



WEST BENGAL STATE ELECTRICITY DISTRIBUTION COMPANY LIMITED

A Government of West Bengal Enterprise

Office of the Chief Engineer (Distribution)

CIN-U40109WB2007SGC113473

Vidyut Bhavan (1st Floor, Block-D), Bidhannagar, Block-DJ: Sector-II: Kolkata-700 091

Memo No. CED/AMC/IT Articles/2021/03

Date: 15/02/2021

Notice of Inviting Tender for CAMC for IT equipments

Sub: Open Tender Notice for execution of Comprehensive Annual Maintenance Contract for providing maintenance support to IT Equipments for the use at different sections under The Chief Engineer, Distribution Head Quarter, WBSEDCL.

Dear Sir(s),

Sealed Tender in two parts with the firm's own seal are invited from Chief Engineer, Distribution Department, WBSEDCL, Vidyut Bhavan, 1st Floor, D-Block, Kolkata-91 for execution of Comprehensive Annual Maintenance Contract for providing maintenance support to IT Equipments for the use at different departments under The Chief Engineer, Distribution Head Quarter, WBSEDCL.

A. Instruction to Bidder:

1. Bidders will submit the offer in two parts. The 1st part will contain the technical proposal and 2nd part will contain the financial proposal.
2. The 1st sealed inner envelope will contain "technical offer". The envelope will be super-scribed with the words: "Cover-I & Technical offer". The first sealed envelope would contain the documents pertaining to the eligibility of the bidder as mentioned at "Eligibility criteria" Clause. The envelope must also have tender notice no. and bidder's name & address written clearly on the front side of it.
3. The 2nd sealed inner envelope will contain "Price Bid". The envelope will be super-scribed with the words: "Cover-II & Price Bid". The envelope must also have tender notice number and bidder's name & address written clearly on the front side of it.
4. All the above two envelopes shall be placed in a 3rd envelop and shall be submitted properly sealed super-scribing tender notice no. and bidder's name & address along with date of opening of tender written clearly on the front side of it.
5. The Sealed tenders should be dropped at the Office of the Chief Engineer, Distribution Department, WBSEDCL, Vidyut Bhavan, 1st floor, B-Block, Kolkata-91. **Tender will be received up to 2.00 P.M. on 02.03.2021.**
6. **1st part of the Tender will be opened on same date i.e. on 02.03.2021 at 2.30 PM in presence of the attending bidders** for evaluation, on the basis of "Eligibility criteria" the bidders will be shortlisted and accordingly the date of opening of price bids of the short listed bidders will be intimated. The candidature of the unsuccessful bidder on the basis of eligibility criteria will be rejected and in that case the price bid of those un successful bidder will not be opened.
7. Total amount should be given in figure and word. The offered rates must remain valid for at least 120 days from the next date of opening of the tender.
8. The number of IT articles as furnished under Annexure-A are estimated number and the Company reserves the right to place order on actual basis.
9. Rate quoted must be all inclusive. The offered rate must be valid for contract period of one year which may be extended for a further period of one year based on the satisfactory performance.
10. The company reserves the right to reject or accept any or all tenders, without assigning reason, whatsoever in consideration of the interest of the company.
11. Vendor must offer rate for all the items as furnished in Pro forma Price Bid sheet. The Vendor must submit quotation as per Price Bid sheet annexed as Annexure-B in the letter pad. Price quoted in any other mode shall be rejected.
12. Before offering the rate vendors have the option to sample inspection of the site.
13. **L1 Bidder will be determined on the basis of total price to be involved for the entire job inclusive of tax.**

B. Eligibility Criteria:

1. The Bidder must have experience in supply & installation or maintenance support of IT equipments at any concern, necessary LOA or Experience certificate is to be submitted as documentary evidence in this regard.
2. The Bidder has to provide the strength of technical personnel engaged in this service along with name of technical personnel.
3. Copies of Valid GST Registration certificate, PAN are to be submitted by the Bidder.

C. Opening of Technical Offer:

1. Technical proposals will be opened by the Tender Inviting Authority or his authorized representative stated above.
2. Intending tenderers may remain present if they so desire only one person from each entities.

D. Techno-commercial Evaluation of Tender:

1. While evaluation, the Tender Inviting Authority or his authorized representative may call the tenderers and seek clarification / information or additional documents or original hard copy of any of the documents already submitted and if these cannot be produced within the stipulated timeframe, their proposals will be liable for rejection.
2. The summary list of tenderers, whose bids will be found techno-commercially eligible **in compliance with the Eligibility criteria mentioned under clause B**, shall be published. Date of opening of financial bid will be intimated to the techno-commercially qualified tenderers.

E. Financial Offer:

1. The Bidder shall submit item wise rate with GST as per Annexure-A enclosed herewith.

F. Opening and evaluation of Financial Offer:

1. Financial proposals of the tenderers declared techno-commercially eligible, will be opened by the Tender Inviting Authority stated above on the prescribed date.
2. After opening of the financial proposal the preliminary summary result containing inter-alia, name of bidders and the rates quoted by them will be published.
3. The Tender Accepting Authority may ask any of the tenderers to submit analysis to justify the rate quoted by that tenderer.

G. General Terms & Conditions:

1. Rate : Rate should be quoted mentioning all necessary Taxes, duties, GST (if any). The price should be net and firm in comprehensive manner.
2. Security Deposit : An amount equivalent to 5% of the total order value have to be deposited in the form of Bank Draft drawn in favour of **WEST BENGAL STATE ELECTRICITY DISTRIBUTION COMPANY LIMITED** payable at Kolkata from the issue date of order. The deposited Security Money will be released after expiry of the respective Contract Period against your prayer along with original O/R.
3. Payment Terms : Payment will be made on monthly basis i.e. equivalent to 1/12 of the total CAMC Charges per annum for the IT articles covered under Contract against your bill (in triplicate) after certified by the Supervising Officer to be submitted after completion of each month to the office of the undersigned after deduction the imposed penalty if any.
4. Execution Agreement : A contract agreement will have to be executed with WBSSEDCL on non-

judicial Stamp of Rs. 100/- within 15 (fifteen) days from the date of issue of the comprehensive Annual Maintenance Contract Order.

5. Paying authority

: Manager (F&A), Dist. will be the paying authority.

6. Consignee Officer

: Manager (HR&A), DHQ, WBSEDCL.

7. Supervising officer

: Additional Chief Engineer-I, DHQ, WBSEDCL

8. Scope of Work & Service

- i) The Service Engineer shall record all calls received from the user of Computer, Printer etc as per enclosed list at Dist. HQ, Vidyut Bhawan covered under CAMC. Normally, Call will be lodged by the User end through Phone / Inter Office Memo / Requisitions, mentioning the Serial No. of PC & Printer.
- ii) The CAMC includes replacement of unserviceable parts of CPU including Monitor, Mouse, Keyboard etc., printer etc. The unserviceable parts will be replaced by new parts.
- iii) Whether a defective item or component is to be replaced or repaired shall be at the sole discretion of the service provider. In case of replacement of parts, the defective parts remove from the system will become the property of WBSEDCL and to be returned to the office of the undersigned.
- iv) In case of urgency the CAMC Contractor have to inspect the IT articles and parts covered under warranty period and submit a report in regards to the defect.
- v) The CAMC contractor has to provide all type of Software support to the IT articles covered under CAMC Contract.
- vi) System Maintenance under the maintenance Contract shall include replacement of all defective parts by new one free of cost by the CAMC Service Provider like Hard Disk, all other Drive, Mother Board, Logic Card, Mouse, Central Processing Unit, Key Board, Power Cord, USB Cord, Printer Head all consumable spare parts etc. required for making good the CPU, Monitor, Printer but shall not include the printer head of DMP and consumable & supply items such as ribbons, media like magnetic tapes, cartridges, floppy diskettes and computer stationeries.
- vii) This Contract extends only to problems arising out of normal functioning of equipments and the contract does not cover breakdown of services or spares, arising out of damages caused by fire, theft, riots, accident, earthquakes, storm and other natural calamities.
- viii) The CAMC Contractor will keep a record of the Machine failure including the nature of failure, date & time of booking the compliant, date & time attending the call and date & time of restoration of system in call sheet that will be duly signed by user accordingly.
- ix) The company reserves right to include any new PC along with Monitor, Keyboard, Mouse & other peripheral attached with PC, Printer into CAMC through written intimation as per approved rate and CAMC will be increased on pro-rata basis.
- x) The company reserves right to exclude of any PC along with Monitor, Key Board, Mouse & other Peripheral attached with PC, Printer into CAMC through written intimation and the CAMC will be reduced on pro-rata basis.
- xi) Against call, representative of CAMC Contractor shall attend within 24 (Twenty Four) hours and shall rectify the fault at the earliest but not later than 2 (Two) working days. **Promptness to rectify / attend will be considered for performance assessment.**
- xii) In case of intermittent failures & repetitive problem due to improper diagnosis or repair, the system will be treated as

continuously down.

- xiii) Whenever the Computer System/terminal/Printer cannot be repaired on site within the specified time limits, the CAMC contractor will have the option to provide an alternate equipment of matching specification which will be replaced within a maximum time of 48 hours with the equipment of same make / model and the original equipment should be delivered after repair within 10 (ten) days. **Penalty clause may be imposed for deviation of the above time schedule.**
- xiv) The Company reserves right to terminate the contract at any time during contract period of 1 year by serving 1 (One) month's notice as a penal measure if the performance of CAMC Contractor & the Rate Contractor is not satisfactory.
- xv) The system shall be handed over to the Company in good working condition at the time of expiry of Contract period.
- xvi) To monitor the CAMC activities and to discuss other related matters, if necessary, periodical meeting between the Company & the CAMC Contractor will be made.
- xvii) **All the IT Articles mentioned in the Annexure-A needed to be labeled with adhesive based sticker containing name and phone number of the entrusted CAMC Agency for user friendly contact as and when required.**

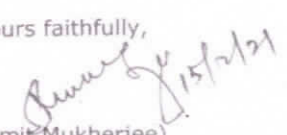
9. Penalty :

- i) In case the system may not be restored within the stipulated time as mentioned in the related clause a penalty @ 1% per week may be imposed considering the individual case merit & that will be deducted from the respective monthly bill. However, the total deduction will not exceed 25% of the Invoice amount for that particular month.
- ii) Pro-rata deduction of monthly bill shall be effected on account of absence of Service Engineer.

10. Call Registration & Completion :

- i) All the maintenance calls will be registered with the Service Engineer of CAMC Contractor, generally over telephone. The Service Engineer will acknowledge each call with a unique Call No. which will be used for reference in future. Pro-rata deduction of monthly bill shall be effected on account of absence of Service Engineer.
- ii) The CAMC Contractor will prepare a call sheet in triplicate mentioning date & time of received call, date & time of call attend and date & time of restoration of the system. These will be signed by the user end and the Service Engineer, attend the Call. 1st copy of the same will be given to Dist. HQ. for record, 2nd copy will be given to the user end and the 3rd copy will be retained by the CAMC Contractor. No other documents will be used to work out for downtime.


Yours faithfully,


(Sumit Mukherjee)
Chief Engineer, Distribution
WBSEDCL

Distribution:-

1. M/s. Supertron Electronics Pvt. Ltd. 73, Metcalfe Street 1 st Floor, Kol-13 Ph No- 033-22131221-25	2. M/s. Bharat IT Services Ltd. 1/54 Dover Place, Ground Floor, Kol- 19 Ph No-033-4001-2212
3. M/s Hitachi Systems Micro Clinic Pvt. Ltd. 209, AJC Bose Road, Karnani Estate, Flat No-137, 4 th Floor, Kol-17	4. M/s. Pascal Computers (p) Ltd. 3C, Sundaram Building 46F, Rafi Ahmed Kidwai Road, Kolkata-700016
5. M/S Wizertech Information Pvt. Ltd. 1 st Floor, Plot-Y5, Block-EP, Sector-V, Saltlake, Kolkata-91	6. M/s. Compusoft 80A, Bhupen Bose Avenue, Kol-700 004. Ph-64544433
7. M/s Zenix Computers 156, Lenin Sarani, Kamalalaya Centre, 1 st floor, Room No- F-40, Kol- 13	8. M/s Binary Solutions Pvt. Ltd. 2, Circus Market Place, 2 nd Floor, Kol-700017
9. M/s Trisita Marketing (P) Ltd. 8, Ho Chi Minh Sarani, Harrington Mansion, Ground Floor, Flat-22, Kol-700071	
10. The A.G.M (F&A) DHQ, WBSEDCL -He is requested to send his representative at the time of opening of Tender.	
11. Notice Board	
12. Hosting at WBSEDCL official site.	

Yours faithfully,


(Sumit Mukherjee)
Chief Engineer, Distribution
WBSEDCL

List of Computer & Printer for AMC under Dist. HQ (Annexure-A)

Deptt.	User	Under AMC						
		No. of Desktops	No. of Desk Jet Printer	No. of Laser Jet Printer	No of Scanner	Model/make of Desktop	Model/make of Printer	Model/make of Scanner
	Sr. Office Executive (HR Section)	1	1	1		HP	HP Deskjet D5568	
	Office Executive (HR Section)	1		1		Acer	HP Colour Pro M154a	
	Sr. Office Executive (HR Section)	1		1		Acer	HP L.J. Pro M403dn	
	Office Executive (HR Section)	1		1		HP	HP L.J. M203dn	
	SAE(E), DHQ	1		1		HCL	HP L.J. Pro 203dn	
	E-Tender Specific	1	1		1	Acer	HP Deskjet 2000	HP Scanjet 200
	Manager(HR&A)	1		1		Acer	HP L.J. P2055DN	
	Manager(HR&A)	1				HP		
	D.E.(IT&C)	1		1		HP	HP L.J. M403d	
	D.E.(IT&C)	1		1		HCL	HP L.J. M403d	
	S.E. (E)	1		2		HCL	HP L.J. M1005 MFP/Colour L.J. Pro M154a	
	Sr. S.A.E.(E), DHQ	1		1	1	HP	HP L.J. Pro M203d	HP Scanjet Pro-2000 S1
	Asst. Manager (Finance)			1	1		HP L.J. Pro M203d	HP Scanjet Pro-2000 S1
	Asst. Manager (Finance)	1		1		HP	HP L.J. Pro M203d	
	Asst. Manager (Finance)	1		1		HCL	HP L.J. Pro M203d	
	Office Executive (F&A Section)	1				HP		

List of Computer & Printer for AMC under Dist. HQ (Annexure-A)

Deptt.	User	Under AMC						
		No. of Desktops	No. of Desk Jet Printer	No. of Laser Jet Printer	No. of Scanner	Model/make of Desktop	Model/make of Printer	Model/make of Scanner
CE(Distribution), 1st Floor, Block-B (including Dist HR & Accounts Section)	Office Executive (F&A Section)	1	1			HCL	HP Deskjet Ad 2010	
	Sr. Office Executive (F&A Section)	1				HP		
	Office Executive (F&A Section)	1				Acer		
	Sr. Office Executive (F&A Section)	1		1		Acer	HP LJ P1505	
	Sr. Office Executive (F&A Section)	1				HP		
	J.E. (Trainee)	1				Chirag		
	Sr. Office Executive (F&A Section)	1				HP		
	Sr. Office Executive (F&A Section)	1				Acer		
	Jn. Executive (Fin).DHQ	1		1		Chirag	HP L.J. Pro M203d	
	Manager(F&A)			1			HP L.J. Pro M203d	
	AGM(F&A),Revenue	1		1		HP	HP Colour L.J. Pro M154a	
	ICICI Representative	1		1		Acer	Samsung X press M2021	
	Sr. Manager (F&A)	1		1		Acer	HP LJ 1020 Plus	
	S.E.(E),DHQ	1		1		HP	HP Colour L.J. pro MFP M180n	
	A.E.(E), DHQ	1	1			Chirag	Samsung X press M2071	

List of Computer & Printer for AMC under Dist. HQ (Annexure-A)

Deptt.	User	Under AMC						
		No. of Desktops	No. of Desk Jet Printer	No. of Laser Jet Printer	No of Scanner	Model/make of Desktop	Model/make of Printer	Model/make of Scanner
	A. M. (F&A), DHQ	1				HP		
	A.E.(Civil), DHQ	1		1		Acer	HP L.J. Pro M203d	
CE(Distribution) Cash Section 1st Floor, A Block	Hd. Asst. Cash	1		1		Acer	HP L.J. Pro M203d	
CE (Distribution), 1st Floor, Block-D	Chief Engineer	1		1		Acer	HP Colour Pro M154a	
	Office Executive (HR Section)	1		1		HP	HP L.J. M1005 MFP	
	Office Executive (HR Section)	1			1	HP		HP Scanjet 200
	Office Executive (HR Section)	1		1	1	Acer	HP L.J. Pro M203d	HP Scanjet Pro-2000 S1
	Office Executive (HR Section)	1		1		HP	HP L.J. Pro M203d	
	A.E.(U), DHQ	1				HP	HP L.J. Pro M203d	
	DE(E), DHQ	1		1		Acer	HP L.J. CP1025 Colour	
	DE (E), DHQ	1		1		HP	HP L.J. P1007	
	SE(E), DHQ	1		1		Acer	HP Colour L.J. pro MFP M180n	
	ACE, DHQ	1		1		HP	HP Colour L.J. pro MFP M180n	
	AGM(F&A), DHQ	2		1		Acer/HP	HP Colour L.J. pro MFP M180n	
	ACE, DHQ	2				Acer-1 Zenith-1		

List of Computer & Printer for AMC under Dist. HQ (Annexure-A)

		Under AMC						
Deptt.	User	No. of Desktops	No. of Desk Jet Printer	No. of Laser Jet Printer	No of Scanner	Model/make of Desktop	Model/make of Printer	Model/make of Scanner
	AGM (HR & A), DHQ	1		1		HP	HP Colour L.J. pro MFP M180n	
	ACE,DHQ	1		1		Acer	HP L.J. Pro M203d	
	SE(E),DHQ	1		1		Acer	HP Colour Pro M155a	
	SE(E),DHQ	1		1		HP	HP Colour L.J. pro MFP M180n	
	DE(E),DHQ	1		1		Acer	HP L.J. M1005 MFP	
Chief Engineer, P & E Deptt.	Section	13		12	1	HCL-2nos ACER- 1 nos HP-10Nos	HP B & W Printer 1020- 7 nos , HP Colour Printer CP1025 -1 no, HP Printer P2015D-2 nos, HP1108- 1 no, HP colour Printer CP5225-1	HP Scan Jet 8270
System Controle Room	Section	2		1		Acer-2	HP Laser Jet- 1020 Plus	
Total	Quantity	66	4	50	6			

Price Bid Sheet						
SI No.	Description of Item	Quantity (Nos)	Unit Price (Rs.)	GST (%)	Unit Price including GST (Rs.)	Total Amount including GST (Rs.)
1	Desktop	66				
2	Desk Jet Printer	4				
3	Laser Jet Printer	50				
4	Scanner	6				
Total Amount (Rs)						