



**WEST BENGAL STATE ELECTRICITY DISTRIBUTION COMPANY LIMITED**

**(A Government of West Bengal Enterprise)**

**Office of the Executive Director (Distribution)**

**CIN-U40109WB2007SGC113473**

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

**Memo No. EDD/AMC/IT Articles/2024/02/ 33**

**Date: 28.06.2024**

**Notice of Inviting Tender Number 02/2024 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 Distribution Head Quarter and other associated offices, WBSEDCL.**

Dear Sir(s),

Sealed Tender in two parts with the bidder's own seal are invited from the Office of the Executive Director, Distribution, WBSEDCL, Vidyut Bhavan, 1<sup>st</sup> Floor, D-Block, Kolkata-91 for execution of Comprehensive Annual Maintenance Contract for providing maintenance support to IT Equipment for the use at different sections under Distribution Head Quarter and other associated offices, WBSEDCL.

1. Bidders will submit the offer in two parts. The 1<sup>st</sup> part will contain the technical proposal and 2<sup>nd</sup> part will contain the financial proposal.
2. The 1<sup>st</sup> 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 2<sup>nd</sup> 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 3<sup>rd</sup> 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 Executive Director, (Distribution) Department, WBSEDCL, Vidyut Bhavan, 1<sup>st</sup> floor, B-Block, Kolkata-91. **Tender will be received up to 2.00 P.M. on 19.07.2024.**
6. **1<sup>st</sup> part of the Tender will be opened on same date i.e. on 19.07.2024 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 unit prices 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. Unit price quoted must be exclusive of GST. The offered unit price must be valid for contract period of 02 (two) years which may be extended for a further period of 01 (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. Bidder must offer unit price for all the items as furnished in Annexure-A otherwise the offer may be treated as cancel.
12. Any evidence of collusive bidding should be liable for cancellation of bid and being debarred from participation in future tender.

13. Before offering the unit price bidders have the option to sample inspection of the site.
14. L1 Bidder will be determined on the basis of "Total Amount" appearing at Annexure-B.
15. The CAMC contract will be executed for 02 (two) years from the date of issue of the LOA and the same may be extended for another 01 (one) year after evaluation of the satisfactory performance of the Bidder and as per agreed rates, terms & conditions.

**A. Eligibility Criteria:**

1. The Bidder must have experience in maintenance support of IT equipment's at any concern within last five financial years i.e. in between 2019 to 2023, order for the same have to be submitted with the quotation.
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 GSTIN along with last 02(two) years GST return, PAN are to be submitted by the Bidder.

**B. 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.

**C. 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, will be published. Date of opening of financial bid will be intimated to the techno-commercially qualified tenderers.

**D. Financial Offer:**

1. The Bidder shall submit item wise unit price as per Annexure-B enclosed herewith with signature and seal of the concerned Vendor. The HSN/SAC to be also indicated.
2. The contract shall be denominated in Indian Rupees.

**E. 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.
3. After opening of the financial proposal the preliminary summary result containing inter- alia, name of bidders and the unit prices quoted by them will be published.
4. The Tender Accepting Authority may ask any of the tenderers to submit analysis to justify the unit price quoted by that tenderer.

**F. General Terms & Conditions:**

1. Unit Price : Unit Price should be quoted after considering all necessary taxes, duties but excluding GST which shall be allowable at applicable rate over and above the Unit Price. The price should be net and firm.
2. Security Deposit : An amount equivalent to 10% 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 implication of liquidated damage if any.

4. Execution Agreement

: A contract agreement will have to be executed with WBSEDCL 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), DHQ. will be the paying authority.

6. Consignee Officer

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

7. Supervising officer

Additional General Manager(HR&A),Distribution ,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 PC including Monitor, Mouse, Keyboard & 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 with same specification at 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 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 equipment 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 unit price 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. **Liquidated damage 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 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 stickered with name and phone number of the entrusted CAMC Bidder for immediate contact in the time of urgency.

9. Liquidated Damage :

- i) In case the system may not be restored within the stipulated time as mentioned in the related clause a liquidated damage @ 1% of the Invoice value 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 10% 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.

11. Risk Purchase:

Adherence to time schedules mentioned in the foregoing clauses shall be deemed as the essence of the Tender and if the Bidder fail to accept or comply with the requirements outlined in the scope of work and services within the periods prescribed in the order, WBSEDCL shall be entitled to execute the job through the best and nearest substitute available elsewhere on the account and at the risk of the Bidder or to cancel the Order and the bidder shall be liable to compensate for any loss or damage which WBSEDCL may sustain by reason of such failure on the part of the Bidder.

12. Force Majeure:

The bidder shall be under no liability if the bidder is prevented from carrying out any of the bidder's obligations by reason of war, hostility, act of public enemy, civil commotion, sabotage, earthquake, floods, serious loss or damage by fire, explosions, epidemics, strikes, lockouts or act of God and other cause beyond the reasonable control of the bidder. However, such force majeure circumstances are to be intimated immediately and to be established subsequently with proper documents / proofs to the entire satisfaction of WBSEDCL.

WBSEDCL will not take any additional liability towards enhanced taxes, duties and price variation due to force majeure condition.

13. Correction of Error(s):

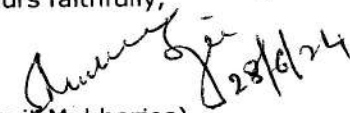
Error(s) if detected in Annexure-B will be corrected as follows.

- (a) If unit price in words does not tally with unit price in figure then the unit price which corresponds to the amount in words shall be taken as correct.
- (b) If the amount of an item is not worked out by the bidder or it does not correspond with the unit price written either figure or in words then the unit price quoted by the bidder in words shall be taken as correct.

14. Legal Jurisdiction:

In the event of dispute, the same shall lie under jurisdiction of the Calcutta High Court.

Yours faithfully,

  
(Sumit Mukherjee)

Executive Director, Distribution  
WBSEDCL

**Distribution:-** 33 (1-2)

1. The AGM (F&A), DHQ for his kind information.
2. Notice Board

## Annexure-B

Price Bid Sheet						
SI No.	Description of Item	Quantity (Nos)	Unit Price (Rs.)	Unit Price (in Words)	HSN/ SAC	Total Amount (Rs.)
1	Desktop	56				
2	Desk Jet Printer	1				
3	Laser Jet Printer	49				
4	Scanner	10				
5	Laptop	3				
Total Amount (in words)						

N.B. GST at applicable rate shall be allowed over and above the Unit Price.



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

Deptt.	Post of User with Name	No. of Laptop	No. of Desktops	No. of Desk Jet Printer	No. of Laser Jet Printer	No of Scanner	Under AMC			
							Model/make of Desktop/	Model/make of Laptop	Model/make of Printer	Model/make of Scanner
ED(Distribution), 1st Floor, Block-B (including Dist HR & Accounts Section)	Manager(HR&A), Dist South				1				HP L.J. M203d	
	ACE, Dist South				1				HP LJ1020	
	AGM(HR&A), Dist South						HP			
	AGM(F&A), Dist South		1		1		ACER		L.J. MFP M180n	
	Sr. Office Executive (HR Section), DHQ		1		1		Acer		HP L.J. M1005 MFP	
	Sr. Office Executive (HR Section), DHQ		1		1		Acer		HP Colour Pro M154a	
	Sr. Office Executive (HR Section), DHQ		1		1		Acer		HP L.J. Pro M403dn	
	Sr. Office Executive (HR Section), DHQ		1		1		HP		HP L.J. M203d	
	Office Executive(HR Section), DHQ		1		1		HP		Colour L.J. Pro M155a	
	Sr. Office Executive (HR Section), DHQ		1				HP			
	Sr. Office Executive, (F&A) Dist South		1				HP			
	JE, Gr. - I, DHQ		1		1		HCL		HP L.J. Pro 203dn	
	JE, Gr. - I, Dist SOUTH		1		1	1	HP		HP L.J. Pro M203d	HP Scanjet Pro-2000 S1
	JE, Gr. - I, Dist SOUTH		1		1	1	Acer		HP L.J. Pro 203dn	Cannon DRF120
	E-Tender Specific, DHQ		1			1	Acer			HP Scanjet 200
	Manager(F&A), DHQ		1		1	1	Acer		HP L.J. Pro 203dn	HP Scanjet Pro-2000 S1
	DE ( E ) , Dist SOUTH		1		1		HP		HP L.J. 1022	
	DE(IT&C), DHQ				1	1			HP L.J. M403d	
	SE(IT&C), DHQ				1				HP L.J. M403d	Cannon DRF120
	Asst. Manager (Finance)Rev, DHQ		1		1	1			HP L.J. Pro M203d	HP Scanjet Pro-2000 S1

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

Under AMC										
Deptt.	Post of User with Name	No. of Laptop	No. of Desktops	No. of Desk Jet Printer	No. of Laser Jet Printer	No of Scanner	Model/make of Desktop/	Model/make of Laptop	Model/make of Printer	Model/make of Scanner
	Asst. Manager (Finance)Rev, DHQ		1		1		HP		HP L.J. Pro M203d	
	Asst. Manager (Finance), DHQ				1				HP L.J. Pro M203d	
	Sr. Office Executive (F&A Section), DHQ		1	1			HP		HP Deskjet AD2010	
	Sr. Office Executive (F&A Section), DHQ		1				ACER			
	Sr. Office Executive (F&A Section), DHQ		1		1		HP		HP Laser Jet 1020 Plus	
	Sr. Office Executive (F&A Section), DHQ		1				Acer			
	Sr. Office Executive (F&A Section), DHQ		1				Acer			
	Hd. Asst. (F&A Section), DHQ		1				Acer			
	J.E. (Trainee, F&A), DHQ		1				Chirag			
	Sr. Office Executive (F&A Section), DHQ		1				HP			
	Sr. Office Executive (F&A Section), DHQ		1				Acer			
	Jn. Executive (Fin), DHQ		1		1		Chirag		HP L.J. Pro M203d	
	AGM(F&A), Revenue, DHQ		1		1		ACER		HP Colour L.J. M180a	
	D.E.(E), Dist SOUTH		1				HP		HP L.J. Pro M203d	
ED(Distribution) Cash Section 1st Floor, A Block	Sr. Office Executive (F&A Section) Cash section, DHQ		1		1		Acer		HP L.J. Pro M203d	
	Sr. Office Executive (F&A Section) Cash section, DHQ		1				Chirag			
	Executive Director, Distribution	1	1		1		Acer	Dell	HP Colour Pro M154a	



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

Depitt.	Post of User with Name	No. of Laptop	No. of Desktops	No. of Desk Jet Printer	No. of Laser Jet Printer	No of Scanner	Under AMC			
							Model/make of Desktop/	Model/make of Laptop	Model/make of Printer	Model/make of Scanner
ED(Distribution) Section 1st Floor, D Block	Sr. Office Executive (HR Section), DHQ				1				HP L.J. M1005 MFP	
	Sr. Office Executive (HR Section), Dist South				1				HP L.J. Pro M203d	
	Sr. Office Executive (HR Section), DHQ		1		1	1	Acer		HP L.J. Pro M203d	HP Scanjet Pro-2000 S1
	DE (E), DHQ		1		1	1	Acer		HP L.J. M1005 MFP	
	SE(E), DHQ		1		1		Acer		HP L.J. CP1025 Colour	
	DE (E), DHQ				1	1			HP L.J. P1007	HP Scanjet 200
	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			
	AGM (HR & A), DHQ				1				HP Colour L.J. pro MFP M180n	
	DE(C ), DHQ		1		1		Acer		HP L.J. Pro M203d	
	ACE, CE SOUTH		1		1		HP		HP Colour L.J. pro MFP M180n	
	Manager(HR&A), DHQ		1		1		Acer		HP L.J. P2055dn	
	Manager(F&A), DHQ		1		1		HP		HP L.J. Pro M203d	
Vidyut Bhavan Control Room			1				HP			
			1				Acer			
Chief Engineer, P & E Deptt. 2nd Floor, block-A	Section	2	10		13	1	HCL-1no, ACER-1no, Dell- 3 nos, HP-5Nos	HP- 2 nos	HP B & W Printer 1020- 7 nos, HP Printer P2015D-1 nos, HP1108- 1 no, HP L J CP 1025-1, Brother L5000D-3	HP Scan Jet 8270
<b>Total</b>	Quantity	3	55	1	49	10				