



West Bengal State Electricity Distribution Company Limited
(A Govt. of West Bengal Enterprise)
KOLKATA ZONE

Kolkata Zone, WBSEDCL
19/A, British Indian Street, 3rd floor, Kolkata-700069.
Phone: (033) – 2262 2853
E-mail : zm.kolkata@wbsecl.in

Regd. Office of WBSEDCL
Bidyut Bhavan,
Block-DJ, Sector-II, Bidhannagar, Kolkata – 700091.
Website – www.wbsecl.in
Corporate Identity No. (CIN) – U40109WB2007SGC113473

Memo No. :- ZMK/HR&A/e-Tender/22-23/1384

Date : 08/09/2022

Abridged Notice Inviting e-Tender

NIT No.: ZMK/HR&A/e-Tender/22-23/01 Date: 08/09/2022

The Addl. C. E. & Zonal Manager, Kolkata Zone, WBSEDCL invites e-Tender for the work detailed below (Submission of Bid through online).

Sl. No.	Name of Work	Earnest Money Deposit (EMD) in (Rs.)	Completion Time
1.	Annual Comprehensive Service Maintenance Contract for PCs (Desktops, Laptops etc), Printers, Document Scanners, MFPs, Network Switches, UPSs, LAN Backbone, CCTV System, Projector etc installed at the Kolkata Zonal Office, Kolkata ZCC, Kolkata Zonal Testing Unit and Kolkata Zonal Store Unit, WBSEDCL	7,000.00 (Rupees Seven Thousand Only)	730 (Seven Hundred and Thirty) days

1. General Instructions:

- a. **Eligibility of Bidders:** The bidder should possess experience of at least three years and will have to submit credential certificates / documents in support as mentioned in Clause '8' under 'Terms & Conditions'. The bidders should not be blacklisted from any Govt. organization across India from the year of 2015 onwards and undertaking in this regard should be provided by the authorized signatory of the bidder. During contract period if the undertaking submitted by the bidder is found incorrect, the order issued on vendor shall be terminated with the forfeiture of the Security Deposit.
- b. Bidders will have to declare the details of their concerned authorized signatories with documentary proof.
- c. The bidders may visit work-sites maintaining all guidelines issued by the Govt. of W. B. on any working day before submission of tender during office hours upon obtaining prior consent of the concerned authorities (over contact numbers mentioned with the addresses) for pre-bid visual verification and ascertainment of the equipment under the scope of AMC. The sites are :
 - a. Office of the Zonal Manager, Kolkata Zone,
WBSEDCL
3rd Floor, 19/A British Indian Street
Kolkata – 700069
Contact : +91 8900798001
eMail : zm.kolkata@wbsecl.in
zm.kolkata@wbsecl.in
kolkata.zonalhr@gmail.com
 - b. Kolkata Zonal Testing Unit, WBSEDCL
Abhikshan Bhaban,
Block - BN, Sector - V
Bidhannagar, Kolkata – 700091
Contact : +91 8900798006
eMail: kolkatazonaltesting@gmail.com
 - c. Kolkata Zonal Store, WBSEDCL
Rammandir, Chinshura (RS),
Hooghly, Pin – 712102
Contact : +91 8900798010
eMail : czonalstore5@gmail.com
 - d. Kolkata ZCC, WBSEDCL
Block - JC, Plot - 28, Saltlake
Kolkata – 700098
Contact : +91 8900798011
eMail : zcckolkata@gmail.com
zcckolkata@gmail.com
kolkatazrc@wbsecl.in
- d. **Registration of bidder:** Any bidder willing to take part in the process of e-Tendering will have to be enrolled & registered with the e-Procurement system, through logging on to <https://wbenders.gov.in>.
- e. **Digital Signature certificate (DSC):** Bidders willing to take part in the process of e-tendering are required to obtain Digital Signature Certificate (DSC) of Class-II or Class-III, in the name of person who will sign the tender, from any authorized Certifying Authority (CA) under CCA, Govt of India (viz. nCode Solution, Safescrypt, e-Mudhra). DSC will be given as a USB e-Token. After obtaining the Digital Signature Certificate (DSC) from the approved Certifying Authority, bidders are required to register the fact of possessing the Digital Signature Certificates through the registration system available in the website. The bidder can search and download NIT & Tender Documents electronically from the website using the Digital Signature Certificate. This is the only mode of collection of Tender Documents.
- f. **Earnest money Deposit (EMD):**
 - I. All bids must be accompanied with a refundable earnest money, as “EMD”. The bid shall be considered non responsive if the earnest money is not submitted within schedule date.
 - II. The EMD is to be submitted amounting to Rs. 7,000/- (Rupees Seven Thousand only).
 - III. Online Collection And Refund Of EMD :
 - The bidder shall select the tender to bid and initiate payment of EMD through online. Following payment options are available for paying EMD amount through online mode: (i) Net-

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banking through Payment Gateway. (ii) RTGS/NEFT Payment: On selection of RTGS/ NEFT as the payment mode, the e-Procurement portal will show a pre-fired challan having the details to process RTGS/NEFT transaction. The bidder will print the challan and use the prefilled information to make RTGS/NEFT payment using his bank account. Once the payment is made, the bidder will come back to the e-procurement portal to continue the bidding process after expiry of a reasonable time to enable the RTGS/NEFT process to be completed.

IV. General Instructions for Online Payment:

- The bidder will have to mandatorily pay through Net-banking facility once Net banking mode is opted for payment.
- Status of NEFT/RTGS payment through Challan for a bid may take time for bank settlement which is updated in 24 Hrs. (approx.). As such bidders opting to pay through NEFT/RTGS mode shall make payment well before 24 Hrs. to avoid any complicity.
- In case actual EMD amount as per NIT is more than the one shown in E-tender Portal, bidders will have to opt for NEFT/RTGS mode (challan mode). In that case the **total actual EMD amount** is to be paid only through NEFT/RTGS mode (challan mode).
- The bank account used for payment of EMD by the bidders shall be maintained operative until the completion of tendering process. All refunds will be made mandatorily to the Bank A/c from which the payment of EMD has been initiated.

V. Refund/ Settlement of EMD Amount:

- For unsuccessful bidders, EMD amount submitted against the tender shall be refunded through an automated process, by NIC portal on receipt of updated status of any bid.
- For successful bid(s), EMD will be refunded from WBSEDCL authority after completion of tendering process and following due procedures.
- The bank account used for payment of EMD by the bidders shall be maintained operative until the completion of tendering process. All refunds will be made mandatorily to the Bank A/c from which the payment of EMD has been initiated.
- For any queries related to payments and refunds, bidders will have to communicate with ICICI Customer Support, viz, 033-40267512/13 since payment gateway facility used by E-tender portal is maintained by ICICI.

VI. If the offer is submitted without or inadequate Earnest Money, the bid will not be opened. In case of incomplete offer, the tender will be liable for rejection and Earnest Money Deposit will be forfeited.

g. **Correction of Errors:** If there be a discrepancy between the unit price and the total price that is obtained by multiplying the unit price & quantity, the unit price shall prevail and total price shall be corrected. If there be a discrepancy in figure and word the total amount stated in word shall prevail. The bidder should strike out clearly the portion which is not applicable i.e. above/at par/below in the price sheet. If the same is not followed, the corresponding part(s) shall be considered below the estimated price and evaluation of tender shall be made accordingly.

h. **Validity of Bids:** Price offered against tender should remain valid for a minimum period of 120 days from the next day of opening of the tender. However, WBSEDCL may, on the merit of case, request for extension of validity of the offer for a further suitable period without any change in terms & conditions of the offer.

i. **Evaluation & Comparison of Bids:** On examination of document submitted under "Technical Bid", WBSEDCL will evaluate and compare the bid, determined to be substantially responsive at each step. "Price Bid", will be opened only in respect of the Bidders qualifying the 'Technical Bid' and the bids shall be evaluated on the basis of **TOTAL PRICE** (computing as per 'Corrections of Errors' clause mentioned above) for the entire scope of work covered under this bid document. Evaluated bid price of all bidders qualifying the technical bid shall be compared among themselves to determine the lowest evaluated bid and as a result of this comparison; the lowest bid will be selected for award of contract.

2. Terms & Conditions:

- 1) **Rescheduling of Dates:** WBSEDCL reserves the right to reschedule the date of opening of bids, if required. They may also communicate for the purpose over the contact numbers provided.
- 2) **Cancellation of NIT:** WBSEDCL reserves the right to cancel this NIT, if required. They may also communicate for the purpose over the contact numbers provided.
- 3) **Cancellation of Bids:** WBSEDCL does not bind itself to accept the Lowest Tender and reserves the right to accept or reject any or all the tenders without assigning any reasons what-so-ever.
- 4) **Acceptance of Order/LOA:** The selected bidder shall submit written unconditional acceptance of Order/LOA within 07(Seven) days from date of issue of the same. Submission of conditional acceptance of Order/LOA shall be treated as non-compliance of this clause. **Date of Acceptance of Order/LOA (Letter of Award) shall be considered as zero date.**

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- 5) **Contract Period:** The validity of the Annual Comprehensive Service Maintenance Contract for PCs (Desktops, Laptops etc), Printers, Document Scanners, MFPs, Network Switches, UPSs, LAN Backbone, CCTV System, Projector etc installed at the Kolkata Zonal Office, Kolkata ZCC, Kolkata Zonal Testing Unit and Kolkata Zonal Store Unit, WBSEDCL (details enclosed as 'ANNEXURE-A') will be 2(TWO) Years from the 'zero date' as mentioned under 'Clause 4' under 'Terms & Conditions'.
- 6) **Quoting Of Rate:**
- Price bid will contain the priced "Bill of Quantities" (BOQ). Bidder is to quote the rate on 'Item rate quotation basis' in the space marked for quoting rate in the BOQ.
 - The **quoted price** should be **firm**. There will be no price variation during the pendency of the contract period or thereafter. Bidders are in no way allowed to get any **escalation** of price against this contract.
 - Prices indicated in the schedule of prices deemed to include all the levies/duties/taxes/cess & all other incidentals payable as per statute excluding GST. Relevant GST rule is applicable for the work and shall be paid extra.
 - If the rate is not quoted against any particular item of work, it will be construed that the item would be executed free of cost and the rates for other items of work are deemed to include its cost. Further if any error is found in multiplication of quoted unit rate with respective quantities and/or to derive any rate component and/or in summation to arrive at the total quoted price, the same shall be recalculated to arrive at the evaluated price by considering the quoted unit rate as firm. Bidders are in no way allowed to get any escalation of price against this contract.
- 7) In the event the bidder is registered under Composition Scheme, it has to be declared that it is registered under Composition Scheme and accordingly shall not charge GST.
- 8) PAN, GSTIN, 02(Two) Years GST Return, Valid & relevant Trade License etc with self-attestation and copy of the credential in similar job executed during last 03(Three) years in any Department of WBSEDCL or in any other Government / WBSETCL / WBPDCCL / PSU / Other Financial Establishment like Bank, Insurance Company etc with copy of execution certificate/completion certificate/payment certificate have to be submitted with the offer. Also Bank Account Details (Bank Name, Branch IFSC Code, Account Number) are required to be furnished which will be required during Vendor Registration at the office. Non-submission or non-registration with GST shall lead to rejection of Offer/Bid.
- 9) The selected bidder shall be responsible for issuing E-Way Bill, whenever required.
- 10) **Date and Time Schedule:**

A.	Date of Publishing of NIT & other Documents	23/09/2022 AT 11.00 hrs
B.	Documents download start date	23/09/2022 AT 11.00 hrs
C.	Bid submission starting date	23/09/2022 AT 11.00 hrs
D.	Bid submission closing date	12/10/2022 AT 11.00 hrs
E.	Techno-commercial bid opening date	14/10/2022 AT 11.00 hrs
F.	Techno-commercially qualified bidders' list uploading date	To be notified later
G.	Price bid opening date	To be notified later

11) **Scope of Work:**

- The equipment(s) need to be thoroughly overhauled at first and thereafter serviced quarterly in a year free of charges other than the contract amount {01(One) routine service in each quarter i.e. 04(Four) services/annum positively and 08(Eight) Total Services in 02(Two) Years} at the office locations. Scheduled preventive maintenance must be made at least once in every 3(Three) months. During the preventive maintenance check-up, the machines have to be cleaned and general performance has to be ensured. 1st time maintenance work should be done within 15(Fifteen) days of the 'zero date' as mentioned under 'Clause 4' after issuance of the final Order (and / or) constitution of contract.
- 24x7 availability of support over electronic communication is to be ensured. Specific contact details will have to be provided by the bidders with their bid over which any complain can be registered at any point of time. Break down call is to be attended forthwith within 2(Two) hours including WBSEDCL holidays and Sundays. On receipt of intimation via telephone, email or otherwise, a docket no. is to be provided by the vendor for registration of the call to the register which shall be kept in and maintained at the office locations.
- Replacement of any integral (and / or) inseparable component (and / or) part (and / or) accessory during servicing, repairing or restoration of any equipment shall be free of charge. The selected bidder will be solely responsible for troubleshooting and setting-right any type of hardware or software related issues arising with any of the systems under scope of AMC and the selected bidder will also have to resolve any type of issue arising with operating systems, antivirus systems, drivers and other applications installed into the systems and will have to backup and restore all data and applications contained/installed in the systems in case the operating systems required to be reinstalled and the process will have to be executed free of any additional charge. The consumable items, i.e. Printers Cartridges/Toners will be provided from establishment section of this office. In case of battery replacement of Online UPSs, value of the replaced



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- items will have to be claimed with bill as per order issued in favour of the selected bidder and the claim is subject to disbursement of payment only upon obtaining certification of the supervising officer.
- d. Unscheduled, on call and corrective remedial maintenance service is required to set right the malfunctioning of the system. This includes replacement of unserviceable parts.
- e. Substitute machine is to be provided by the vendor in case of any machine requires removal to the custody of the respective AMC vendor for major repairing work and no charge for such substitute machine including transportation will be paid by the WBSEDCL. In such case, the vendor will have to provide the concerned consignee officer (and / or) the user a receipt signed by the authorised signatory of the vendor with stamp mentioning details of the equipment being taken into their custody along with date, reason and tentative date of return. The receipt should also contain details of the substitute. The AMC vendor will have to ensure, that the substitute/stand-by is identical replica of the original one or equivalent to the original one in terms of specification and performance in all aspects including hardware, software and data preserved in the original one and all the data preserved in the original one is erased prior to removal to it the custody of the AMC vendor. While placing the original one back to its place upon restoration, the AMC vendor will have to ensure, that all the software and data that had been replicated in the substitute/stand-by is installed back in the original restored system and erased from the substitute/stand-by. This act of replacing the substitute with the original one will have to be recorded with signature of the authorised signatory of the vendor with stamp and provided to the concerned consignee officer (and / or) supervising officer (and / or) the user.
- f. No charge shall be payable for collection, delivery and re-installation for repairing of the machine(s).
- g. No charge is payable for shifting of the machine inside the building premises.
- 12) Service Card is to be maintained by the vendor for each individual machine under contract and cards should be signed by the concerned Officer or his representative or the user after servicing of the machine(s) and copy of the card is to be enclosed with the bill for payment.
- 13) The selected bidder shall be equipped with their own tools and tackles in order to complete the entrusted job in targeted time.
- 14) WBSEDCL reserves the right to exclude any item under the scope of AMC as mentioned in attachments ('ANNEXURE-A') while placing the order to the selected bidder. WBSEDCL also, reserves the right to exclude any item covered in the order of AMC issued in favour of the selected bidder or include any new item similar to those covered in the order of AMC issued in favour of the selected bidder (that is addition to the quantity of items covered in the order of AMC issued in favour of the selected bidder) at any point of time during validity of the order of AMC issued in favour of the selected bidder without altering the validity period of the order of AMC issued in favour of the selected bidder. In such case, the AMC value of such items will be computed on pro-rata basis inheriting from the annual value of AMC of similar items covered in the order of AMC issued in favour of the selected bidder.
- 15) **Security Deposit:** An amount equivalent to 3% of the ordered value (and / or) contract price less EMD deposited (as mentioned under Clause '1.f.' under 'General Instructions') shall be eligible for getting deducted from the first claim to be made in the context by the selected bidder and total Security Deposit held with WBSEDCL will be the sum of the amount of EMD deposited and this deducted amount. The Security Deposit shall be released after 3(Three) months from successful completion of Order Period as mentioned under Clause No. 5 under Terms & Conditions above against application of the selected bidder to the ordering authority along with bill (in triplicate) subject to accomplishment of intended 24x7 availability of support as stated in Sub-Clause No. a, b, c, d, e, f & g under Clause No. 11(Scope of Work), Clause No. 12 and Clause No. 13 under Terms & Conditions above and other inherent requirement ascertained with interruption free functioning of the systems (i.e., all the equipment(s) as mentioned under attached 'ANNEXURE-A') and satisfactory performance report from the Ordering Officer of the Order.
- 16) **Payment:** Quarterly Payment will be made on pro-rata basis against submission of unit wise bills (as per units mentioned under Clause 18 under Terms & Conditions) in triplicate along-with necessary papers to the Dy. General Manager (F&A), Kolkata Zone, WBSEDCL through proper channel (i.e., after obtaining certification of concerned Supervising Officer of the unit as per units mentioned under Clause 19 under Terms & Conditions).
- 17) **Paying Authority:** The Dy. General Manager (F&A), Kolkata Zone, 19/A, British Indian Street, 3rd Floor, Kolkata - 700069 is the Paying Authority for this Order. Payment will be made as per "Clause 16" under "Terms & Conditions" above against bill (in triplicate) signed by the Supervising Officer along with deduction of Security Deposit as per Clause No. 15 under Terms & Conditions above.
- 18) **Controlling Officer:** The Zonal Manager, Kolkata Zone, 19/A, British Indian Street, 3rd Floor, Kolkata - 700069 is the Controlling Officer for this Order.
- 19) **Consignee & Supervising Officer:** Consignee & Supervising Officer for this Order for the offices will be as follows :-
- | | |
|---|--|
| a. The Dy. General Manager (HR&A),
Kolkata Zone, WBSEDCL
3 rd Floor, 19/A British Indian Street,
Kolkata - 700069 | b. The Superintending Engineer (E),
Kolkata Zonal Testing Unit, WBSEDCL
Abhikshan Bhavan, Block - BN, Sector - V,
Bidhannagar, Kolkata - 700091 |
|---|--|



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c. The Divisional Engineer (E),
Kolkata Zonal Store, WBSEDCL
Rammandir, Chinshura (RS),
Hooghly, Pin – 712102

d. The Divisional Engineer (E),
Kolkata ZCC, WBSEDCL
Block - JC, Plot - 28, Saltlake,
Kolkata – 700098

- 20) **Force Majeure:** Bidder shall have no liability towards liquidated damage if prevented from carrying out obligations under the orders by reasons of war, invasion, foreign hostilities, war declared, riot, civil commotion, mutiny, fire, Govt. orders and/or restrictions or any other cause beyond the reasonable control of Bidder. However, such force-majeure circumstances are to be intimated immediately and to be established subsequently with appropriate documents/proofs to the entire satisfaction of WBSEDCL.
- 21) **Liquidated Damage:** In case of failure to attend the work within 24(Twenty-Four) working hours from the date and time of call, the vendor shall be liable to bear liquidated damage ranging from ½% for every day of delay or part thereof and may be extended up-to maximum of 5% on the Contract Price.
- 22) **Default Risk:** In the event the selected bidder fails to complete the work or is negligent or doesn't turn up to initiate the work as the case may be, WBSEDCL shall carry the right to get the work completed by any other contractor and the amount in excess payable to that contractor shall be borne by the selected bidder.
- 23) **Termination:** The Ordering Authority possesses the right to terminate the Order, if satisfactory performance is not found, with 14(Fourteen) days notice to the selected bidder with the right to charge for damages attributable to default risk specified in Clause 22 above.
- 24) **Formation of Cartel:** Any evidence of unfair Trade Practices including over charging, price fixing, cartel etc. as defined in various statutes, will automatically disqualify the bidders. Formation of any Cartel, may lead to the cancellation of tenders with period measures as necessary and WBSEDCL reserves the right to take such unilateral decisions without further notice to anyone.
- 25) **Settlement of Disputes:** In case of any dispute arising out the contract, the same should be settled through meeting between the WBSEDCL and the contracting agency at the appropriate level. The necessary judicial affairs and/or Court Case shall be exclusively within the jurisdiction of Calcutta High Court only.

Yours Faithfully,


(D. K. BACHHAR)

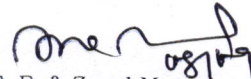
Addl. C. E. & Zonal Manager
Kolkata Zone

Memo No. :- ZMK/HR&A/e-Tender/22-23/1384

Date : 08/09/2022

Copy Forwarded To :

- 1) The Dy. General Manager (HR&A), Kolkata Zone, WBSEDCL.
- 2) The Dy. General Manager (F&A), Kolkata Zone, WBSEDCL.
- 3) The Superintending Engineer (E), Kolkata Zone, WBSEDCL.
- 4) Notice Board, Kolkata Zonal Office, WBSEDCL.
- 5) Office Copy.



Addl. C. E. & Zonal Manager
Kolkata Zone



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ANNEXURE-A

Work Schedule

Equipment	Short Description	Quantity				
		KOLKATA ZONE	KOLKATA ZCC	KOLKATA ZONAL TESTING	KOLKATA ZONAL STORE	GRAND TOTAL
PC	HP Pro 3090 MT / 705 G1 MT or quite similar in specification	16	20	10	6	52
Laptop	HP Make	1	0	2	0	3
LaserJet Printer	HP LaserJet P1007 / P1020 PLUS / P1108 or quite similar in specification	19	1	5	2	27
LaserJet Colour Printer	HP CP1525 DN	1	0	0	0	1
LaserJet Network Printer	HP 5200 N	1	0	0	0	1
DOT-Matrix Printer (80 / 132 Column)	Epson / TVS make or equivalent	0	0	0	1	1
Document Scanner	HP G3110 / CANON P208II Series or equivalent	3	0	1	0	4
AIO (Inkjet / DeskJet MFPs)	HP 2135, 5810 or equivalent	4	0	0	1	5
Network Switch	Cisco 2800 - 3800 Series or equivalent	0	0	1	1	2
UPS (Online)	AVO Make 3 KVA or quite similar	2	0	0	1	3
LAN (with 9 Points approx.)	Complete LAN Backbone emanating from terminal's LAN Port till Network Switch including Cable, IOs, Jacks, Patch Cords, Patch Panels etc. and in between Network Switch and Network Router	0	0	1	0	1
LAN (with 4 Points approx.)		0	0	0	1	1
LAN (with 55 Points approx.)		0	1	0	0	1
CCTV System	Hikvision - with DVR and Camera	1	1	0	1	3
Projector	Sony VPL-Ex100 or equivalent	1	0	0	0	1
SMF Batteries (12 Volts 120 Ah)	--	14	0	0	0	14
SMF Batteries (12 Volts 65 Ah)	--	0	0	0	7	7
GRAND TOTAL		63	23	20	21	127