, 2022-23) in Government Department / PSU / Autonomous Body any reputed organization. References order copy for the project to be provided.

Or

The bidder shall have executed “Similar Nature” of three orders in total amount not less than Rs. 40 Lakh in last three financial years (considering FY - 2020-21, 2021-22, 2022-23) in Government Department / PSU / Autonomous Body any reputed organization. References order copy for the project to be provided.
5. Bidder should have call center number. Call Center details for Bidder with number & detailed to be submitted.
6. A letter (bidder’s letter head) duly signed and stamped by the concerned authority of the bidder along with six engineers and 2 numbers of DEO name and their CV should be submitted. The compliance statement of qualification against each engineers and DEO mentioned in the Section - R to be submitted.
7. The bidder should have an average annual turnover of not less than Rs. 2.0 Crore each year in the last three financial years (FY –2020-21, 2021-22 & 2022-23). Bidder shall have to submit Audited Accounts / Auditor Certificate in support of their claim.
8. The bidder shall have Quality Certificate (ISO 9001:2015). Copy of valid Certificate to be submitted.
9. The bidder shall submit Bid Form (Section – E) duly signed by the authorized signatory of the company as per the format enclosed. Deviation in format may not be accepted.
10. The bidder shall submit NIT Declaration (Section – P) duly signed by the authorized signatory of the company as per the format enclosed. Deviation in format may not be accepted.
11. The bidder shall not have been blacklisted by any State/Central Government or PSU Organization or bilateral/multilateral funding agencies for breach of ethical conduct or fraudulent practices as on date of submission of the proposal (as per DIT guidance note issued on 26-Dec-2011). Declaration on bidder’s letter head to be submitted.

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## **SECTION – C**

### **DATE AND TIME SCHEDULE**

<b>Sl. No.</b>	<b>Particulars</b>	<b>Date &amp; Time</b>
1	Date of uploading of N.I.T. & other Documents (online) (Publishing Date)	08.01.2024
2	Documents download/sale start date (Online)	08.01.2024
3	Last Date and time of sending the queries (Offline)	16.01.2024 at 15.00 hrs.
4	Pre Bid Meeting at WTL Office (Off Line)	17.01.2024 at 12.00 hrs.
5	Corrigendum, if any will be published (On Line)	-
6	Bid Submission start date & time (On line)	20.01.2024 at 10.00 Hrs.
7	Last Date & time of submission of Earnest Money Deposit & submission of remittance details	Before Uploading of Tender
8	Last Date & time of submission of Tender Fee & submission of remittance details	Before Uploading of Tender
9	Bid Submission closing date & time (On line)	25.01.2024 at 12.00 Hrs.
10	Bid opening date & time for Technical Proposals (Online)	29.01.2024 at 11.00 Hrs.
11	Date of uploading the final list of Technically Qualified Bidder (online) after disposal of appeals, if any	-
12	Date for opening of Financial Bid (Online)	-

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## SECTION – D

### INSTRUCTION TO BIDDER

#### 1. DEFINITIONS

In this document, the following terms shall have following respective meanings:

“**Acceptance Test Document**” means a document, which defines procedures for testing the functioning of installed system. The document will be finalized with the contractor within 7 days of issuance of the Letter of Award.

“**Bidder**” means any firm offering the solution(s), service(s) and /or materials required in the RFP. The word Bidder when used in the pre award period shall be synonymous with Bidder, and when used after award of the Contract shall mean the successful Bidder.

“**Contract**” is used synonymously with Agreement.

“**Contract Price**” means the price to be paid to the Contractor for providing the Solution, in accordance with the payment terms.

“**Contractor**” means the Bidder whose bid to perform the Contract has been accepted by Tender Committee and is named as such in the Letter of Award.

“**Default Notice**” mean the written notice of Default of the Agreement issued by one Party to the other.

“**Fraudulent Practice**” means a misrepresentation of facts in order to influence a procurement process or the execution of a Contract and includes collusive practice among Bidders (prior to or after Bid submission) designed to establish Bid prices at artificial noncompetitive levels and to deprive the Directorate of Commercial Taxes and eventually Gov. of W. Bengal of the benefits of free and open competition.

“**GoI**” shall stand for the Government of India.

“**GoWB**” means Government of West Bengal.

“**Personnel**” means persons hired by the Bidder as employees and assigned to the performance of the Infrastructure Solution or any part thereof.

“**Similar Nature of Work**” means AMC support of Computers, Printers, Scanner, UPS, switch, Projector, Conference camera, Wireless speaker, LED TV, HD camera for VC, Peripherals, system software, application software and other networking items with Resource facility management (deployment of qualified technical manpower at CAMC sites.)

“**Project**” means Comprehensive annual maintenance contract (CAMC) for Computers, Printers, Scanner, UPS, switch, Projector, Conference camera, Wireless speaker, LED TV, HD camera for VC, Peripherals, system software, application software and other networking items for providing maintenance services for the computers, peripherals and networking accessories installed at different wings / locations under WBHIDCO Ltd at Rajarhat, Kolkata.

“**AMC**” means Annual Maintenance Contract.

“**Services**” means the work to be performed by the Bidder pursuant to this Contract, as described in the detailed Scope of Work.

“**Interest rate**” means “364 days Government of India (GoI) Treasury Bills” rate.

“**Law**” shall mean any Act, notification, bye law, rules and regulations, directive, ordinance, order or instruction having the force of law enacted or issued by the Central Government and/or the Government of West Bengal or any other Government or regulatory authority or political subdivision of government agency.

“**LOI**” means issuing of Letter of Intent shall constitute the intention of the WTL to place the Purchase Order with the successful bidder.

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“**Requirements**” shall mean and include schedules, details, description, statement of technical data, performance characteristics, standards (Indian as well as International) as applicable and specified in the Contract.

“**Service**” means provision of Contracted service viz., operation, maintenance and associated services for DEPLOYED SYSTEMS as per Section titled “Scope of Work”.

“**Termination Notice**” means the written notice of termination of the Agreement issued by WTL.

“**Uptime**” means the time period when specified services are available with specified technical and service standards as mentioned in section titled WARRANTY SUPPORT” “%**Uptime**” means ratio of 'up time' (in minutes) as mentioned in section titled “Warranty support”.

“**Service Down Time**” (SDT) means the time period when specified services with specified technical and operational requirements as mentioned in section titled “WARRANTY SUPPORT” are not available to Gov. of W. Bengal and its user departments and organizations.

“**WBHIDCO**” means West Bengal Housing Infrastructure Development Corporation Limited

“**WTL**” means Webel Technology Limited a Govt. of W. Bengal undertaking.

## 2. PRE BID MEETING

Pre Bid Meeting will be held on 00.00.2024 at 12.00 hrs. (On-Line Meeting). Bidder can send their queries as per format (Section - N) to Manager (Purchase) (purchase@wtl.co.in). Only the queries received within the stipulated date prior to the Pre Bid Meeting will be answered. Interest bidders are requested to send mail to (purchase@wtl.co.in) for participation of online pre-bid meeting. Based on request WTL will share meeting id / links for meeting. If there is any change in date and time then will inform.

## 3. COST OF BIDDING

The bidder shall bear all costs associated with the preparation and submission of the bid and WTL will not be responsible for those costs regardless of the conduct or outcome of the bidding process.

## 4. BID DOCUMENT

Bidder is expected to examine all instructions, forms, terms and requirements in the bid document. The invitation to bid together with all its attachments thereto shall be considered to be read, understood and accepted by the bidder unless deviations are specifically stated in the serials by the bidder. Failure to furnish all information required by the bid document or a bid not substantially responsive to the bid document in every respect may result in the bid being rejected.

## 5. AMENDMENT OF BID DOCUMENT

At any time prior to the deadline for submission of proposals, WTL 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.

## 6. MODIFICATION AND WITHDRAWAL OF BIDS

As per the bidding process available in the tender. The bidder cannot modify or withdraw its bid after submission.

## 7. LANGUAGE OF BID & CORRESPONDENCE

The proposal will be prepared by the Bidder 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 & WTL will be in English language only. The correspondence by fax/E-mail must be subsequently confirmed by a duly signed formal copy.

## 8. BIDDER'S SOLUTION

The bidders are requested to study the Bill of Material supplied with this document carefully. While working out the solution the bidder has to work with the broad minimum specification provided in the tender documents, conforming to the model, make and Part number (wherever provided). While submitting the bid the bidder has to detail out all components needed to complete the system BOM. The bidder is required to quote for each item retaining all major components/sub system detailed and specified. As the contractor will be responsible for smooth

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functioning of the system, availability of spares during the tenure of the warranty period have to be take care by the contractor to maintain the guaranteed uptime.

## **9. EARNEST MONEY DEPOSIT (EMD) / TENDER FEE**

The bidder shall furnish Online Receipt against payment of Tender Fees and Earnest Money Deposit.

## **10. REFUND OF EMD**

EMD will be refunded to the unsuccessful bidders without interest by following guidelines of circular 3975-F(Y) dated 28/07/2016 on final selection of Successful Bidders.

## **11. FORFEITURE OF EMD**

EMD made by Bidder may be forfeited under the following conditions:

If Bidder withdraws the proposal before the expiry of validity period.

During the evaluation process, if a Bidder indulges in any such activity as would jeopardize the process, the decision of WTL regarding forfeiture of EMD shall be final and shall not be called upon question under any circumstances.

If Bidder violates any of the provisions of the terms and conditions of the proposal.

In the case of a successful Bidder, if Bidder fails to:

- a) Accept the work order along with the terms and conditions.
- b) Furnish performance security.
- c) Violates any of the work conditions of this proposal or indulges in any such activities as would jeopardize the work.
- d) Submitting false/misleading information/declaration/documents/proof/etc.

The decision of WTL regarding forfeiture of EMD shall be final and shall not be called upon to question under any circumstances, besides, forfeiture of EMD even the Bidder will be deferred from participating in any job for a period of one year.

## **12. FORMS AND FORMATS**

The various inputs for the Techno Commercial as Financial Bids are to be submitted in the format specified. The bidder shall use the form, wherever specified, to provide relevant information. If form does not provide space for any required information, space at the end of the form or additional sheets shall be used to convey the said information. For all other cases, the bidder shall design a form to hold the required information.

## **13. LACK OF INFORMATION TO BIDDER**

The bidder shall be deemed to have carefully examined the Bid document to his entire satisfaction. Any lack of information shall not relieve the bidder of his responsibility to fulfill his obligation under the bid. If bidder has any queries relating to bid document, then he can send the queries before the Pre Bid Meeting.

## **14. CONTRACT EXECUTION**

On receipt of the Letter of Award/Purchase Order the contractor should submit a Performance Bank Guarantee (PBG) equivalent to 10% of the total contract value within three weeks from the date of receipt of Letter of Award/Purchase Order. The PBG should be valid for six months more than the AMC period. All delivery of the material will have to be completed within 45 days from the date of acceptance of contract and the contractor has to ensure all activities leading to the commissioning of the contract to be completed within 75 days from the date of award. Subsequent to the award of contract, the contractor will have to arrange for the requisite material as per BOM.

## **15. TIME SCHEDULE FOR AMC SUPPORT**

As per Scope of Work & Responsibility (Section – A).

## **16. LOCATION SUPPORT DETAILS**

WBHIDCO BHawan, Rabindra Tirtha, Nazrul Tirtha, Eco Park & Island, MWM, Sr. Park, Snehodiya, Eco Urban Village, Coffee House New Town, Biswa Bangla Gate, Alipore Museum, Smart Connect, etc.

## **16. LIQUIDATED DAMAGE / PENALTY**

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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 may be imposed on the contractor for sum not less than 0.5% of the contract value for that item/job for each week or part thereof, subject to a ceiling of 10% of the total contract value (excluding all taxes & duties and other charges). In the event of LD exceeds 10% of the order value, WTL reserves the right to terminate the contract and WTL will get the job completed by any other competent party. The difference of cost incurred by WTL will be recovered from the contractor and PBG will be invoked.

## **17. LIABILITY**

In case of a default on bidder's part or other liability, WTL shall be entitled to recover damages from the Contractor. In each such instance, regardless of the basis on which WTL is entitled to claim damages from the Contractor (including fundamental breach, negligence, misrepresentation, or other contract or tort claim), Contractor shall be liable for no more than:

- Payment referred to in the Patents and Copyrights clause.
- Liability for bodily injury (including death) or damage to real property and tangible personal property limited to that cause by the Contractor's negligence.
- As to any other actual damage arising in any situation involving non-performance by Contractor pursuant to or in any way related to the subject of this Agreement, the charge paid by WTL for the individual product or Service that is the subject of the Claim. However, the contractor shall not be liable for
- For any indirect, consequential loss or damage, lost profits, third party loss or damage to property or loss of or damage to data.

For any direct loss or damage that exceeds the total payment for Contract Price made or expected to be made to the Contractor hereunder.

## **18. PATENTS & COPYRIGHT**

If a third party claims that a product delivered by the Contractor to WTL infringes that party's patent or copyright, the Contractor shall defend WTL against that claim at Contractor's expense and pay all costs, damages, and attorney's fees that a court finally awards or that are included in a settlement approved by the Contractor, provided that WTL.

- Promptly notifies Contractor in writing of the claim
- Allows Contractor to control and co-operate with Contractor in the defense and any related settlement negotiations.

Remedies: If such a claim is made or appears likely to be made, WTL would permit Contractor to enable WTL to continue to use the product, or to modify it, or replace it with one that is at least functionally equivalent. If Contractor determines that none of these alternatives is reasonably available, WTL agrees to return the product to Contractor on Contractor's written request. Contractor will then give WTL a credit equal to for a machine. WTL's net book value (provided WTL has followed generally accepted accounting principles for a generally available software product produced by Contractor (Program) the amount paid by WTL or 12 months charges (which ever is lesser) and for materials the amount paid by WTL for the materials. These will be Contractor's entire obligation regarding any claim of infringement.

## **19. SUSPENSION OF WORK**

WTL shall have the power at any time and from time to time by notice to the Contractor to delay or suspend the progress of the work or any part of the work due to any other adequate reasons and on receipt of such notice the contractor shall forthwith suspend further progress of the work until further notice from WTL. The Contractor shall recommence work immediately after receiving a notice to do so from WTL. The whole or any part of the time lost for such delay or suspension shall, if WTL in its absolute discretion thinks fit, but not otherwise, be added to the time allowed for completion.

## **20. TERMS OF PAYMENT**

Payment terms will be on back-to-back basis, i.e., payment will be made only on receipt of payment from relevant customer (WBHIDCO Ltd).

## **21. GOVERNING LAWS**

This contract should be governed by and interpreted by Arbitration clause in accordance with Laws in force in India. The courts at Kolkata shall have exclusive jurisdiction in all matters arising under the contract. The selected vendor shall keep himself fully informed of all current national, state and municipal law and ordinances. The selected vendor shall at their own expense, obtain all necessary permits and license and pay all fees and taxes required by law. These will be selected vendor's entire obligation regarding any claim of infringement. The selected vendor hereto agrees that it shall comply with all applicable union, state and local laws, ordinances,



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regulations and codes in performing its obligations hereunder, including the procurement of licenses, permits certificates and payment of taxes where required. The selected vendor shall establish and maintain all proper records (particularly, but without limitation, accounting records) required by any law, code/practice of corporate policy applicable to it from time to time including records and returns as applicable under labor legislation.

## **22. CORRUPT OR FRAUDULENT**

The Tender Committee requires that the bidders under this Tender observe the highest standards of ethics during the procurement and execution of such contracts. For this purpose, the definition of corrupt and fraudulent practices will follow the provisions of the relevant laws in force. The Tender Committee will reject a proposal for award if it detects that the bidder has engaged in corrupt or fraudulent practices in competing for the contract in question. The Tender Committee will declare a firm ineligible, either indefinitely or for a stated period of time, if it at any time determines that the firm has engaged in corrupt and fraudulent practices in competing for, or in executing, a contract.

## **23. BIDDING CLAUSE**

All decisions taken by the Tender Committee regarding the processing of this tender and award of contract shall be final and binding on all parties concerned.

The Tender Committee reserves the right:

- To vary, modify, revise, amend or change any of the terms and conditions mentioned above and,
- To reject any or all the Tender/s without assigning any reason whatsoever thereof or to annul the bidding process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder(s) or any obligation to inform the affected bidder(s) of the grounds for such decision.

## **24. WORKMEN'S COMPENSATION**

In every case in which by virtue of the provision of the workmen's compensation Act 1923 or any other relevant acts and rules, compensation to a workman employed by the contractor, is payable, then this should be done by the Contractor. If WTL is obliged to make any compensation under the said rules and acts, then the amount shall be recovered without prejudice, from the bills and due of the Contractor. WTL shall not be bound to contest any claim made against the Contractor in respect of workmen's compensation.

## **25. CONTRACTOR'S EMPLOYEES**

The Contractor shall comply with the provision of all labour legislation including the requirement of the payment of Wage Act 1936 and the rules framed there under and modifications thereof in respect of men employed by him in carrying out the contract. The Contractor must ensure that he complies with PF, ESI regulation for all his deployed employees. The Contractor shall see that all authorized Sub Contractors under him similarly complied with the above requirement.

## **26. SAFETY MEASURES**

The Contractor shall in the course of execution of the work take all necessary precaution for the protection of all persons and property. The Contractor shall take adequate measures to protect the work and prevent accident during the work. In the event of any accident to any person or persons or damage or injury of any description to any person or property due to failure on the part of the contractor in taking proper precautionary measures the contractor shall be responsible for and must make good the loss the damage at his own cost to the satisfaction of the department and employees of the department shall be indemnified from all claims or liabilities arising there from or any expenses incurred on account thereof.

## **27. EQUIPMENT**

All tools & tackles necessary for the work shall have to be procured by the contractor unless otherwise specified elsewhere in these tender documents. The equipment used by the contractor for a particular work must be appropriate for the type of work. The contractor shall maintain the equipment used on the work properly so that they are in good working condition. In no case shall the contractor use defective or imperfect equipment in the work. The contractor shall arrange to replace or repair all defective equipment so that the progress of the work is not hampered. No defective equipment should be left at the site of work and the department shall not be responsible for any loss or damage to any of this equipment during the course of the execution of the work.

## **28. SUB-CONTRACT**

The purchaser (WTL) does not recognize the existence of Sub-Contractors. The Contractor's responsibility is not transferable.

## **29. TERMINATION FOR DEFAULT**

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WTL may without prejudice to any other remedy or right of claim for breach of contract by giving not less than 30 days written notice of default sent to the contractor, terminate the order in whole or in part. If the contractor materially fails to render any or all the services within the time period specified in the contract or any extension thereof granted by WTL in writing and fails to remedy its failure within a period of thirty days after receipt of default notice from WTL. If the project (delivery, commissioning as well as warranty maintenance support is not carried out according to specification due to deficiency in service as per terms of the contract. In such case WTL will invoke the amount held back from the contractor as PBG.

## **30. BANKRUPTCY**

If the contractor becomes bankrupt or have a receiving order made against him or compound with his creditors or being a corporation commence to be wound up, not being a voluntary winding up for the purpose only or amalgamation or reconstruction, or carry on their business under a receiver for the benefit of their creditors or any of them, WTL shall be at liberty to terminate the engagement forthwith without any notice in writing to the contractor or to the liquidator or receiver or to any person in whom the contractor may become vested and without any compensation to give such liquidator or receiver or other person the option of carrying out the engagement subject to their providing a guarantee for the due and faithful performance of the engagement up to an amount to be determined by WTL.

## **31. FORCE MAJEURE**

It is hereby defined as any cause, which is beyond the control of the Contractor or WTL as the case may be, which such party could not foresee or with a reasonable amount of diligence could not have foreseen and which substantially affect the performance of the contract, such as

- War, Hostilities or warlike operations (whether a state of war be declared or not), invasion, act of foreign enemy and civil war.
- Rebellion, revolution, insurrection, mutiny, usurpation of civil or military, government, conspiracy, riot, civil commotion and terrorist area.
- Confiscation, nationalization, mobilization, commandeering or requisition by or under the order of any government or de facto authority or ruler, or any other act or failure to act of any local state or national government authority.
- Strike, sabotage, lockout, embargo, import restriction, port congestion, lack of usual means of public transportation and communication, industrial dispute, shipwreck, shortage of power supply epidemics, quarantine and plague.
- Earthquake, landslide, volcanic activity, fire flood or inundation, tidal wave, typhoon or cyclone, hurricane, nuclear and pressure waves or other natural or physical disaster.

If either party is prevented, hindered or delayed from or in performing any of its obligations under the Contract by an event of Force Majeure, then it shall notify the other in writing of the occurrence of such event and the circumstances of the event of Force Majeure within fourteen days after the occurrence of such event. The party who has given such notice shall be excused from the performance or punctual performance of its obligations under the Contract for so long as the relevant event of Force Majeure continues and to the extent that such party's performance is prevented, hindered or delayed.

The party or parties affected by the event of Force Majeure shall use reasonable efforts to mitigate the effect of the event of Force Majeure upto its or their performance of the Contract and to fulfill its or their obligation under the Contract but without prejudice to either party's right to terminate the Contract.

No delay or nonperformance by either party to this Contract caused by the occurrence of any event of Force Majeure shall.

- Constitute a default or breach of the contract.
- Give rise to any claim for damages or additional cost or expense occurred by the delay or nonperformance. If, and to the extent, that such delay or nonperformance is caused by the occurrence of an event of Force Majeure.

## **32. PERFORMANCE BANK GUARANTEE (PBG)**

As a guarantee for timely delivery, installation and commissioning of equipment as well as performance of on-site warranty support, as mentioned in Bill of Material, from the date of final acceptance of systems and pertaining to proper running of the systems, the bidder will have to submit 10% of the contract value as security in the form of Performance Bank Guarantee from any nationalized bank as per format enclosed (Section – P).

## **33. SI/BIDDER/CONTRACTOR'S RESPONSIBILITIES**

Refer Section –A (Scope of Work & Responsibility)

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## **34. NO WAIVER OF RIGHTS**

Neither the inspection by WTL or any of their agents nor any order by WTL for payment of money or any payment for or acceptance of the whole or any part of the works by WTL, nor any extension of time, nor any possession taken by WTL shall operate as a waiver of any provision of the contract or of any power reserved to WTL, or any right to damages here in provided, nor shall any waiver of any breach in the contract be held to be a waiver of any other subsequent breach.

## **35. GRAFTS, COMMISSIONS, GIFTS, ETC.**

It is the Purchaser's policy to require that bidders, suppliers, contractors and consultants under contracts, observe the highest standard of ethics during the procurement and execution of such contracts. Any graft, commission, gift or advantage given, promised or offered by or on behalf of the contractor or his partner, agent, officers, director, employee or servant or any one on his or their behalf in relation to the obtaining or to the execution of this or any other contract with WTL shall in addition to any criminal liability which it may incur, subject the contractor to the cancellation of this and all other contracts and also to payment of any loss or damage to WTL resulting from any cancellation. WTL shall then be entitled to deduct the amount so payable from any monies otherwise due to the contractor under contract.

## **36. ENFORCEMENT OF TERMS**

The failure of either party to enforce at any time any of the provision of this contract or any rights in respect thereto or to exercise any option here in provided shall in no way be construed to be a waiver to such provisions, rights or options or in any way to affect the validity of the contract. The exercise by either party of any of its rights herein shall not preclude or prejudice either party from exercising the same or any other right it may have hereunder.

## **37. PERIOD OF VALIDITY OF OFFER**

For the purpose of placing the order, the proposals shall remain valid till 180 days. During the period of validity of proposals, the rates quoted shall not change. In exceptional circumstances, WTL may ask for extension of the period of validity and such a request shall be binding on Bidders. WTL's request and the response to such a request by various Bidders shall be in writing. A Bidder agreeing to such an extension will not be permitted to increase its rates.

## **38. TAXES & DUTIES**

- The prices shall be inclusive of all taxes & levies including GST and other statutory duties as applicable. Rate of taxes should be indicated separately in the Price Bid.
- Contract Price specified in Price Bid should be based on the taxes & duties and charges prevailing at the date one day prior to the last date of Bid submission.
- Statutory deduction, wherever applicable, shall be made from invoice as per government rules. Necessary certificate will be issued for such deductions.
- Bidder submitting a bid shall produce valid statutory documents / certificates with respect to GST, Income Tax, ROC, Prof. Tax, Trade License, etc. All such documents / certificates shall remain valid on the last date of tender submission.
- In case of inter-state transaction, WTL will provide "Waybill". However, statutory charges, if any will be borne by the bidder.
- GST component of the invoice of the bidder may be kept on hold in case there is any mismatch / irregularity in GST return filing on the part of the bidder.

## **39. DISCREPANCIES IN BID**

- 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 then the unit rate shall be regarded as firm.
- Discrepancy in totaling or carry forward in the amount quoted by the bidder shall be corrected.

## **40. BID DUE DATE**

The online tender has to be submitted not later than the due date and time specified in the Important Dates Sheet. WTL may at its discretion on giving reasonable notice by fax, or any other written communication to all prospective bidders who have been issued the bid documents, extend the bid due date, in which case all rights and obligations of the WTL and the bidders, previously subject to the bid due date, shall thereafter be subject to the new bid due date as extended.

## **41. LATE BID**

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Any proposal received by WTL after the deadline for submission of proposals may not be accepted.

## **42. OPENING OF BID BY WTL**

Bids shall be opened and downloaded electronically through operation of the process in the e-Tender portal in presence of Tender Committee. Bidders interested to remain present during electronic bid opening may attend the bid opening session at WTL premises at scheduled date & time.

## **43. CONTACTING WTL**

Bidder shall not approach WTL officers beyond office hours and/or outside WTL office premises from the time of the Bid opening to the time of finalization of successful bidder. Any effort by bidder to influence WTL office in the decision on Bid evaluation, Bid comparison or finalization may result in rejection of the Bidder's offer. If the bidder wishes to bring additional information to the notice of WTL, it should be in writing following the procedure mentioned hereinabove.

## **44. WTL'S RIGHT TO REJECT ANY OR ALL BIDS**

WTL reserves the right to reject any bid and to annul the bidding process and reject all bids at any time prior to award of Contract, without thereby incurring any liability to the affected bidder(s) or any obligation to inform the affected bidder(s) of the grounds for such decision.

## **45. BID CURRENCIES**

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

## **46. PRICE**

- Price should be quoted in the BOQ format only. No deviation is acceptable.
- Price quoted should be firm, inclusive of packing, forwarding, insurance and freight charges.
- Percentage/specified amount of taxes & duties should be clearly mentioned otherwise WTL reserves the right to reject such vague offer.
- Price to be quoted inclusive of supply, installation & commissioning charges.

## **47. 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.

## **48. NON-TRANSFERABILITY OF TENDER**

This tender document is not transferable.

## **49. FORMATS AND SIGNING OF BID**

The original and all copies of the proposals shall be neatly typed and shall be signed by an authorized signatory(ies) on behalf of the Bidder. The authorization shall be provided by written Power of Attorney accompanying the proposal. All pages of the proposal, except for un-amended printed literature, shall be initialed by the person or persons signing the proposal. 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.

## **50. WITHDRAWAL OF BID**

Bid cannot be withdrawn during the interval between their submission and expiry of Bid's validity period. Fresh Bid may be called from eligible bidders for any additional item(s) of work not mentioned herein, if so required.

## **51. 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 or can put in a separate sheet along with his technical bid document.

## **52. PREPARATION OF TENDER**

Tender shall be submitted in accordance with the following instructions:

- a) Tenders shall be submitted in the prescribed forms. Digital signatures shall be used. Where there is conflict between the words and the figures, the words shall govern.
- b) 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.

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- c) Tenders shall not contain any recapitulation of the work to be done. Alternative proposals will not be considered unless called for. No written, oral, telegraphic or telephonic proposals for modifications will be acceptable.
- d) Tenders shall be uploaded as notified on or before the date and time set for the opening of tenders in the Notice Inviting Tenders.
- e) Tenders subject to any conditions or stipulations imposed by the bidder are liable to be rejected.
- f) Each and every page of the tender document must be signed with company seal by the bidder.
- g) 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.

## 56. ERASURES OR ALTERNATIONS

The offers with overwriting and erasures may make the tender liable for rejection if each of such overwriting/erasures/manuscript ions is not only signed by the authorized signatory of the bidder. There should be no hand-written material, corrections or alterations in the offer. Technical details must be completely filled up. Correct technical information of the product being offered must be filled in. Filling up of the information using terms such as "OK", "accepted", "noted", "as given in brochure/manual" is not acceptable. The Customer may treat offers not adhering to these guidelines as unacceptable. The Customer may, at its discretion, waive any minor non-conformity or any minor irregularity in the offer. This shall be binding on all bidders and the Tender Committee reserves the right for such waivers.

## 57. COMPLIANCE WITH LAW

The contractor hereto agrees that it shall comply with all applicable union, state and local laws, ordinances, regulations and codes in performing its obligations hereunder, including the procurement of licenses, permits certificates and payment of taxes where required. The contractor shall establish and maintain all proper records (particularly, but without limitation, accounting records) required by any law, code/practice of corporate policy applicable to it from time to time including records and returns as applicable under labor legislation.

## 58. CLARIFICATION OF BIDS

During evaluation of the bids, the Customer/Tender Committee, at its discretion may ask the bidder for clarification of its bid. The request for the clarification and the response shall be in writing (fax/email) and no change in the substance of the bid shall seek offered or permitted.

## 59. DEEMED ACCEPTANCE

Deliverables will be deemed to be fully and finally accepted by the Department in the event Department has not submitted such Deliverable/Service Review Statement to Bidder/Implementation Partner before the expiration of the review period, or when Department uses the Deliverable in its business, whichever occurs earlier ("Deemed Acceptance").

## 60. QUALITY CONTROL

- The contractor is obliged to work closely with WTL and/or Department, act within its authority and abide by directive issued by them on implementation activities.
- The contractor will abide by the safety measures and free WTL and the concerned Department from all demands or responsibilities arising from accident/loss of life, the cause of which is due to their negligence. The bidder will pay all indemnities arising from such incidents and will not hold WTL and Department responsible.
- The contractor will treat as confidential all data and information about the system, obtained in the execution of its responsibilities in strict confidence and will not reveal such information to any party without the prior written approval of WTL/Department.
- WTL reserves the right to inspect all phases of contractor's operation to ensure conformity to the specifications. WTL shall have engineers, inspectors or other duly authorized representatives made known to the contractor, present during the progress of the work and such representatives shall have free access to the work at all times. The presence or absence of representatives of WTL does not relieve the contractor of the responsibility for quality control in all phases.
- The Court of Kolkata only will have the jurisdiction to deal with and decide any legal matters or dispute whatsoever arising out of the contract.

## 61. GENERAL TERMS

- a) 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.
- b) 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

## **WEBEL TECHNOLOGY LIMITED**

detected that documents submitted are forged/tampered/manipulated in any way, the total responsibility lies with the bidder and WTL 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.

- c) No Technical/Commercial clarification will be entertained after opening of the tender.
- d) Overwriting and erasures may make the tender liable for rejection if each of such overwriting/erasures/manuscription is not only signed by the authorized signatory of the bidder. All overwriting should be separately written and signed by the authorized signatory of the bidder.
- e) Quantity mentioned in the tender document is indicative only and orders shall be placed subject to actual requirement. WTL reserve the right to increase or decrease the quantity specified in the tender.
- f) WTL 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.
- g) WTL reserve the right to ask for clarification in the bid documents submitted by the bidder. Documents may be taken if decided by the committee.
- h) 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.
- i) No dispute by the bidders in regard to Technical/Commercial points will be entertained by WTL and decision taken by the Tender Committee will be final.
- j) Discrepancy in the amount quoted by the bidder due to calculation mistake, the unit rate shall be regarded as firm and the totaling or carry in the amount quoted by the bidder shall be corrected accordingly.
- k) The price offers shall remain firm within the currency of contract and no escalation of price will be allowed.
- l) 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.
- m) The customer/WTL at its discretion may extend the deadline for the submission of Bids.
- n) The Court of Kolkata only will have the jurisdiction to deal with and decide any legal matters or dispute whatsoever arising out of the contract.

# **WEBEL TECHNOLOGY LIMITED**

## **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 in original)

To  
**Webel Technology Limited**  
**Plot – 5, Block – BP, Sector - V,**  
**Salt Lake City,**  
**Kolkata – 700091.**

**Sub: Selection of agency regarding Comprehensive Annual Maintenance Contract (CAMC) / Resource facility management for providing maintenance services of Hardware Items / LAN Network ICT Infra also for providing nine numbers of manpower for different wings / locations under WBHIDCO and its related project for the period of one year.**

Dear Sir,

1. We the undersigned bidder/(s), having read and examined in details the specifications and other documents of the subject tender no. WTL/HIDCO/AMC/23-24/049 dated 08.01.2024, do hereby propose to execute the job as per specification as set forth in your Bid documents.
2. The prices of all items stated in the bid are firm during the entire period of job irrespective of date of completion and not subject to any price adjusted as per in line with the bidding documents. All prices and other terms & conditions of this proposal are valid for a period of 180 (one hundred eighty) days from the date of opening of bid. We further declare that prices stated in our proposal are in accordance with your bidding.
3. We confirm that our bid prices include all other taxes and duties and levies applicable on bought out components, materials, equipments and other items and confirm that any such taxes, duties and levies additionally payable shall be to our account.
4. Earnest Money Deposit & Tender Fee: We have transferred the Tender Fee & EMD amount online through e-Tender portal.
5. We declare that items shall be executed strictly in accordance with the specifications and documents irrespective of whatever has been stated to the contrary anywhere else in our proposal. Further, we agree that additional conditions, deviations, if any, found in the proposal documents other than those stated in our deviation schedule, save that pertaining to any rebates offered shall not be given effect to.
6. If this proposal is accepted by you, we agree to provide services and complete the entire work, in accordance with schedule indicated in the proposal. We fully understand that the work completion schedule stipulated in the proposal is the essence of the job, if awarded.
7. We further agree that if our proposal is accepted, we shall provide a Performance Bank Guarantee of the value equivalent to ten percent (10%) of the Order value as stipulated in Financial Bid (BOQ).
8. We agree that WTL reserves the right to accept in full/part or reject any or all the bids received without any explanation to bidders and his decision on the subject will be final and binding on Bidder.

Thanking you, we remain,

**WEBEL TECHNOLOGY LIMITED**

Yours faithfully

.....  
Signature

.....  
Name in full

.....  
Designation

**Signature & Authorized Verified by**

.....  
Signature

.....  
Name in full

.....  
Designation

.....  
Company Stamp

Dated, this .....day of .....2024



# **WEBEL TECHNOLOGY LIMITED**

## **SECTION – F**

### **TECHNO COMMERCIAL EVALUATION & AWARDING OF CONTRACT**

#### **1. EVALUATION PROCEDURE**

- The Eligibility Criteria (Section - B) will be evaluated by Tender Committee and those qualify will be considered for further evaluation.
- After qualifying in Eligibility Criteria, the qualified bidders will only be considered for Financial Bid evaluation.

#### **2. FINAL EVALUATION**

Financial Proposal of the bidders qualifying in the evaluation of Eligibility Criteria will be evaluated. The bidder who has qualified in the Eligibility Criteria evaluation and returns with lowest quote (L1) in financial bid would normally be awarded the contract subject to Post Qualification.

#### **3. AWARDING OF CONTRACT**

An affirmative Post Qualification determination will be prerequisite for award of the contract to the lowest quoted bidder. A negative determination will result in rejection of bidder's bid, in which event the WTL will proceed to the next lowest evaluated bidder to make a similar determination of that bidder's capability to perform satisfactorily. The successful bidder (s) will have to give security deposit in the form of Performance Bank Guarantee.

#### **4. POST QUALIFICATION**

The determination will evaluate the Bidder's financial, technical, design, integration, customization, production, management and support capabilities and will be based on an examination of the documentary evidence of the Bidder's qualification, as well as other information WTL deems necessary and appropriate. This determination may include visits or interviews with the Bidder's client's reference in its bid, site inspection, and any other measures.

# **WEBEL TECHNOLOGY LIMITED**

## **SECTION – G**

### **GUIDANCE FOR E-TENDERING**

Instructions / Guidelines for electronic submission of the tenders have been annexed for assisting the Bidders to participate in e-Tendering.

- **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://wbtenders.gov.in>. The Bidder is to click on the link for e-Tendering site as given on the web portal.
- **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 above. DSC is given as a USB e-Token.
- The Bidder can search & download N.I.T. & BOQ electronically from computer once he logs on to the website mentioned above using the Digital Signature Certificate. This is the only mode of collection of Tender Documents.
- **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 be applied severally in a single job all the applications will be rejected.
- **Submission of Tenders:**  
Tenders are to be submitted through online to the website stated above in two folders at a time, one in Techno Commercial 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)

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

#### **Techno Commercial Cover:**

##### **Technical Document1 (scanned & join in pdf format then upload)**

1. Bid Form as per format (Section – E)

##### **Technical Document2 (scanned & join in pdf format then upload)**

1. N I T Declaration duly stamped & signed in letter head, Section - Q

##### **Technical Compliance (scanned & joins in pdf format then upload)**

1. Blacklisting Declaration

#### **Financial Cover:**

BOQ will be downloaded and same will be uploaded with quoted rates. While uploading BOQ file name shall remain unchanged. Absence of this document shall lead to summary rejection of the bid.

# WEBEL TECHNOLOGY LIMITED

**NON-STATUTARY COVER (MY SPACE) CONTAIN FOLLOWING DOCUMENT:**

**(In each folder, scanned copy will be uploaded with single file having multiple pages)**

Sl. No.	Category Name	Sub Category Name	Sub Category Description
A	CERTIFICATES	A1. CERTIFICATES	<ul style="list-style-type: none"> <li>• GST Registration Certificate</li> <li>• PAN</li> <li>• Trade License</li> <li>• Document as per Section – B</li> </ul>
B	COMPANY DETAILS	B1. COMPANY DETAILS 1	<ul style="list-style-type: none"> <li>• Document as per Section – B</li> <li>• Document as per Section – B</li> </ul>
		B2. COMPANY DETAILS 2	<ul style="list-style-type: none"> <li>• Company Profile (Not more than 3 pages)</li> <li>• Document as per Section – B</li> </ul>
C	CREDENTIAL	CREDENTIAL 1	Order copy & performance certificate as per Section – B
		CREDENTIAL 2	<ul style="list-style-type: none"> <li>• Other documents, if any</li> <li>• Support Service &amp; Manpower as per Section - B</li> </ul>
D	DECLARATION	DECLARATION 1	<ul style="list-style-type: none"> <li>• List of Clients as per format (Section – O)</li> <li>• Support Service Centre &amp; Manpower (Section – M)</li> </ul>
		DECLARATION 2	Financial Capability of Bidder as per format (Section – J)
		DECLARATION 3	Bidder's Details as per format (Section – K)
		DECLARATION 4	Details of Order Executed as per format (Section – I)
		DECLARATION 5	Document as per Section – B Financial document as per Section – B
F	FINANCIAL INFO	P/L & BALANCE SHEET 2019-2020	P/L & BALANCE SHEET 2020-2021
		P/L & BALANCE SHEET 2020-2021	P/L & BALANCE SHEET 2021-2022
		P/L & BALANCE SHEET 2021-2022	P/L & BALANCE SHEET 2022-2023

# WEBEL TECHNOLOGY LIMITED

## SECTION - H

### BILL OF MATERIAL FOR AMC

<b>Sl. No.</b>	<b>Description of Hardware Items</b>	<b>No. of Item in Working Condition</b>
1	AMC of Desktop Computers with monitors (Intel Core 2 Duo, Intel Pentium 4, Intel Core i3, i5, Intel Xeon, AMD), Make: Lenovo, HP, Dell, IBM, HCL, Assembled.	297 Nos
2	AMC of HP Lj /OJ Printers (BROTHER MFC-T4500dw, Canon Image Runner, Epson, HP Ink Tank, HP Laserjet, HP Officejet etc.)	221Nos
3	AMC of Laptop (Intel Corei3, i5, i6, Celeron)	33 Nos.
4	AMC of Scanner (Canon Lide, HP Scanjet, HP Scanjet Pro)	9 Nos.
5	AMC of Plotter (HP DesignJet T7100, HP DesignJet 510, HP DesignJet T2530, HP DesignJet 500, HP DesignJet 500 PS)	7 Nos
6	AMC of On Line UPS (Microtek-1KVA, Liebert GXTMT+3KVA, AVO 10KV, AVO 6KV, AVO 3KV, Hp Max 10 KV 31FMC.	9 Nos
7	AMC of UPS (500 VA, 600 VA, 1 KVA)	272 Nos.
8	AMC of Access Point (Make: Ruckus, D-Link, TP- Link, Cisco, Netgear, Unifi, Dahua, CP-PLUS etc)	125 Nos.
9	AMC of Display Unit (Television) (Make: LG, Panasonic, Sony, Philips), Size: 32", 55" & others)	11 Nos.
10	AMC of Projector (Make: Epson)	4 Nos.
11	AMC of Wi-Fi Dongle (Wireless N300 D-Link, TP-LINK, D-LINK DWA 131, TP-LINK wirelss N PCI Express card)	201 Nos.
12	AMC of Router	14 Nos.
13	AMC of 12 Switch & Media Converter	41 Nos
14	AMC of Webcam (Zebronics, Logitech)	17 Nos.
15	AMC of Server (Intel Xeon, Intel Core i5)	13 Nos.

**In the BOM and provide any additional materials, services etc. required to deliver to meet the project objectives. No further communication regarding cost involvement will be entertained at the time of CAMC tenure of the project.**

# WEBEL TECHNOLOGY LIMITED

## SECTION – I

### DETAILS OF ORDERS EXECUTED BY BIDDER

(Tender No. WTL/WBHIDCO/AMC/23-24/049)

Sl. No.	Order No.	Order Date	Order Value	Brief description of items and job details	Completed (Yes/NO)	Name of the Customer	Contact details of the Customer

Authorized Signatory (Signature In full): \_\_\_\_\_

Name and title of Signatory: \_\_\_\_\_

Stamp of the Company: \_\_\_\_\_

**Note:**

- A. Type of Project shall indicate the implementation of services (Comprehensive Annual Maintenance Contract (CAMC) / Resource facility management for providing maintenance services of Computers / Printers/ Servers / Scanners / UPSs / Firewall / Local area network (Including Router, Switch, Modem etc) and other ICT related peripherals also for providing manpower support for different wings / locations under WBHIDCO and its related project for the period of one year)
- B. Scope of work shall indicate whether it is implementation, Operation or maintenance.
- C. Submit Customer Order Copy details of the order indicating the project value, customer contact details.

# **WEBEL TECHNOLOGY LIMITED**

## **SECTION – J**

### **FINANCIAL CAPABILITY OF BIDDER**

(Tender No. WTL/WBHIDCO/AMC/23-24/049)

#### **FINANCIAL INFORMATION**

Sl. No.	Name of the Bidder	Turnover (Rs. / Crores)		
		2020-21	2021-22	2022-23
1				

Authorized Signatory (Signature In full): \_\_\_\_\_

Name and title of Signatory: \_\_\_\_\_

Stamp of the Company: \_\_\_\_\_

**Note:**

Submit the audited financial statement/ audited annual report of the last three financial years.

# WEBEL TECHNOLOGY LIMITED

## SECTION – K

### BIDDERS'S DETAILS

(Tender No. WTL/WBHIDCO/AMC/23-24/049)

1	Name of the Firm	
2	Registered Office Address	
	Contact Number	
	Fax Number	
	E-mail	
3	Correspondence / Contact address	
	Name & Designation of Contact person	
	Address	
	Contact Number	
	Fax Number	
	E-mail	
4	Is the firm a registered company? If yes, submit documentary proof	
	Year and Place of the establishment of the company	
6	Former name of the company, if any	
7	<p>Is the firm</p> <ul style="list-style-type: none"> <li>▪ a Government/ Public Sector Undertaking</li> <li>▪ a propriety firms</li> <li>▪ a partnership firm (if yes, give partnership deed)</li> <li>▪ a limited company or limited corporation</li> <li>▪ a member of a group of companies, (if yes, give name and address and description of other companies)</li> <li>▪ a subsidiary of a large corporation (if yes give the name and address of the parent organization). If the company is subsidiary, state what involvement if any, will the parent company have in the project.</li> </ul>	
8	Is the firm registered with Sales Tax department? If yes, submit valid GST Registration certificate.	
9	Is the firm registered for Service Tax with Central Excise Department (Service Tax Cell)? If yes, submit valid Service Tax registration certificate.	
10	Total number of employees. Attach the organizational chart showing the structure of the organization.	
11	Are you registered with any Government/ Department/ Public Sector Undertaking (if yes, give details)	
12	How many years has your organization been in business under your present name? What were your fields when you established your organization	
13	<p>What type best describes your firm? (Purchaser reserves the right to verify the claims if necessary)</p> <ul style="list-style-type: none"> <li>▪ Manufacturer</li> <li>▪ Supplier</li> <li>▪ System Integrator</li> <li>▪ Consultant</li> <li>▪ Service Provider (Pl. specify details)</li> <li>▪ Software Development</li> <li>▪ Total Solution provider (Design, Supply, Integration, O&amp;M)</li> <li>▪ IT Company</li> </ul>	

## **WEBEL TECHNOLOGY LIMITED**

14	Number of Offices in district headquarters in West Bengal	
15	Is your organization having ISO 9001:2015 certificates?	
16	List the major clients with whom your organization has been / is currently associated.	
17	Have you in any capacity not completed any work awarded to you? (If so, give the name of project and reason for not completing the work)	
18	Have you ever been denied tendering facilities by any Government / Department / Public sector Undertaking? (Give details)	

Authorized Signatory (Signature In full): \_\_\_\_\_

Name and title of Signatory: \_\_\_\_\_

Company Rubber Stamp: \_\_\_\_\_



# WEBEL TECHNOLOGY LIMITED

## SECTION - I

### SUPPORT SERVICE CENTER & MANPOWER DETAILS OF BIDDER

(Tender No. WTL/WBHIDCO/AMC/23-24/049)

Sl. No.	Name of Place	Address	Name of Support Personnel	Contact Number

Authorized Signatory (Signature In full): \_\_\_\_\_

Name and title of Signatory: \_\_\_\_\_

Company Rubber Stamp: \_\_\_\_\_

# WEBEL TECHNOLOGY LIMITED

## SECTION – M

### FORMAT FOR PRE-BID MEETING QUERY

(Tender No. WTL/WBHIDCO/AMC/23-24/049)

Name of the Bidder:

Queries

Sl. No.	Section No.	Clause No.	Page No.	Queries

**Note:** The filled form to be submitted in XLS & PDF Format. There is a cutoff date for receiving of queries before Pre Bid Meeting. Queries received after the cutoff period will not be accepted. The Purchaser reserves the right to respond all queries over e-mail.

Authorized Signatory (Signature In full): \_\_\_\_\_

Name and title of Signatory: \_\_\_\_\_

Company Rubber Stamp: \_\_\_\_\_



# WEBEL TECHNOLOGY LIMITED

## SECTION – O

### PROFORMA FOR PERFORMANCE BANK GUARANTEE

(On non-judicial stamp paper of appropriate value to be purchased in the name of executing Bank)

#### PROFORMA OF BANK GUARANTEE FOR SECURITY DEPOSIT –CUM-PERFORMANCE GUARANTEE

Ref ..... Bank Guarantee no.....

Date.....

#### PROFORMA OF BG FOR SECURITY DEPOSIT

KNOW ALL MEN BY THESE PRESENTS that in consideration of WEBEL TECHNOLOGY LIMITED, a Government of West Bengal Undertaking incorporated under the Companies Act, 1956 having its Registered office at Plot 5, Block BP, Sector V, Kolkata-700 091 (hereinafter called "The Purchaser") having agreed to accept from \_\_\_\_\_ (hereinafter called "The Contractor") Having its Head Office at \_\_\_\_\_, a Bank guarantee for Rs. \_\_\_\_\_ in lieu of Cash Security Deposit for the due fulfillment by the Contractor of the terms & conditions of the Work Order No. \_\_\_\_\_ dated \_\_\_\_\_ issued by the Purchaser for \_\_\_\_\_ (hereinafter called "the said work order \_\_\_\_\_ dated \_\_\_\_\_)". We \_\_\_\_\_ (Name & detailed address of the branch) (hereinafter called "the Guarantor") do hereby undertake to indemnify and keep indemnified the Purchaser to the extent of Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_) only against any loss or damage caused to or suffered by the Purchaser by reason of any breach by the Contractor of any of the terms and conditions contained in the said Work Order No. \_\_\_\_\_ dated \_\_\_\_\_ of which breach the opinion of the Purchaser shall be final and conclusive.

(2) AND WE, \_\_\_\_\_ DO HEREBY Guarantee and undertake to pay forthwith on demand to the Purchaser such sum not exceeding the said sum of \_\_\_\_\_ Rupees \_\_\_\_\_) only as may be specified in such demand, in the event of the Contractor failing or neglecting to execute fully efficiently and satisfactorily the order for \_\_\_\_\_ Work Order no. , \_\_\_\_\_ dated \_\_\_\_\_

(3) WE \_\_\_\_\_ 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 order as laid down in the said Work Order No. \_\_\_\_\_ dated \_\_\_\_\_ including the warranty obligations and that it shall continue to be enforceable till all the dues of the Purchaser under or by virtue of the said Work Order No. \_\_\_\_\_ dated \_\_\_\_\_ have been fully paid and its claims satisfied or is charged or till the Purchaser or its authorized representative certified that the terms and conditions of the said Work Order No. \_\_\_\_\_ dated \_\_\_\_\_ have been fully and properly carried out by the said contractor and accordingly discharged the guarantee.

(4) We \_\_\_\_\_ the Guarantor undertake to extend the validity of Bank Guarantee at the request of the contractor for further period of periods from time to time beyond its present validity period failing which we shall pay the Purchaser the amount of Guarantee.

(5) The liability under the Guarantee is restricted to Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_) only and will expire on \_\_\_\_\_ and unless a claim in writing is presented to us or an action or suit to enforce the claim is filled against us within 6 months from \_\_\_\_\_ all your rights will be forfeited and we shall be relieved of and discharged from all our liabilities (thereinafter)

(6) The Guarantee herein contained shall not be determined or affected by liquidation or winding up or insolvency or closer of the Contractor.

## **WEBEL TECHNOLOGY LIMITED**

(7) The executants has the power to issue this guarantee on behalf of Guarantor and holds full and valid power of Attorney granted in his favour by the Guarantor authorizing him to execute the Guarantee.

(8) Notwithstanding anything contained herein above, our liability under this guarantee is restricted to Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_) only and our guarantee shall remain in force up to \_\_\_\_\_ and unless a demand or claim under the guarantee is made on us in writing on or before \_\_\_\_\_ all your rights under the guarantee shall be forfeited and we shall be relieved and discharged from all liabilities there under.

WE, \_\_\_\_\_ lastly undertake not to revoke this guarantee during the currency except with the previous consent of the Purchaser in writing. In witness whereof we \_\_\_\_\_ have set and subscribed our hand on this \_\_\_\_\_ day of \_\_\_\_\_.

SIGNED, SEALED AND DELIVERED

\_\_\_\_\_  
(Stamp of the executants)

WITNESS

1) \_\_\_\_\_

2) \_\_\_\_\_

(Name & address in full with Rubber Stamp)

# **WEBEL TECHNOLOGY LIMITED**

## **INSTRUCTIONS FOR FURNISHING BANK GUARANTEE**

1. Bank Guarantee (B.G.) for Advance payment, Mobilization Advance, B.G. for security Deposit-cum-Performance Guarantee, Earnest Money should be executed on the Non- Judicial Stamp paper of the applicable value and to be purchased in the name of the Bank.
2. The Executor (Bank authorities) may mention the Power of Attorney No. and date of execution in his/her favour with authorization to sign the documents. The Power of Attorney is to be witnessed by two persons mentioning their full name and address.
3. The B.G. should be executed by a Nationalised Bank/ Scheduled Commercial Bank preferably on a branch located in Kolkata. B.G. from Co-operative Bank / Rural Banks is not acceptable.
4. A Confirmation Letter of the concerned Bank must be furnished as a proof of genuineness of the Guarantee issued by them.
5. Any B.G. if executed on Non-Judicial Stamp paper after 6 (six) months of the purchase of such stamp shall be treated as Non-valid.
6. Each page of the B.G. must bear signature and seal of the Bank and B.G. Number.
7. The content of the B.G. shall be strictly as Proforma prescribed by WTL in line with Purchase Order /LOI/ Work Order etc. and must contain all factual details.
8. Any correction, deletion etc. in the B.G. should be authenticated by the Bank Officials signing the B.G.
9. In case of extension of a Contract the validity of the B.G. must be extended accordingly.
10. B.G. must be furnished within the stipulated period as mentioned in Purchase Order / LOI / Work Order etc.
11. Issuing Bank / The Bidder are requested to mention the Purchase Order / Contract / Work Order reference along with the B.G. No. For making any future queries to WTL.

# WEBEL TECHNOLOGY LIMITED

## SECTION - P

### NIT DECLARATION

(Bidders are requested to furnish the Format given in this section, filling the entire Blank and to be submitted on Bidder's Letter Head)

To  
**WebelTechnologyLimited**  
**Plot-5, Block-BP, Sector-V,**  
**SaltLakeCity,**  
**Kolkata-700091.**

**Sub: Selection of agency regarding Comprehensive Annual Maintenance Contract (CAMC) / Resource facility management for providing maintenance services of Hardware Items / LAN Network ICT Infra also for providing nine numbers of manpower for different wings / locations under WBHIDCO and its related project for the period of one year.**

Dear Sir,

We the undersigned bidder/(s) declare that we have read and examined in details the specifications, scope of work and other documents of the subject Tender no.WTL/WBHIDCO/AMC/23-24/049 dated 08.01.23 for Selection of agency regarding Comprehensive Annual Maintenance Contract (CAMC) / Resource facility management for providing maintenance services of Hardware Items / LAN Network ICT Infra also for providing nine numbers of manpower for different wings / locations under WBHIDCO and its related project for the period of one year, published by Webel Technology Limited in e-Tender website.

We further declare that we have agreed and accepted all the clauses / sub-clauses / formats / terms & conditions other requirements related to the said tender and we will abide by the same as mentioned in the tender document while participating and executing the said tender.

Thanking you, we remain

Yours faithfully

.....  
Signature

.....  
Name in full

.....  
Designation

.....  
Company Stamp

Dated, this.....day of.....2024

# **WEBEL TECHNOLOGY LIMITED**

## **SECTION – Q**

### **SERVICE LEVEL AGREEMENT**

Tripartite agreement for SLA will be signed between WTL, selected bidder and WBHIDCO before releasing the work order / purchase order. During the AMC period, if the complaint is not resolved within the stipulated time period of making the complaint, the following penalty will be imposed for each day of delay, which will be recovered from Performance Bank Guarantee submitted by the successful Bidder of concerned tender / Tax Invoices submitted by the selected bidder.

1. Entire scope of work.

2. The Firm/company should also ensure proper cleaning of machines on a quarterly basis. The firm has to submit a report with user remarks to WBHIDCO. Failure to do so shall attract a **penalty of Rs 500/- (Rupees Five Hundred) only per equipment/day** or as decided by the competent authority of WBHIDCO Ltd.

3. Any failure in sending the engineer will attract **penalty of Rs. 1000/- (Rupees One thousand) only per day for that particular period**. In case of an emergency, the engineer may be required to be deployed on holidays and at Night at **NO extra cost**.

4. Upkeep the maintenance of the hardware/software installed, stock, and inventory as directed by HIDCO authority. (Should submit an updated report every quarter).

Maintenance includes the replacement of malfunctioning spares/ parts for the proper functioning of all systems and subsystems listed in Technical Documents by the firm/company. If any part gives repeated problems, i.e., 3 repairs in a minimum period of two months, then the firm/company must replace it immediately with a new original part. Failing which **Rs. 500/- (Rupees Five Hundred only)** will be deducted for each component from the Tax Invoice submitted by the bidder.



# WEBEL TECHNOLOGY LIMITED

## SECTION – R

**COMPLIANCE STATEMENT WITH CV OF THE 6 ENGINEERS AND 2 DEOs MUST BE SUBMITTED WITH THE BID DOCUMENTS. FAILING WITH THE BID DOCUMENT WILL BE REJECTED**

### **Minimum Qualification of 6 nos of Engineers**

#### **Academic Detail**

(Tender No. WTL/WBHIDCO/AMC/23-24/049)

Sl. No.	Qualification	Year of passing
1.	Secondary Examination or equivalent	
2.	Higher Secondary Examination or equivalent	
3.	BCA / MCA or equivalent	

Sl. No.	Minimum Technical Qualification	Complied (Yes / No)	Remarks
1	<b>LOCAL CERTIFICATION</b>		
a	Hardware and Networking (One year or more) From reputed organization		
2	<b>GLOBAL CERTIFICATION:</b>		
a	<b>CISCO CERTIFICATION:</b>		
(i)	Cisco Certified Network Associate (CCNA) Training Completed		
b	<b>MICROSOFT CERTIFICATION:</b>		
(i)	Microsoft Certified IT Professional (MCITP) Training Completed		
3	<b>TECHNICAL SKILL:</b>		
a	Microsoft Server (MCSE, MCTS, MCITP): Windows 2000, 2003, 2008 Server, Computer Management, Backup & Restore, ASR, NTFS File Permission, MMC. User Management, Managing Replication, OU, Domain, Trees, & Forest, GPO, Deploying software with Group Policy, Active Directory, Shadow Copy, DHCP & DNS Configuration, Internet Sharing, etc.		
b	Server and Network Monitoring: Monitoring server and network performance using different software tool.		
c	Operating Systems: Windows NT/95/98/2000 Pro./XP/Vista/Windows 7, NetWare, Linux, AIX. IBM Technologies Server, Lotus Note, Lotus Domino Server Administration.		
d	Virtualization: VMware 7, Microsoft Virtual PC, and Microsoft Hyper V. Cisco (CCENT, CCNA, CCNP): Cisco IOS, IPv4, IPv6, IP Routing. Dynamic Routing, Static Routing, RIP, IGRP, EIGRP, OSPF, VLAN, STP, RSTP, ACL. VLSM, CLIDR, Switch & Router installation, Configuration, Maintenances, Troubleshooting, & Administration. Network security. NAT, PAT. LAN, CAN, MAN, WAN. Etc.		
e	Linux Administration: Red hat Linux,		
f	CompTIA, Hardware(A+): Motherboard, RAM, BIOS, Floppy, Hard Disk, CD & DVD, Keyboard, Mouse, Scanner, Printer, UPS, Card level repairing of any desktop, Laptop, Notebook computer. Assemble a new		

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	computer. Partitioning, Formatting, and OS Installing. Faultfinding. Troubleshooting. PC Maintenance Etc.		
g	CompTIA, Networking (N+, Security+, Linux+): TCP/IP. UDP, OSI Model, Various Protocols. Topologies, UTP, STP, Cabling and Crimping, IP Addressing, Peer to Peer, Client Server Security, Hub and Repeater. Etc.		
h	Security: Firewall- Sonicwall, Fortigate or equivalent		
4	NAME OF THE PREVIOUS ORGANIZATION EXPERIENCE (if any)		

### **Minimum Qualification of 2 nos of Data Entry Operators**

Sl. No.	Minimum Technical Qualification	Complied (Yes / No)	Remarks
1.	Graduate with certificate in Computer Applications – experience for minimum 3 years in reputed organizations as a DEO.		
2.	NAME OF THE PREVIOUS ORGANIZATION EXPERIENCE (if any)		