



**Request for Proposal
For
Supply, Installation, Integration, Commissioning & Maintenance of
Desktops, Servers, Scanners & UPS, for Department of Home, Government of West Bengal**

Tender no. : WML/TENDER/HOME /01 Dated : 29.01.2014

Tendering Authority/Purchaser:

Webel Medictronics Limited

(A Govt. of West Bengal Undertaking)
P-1, Taratala Road, Kolkata – 700 088.
Phone : 2401-5602 / 7699 • Fax : (033) 2401-4081

Tender Document Fee: Rs 1,000/-
Earnest Money Deposit: Rs 50,000/-

TWO PART BID
PART-1 : TECHNICAL BID (including the pre-qualification & technical documents)
PART-2 : FINANCIAL BID

Date & Time of Pre-bid meeting: 05.02.2014 at 1100 hrs.
Last Date & Time of submission of Bid: 13.02.2014 at 1500 hrs.
Date & Time of Opening of Technical bid: 13.02.2014 at 1600 hrs.

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Chapter-1:

NOTICE INVITING TENDER-NIT

Tender Reference No. WML/TENDER/HOME/01

Dated: 29.1.14

Webel Mediatronics Limited (WML) in association with West Bengal Electronics Industry Development Corporation Limited on behalf of Department of Home, Government of West Bengal invites proposals from the eligible bidders for Supply, Installation, Integration, Commissioning & Maintenance of Desktops, Servers, Scanner & UPS for Department of Home, Government of West Bengal at Nabanna Building, Howrah.

Nature of the Project	Supply, Installation, Integration, Commissioning , Maintenance of Desktops, Scanners, Server, UPS for Department of Home, Government of West Bengal.
Cost of Tender Document (non-refundable)	Rs 1,000 (Rupees One Thousand Only)
Earnest Money Deposit (EMD)	Rs 50,000 (Rupees Fifty Thousand Only)
Performance Bank Guarantee (PBG)	@ 10% of Contract value
Publishing Date/ Time	29.01.14
RFP Download Start Date/ Time	29.01.14
Date, Time& Venue of Pre-Bid Meeting	05-02-2014 at 1100hrs Dy General Manager - Marketing, Webel Mediatronics Limited P-1, Taratala Road, Kolkata – 700 088, West Bengal
Bid submission Start Date	13.02.2014
Bid submission End Date/ Time	13.02.2014 at 1500 hrs
Technical Bid Opening Date/ Time	13.02.2014 at 1600 hrs
Financial Bid Opening Date/ Time	Will be intimated later to the Technically qualified bidders
Websites for downloading Tender Document, Corrigendum's, Addendums etc.	www.webelmediatronics.in & www.webel-india.com
Bid Validity	120 Days from the date of bid submission
WML Contact Person	Dy General Manager - Marketing, Webel Mediatronics Limited P1, Taratala Road, Kolkata – 700 088, West Bengal Phone: 03302401 7699 / 5602 / 4440 soumen.banerjee@webelmediatronics.in , sidutta@webelmediatronics.in , sunit.bhattacharya@webel-india.com

Chapter-2

PROJECT PROFILE

Introduction

WML in association with West Bengal Electronics Industry Development Corporation Limited on behalf of Home Department, Govt. of West Bengal, invites bid for the Supply, Installation, Integration, Commissioning & Maintenance of Desktops, Servers, Scanners & UPS for Department of Home, Government of West Bengal at Nabanna Buildings. The works are to be completed on turnkey basis and to be maintained as per terms and conditions of the contract.

Background

Home Department, Government of West Bengal intends to adopt certain horizontal e-Governance applications in the Department office at Nabanna Building. In this regard, the Department has requested technical assistance of IT Department in preparing a detailed project report and facilitating the implementation of the project. Subsequently, IT department has entrusted State e-Governance Mission Team (SeMT) and WBEIDC (also referred as WEBEL) with the task.

Objective of the Project

The key objectives of this e-Governance project are delineated below:

- To make the Files and Letters tracking process simpler, efficient and transparent in all the sections and branches of Home Department through use of ICT. The objective is to cover all the File movements in the department from Chief Secretary/Home Secretary level upto Section Officer/Head Assistant levels. To achieve this objective, the department intends to adopt a browser-based File & Letter tracking software application developed by SeMT in-house in IT department.
- To store and manage the records of Home department in a digitized form for the purpose of preservation and archival, accessibility, security, confidentiality and data management. To achieve this objective, the department wishes to adopt a Document Management & Archival System with a centralized repository and a de-centralized access to various branches and sections of the Home Department.
- To move towards the ultimate objective of a paperless office, the department intends to adopt “e-Office”, a digital workplace solution of National Informatics Centre (NIC). Finally, the digitized document environment of the Document management system is expected to converge with this paperless office environment.

i) Desktop computerization requirement analysis

Desktop computers required for the Officers and Personnel of Home Department right from Chief Secretary level upto the Section Officers/Head Assistants of various sections/branches/cells have been provided below based upon a detailed analysis after discussions with Home Department and a survey of all the sections/cells of the department at Nabanna Building. (LAN infrastructure in Nabanna building is already in place. The proposed Desktops/computers and applications shall use the existing LAN set up)

Table 1

New Desktop PCs/Scanner required in Home Department			
S. No.	Location	Desktop PC required	Gap in Desktop PCs
1.	PA to Special Secretary	1	1
2.	Joint Secretary – Fn& NRIs	1	1
3.	Protocol section at Main issue	1	1
4.	Police Service cell	1	1
5.	BADP Section	1	1
6.	Political – Issue	4	3
7.	Political – Main & Joint Establishment	4	4
8.	Commonwealth Relations	2	2
9.	PG & AO	2	2
10.	RTI Cell at Main issue	3	2
11.	Home (Police)	5	3
12.	Home (Human Rights Branch)	2	2
13.	Home (Defence)	2	2
14.	Home (Constitution & Election)	1	1
15.	Arms and Law	2	2
16.	Server & Computer Room	3	3
17.	Addl. Secretary	1	1
18.	Law Officer	1	1
19.	Secret	3	3
20.	Joint Secretary	1	1
21.	Joint Secretary, Home (P.S. Cell) Deptt. & Home (Political)	1	1
22.	Financial Adviser Cell	1	1
23.	Accounts Cell	3	3
24.	Commission	1	1
25.	Deputy Secretary	1	1
26.	Deputy Secretary	1	1
27.	Deputy Secretary	1	1
28.	Assistant Secretary	1	1

29.	Assistant Secretary	1	1
30.	Assistant Secretary	1	1
31.	Assistant Secretary	1	1
32.	Assistant Secretary	1	1
33.	Assistant Secretary	1	1
34.	Assistant Secretary	1	1
	Total No. of new Desktop computers required at Home Department		53
35	Scanner A4 & Legal Size Flatbed with ADF		1
36	Scanner Legal Size ADF		4
37	Scanner A4 Size Flatbed		10

S. No.	Location	Server Required	Purpose
1	Dept of Home	1	For hosting File Tracking System Application
2	State Data Centre	1	For hosting Letter Tracking Application

Chapter-3

ELIGIBILITY CRITERIA FOR THE BIDDER FOR PARTICIPATION IN THE TENDER

1. The bidder should be a manufacturer or Authorized System Integrator of the manufacturer, who must have supplied and successfully installed items similar to the type specified in the schedule of requirements to any of the reputed Govt organizations / institutes in the country.
2. The Bidder should have at least 3 years experience in setting up, Integration, Commissioning & Maintenance of LAN, Desktops, Servers, Scanner & UPS, and should have installed minimum 10 similar systems, out of which, 5 system should have minimum 20 Desktops including Server Systems installed and operational in the same campus. Bidder should have expertise in supply, installation, testing, commissioning and maintenance of Desktops and UPS. Copies of Purchase orders and Certificates of Successful Completion from Customer should be submitted. Experience details should be given in the Form-E1.
3. The bidder also should have full technical competence for maintaining the Desktops, scanner UPS systems. The Bidder must provide a list of 10 places where such systems have been installed and/or are being maintained by him with their configuration. (Form-E2).
4. The Bidder should attach Authorization certificate from the OEM of the H/W to be used in this work, for the authenticity, authorized representation and after sales support. OEM presence into the market from last five years. (Form-E3).
5. The Bidder should have at least 10 skilled engineers / Manpower with minimum 1 Project Dy General Manager, 2 Engineer, and 7 Technician with minimum 2 years Experience deputed at Kolkata office. Information about educational qualifications, and experience details and P.F. no. along with the projects they have handled should be provided with the bid. (Form-E4).
6. The bidder should have local presence and should have office in Kolkata. The bidder should have service support infrastructure in the state to provide warranty and post warranty services. The details for such service support infrastructure must be enclosed. Please attach the copy of any of one of the following: Property tax bill/Electricity Bill/Telephone Bill/WBST-C.S.T. Registration/Lease agreement etc.(Form-E5 & Form-E6).
7. Copies of original documents defining the constitution on legal status, place of registration and principle place of business of the company or firm or partnership etc. Bidder shall be in the business of Desktops, Servers, UPS, scanner etc. for at least three years. Copy of company incorporation / registration certificate of the firm shall be attached as proof Bidder must submit copies of his central and local VAT & Service tax registration certificates, PAN number and Copies of last 3 years income-tax return.
8. The bidder should have a total sum of turnover of Rs. 5 Crore (Minimum) in the last three financial years and the turnover of the last year should be at least Rs. 2 Crores. The copies of Audited Annual Accounts for last three years shall be attached along with the bid. (Form - E7).
9. The Manufacturer of the product (OEM) should be ISO 9001:2008 Process Certified for manufacturing, ISO 14001 for items like Desktop PC, Server, UPS & Scanner and have presence into the market from last five years (Form — E8).

10. In order to execute the work on time, bidder must carry minimum stock of spare as per Form E-9 . WML may inspect the stock at any time. (Form – E9)
11. The bidder shall be required to give a declaration in their letter head that they have not been banned by any Government Agencies / Govt. Department / Quasi Govt. Dept / PSU / Board / Council or similar organization. If any Government Agencies / Govt. Department / Quasi Govt. Dept / PSU / Board / Council or similar organization has banned the bidder and later on lifted the ban, the fact must be clearly stated.
12. The bidder shall be required to give a declaration in their letterhead that they have successfully & timely completed earlier projects of Webel (including all of its subsidiaries) offered to them (If any) in last three years. Successful completion certificate of such projects from the concerned project in-charge of Webel or its subsidiaries are to be attached with the bid document.

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

Note: All the details and the supportive documents for the above mentioned items should be submitted. In absence of any one of the above, the offer will be treated as non-responsive and summarily rejected

Chapter-4

SCOPE OF WORK

WORKS

All work shall conform to the Building Code, and all local codes and ordinances as applicable. Any exceptions to the above must have written authorization from WML. Bidder will have to carry out following tasks.

- (a) Bidder shall act as single Bidder to organize and manage the entire project including design, supply, and installation and commissioning. The Bidder shall be in a position to test, demonstrate and certify the Desktop, UPS, Servers & Scanner operation in accordance with the contract.
- (b) The Bidder shall carry out site survey to identify the placement of supplied items and prepare tentative proposal for the work to be carried out at that particular site. This proposal will have to be submitted to WML for approval along with a power cabling layout diagram indicating the location of equipment to be installed.
- (c) The Bidder will be responsible to undertake and complete the works related to supply installation and commissioning services as per WML's directive.
- (d) The Bidder will be responsible to provide the services at the agreed price. Bidder is required to Supply and Install Desktops, UPS, Server & Scanner and accessories and commission as per the requirements. The works are to be completed on turnkey basis and the supplied equipments are required to be maintained for three years from the date of FAT. The Bidder shall be responsible for implementation of the work as defined.
- (e) The Bidder shall be responsible for the 'On Site' warranty support and also for the post warranty support and as required by WML. All goods or materials shall be supplied strictly in accordance with the specifications, drawings, datasheets, other attachments and conditions stated in the RFP/Agreement/ SLA. All materials supplied by the Bidder shall be guaranteed to be of the best quality of their respective kinds and shall be free from faulty design, workmanship and materials.
- (f) The Bidder shall provide details of site and infrastructure requirements including Power & Earthing etc. in a layout plan after making a site survey.
- (g) Detailed report is required to be submitted for the work to WML. The same have to be certified by WML. Bidder shall submit the installation plan for the location to WML, who in turn shall approve the plan before execution. Bidder will have to fill up an installation and commissioning report and get the same duly signed by concern officer with their seal and remarks if any.
- (h) The Vendor will be responsible to undertake and complete the works related to supply installation and commissioning services as indicated in the bid promptly and within the duration prescribed by WML.
- (i) The works are to be completed on turnkey basis and the supplied equipments are required to be maintained for three years from the date of Full Acceptance Test (FAT). The Bidder shall be responsible for implementation of the work as defined.

Chapter-5

Terms & Conditions of Tender

1. The **last date of submission of bid** is 1500 Hrs. 13.02.2014 .
2. The bid is **non-transferable**.
3. Bidder has to quote **all the items** .Incomplete bids will be treated as non-responsive and will be rejected.
4. The Bidder is required to quote **only one option** (i.e. only one product can be quoted) against each item. Bidders are required to mention **make & Model of the product** (Do not write “OEM” against items except the items asked to be integrated with Servers/Computers as bidders are expected to give make & model of the product).
5. The bidder will have to **supply, install, maintain and provide training** for hardware, software and peripherals and carryout necessary integration.
6. **In case the quoted Item is not available in the market, the bidder will have to supply Higher Version/replacement of that Item in the quoted cost in the same time duration with prior approval of WML. No “End of Life” product should be quoted to minimize such instances.**
7. The Bidder shall bear all the costs associated with the preparation and submission of its bid, and WML will in no case will be responsible or liable for these costs, regardless of conduct or outcome of bidding process.
8. The bidder has to **submit the compliance letter on its letter head** duly signed by the authorized signatory & other supporting documents as asked for in the bid. **Failing to submit the same or noncompliance/ deviation from any bid terms and conditions, eligibility criteria or technical specifications may result in rejection of the bid.**
9. The Bidder has to examine all instructions, forms, terms, conditions and specifications in the bidding documents. Failure to furnish all information required by the bidding documents or submission of a bid not substantially responsive to the bidding documents in every respect will be at the Bidder’s risk and may result in rejection of its bid.
10. **Amendment of Bidding Documents (Corrigendum)**
 - 10.1 At any time prior to the deadline for submission of bids, WML may, for any reason, whether its own initiative or in response to the clarification request by a prospective bidder, modify the bidding documents.
 - 10.2 The corrigendum will be published on website www.webelmediatronics.in. & www.webel-india.com
 - 10.3 In order to allow prospective bidders reasonable time to take into consideration the amendments while preparing their bids WML, at its discretion, may extend the deadline for the submission of bids.
11. Bid Currency – Prices shall be quoted in Indian Rupees only.

12. The Bidder will have to remit **Non refundable Tender Document Fees of Rs. 1000/- & Earnest Money Deposit (E.M.D.) of Rs 50,000/- (Refundable)** on or before the date & hours of opening of the bids in a sealed cover at WML office with the heading “Tender Document Fee & EMD for the tender no. WML/TENDER/HOME/01 dated 29.01.14 for Supply, Installation ,Integration, Commissioning & Maintenance of Desktops, Servers, UPS & Scanner for Department of Home, Government of West Bengal”. Tender Document Fee & E.M.D. must be in the form of Demand Draft in the name of “Webel Mediatronics Limited ” payable at Kolkata along with the covering letter. **Please affix the stamp of your company on the overleaf of demand draft.**

13. In case of non-receipt of Tender Document Fee & EMD as mentioned above within prescribed time the bid will be rejected by WML as non-responsive.

14. **Unsuccessful bidder’s E.M.D. will be returned** as promptly as possible but not later than 15 days after the expiration of the period of bid validity OR upon the successful Bidder signing the Contract, and furnishing the Performance Bank Guarantee @ 10% of the total order value as prescribed by WML, whichever is earlier.

15. **In exceptional circumstances, WML may solicit the Bidder’s consent to an extension of the period of validity. The request and the responses thereto shall be made in writing. A Bidder may refuse the request without forfeiting its E.M.D. A Bidder granting the request will not be permitted to modify its bid.**

16. The Successful bidder has to submit copy of purchase order, acceptance of purchase order & copy of PBG , offer of the material for inspection at WML office.

17. The Successful bidder has to submit Performance Bank Guarantee @ 10% of total order value within 7 days from the date of issue of Purchase order for the duration of warranty of all Nationalized Bank including the public sector bank or Private Sector Banks authorized by RBI (The draft of Performance Bank Guarantee is attached herewith).

18. Successful bidders will have to sign the contract upon receiving the Purchase order with the purchaser(s) within 4 working days from the date of Purchase order. (The draft of the Contract form is attached herewith)

19. **The successful Bidder’s E.M.D. will be returned** upon the Bidder signing the Contract, and furnishing the Performance Bank Guarantee @ 10% of the total order value, offer of inspection of the ordered material and after completion of bid validity whichever is later.

20. **The E.M.D. may be forfeited:**

- (a) if a Bidder withdraws its bid during the period of bid validity
- (b) In case of a successful Bidder, if the Bidder fails:
 - (i) To sign the Contract as mentioned above or
 - (ii) To furnish performance bank guarantee as mentioned above or
 - (iii) If the bidder is found to be involved in fraudulent practices.
 - (iv) If the bidder fails to submit the copy of purchase order & acceptance thereof.

21. **Termination for Default**

21.1 The Purchaser may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the Bidder, terminate the Contract in whole or part:

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- a) if the bidder fails to deliver any or all of the Goods within 12 working days from the date of purchase order, or within any extension thereof granted by the Purchaser or
- b) if the Bidder fails to perform any obligation(s) under the Contract/Purchase order.
- c) If the Bidder, in the judgment of the Purchaser has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.

For the purpose of this clause:

“Corrupt practice” means the offering, giving, receiving or soliciting of any thing of value of influence the action of a public official in the procurement process or in contract execution.

“fraudulent practice : a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of the purchaser, and includes collusive practice among Bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the purchaser of the benefits of free and open competition;”

21.2 In the event the Purchaser terminates the Contract in whole or in part, pursuant to Clause 21 above, the Purchaser may procure, upon such terms and in such manner, as it deems appropriate, Goods or Services similar to those undelivered, and the Bidder shall be liable to the Purchaser for any excess costs for such similar Goods or Services. However, the Bidder shall continue the performance of the Contract to the extent not terminated.

22. Price shall be inclusive of all freight, forwarding, transit insurance and installation charges.

23. Prices shall be inclusive of Excise Duties. The prices shall strictly be submitted in the given format. Quoted prices shall be without VAT. The tax (VAT) components as applicable shall be mentioned separately in the respective columns. **Successful Vendor will have to supply/provide goods with an Invoice from a place located within State of West Bengal.**

24. Late Bids – The bidder will not be able to submit the bid after final submission date and time.

25. **Modification and Withdrawal of Bids**

25.1 No bids will be allowed to be modified subsequent to the final submission of bids.

25.2 No bid will allowed to be withdrawn in the interval between the deadline for submission of bids and the expiry of the bid validity. Withdrawal of a bid during this interval will result in the forfeiture of bidder’s E.M.D.

26. Bids will be opened in the presence of Bidder’s representatives, who choose to attend. The Bidder’s representatives who are present shall sign a register/attendance sheet evidencing their attendance. The representative will be held responsible for all commitments made on behalf of the bidder and that will be considered valid for all further dealings related to this tender process. In the absence of the bidder(s), the tender committee may choose to open the bids as per the prescribed schedule.

27. The Bidder’s names, Bid modifications or withdrawals, discounts and the presence or absence of relevant E.M.D. and such other details as WML officer(s) at their discretion, may consider appropriate, will be announced at the opening.

28. **Evaluation of the bids:** After the closing time of submission, WML committee will verify the submission of Tender Document Fee & EMD as per bid terms and conditions. The eligibility criteria evaluation will be carried out of the responsive bids. The technical bids of the bidders who are complying with all the eligibility criteria will be opened and evaluated next. The financial bid of the technically qualified bidders will be opened. **Successful bidder will be decided based on the item wise lowest quoted rates with tax as mentioned in the financial bid section.**

29. Inspection process:

29.1 Quality of goods and services:

- The equipment/product must confirm to the specifications given and of desired quality. The bidder shall guarantee that item delivered to the purchaser are brand new and not refurbished one.
- Consistency in quality shall be maintained for the entire lot of products offered. All the required quantity of items in schedule of requirement shall be of the same brand and model no. The bidder shall not substitute any internal components or subsystems of the product by similar items of different manufacturers.
- All the equipments shall be supplied with the relevant interface cables and necessary standard accessories.
- The vendor shall be responsible for the quality of supply.
- Successful bidder has to past non-removable sticker on all kind of Desktops, monitors, all kind of UPS & Scanners , and Other Items etc. with details of bidder's name, address, contact detail, service centre/ help line number and warranty expiry date.

29.2 Factory / Warehouse inspection:

There may be requirement of the factory testing to be done in the factory/warehouse of the vendor. All the necessary inspection/testing facilities would be provided by selected bidder as per the requirement of inspection/testing team constituted by WML wherein all the necessary expenditure related to inspection shall be borne by the bidder.

30. Delivery & installation: Completion of all delivery, installation, integration & commissioning within 12 working days from the date of confirmed purchase order.

1. Completion of supply & installation of setting up with existing LAN at Nabanna Building within 1 week of LOI.
2. Completion of Supply, installation, configuration, integration & commissioning of Computer System and other system within 12 days of LOI.

31. If the successful bidder of the immediately preceding tender(s) for the Purchase of Computer Hardware & other equipments as floated by WML has failed to deliver the pending orders within the prescribed time limit, then such bidder will deemed to be ineligible to participate in this tender. The period of such deemed ineligibility will be for a six months from the date of expiry of 45 working days for delivery and installation for such preceding tender(s) in view of his poor performance.

32. Bids shall be valid up to 120 days from the date of Bid opening. A bid valid for a shorter period shall be rejected as non-responsive. If required, WML may extend the bid validity for further period from the date of expiry of bid validity in consultation with the successful bidder.

33. Penalty Clause

33.1 If the bidder fails to deliver and install the requisite hardware and software within 12 working days of the issue of the confirmed purchase order, then a sum equivalent to one percent (1 %) of the total contract value shall be deducted from the payment for each calendar week of delay or part thereof.

33.2 Delay in excess of 4 weeks will be sufficient to cause for termination of the contract. In that case the Performance Bank Guarantee of the bidder will be forfeited.

33.3 In case, the selected bidder does not supply the ordered items for any reason, the bidder will be liable to pay the difference amount to the purchaser, over and above the performance

guarantee, which indenter department has to pay to the next or other selected bidder for purpose of the said items.

34. Warranty

34.1 Warranty: **Comprehensive onsite warranty for 3 years from the date of installation of Servers , desktop computers hardware including all peripherals, UPS and one year for Scanners.**

34.2 The bidder shall guarantee a 99% uptime of computer systems/peripherals.

34.3 If any computer systems/s gives continuous trouble, say six times in one month during the warranty Period, the bidder shall replace the systems with new system without any additional cost to the purchaser.

34.4 Maintenance service

34.4.1 Free maintenance services shall be provided by the Bidder during the period of warranty for 3 years.

34.4.2 **The maximum response time for maintenance complaint** (i.e. time required for bidders maintenance engineer to report at the installation after a request call/telegram is made or letter is written) **shall not exceed 24 hrs.**

34.5 During warranty period, **if the complaint is not resolved with in 48 hrs** for nodes and terminals, **the penalty of Rs. 300 per day and for Peripherals or networking components the penalty of Rs. 200 per day will be levied.** However, if the complaints not resolved within 7 days then from 8th day to 14th day, penalty would be levied @ 150% and from 15th day onwards penalty @ 200% of the above rates would be levied. The amount of penalty will be recovered from the Performance bank guarantee during warranty period.

34.6 It is expected the average downtime of the item (system) will be less than half the maximum downtime. In case an item is not usable beyond the stipulated maximum downtime the bidder will be required to arrange for an immediate replacement of the same till its is repaired. Failure to arrange for the immediate repair/replacement will be liable for penalty of RS. 300 per day for nodes and terminals and Rs. 200 per day for Peripherals or other components. The amount of penalty will be recovered from the Performance bank guarantee during warranty period.

34.7 **The Bidder/System Integrator will be required to co-ordinate with software vendor and/or do liasioning with other service provider to achieve the end-to-end connectivity. This also includes Server OS configuration with respect to existing LAN/WAN technologies implementation.**

34.8 Operational Penalties:

34.8.1 The Vendor shall repair/ replace all faulty material covered under the warranty within the shortest possible time thus ensuring minimum downtime , failing which applicable penalty will be imposed. The following penalties for Operational Deficiencies shall apply:

34.8.2 The Vendor shall be responsible for maintaining the desired performance and availability of the system/services. Vender should ensure the prompt service support during warranty period. If complain is made before 4 pm of the working day, the same should be attended within 24 hours.

If the Vendor fails to attend the call as specified above, the following penalty will be imposed on each delayed day, which will be recovered against invoice to be submitted by the vendor for the same work.

Site/Location	Penalty/Day, for each day, if problem is not resolved within 1 day from specified time	Penalty/Day, for each day, if problem is not resolved after 1 day from specified time
Nabanna Building, Kolkata	Rs. 500- Per day	Rs. 1500/- Per day

35 SERVICE TERMS

35.1 The entire scope of the work depends on the technical skill and experience in management of the same level or kind of infrastructure.

35.2 It is mandatory for Vendor to deploy qualified professional to install, commission & maintain the equipments, as defined under scope of work.

35.3 The Vendor has to submit regular schedule of man power availability & get it approved by WML.

35.4 The Vendor has to deploy necessary problem escalation process & system to take care predefined VIP users at the priority.

35.5 The Vendor is free to deploy or to develop applications to facilitate the operation. WML will welcome the deployment such application in respect to improve Quality of Services.

35.6 For extending better services to the government, the Vendor will be allowed to deploy & use own tested and proven solution, with prior permission form the WML.

35.7 The Vendor has to ensure availability of man power round the clock. There has to be availability of Vendor's human resources 24 hours * 7 days a week through-out the year.

35.8 The Vendor need to manage & maintain various records related to the services extended to the Government.

35.9 The Government network is being operated & maintained by various agencies. In such circumstances the Vendor may need to coordinate and approach various agencies, if required.

35.10 The Vendor is responsible to maintain documentation on the progress of the work and will have to update the same on regular basis. Vendor will have to submit the progress reports regularly, as per the guide line issued by WML.

35.11 The understanding of the comprehensive maintenance under warranty period is as follows.

35.11.1 In case of failure, the Vendor needs to replace or repair the faulty part/component/device to restore the services at the earliest.

35.11.2 The cost of the repairing or replacement of faulty part/component/device has to be entirely born by the Vendor.

35.11.3 All expenses related to part/component/device, including hiring of specialized technical expertise, in case required, has to be born by the Vendor as part of comprehensive maintenance.

35.11.4 The Vendor also needs to make alternate arrangement in case of major failure happens in the network, due to which services may be effecting for longer period.

35.11.5 After repairing or replacement of the part/component/device, the Vendor needs to put the same into operation.

36. **Payment:** Payment for Goods and Services shall be made by the Indenting Department in Indian Rupees as follows:

36.1 **No advance payment will be made.**

36.2 **90% payment after successful inspection, Delivery and installation of the ordered goods. The inspection will be done as decided by WML.**

36.3 **Remaining 10% payment will be made after Successful Acceptance Testing & completion of the users' operational training & handholding of the ordered goods to the purchaser's staff.**

Acceptance Test will be completed within 3 days from the date of submission of Installation Reports to WML by Vendor. Two sets to be submitted. One set to Bills division and one set to Acceptance Testing

Note : All the Delivery Challans & Installation Reports/Site Not Ready Certificate/report to be Counter signed by the respective Competent Authority.

37. WML reserves the right to change any bid condition of any item even after inviting the bids, with/without prior notification.

38. WML's Right to accept any Bid and to reject any or all Bids – WML reserve the right to accept or reject any bid, and to annul the bidding process and reject all bids at any time prior to awarding the Contracts, without thereby incurring any liability to the affected Bidder or bidders or any obligation to inform the affected Bidder or bidders of the grounds for such decision.

39. All correction/addition/deletion shall require authorized countersign.

40. WML will have the right to increase or decrease the quantity of quoted items. Also WML may not purchase all category items which have been quoted.

40. FALL CLAUSE:

The prices charged for the material supplied under the contract by the bidder shall in no event exceed the lowest price at which the bidder sells the material or offer to sell material of identical description to any

Person/organization(s) including the Purchaser or any Department of the Central Government or any Department of a State Government or any statutory undertaking of the Central or a State Government, as the case may be, during the period till performance of all Supply Orders placed during the currency of Rate Contract is completed. If at any time during the said period, the Bidder reduces the Sale price, sells or offers to sell such material to any person(s)/organization(s) including the Purchaser or any Statutory undertaking of the Central or a State Government, as the case may be, at a price lower than the price chargeable under this Contract, he shall forthwith notify such reduction or Sale or offer of Sale to WML and the price payable under the Contract for the material supplied after the date of coming into force of such reduction or sale or offer of sale stand correspondingly reduced.

The above stipulation will, however, not apply to:

- Export/deemed Export by the bidder
- Sale of Goods as Original Equipment prices lower than the price charged for normal replacement.
- Sale of goods at lower price on or after the date of completion of sale/placement of order of goods by the authority concerned, under the existing or previous Rate Contracts as also under any previous contracts entered into with the Central or the State Government Departments including new undertakings (excluding joint sector companies and or private parties) and bodies

41. Force Majeure Shall mean and be limited to the following:

- a) War / hostilities
- b) Riot or Civil commotion
- c) Earthquake, flood, tempest, lightening or other natural physical disaster.
- d) Restrictions imposed by the Government or other statutory bodies which prevents or delays the execution of the order by the BIDDER.

The BIDDER shall advise WML by a registered letter duly certified by the local statutory authorities, the beginning and end of the above causes of delay within seven (7) days of the

Tender No. WML/TENDER/HOME/01 Dated 29.01.2014

occurrence and cessation of such Force Majeure Conditions. In the event of delay lasting over two months, if arising out of causes of Force Majeure, WML reserves the right to cancel the order.

Completion period may be extended to circumstances relating to Force Majeure by the WML. Bidder shall not claim any further extension for completion of work. WML shall not be liable to pay extra costs under any conditions.

The BIDDER shall categorically specify the extent of Force Majeure conditions prevalent in their works at the time of submitting their bid and whether the same have been taken in to consideration or not in their quotations. In the event of any Force Majeure cause, the BIDDER shall not be liable for delays in performing their obligations under this order and the delivery dates can be extended to the BIDDER without being subject to price reduction for delayed delivered, as stated elsewhere.

It will be prerogative of WML to take the decision on force major conditions and WML decision will be binding to the bidder.

42. Bidder shall submit their bids in TWO SEPARATE SECTIONS in sealed envelopes super-scribed with the RFP document number, due date, time, Project and nature of bid (bid security, un-priced, priced).

SECTION-I: The Bid Security in a separate sealed envelope super scribed with the bid document number & UNPRICED BID complete with all technical and commercial details other than prices i.e. identical to SECTION -II with prices blanked out

Note: Filling up prices in Section-I : Prequalification & Technical Bid will render the bidder disqualified.

SECTION-II: PRICED BID ONLY with full price details.

The envelopes containing SECTION-I & SECTION-II of offer should be enclosed in a larger envelope duly sealed. All pages of the offer must be signed.

43. Documents comprising the Bid

a) A Single stage-Two envelope/ cover system shall be followed for the Bid –

a. Technical bid (including the pre-qualification & technical documents)

b. Commercial bid

b) Technical bid shall include the following documents: -

S. No.	Documents Type	Document Format
1	Covering Letter – Technical Bid	On bidder's letter head duly signed by authorized signatory
Fee Details		
2	Tender Document Fee	Fee Receipt
3	EMD	DD/ Banker's Cheque
Pre-Qualification Documents		
4	Performa of Compliance letter/Authenticity of Information Provided (Bid Form)	
5	BIDDER'S AUTHORIZATION CERTIFICATE	
6	Board resolution / valid power of attorney in favour of person signing this authorizing letter.	

7	Self-Declaration – No Blacklisting	
8	All the documents mentioned in the “Eligibility Criteria”, in support of the eligibility	As per the format (Form no E-1 to Form No E-7) mentioned against the respective eligibility criteria clause
Technical Documents		
9	Manufacturer’s Authorisation Form (MAF)	
10	Performa of Undertaking: Undertaking of Authenticity of Computer Equipment Supplies	
11	Bill of Materials with Make & Model List	
12	TECHNICAL MINIMUM SPECIFICATION	

c) Commercial bid shall include the following documents: -

S. No.	Documents Type	Document Format
1	Covering Letter – Financial Bid	On bidder’s letter head duly signed by authorized signatory
2	Price Bid	As per price bid format

44. The Clarifications must be submitted in writing at WML at least 5 days before the submission date. Thereafter the clarifications received from the bidders will not be entertained. The bid should be submitted on or before 1500 Hours, xx.xx.14.

Please address all queries and correspondence to
 Dy General Manager - Marketing
 Webel Mediatronics Limited
 P1, Taratala Road, Kolkata – 700 088,
 West Bengal
 Email: soumen.banerjee@webelmediatronics.in ,
sjdutta@webelmediatronics.in,
sunit.bhattacharya@webel-india.com,
 Fax: (033)2401 4081
 Fax/email should be followed by the post confirmation copy.

Annexure

**SECTION IA
Tender Document Fee & Earnest Money Deposit Details**

Sr. No.	Item	Amount (In Rs.)	Name of the Bank & Branch	Demand Draft No.
1.	Tender Document Fee			
2.	Earnest Money Deposit (E.M.D.)			

ELIGIBILITY CRITERIA

Form no. E1 Financial strength of the bidder

Financial Year	Turnover (Rs. In Crores)	Audited Accounts attached? (Yes/No)
FY 2012-13		
FY 2011-12		
FY 2010-11		

Note: Please fill this form and upload the audited Annual Accounts for the last three financial years.

Form no. E2 Office in West Bengal

Sr. No.	Address	Contact Person	Contact nos.	Type of supporting document attached

Note: You may mention more than one office (if applicable) by adding multiple rows which may be added by "NUMBER OF ROWS TO ADD".

Form no. E3 Service Centers Detail

Sr. No.	Address	Contact Person	Contact nos.	Type of supporting document attached

Note: You have to mention minimum 3 authorized service centers as per eligibility criterion. If you like to add more service centers (if applicable) by adding multiple form which may be added by “NUMBER OF ROWS TO ADD”.

Form No. E4 Experience Details (Customer References)

Sr. No.	Name of the Organization	Contact Person	Contact telephone no. & Address	Date/Period of implementation	No. of Installations	Type of Supporting Document attached

Note: Please fill this form and upload the supporting documents for each customer reference in scanned format. Failing the same may lead to the rejection of the bid. You may add the customer references by adding multiple rows which may be added by “NUMBER OF ROWS TO ADD”.

Form no. E5 Authorization Letters

Item	Make & Model	Name of OEM	Authorization letter attached? (Yes/No)
Desktop Computer & Peripherals			
UPS system			
Server Computers			
Scanner A4 Size & Legal Size Flatbed with ADF			
Scanner Legal Size ADF			
Scanner A4 Size Flatbed			

Form No. E6 Participation of MNC through Local partner

Name of Local Partner	Is it Authorized Service Provider of MNC? (Yes/No)	Type of supporting document uploaded

Note: If not applicable write “N.A.” in respective columns.

Form no. E7 ISO 9001:2008 certification for Manufacturing & ISO 14001-2004 Certification

Item	Make & Model	Name of OEM	ISO certification valid up to	ISO certification attached? (Yes/No)
Desktop Computer & Peripherals				
UPS system				
Server Computer				
Scanner A4 & Legal Size - Flatbed with ADF				
Scanner Legal Size ADF				
Scanner A4 Size Flatbed				

Note: You may quote only one option against any item.

SECTION I-B

Make & Model List

Item	Make & Model	Supporting Document attached? (Yes/No)
Desktop Computer & Peripherals		
UPS system		
Server Computer		
Scanner A4 & Legal Size Flatbed with ADF		
Scanner Legal Size ADF		
Scanner A4 Size Flatbed		

Note: You may quote only one option against any item.

Form no. T2 (TECHNICAL MINIMUM SPECIFICATIONS)

Sr. No.	Item	Specification Required (As per RFP & Amendments given, if any)	Specification of proposed item	Qty.	Complied/ Not Complied	Deviation/ Remarks (If any)
A)	Desktop Computer	<i>Minimum Technical Specification of Desktop Computers</i>				
	Processor	Intel Core i3 or AMD A8 Processor; min 2.7 GHz				
	Motherboard	OEM Motherboard				
	Chip set	Latest Generation compatible chipset to the supplied CPU				
	Memory	4GB DDR 3 SDRAM @ minimum 1333 MHz (minimum 2 slots)				
	Hard Disk Drive & controller	HDD 500 GB 7200 RPM 3.5" SATA Hard Drive				
	Optical Drive	Optical Drive 16X Max DVD+/-RW				
	Keyboard	USB/PS2 104 keys keyboard with bi-lingual keys (English and local language of the State/UT)				
	Power Supply:	250-watt ATX Power Supply – PFC (Active Power Factor Correction (PFC) power supply). Surge protected				
	Monitor	18.5" LED Monitor , Maximum resolution - 1366 x 768; Response time (typical)- 5ms ; TCO 5 certification for Monitor;				
	LAN	NIC 10/100/1000				
	Mouse	USB 2 Button Optical Scroll Mouse(Same make as PC)				
	Chassis	ATX cabinet with Minimum 240 watts ATX vers 2.2 or later Power supply (compatible version to the motherboard PCB) with fan				
	I/O Port	Rear I/O: (6) USB 2.0 ports, (1) RJ-45, (1) VGA, (1) line out, (1) mic in, Front I/O: (2) USB 2.0 ports				
	OS	Windows(R) 7 Professional SP1 (English) or above with updates /				

		patches over the period of 3 years				
	Graphics:	Integrated Graphics				
	Audio	High Definition Audio Card				
	Slots	4 PCI / PCI Express slots, VGA (1), USB 2.0 (8)				
	Compliance And Certification	For OEM: ISO 9001-2008. For quoted Model: (UL, FCC/ Indian equivalent, Energy Star 5.0) or equivalent , Microsoft Windows				
	Drivers for different Operating systems	Drivers should be freely available on OEM's web site and should be supplied in media along with PC				
	Anti Virus	Pre loaded with license and media with three year updates.				
	Accessories	Necessary accessories like Power cord etc.				
		Operating documentation / Manuals				
	Security	1. Removable media boot control, 2. Serial, Parallel & USB Interface Control 3. Power-On Password, 4. Setup Password,				
	Warranty	3 years onsite comprehensive warranty support.				
	Note:					
	Successful bidder has to supply the HDD in the desktop with at least 3 nos. of partition in factory / Customer Site.					
	Successful bidder & its supplier have to submit the full list of serial numbers for the monitors supplied along with TCO Displays 5.0 or better certified certification from the OEM for monitors bearing these serial numbers					

B)	UPS	600 VA Line Interactive UPS with 12 minutes Battery Back Up (ISO 9001:2008 , Valid Test Certificate from any Govt Approved Test/Certifying Agency				
	General	Single Phase Input & Single Phase Output				
		Line Interactive UPS with AVR & PWM Technology for computers suitable for single Phase AC input voltage				
		UPS shall be housed in rugged enclosure made of M.S. Sheet 1.2 mm (minimum) thick, aesthetically finished, duly pre-treated and powder coated or ABS body.				
		UPS shall be free from workmanship defects, sharp edges, nicks, scratches, burs etc. All fasteners shall be fixed properly. The equipment shall be complete with all parts and all parts shall be functional				
	Switching Device	Switching Device shall be MOSFET or IGBT				
		Switching frequency shall be above 50 Hz				
	Transfer time	Switching over time from AC mains to UPS mode on power failure shall be Max. 10 milliseconds				
	Input	160 V – 280 V, 50 Hz +/- 3 Hz , single phase AC				
	Output					
	AC Mode	AVR Output voltage in AC mode; 180-255 V ; 50 Hz +/- 3 Hz				
	Battery Mode	UPS Output voltage in battery mode; 230 V +/- 10%, 50 Hz +/- 3 Hz load power factor of not less than 0.6 lagging				
	Overload	UPS shall withstand 5% overload				
	Protections	If input voltage goes outside the range 160V- 280V, the system				

		shall switch over to UPS Mode				
		Over Voltage, short circuit and overload at UPS output terminal, no load shut down. Cold start Under voltage at battery terminal, Battery over charge				
	Indicators and meters	Mains presence, UPS mode, Battery low, Overload				
	Battery details					
	Battery Type	Sealed Maintenance Free (VRLA) Built-in				
	Battery make	Exide/Panasonic/AmarRaja (Battery Sr. No on OEM Letter Head with Warranty Assurance of 3 years)				
	Minimum Battery AH	600 VA UPS – 84 VAH – 15 minutes Battery Back Up				
C)	SCANNER	Scanner A4 & Legal - both Flatbed & ADF				
	Type	Desktop Type Sheet Fed (ADF) & Flatbed Scanner				
	Scanning element	CIS / CCD				
	Light Source	RGB LED				
	Optical Resolution	600dpi for ADF, 1200 dpi for flatbed				
	Interface	High Speed USB 2.0				
	Reading Side	Front / Back / Duplex				
	Document size Specifications	Width 50.8 - 216mm (upto legal) Length 70 - 356mm (upto legal)				
	Feeder Capacity	30 pages				
	Power	100-240 V AC , with Adapter				
D)	SCANNER	Scanner Legal Size ADF				
	Type	ADF Scanner for A4				
	Scanning	CIS				

	Element				
	Scanning Resolution	Upto 600 x 600 dpi			
	ADF Speed	30 ppm			
	Interface	High Speed USB 2.0			
	Document Size	Width 50.8 – 215.9mm			
	Document Size	Length 53.9 - 355.6mm			
	Feeder Capacity	50 sheets			
	Scanning mode	B&W, 8 bit greyscale, 24 bit colour			
	Power	100 - 240V AC, with Adapter			
E)	SCANNER	Scanner A4 Size Flatbed			
	Scanner Type	Desktop Colour Flatbed Scanner			
	Scanning Elements	CIS (Contact Image Sensor)			
	Light Source	RGB three-colour LED			
	Optical Resolution	2400 x 4800 dpi			
	Selectable Resolution	25 – 19200 dpi			
	Colour	48 –bit input/ 48 or 24- bit output			
	Maximum Size Document/Photo	A4/LTR, 216 x 297 mm			
	Scan Speed Colour	Approx 16 sec			
	One touch button	4 Buttons – Scan, Copy, PDF File,			
	Power	Thru USB			



F. Minimum Specifications of Servers	
1	Minimum 1x Quad core processor with 2.4GHz or above with 1066Mhz FSB / 2000 MT /s with min 2MB L2 cache per processor
2	64bit OS support: Enterprise Edition / Windows 2008 Server/ Red Hat® Enterprise Linux 5 & 4 AS / SUSE® Linux Enterprise Server 9 /Unix
3	Memory (RAM): Min. 24 GB Processor should be latest series/generation for the server model being quoted
4	RAID controller with RAID 0/1/5 with 256 MB cache
5	HDD: 2 x 146 GB 2.5” 10 K RPM HDD or more
6	Disk bays: Support for min 8 small form factor hot plug SAS / SCSI hard drives in disk drive carriers that slides out from front
7	Atleast 2 x 10/100/1000 Mbps Ethernet ports or more
8	2 x 4 Gbps Fiber Channel Ports with FC cables 10m length
9	Ports Rear: Two USB ports (Ver 2.0); RJ-45 Ethernet; keyboard and mouse; two RJ-45 Ethernet; / no parallel port Front: One USB (Ver 2.0)
10	Graphics controller: SVGA / PCI bus / ATI® ES 1000 / min 16MB SDRAM std/max /1280x1024 at 16M colors
11	Optical / diskette: 8X / 24X slim-line DVD ROM drive
12	Security: Power-on password / admin password / unattended boot / selectable boot /boot without keyboard
13	Cooling fans: minimum Four fans / multispeed / hot-swap and redundant fan failure signals to management module / fan in each power supply / CPU / memory
14	Power supplies: Hot plug redundant AC power supply
15	Management feature to identify failed components even when server is switched off
16	Rack Mountable
17	It should provide Secure Sockets Layer (SSL) 128 bit encryption and Secure Shell (SSH) Version 2 and support VPN for secure access over internet.
18	Should be able to manage systems through a web-browser
19	Should be provided with a GUI based management console to take care of the partition management & configuration;
20	It should have seamless failover without manual intervention; Management of the OS and the partitions (if required) in the Servers; A console with color monitor, keyboard and Mouse
21	System Management: Local System Management and Control. It must enable complete access, monitoring and control from console. Required hardware and software must be supplied

SECTION II

Form no. F1 – FINANCIAL BID FORMAT

Sr. No	Item details (specifications as per the tender document) with make and model	Unit Price with 3 Year Warranty (In Rs without Taxes)	Taxes/ Duties etc on unit price	Rate of VAT / Service Tax (%)	QTY (Nos)	Total price without taxes	Total price with taxes and duties etc
A	B	C	D	E	F	G=C*F	H=(C+D)*F
	Activity : Supply & installation of Desktop Computer with Intel Core i3 Processor with preloaded Windows 7 professional or latest & Antivirus						
1	Desktop Computer Intel Core i3 with 2GB DDR3 RAM Windows 7 Professional preloaded as per specification enclosed with 3 year comprehensive on-site warranty				53		
2	Additional 2GB DDR3 RAM for the above				53		
	Activity : Supply & installation of Desktop Computer with AMD A8 Processor with preloaded Windows 7 professional or						

	latest & Antivirus						
1a	Desktop Computer AMD A8 Processor with 2GB DDR3 RAM Windows 7 Professional preloaded as per specification enclosed with 3 year comprehensive on-site warranty				53		
2a	Additional 2GB DDR3 RAM for the above						
3	MS Office Standard 2013 Indic OLP GOV				53		
4	UPS system LI 600 VA with 15 min battery backup with 3 year comprehensive on-site warranty				53		
5	Scanner A4 & Legal Size Flatbed with ADF				1		
6	Scanner Legal Size ADF				4		
7	Scanner A4 Size Flatbed				10		
8	Server System for File Tracking System Application (Minimum 1 Processor Quad Core)				1		
8.1	Windows Server Standard 2012 R2 SNGL OLP 2 Proc for File Tracking System for above						
9	Server for GoI/VIP Letter Tracking System				1		

	(minimum 1 processor Quad Core)						
9.1	Windows Server Standard 2012 R2 SNGL OLP 2 Proc Operating System for GoI/VIP Letter Tracking Application						
	Total of Activity						

Note:

- Desktop Computer equipped with either Intel Core i3 processor or AMD A8 Processor will be procured as per discretion of the Purchaser. Prices for both Intel Core i3 & AMD A8 Desktops are required for Financial evaluation & discovery of prices.
- Successful Vendor will have to supply/provide goods with an Invoice from a place located within State of West Bengal
- Un-priced Form should be submitted along with Technical bid
- **Purchaser reserves the right to delete any of the line items as per Financial Bid Format, or purchase in phased manner, or quantity may be increased or increased .**

Performa of Compliance letter/Authenticity of Information Provided (Bid Form)

(On Non judicial Stamp paper of Rs. 100 duly attested by the First class Magistrate/Notary Public)

Date:

To,
Dy General Manager - Marketing,
Webel Mediatronics Limited,
P1, Taratala Road, Kolkata – 700 088,
West Bengal.

Sub: Compliance with the tender terms and conditions, specifications and Eligibility Criteria

Ref: Tender no.

Dear Sir,

With reference to above referred tender, I, undersigned <<Name of Signatory>>, in the capacity of <<Designation of Signatory>>, is authorized to give the undertaking on behalf of <<Name of the bidder>>.

We wish to inform you that we have read and understood the technical specification and total requirement of the above mentioned bid submitted by us on << date >>.

We hereby confirm that all our quoted items meet or exceed the requirement and are absolutely compliant with specifications mentioned in the bid document.

We also explicitly understand that all quoted items meet technical specification of the bid & that such technical specification overrides the brochures/standard literature if the same contradicts or is absent in brochures.

In case of breach of any tender terms and conditions or deviation from bid specification other than already specified as mentioned above, the decision of WML Tender Committee for disqualification will be accepted by us.

We agree to abide by this bid for the period of 6 (six) months from the date fixed for price bid opening and it shall remain binding upon us for acceptance at any time before the expiry of the period.

This bid, together with your written acceptance thereof and your order / notification of award, shall constitute a binding contract between us.

We understand that WML reserves the right to accept in full / part or reject any or all the bids received or split order within successful bidding without any explanation to bidders and its decision on the subject will be final and binding on Bidder. We also understand that WML is not bound to accept the L-1 bid for placement of order.

We had given Tender Document Fee of Rs (DD No. _____ dated _____ on _____) & EMD of Rs. ----- (DD No _____ dated _____ on _____) along with the technical document.

We also abide to go through bank Guarantee of 10% of the job value as Performance Bank Guarantee.



The Information provided in our submitted bid is correct. In case any information provided by us are found to be false or incorrect, you have right to reject our bid at any stage including forfeiture of our EMD/ PBG/cancel the award of contract.

In this event, WML reserves the right to take legal action on us.

Thanking you,

Dated this _____ day of _____ 2012

Signature: _____

(in the Capacity of) : _____

Duly authorized to sign bid for and on behalf of

Note: This form should be signed by authorized signatory of bidder

BIDDER'S AUTHORIZATION CERTIFICATE {to be filled by the bidder}

To,
{Tendering Authority},

_____,

I/ We {Name/ Designation} hereby declare/ certify that {Name/ Designation} is hereby authorized to sign relevant documents on behalf of the company/ firm in dealing with Tender/ NIT reference No. _____ dated _____. He/ She is also authorized to attend meetings & submit technical & commercial information/ clarifications as may be required by you in the course of processing the Bid. For the purpose of validation, his/ her verified signatures are as under.

Thanking you,

Name of the Bidder: - Verified Signature:

Authorised Signatory: -

Seal of the Organization: -

Date:

Place:

Note: Please attach the board resolution / valid power of attorney in favour of person signing this authorizing letter.

PERFORMA OF UNDERTAKING
Undertaking of Authenticity for Computer Equipment Supplies

This has reference to Desktops being supplied/quoted to you vide your tender enquiry no. _____ dated _____

We hereby undertake that all the components/parts/assembly/software used in the Desktops under the above like Hard disk, Monitors, Memory, motherboard etc. shall be original new Components /parts/assembly/software from respective OEMs of the products and that no refurbished/duplicate/second hand components/parts/ assembly / software are being used or shall be used.

In respect of licensed operating system, we undertake that the same shall be supplied along with the authorized license certificate with our name/logo (e.g. Product Keys on Certification of Authenticity in case of Microsoft Windows Operating System). Also, that it shall be sourced from the authorized source for use in India (e.g. Authorized Microsoft Channel in case of Microsoft Operating System).

Should you require, we shall produce certificate from our OEM supplier in support of above undertaking at the time of delivery. It will be our responsibility to produce such letters from our OEM supplier's within a reasonable time.

In case we are found not complying with above at the time of delivery or during installation, for the Desktops already billed, we agree to take back the equipment already supplied at our cost and return any amount paid to us by you in this regard and that you will have the right to forfeit our EMD / BG for this tender.

Authorized Signatory

Name:

Designation:

Place

Date

Note:

(i) The signing Authority should be no lower than Company Secretary of the OEM of Desktop.

(ii) The bidders are required to upload this undertaking from the OEMs of the Desktops for the quoted options.

PERFORMANCE SECURITY GUARANTEE BOND

In consideration of the MD , WML (hereinafter called ‘WML’) having agreed to exempt _____ (hereinafter called ‘the said contractor(s)’) from the demand under the terms and conditions of an agreement/Advance Purchase Order No _____ dated _____ made between _____ and _____ for the supply of _____ (hereinafter called “the said agreement ”), of security deposit for the due fulfillment by the said contractor (s) of the terms and conditions contained in the said Agreement, on production of the bank guarantee for _____ we, (name of the bank) _____ (hereinafter refer to as “the bank”) at the request of _____ (contractor(s)) do hereby undertake to pay to the WML an amount not exceeding _____ against any loss or damage caused to or suffered or would be caused to or suffered by WML by reason of any breach by the said Contractor(s) of any of the terms or conditions contained in the said Agreement.

2. We (name of the bank) _____ do hereby undertake to pay the amounts due and payable under this guarantee without any demure, merely on a demand from the WML by reason of breach by the said contractor(s)’ of any of the terms or conditions contained in the said Agreement or by reason of the contractors(s)’ failure to perform the said Agreement. Any such demand made on the bank shall be conclusive as regards the amount due and payable by the Bank under this guarantee where the decision of WML in these counts shall be final and binding on the bank. However, our liability under this guarantee shall be restricted to an amount not exceeding _____.

3. We under take to pay to the WML any money so demanded notwithstanding any dispute or disputes raised by the contractor(s)/supplier(s) in any suit or proceeding pending before any court or tribunal relating thereto our liability under this present being absolute and unequivocal. The payment so made by us under this bond shall be valid discharge of our liability for payment there under and the contractor(s)/supplier(s) shall have no claim against us for making such payment.

4. We(name of the bank)_____ further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said agreement and that it shall continue to be enforceable till all the dues of the WML under or by virtue of the said Agreement have been fully paid and its claims satisfied or discharged or till _____(office/Department) WML certifies that the terms and conditions of the said Agreement have been fully or properly carried out by the said contractor(s) and accordingly discharges this guarantee. Unless a demand or claim under this guarantee is made on us in writing on or before the expiry of TWO/TWO AND HALF/THREE YEARS (as specified in the tender no.....) from the date hereof, we shall be discharged from all liabilities under this guarantee thereafter.

5. We (name of the bank)_____ further agree with the WML that the WML shall have the fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said Agreement or to extend time of performance by the said contractor(s) from time to time or to postpone for any time or from time to time any of the powers exercisable by the WML against the said Contractor(s) and to forbear or enforce any of the terms and conditions relating to the said agreement and we shall not be relieved from our liability by reason of any such variation, or extension being granted to the said Contractor(s) or for any forbearance, act or omission on the



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part of the WML or any indulgence by the WML to the said Contractor(s) or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.

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

7. We (name of the bank) _____ lastly undertake not to revoke this guarantee during its currency except with the previous consent of the WML in writing.

Dated the _____ day of _____

for _____
(indicate the name of bank)

CONTRACT FORM

THIS AGREEMENT made on the _____ day of _____, 2012
Between

_____ (Name of purchaser) of _____
(Country of Purchaser) hereinafter “the Purchaser” of the one part and
_____ (Name of Supplier)
of _____ (City and Country of Supplier) hereinafter called “the
Supplier” of the other part :

WHEREAS the Purchaser is desirous that certain Goods and ancillary services
viz., _____
_____ (Brief Description of Goods and Services) and has accepted a bid by the Supplier for the
supply of those goods and services in the sum of
_____ (Contract Price in Words and
Figures) hereinafter called “the Contract Price in Words and Figures” hereinafter called “the
Contract Price.”

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

1 In this Agreement words and expressions shall have the same meanings as are respectively
assigned to them in the Conditions of Contract referred to.

2 The following documents shall be deemed to form and be read and construed as part of this
Agreement, viz. :

- 2.1 the Bid Form and the Price Schedule submitted by the Bidder;
- 2.2 terms and conditions of the bid
- 2.3 the Purchaser’s Notification of Award

3 In consideration of the payments to be made by the Purchaser to the Supplier as hereinafter
mentioned, the Supplier hereby covenants with the Purchaser to provide the goods and services
and to remedy defects therein in conformity in all respects with the provisions of the Contract.

4 The Purchaser hereby covenants to pay the Supplier in consideration of the provision of the
goods and services and the remedying of defects therein, the Contract Price or such other sum as
may become payable under the provisions of the Contract at the times and in the manner
prescribed by the Contract.

5 Particulars of the goods and services which shall be supplied / provided by the Supplier are as
enlisted in the enclosed annexure :

TOTAL VALUE:

DELIVERY SCHEDULE:

IN WITNESS whereof the parties hereto have caused this Agreement to be executed in
accordance with their respective laws the day and year first above written.

Signed, Sealed and Delivered by the

Said _____ (For the Purchaser)

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in the presence of _____

Signed, Sealed and Delivered by the

said _____ (For the Supplier)

in the presence of _____

SELF-DECLARATION – NO BLACKLISTING
{to be filled by the bidder in bidder letter head}

To,
{Tendering Authority},

_____,

In response to the Tender/ NIT Ref. No. _____ dated _____
for {Project Title}, as an Owner/ Partner/ Director of
_____, I/ We hereby declare that presently our
Company/ firm _____, at the time of bidding, is having unblemished record and
is not declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular
period of time by any Central/ State/ Semi-Government/ or other Govt. subsidiaries including
autonomous bodies in India.

If this declaration is found to be incorrect then without prejudice to any other action that may be
taken, my/ our security may be forfeited in full and our bid, to the extent accepted, may be
cancelled.

Thanking you,
Name of the Bidder: -
Authorised Signatory: -

Seal of the Organization:

Date:

Place:

MANUFACTURER'S AUTHORISATION FORM

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

Dy General Manager ,
Webel Mediatronics Limited,
P1, Taratala Road, Kolkata – 700 088,
West Bengal .

WHEREAS _____ who are official
producers of _____ and having
production _____ facilities _____ at
_____ do hereby
authorize

_____ located at _____ (hereinafter, the “Bidder”) to
submit a bid of the following Products produced by us, for the Supply Requirements associated with
the above Invitation for Bids.

[Note : Please Specify the Product Name & Model No here.]

When resold by _____ these products are subject to
applicable warranty terms of this NIT

We assure you that in the event of _____ not being able to fulfill
its obligation as our Sales & Service Provider in respect of this NIT, we would continue to meet
our the terms stated in the abovementioned NIT through alternate arrangements.

We also confirm that _____ is our authorized service provider /
system integrator and can hence provide maintenance and upgrade support for our products.

We also undertake to supply the materials in the event of the non-supply of the materials
by _____ as per the NIT and assure you the availability of
spares for the products for the next two years after the expiry of three years comprehensive on site
warranty.



Name

In the capacity of

Signed

Note: This letter of authority must be on the letterhead of the Manufacturer, must be signed by a person competent and having the power of attorney to bind the Producer, and must be included by the Bidder in its bid as specified in the Instructions to Bidders. Without this MANUFACTURER'S AUTHORISATION FORM, the bid is liable to be rejected.

{OEM will mention the details of all the proposed product(s) with their make/ model. This should be in sync with the overall proposed technical solution. Also, OEM shall provide to the bidder, the Compliance Sheets (duly supported by the datasheets) for all the products as per Technical Specifications mentioned in this bidding document.}