

Webel Mediatronics Limited
(A Govt. of West Bengal Undertaking)
P- 1 Taratala Road, Kolkata 700 088
Phone: 033 2401 5602, FAX: 033 2401 4081

Notice Inviting Tender

Tender no: WML / NIT - 05 / 16 - 17

Dated: 01.12.2016

Title: **“Establishment of IP-PBX Solution for extending Toll-Free Help Desk facility at WBSWAN SHQ”** for WBSWAN Project.

The Deputy Manager (Purchase) invites tender on behalf of Webel Mediatronics Limited towards **“Establishment of IP- PBX Solution for extending Toll-Free Help Desk facility at WBSWAN SHQ”**, with scope of work as specified below:-

Brief Description	Tender Document fee (Rs.) [Non-returnable]	Earnest Money Deposit (EMD) Rs. [Returnable]	Last date and time of tender submission	Date of opening of tender
Establishment of IP-PBX Solution using Panasonic Make system with built-in call centre solution. (Refer Annexure– I, II for complete details)	Rs. 500/- (in the form of DD duly pledged in favour of Webel Mediatronics Limited, Kolkata)	Rs. 3,000/- (in the form of DD from a scheduled Bank duly pledged in favour of Webel Mediatronics Limited payable at Kolkata)	15 /12 / 2016 at 4.00 PM	15/12/2016 at 5.00 PM
Bid Opening Venue	Webel Mediatronics Limited, P- 1 Taratala Road, Kolkata 700 088			

1) Tender Details:

1.1) The intending bidder may download the tender documents from our website directly. Necessary **cost of tender documents (tender fees)**, and **Cost of Earnest Money Deposit (EMD)** may be remitted through Demand Draft as stated above, and the same is to be submitted along with your bid.

The Bid must be addressed to the Deputy Manager (Purchase), Webel Mediatronics Limited, P1 Taratala Road, Kolkata – 700 088, must be submitted under sealed cover on or before the Time Schedule stated in this Document.

1.2) **FINANCIAL OFFER** of the prospective bidder will be considered only if the **TECHNICAL BID** of the bidder is found acceptable by the ‘Tender Evaluation Committee’. The decision of the ‘Tender / Bid Evaluation Committee’ will be final and absolute in this respect.

2) Eligibility criteria for participation:-

2.1) The Bidder may either be a sole proprietorship firm / a partnership firm / a limited liability partnership firm / a company registered under the Companies Act, 1956 involved in IT & Network related business having operations in West Bengal for the last three years as and shall submit valid documentary proof of:-

- (a) Certificate of Incorporation. (Certificate consequent to change of name, if applicable has to be submitted).
- (b) Relevant documents to be submitted showing that Professional Tax and IT Return has been deposited for last two Financial Years.
- (c) Bidder should provide valid PAN, Sales and service tax registration certificate, Trade license.

2.2) The Bidder's should be a profit making company and shall have an annual turnover of at least INR 5.00 Lakhs in the last financial year, and aggregate of turnover for the last three financial years viz; 2013-2014, 2014-2015, 2015-2016 must be Rs 10.00 Lakhs. Balance Sheets / Profit & Loss Accounts / Annual Reports / Certified document by the Chartered Accountant stating the net worth has to be submitted.

(Note: The turnover refers to the Bidder's firm and not the composite turnover of its subsidiaries / sister concerns etc.)

2.3) The Bidder should have executed (completed) at least three orders of similar nature in any reputed organization, each of Rs. 0.50 Lakh or One Single Order of worth Rs. 1.0 Lakh or more of similar nature in any reputed organization. Relevant document is to be submitted as evidence.

2.4) 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 banned the Bidder in the past, this fact must be clearly stated.

2.5) The Bidder must be authorized distributor of PANASONIC make system and shall submit tender specific authorization letter in the letterhead of OEM confirming that the Bidder shall undertake installation of their quoted model and shall provide warranty support of one year from the date of work completion / acceptance of their installed system.

2.6) The Bidder shall furnish Earnest Money Deposit (EMD) & Tender Cost as part of its Bid. Earnest money will be refunded to the unsuccessful bidders after receiving application from them on completion of tender process. In case of successful bidders, earnest Money will be retained till security deposit of 5% of the total value is deposited in the form of Bank Guarantee (format given) for a validity period of 60 days more than the 1 year (comprehensive warranty period).

3) Other Terms & Conditions

3.1 Amendment of Invitation

WML Management team reserves the right to waive specific terms and conditions contained in this tender document. It shall be understood by the Bidders that the proposal is predicated upon acceptance of all terms and conditions contained in this tender, unless the Bidder has obtained such a waiver in writing, prior to submission of the proposal. Such waivers, if granted, will be granted to all prospective Bidders.

At any time prior to the deadline for submission of proposals, WML reserves the right to accept/add/modify/delete any portion of this tender document or even cancel the tender by issuance of Corrigenda/Addenda, which will be published on the website. All prospective bidders should keep track of any publication of such corrigenda/addenda. Such modification once published in our website will be binding on all prospective Bidders and will form part of the bid documents (Techno-Commercial as well as Price Bid).

3.2 Forfeiture of Earnest Money

The EMD may be forfeited either in full or in part, at the discretion of WML, on account of one or more of the following reasons: -

- The Bidder withdraws their bid during the period of bid validity.
- The Bidder fails to co-operate in the bid evaluation process.
- If the Bidder violates any of the provisions of the terms and conditions of this tender.
- The successful Bidder fails to (i) Accept award of work, (ii) furnish performance security, (iii) sign the Contract Agreement in time,

The decision of WML regarding forfeiture of bid security shall be final and shall not be called upon question under any circumstances. A default in such a case may involve black-listing of the bidder by Webel and/or

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Department of IT, Government of West Bengal.

Earnest money of the Bidder is also liable to be forfeited in case of any false submission/statement. In case of any refusal to abide by terms and conditions of our LOI/PO or refusal to enter into a written agreement as per prefixed terms and conditions, the authority is at liberty to forfeit earnest money and take lawful actions.

3.3 Clarification Regarding Tender Document

A prospective Bidder requiring any clarification about the tender document and scope of work against the Tender may contact Smt K. Sikdar, Dy. Manager (Purchase), Sri Mrinmoy Chattopadhyay, Project Engineer through e-mail: webelmedia@gmail.com , kakoli.wml@gmail.com, mrinmoy.wml@gmail.com or call at 033 2401 5602 / 033 2401 7699.

3.4 Extension of Proposals

In order to afford prospective Bidder reasonable time to make amendment in their proposals, WML may, at its discretion, extend the deadline for the submission of proposals. However, no such request in this regard shall be binding on WML.

3.5 Period of Validity of Proposals

The quoted offer and/or rates must be valid for a minimum period of 60 **Days** from the date of opening the Techno-Commercial bids. The tender inviting authority reserves the right for seeking extension of validity of offered rates from the qualified Bidder(s).

3.6 Qualification criteria:

The tender inviting and Accepting Authority through “Tender Evaluation Committee” will determine the eligibility of each bidder. The bidders shall have to meet all the minimum criteria regarding financial capacity, Technical capability, and experience / credential.

Before issuance of the PURCHASE ORDER, the tender inviting authority may verify the credential and other documents of the lowest tenderer if found necessary. After verification, if it is found that the document submitted by the lowest tenderer is either contrived or false in that case order will not be issued in favour of the said Tenderer under any circumstances.

3.7 Awarding of Contract

WML will award the contract to the successful Bidder whose bid has been valued as per Price and Other criteria. WML reserves the right not to accept the Lowest Price bid without assigning any reason whatsoever and the Bidder will not challenge such decision in any forum whatsoever.

WML reserves the right to negotiate with the Bidder whose proposal has been ranked first on the basis of best value.

The successful Bidder(s) will have to provide a security deposit of 5% of the value of the LOI awarded to them, in the form of a Bank Guarantee for a period of 60 days + the maximum warranty period among the items quoted. After receiving the PBG, firm P.O. will be issued.

Annexure - I
BID FORM

(Bidders are requested to furnish the Bid Form in the Format given in this section, fill in the entire form and submit on their respective Letterheads)

Ref.No:(Mandatory)

Date: (Mandatory)

To,

The Deputy Manager (Purchase)

Webel Mediatronics Limited

P1 Taratala Road,
Kolkata-700 088

Dear Sir,

Having examined the tender documents together with the corrigenda, subsequently issued, we, the undersigned, offer to undertake the job **“Establishment of IP-PBX Solution for extending Toll-Free Help Desk facility at WBSWAN SHQ”** as per the Tender No. **Tender no: WML / NIT - 05 / 16 -17 Dated 01/12/2016**

We agree to abide by this bid for a period of 60 days from the date fixed for Techno-Commercial bid opening and it shall remain binding upon us for acceptance at any time before the expiry of this period.

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

We understand that WML reserves the right to accept and / or reject any or all the bids received without any explanation to Bidders and its decision on the subject will be final and binding on Bidders. We also understand that WML is not bound to accept the lowest bid for placement of order.

We have given an EMD of Rs.----- (DD / BG No _____ dated _____ issued by ----
-----) along with our Techno-Commercial bid.

In the event that we are awarded the LOI, we shall provide a bank Guarantee of 5% of the job value as Performance Bank Guarantee valid for 14 months from the last date of acceptance of the allotted work.

Dated, thisday of (month), 20.....

Signature

..... (In

the capacity of)

Duly authorised to sign the bid for and on behalf of

(Name and Address of the Bidding Company)

(Affix Official Seal/Stamp)

Annexure – II

Bid Processing Fees & Tender Fee Deposit Details

Sr. no	Item	Amount (Rs)	Name of the Bank & Branch	Demand Draft No.
1	Tender Fee Deposit			
2	Earnest Money Deposit			

Financial strength of the bidder (include Balance Sheet, Profit & Loss)

Financial Year	Turnover (Rs. in Lakhs)	Mention, in case of any deviation from eligibility criteria
FY 2013 -14		
FY 2014 - 15		
FY 2015 - 16		

Office in West Bengal

Sr. no	Address	Contact Person name	Contact nos.

Job Completion details (Attach Completion Certificate / Purchase Order & Invoice Copy)

Sr no	Customer name	Order ref date & value	Job Completion date

Annexure III – BOQ & Price Bid Format

Sr. No.	Item Description	Quantity (nos.)	Unit Rate (Rs.)	Total (Rs.) without taxes	Tax (%)	Total offer including Taxes (Rs.)
01.	Panasonic IP-PBX Systems: Model: KX—NS 300 (Full IP Ready) with built in call centre solution, Queue message, ACD Reports – Agent wise, Time based, Traffic Based, Call based, 3000 Call Log and voice mail functionality with 64 level IVRS. Configuration: (One no. of PRI inbuilt, 6 Analog Trunks, 02 Digital extensions and 16 Analog extensions)	1				
02.	Panasonic Digital KTS Phone (For Supervisor) Model: KX-DT 546 (6 Line LCD Display + 24 DSS Keys)	1				
03	Panasonic Integrated Telephone Set (For Agents) Model: KX-TSC880MX	6				
04.	50 pair MDF Box with Crone module (3 Crone on each box)	2				
05.	10 pair armoured telephone cable between WBSWAN SHQ and Webel Bhavan (Make Netco)	300 mtr (appx.)				
06	Supply of Telephone cable (Make Netco)	300 mtr				
07	Telephone Rojet box	6				
08	Laying of telephone cable with casing, flexible pipe and other accessories	300 mtr (appx.)				
09	Installation & technical commissioning charges with necessary connector termination, trail run of the system, job certification, documentation etc.	1 job				

4.0 Other Details:

4.1 Site location: WBSWAN SHQ, located at Webel Bhavan, Block EP & GP, Sector – V, Bidhannagar, Salt lake, Kolkata – 700 091. It is advisable to the Bidder(s) to visit the site, and meet with our Sri Mrinmoy Chattopadhyay, WBSWAN team for clear understanding of the work, before submission of their bid.

4.2 Scope of Work

The prime objective is to establish help desk setup facility at Webel Bhavan. The setup will be done at two building(s) of Webel Bhavan with main PRI connectivity at WBSWAN NOC.

The total Scope of this work can be organized into following tasks:

1. Task 1: Site inspection and locating the equipment termination point.
2. Task2: Data collection, means measuring distance of cables, earmarking actual sitting position of Help-Desk coordinators.
3. Task 3: Project execution, installation – commissioning of the entire system.
4. Task 4: Trial run before end customer, and collecting Job completion certificate.
5. Task 5: Documentation.

Task 1:

Project execution site needs to be inspected properly by the selected vendor and termination point should be fixed accordingly. Equipment termination point is very critical as total cable distance will be measured from this point.

Task 2:

Actual measurement of the cables needs to be noted. Cable laying route is to be finalized in accordance with the safety measurement for the cables, and shall be fitted with perfect casing. Sitting positions of help desk members are to be marked for telephone line termination.

Task 3:

The project needs to be executed as per the guidelines and with the listed equipments only. BSNL has already provided One 32 channel **PRI** connection at the WBSWAN NOC, where IP-PBX system will be installed. This PRI will be terminated at **IP-PBX** System (Model: KX-NS 300). This chosen model of IP-PBX system shall have one **PRI** inbuilt, 6 **Analog** Trunks (where we can add separate BSNL connection), two **Digital** extensions and 16 **Analog** extensions.


Two 50 Pair **MDF** Box (3 Crone on each box) will be installed at two buildings i.e. WBSWAN SHQ and Main Building of WBEIDC Ltd. A 10 pair armoured telephone cable will connect WBSWAN SHQ and Webel Bhavan (one MDF to another). One **Panasonic digital** KTS phone (Model KX_DT 546) and Six Panasonic Integrated **Telephone set** (Model KX_TSC880MX) is to be supplied as per project requirement. Their location point(s) is to be identified in coordination with the end customer, and those telephone sets are to be integrated with the main system. Telephone cable shall have to be laid from MDF Box to Telephone set with proper casing. All this process should be carried out by expert technical persons, so that it lasts long and looks good.

Task 4:

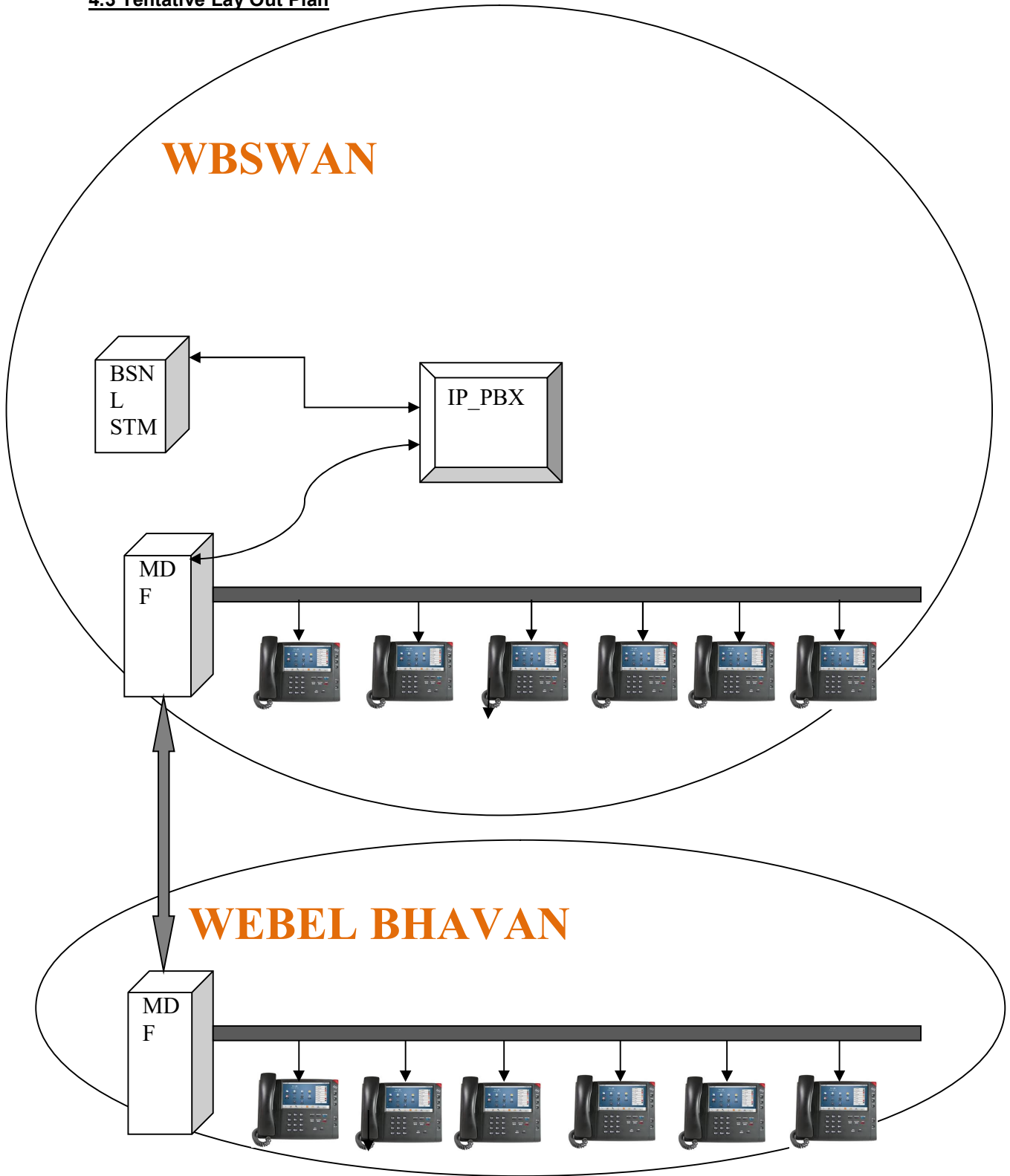
On completion of the work, all connectivity will be tested by the end customer. During that period, you shall have to deploy your technician so that usability can be demonstrated to each operator. Proper training is to be given to the selected persons.

Task 5:

On acceptance of work by the customer, the vendor shall have to submit As- built drawing for the entire work showing cable lay out plan, position of each equipment and shall **certify the work by the end customer, as per actual measurement / requirement. Billing is to be made accordingly.**

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4.3 Tentative Lay Out Plan




- 4.4 Work Completion schedule: This is clearly to be noted that the area earmarked for the work is very important workplace, thereby the selected **bidder has to work in time bound manner, and strictly without disturbing the working environment of the subsequent rooms. The entire work is to be completed within 30 days time from the date of contract.**
- 4.5 Warranty / after sales service support: The installed system should be warranted for one year from the date of completion of entire work.
- 4.6 Payment will be released on pro-rata basis on receipt of corresponding payment from our customer on submission of your Invoice supported by certified documents. The selected bidder shall have to submit PBG (as per prescribed format) within 10 days time from the date of award of LOI.
- 4.7 Offer Validity: 60 days time from the date of opening the technical bid.
- 4.8 Tender participation: Bidder(s) shall have to submit their proposal / quotation in a sealed envelop addressed to Webel Mediatronics Limited, P1 Taratala Road, Kolkata – 700 088 before the deadline for submission. Bid document is to be dropped at “Tender Box” located at 3rd floor of the building. Bidder’s name, contact details and tender title & enquiry no. is to be stated on the top of the envelop. Tender specific Authorization letter / distributorship certificate is to be submitted along with other credential document, statutory document of the company, brief write up on Company profile. Bidder has to provide technical write up of the quoted model.

PERFORMANCE SECURITY GUARANTEE BOND
(to be submitted by the selected bidder)

In consideration of the Unit Head, WML (hereinafter called ‘WML’) having agreed to exempt M/s ----- (hereinafter called ‘the said contractor(s)’) from the demand under the terms and conditions of an agreement / Advance Purchase Order / LOI No. Ref: ----- dated ----- made between WEBEL MEDIATRONICS LIMITED and M/s ----- for the work titled ----- (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 / Order, on production of the Bank guarantee for 12 months from final acceptance of the system by the end customer i.e. ----- + 60 days. We, _____(name of the bank) presently located at _____, where claims are to be lodged and are payable (hereinafter refer to as “the bank”) which term shall mean and include, unless to repugnant to the context or meaning thereof, its successors and permitted assigns), at the request of ----- (contractor(s)) do hereby undertake to pay to the WML an amount not exceeding Rs. ----- (Rupees ----- only) - 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

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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 Rs. ----- (Rupees -----)

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 or till the expiry date i.e. ----- . Unless a demand or claim under this guarantee is made on us in writing on or before the expiry of claim date, 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 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.
