



WEST BENGAL BOARD OF SECONDARY EDUCATION

Nivedita Bhavan , DJ-8, Sector -II, Karunamoyee, Saltlake, Kolkata-700091

Website- www.wbbse.org E-Mail- wbbse05@yahoo.co.in

NOTICE INVITING TENDER

Tender No: Admin/774

Date: 24.02.2021

West Bengal Board of Secondary Education invites sealed tender from reputed, bonafide, resourceful Agencies having ability and experience of executing similar types of work **in two Bid system viz. Part-I : Technical Bid and Part II : Price Bid** for **Comprehensive On-Site Annual Maintenance** of Computer Hardware installed at **Kolkata, Burdwan, Midnapore and Siliguri Offices of WBBSE**

Scope of work	Comprehensive (With Parts) On-Site Annual Maintenance of Server, Computer, Laptop, Printer, Scanner & UPS Installed at Kolkata, Burdwan, Midnapore and Siliguri offices of West Bengal Board of Secondary Education
Approx. Value in Rupees	2,00,000.00 (Two Lakhs only)
Earnest money	Rs 4000/- (Rupees four thousand only)

Interested Agencies may view and download the tender document containing the detailed terms and conditions free of cost from the WBBSE website- www.wbbse.org

Earnest Money of **Rs.4000.00** (Rupees Four Thousand only) shall have to be submitted in the form of **Bank Draft/Bankers Cheque** in favour of **“WBBSE FUND RBI KOLKATA A/C”** payable at **Kolkata** along with **Technical Bid** failing which the Bid will be rejected. The **registered SSI/MSME units** shall be **exempted from payment of EMD**. To claim the exemption necessary valid certificate of registration is required to be produced.

The successful bidders shall also be required to make a **fresh deposit of 8% of the order value by Demand Draft/Banker's Cheque** in favour of **“WBBSE FUND RBI KOLKATA A/C”** payable at **Kolkata towards Security Deposit**.

Security deposit along with EMD shall be released after completion of the work.

The Tender is to be submitted with separate Technical and Price bid **in a single sealed envelope** superscribing the words **“Comprehensive AMC of Computer”**.

The Bids of the prospective Tenderers will be opened and evaluated by the **Tender Committee** at the scheduled date and time.

2. Minimum Eligibility criteria of the bidders for participation in the tender

Self Attested copies of the Following documents are to be submitted in the Technical Bid for establishing Bidder's eligibility for considering his Price Bid:-

(i) Bidders should be an **Indian Company/Agency** and must have an **existing Service Centre** with **assembling and servicing facility** of Server, Computer, Laptop, Printer, Scanner and UPS in **Kolkata**. Such facility must have the capability of independently handling **all the repair work of the hardware items onsite at all the offices of WBBSE at Kolkata, Burdwan, Midnapore and Siliguri** in order to ensure prompt and uninterrupted service. (Valid and certified proof has to be attached)

(ii) Bidders must have minimum **five years of experience** of doing AMC of Server, Computer, Laptop, Printer, Scanner and UPS to the **Departments/Ministries of the Central or State Government /PSUs/Local Bodies** Copies of relevant **Credential Certificate/ Completion Certificate** received from Govt. Departments. / PSUs/local bodies **during last five years** must be enclosed.

23.
(iii) Bidders must have minimum Turnover of **Rs. 20 lakhs** per year during each of the Financial Years 2016-17, 2017-18, 2018-19 (valid and certified proof has to be attached)

(Detail of experience must be furnished in prescribed format as given in Annexure-III)

iv. Documents/Certificates

a) Copy of Registration Certificate / Partnership Deed as per existing norms (indicating the legal status – company / partnership firm / proprietorship concern, etc.

b) Copy of Valid GST Registration Certificates

c) Copy of Valid PAN Card

d) Copy of valid **Professional Tax registration certificate** or **current Professional Tax payment Challan**.

e) Copies of Income Tax Return filed for the **Assessment years 2017-18, 2018-19, and 2019-20**.

f) Self attested copy of Balance sheet and Profit and Loss A/C for the financial years viz. **2016-17, 2017-18 & 2018-19 duly Audited by Registered Chattered Accountant (CA)** is to be produced

g) Proof of experience of doing AMC of Server, Computer, Laptop, Printer, Scanner and UPS to Government Departments/PSU/local bodies as per **Annexure-III (Copies of relevant Credential Certificate/successful completion certificate received from Govt. Depts. / PSUs/Local Bodies during last Five(05) years must be enclosed)**

h) Declaration regarding blacklisting or otherwise. (**Annexure-I**)

i) **EMD of Rs. 4000/-** to be deposited by way of **Demand Draft/Bankers Cheque** in favour of **“WBBSE FUND RBI KOLKATA A/C” payable at Kolkata**. **Valid Registration Certificate** is to be produced by **SSI/MSME units** in claiming exemption from EMD.

j) Copy of Valid Trade Licence.

l) Tenderer's Profile in **Annexure-II**

m) **HP service authorization certificate**.

n) **Experienced Hardware Engineers list** in the payrolls of Agency.

o) The Agency should have a **dedicated Phone No. and E-mail Id** to register **AMC calls from WBBSE**. Details regarding the call centre are to be furnished.

3. Date and Time Schedule

Sl. No.	Particulars	Date & Time
1	Date of publishing NIT	24.02.2021
2.	Bid submission start date	25.02.2021 from 11.00AM
6	Last Date of submission of Bids	12.03.2021 upto 2.00 P.M
7	Bid opening date for Technical Proposal	12.03.2021 at 3.00 PM At the office chamber of the D.S(Admin.), WBBSE, Nivedita Bhavan, Salt Lake. Kolkata-700091
8	Date of publishing list of Technically Qualified Bidders	To be notified on a later date
9	Date & place for opening Price/Commercial Bid	To be notified during uploading of technical evaluation & list of bidders

Note: - 1. Any downloading from the **website www.wbbse.org** is at the sole risk and responsibility of the user. WBBSE will not be responsible for delay/difficulty/inaccessibility of downloading facility for any reason whatsoever.

2. Corrigendum/addendum to this tender, if any, will be uploaded in the website mentioned above. This may kindly be noted by the bidders/prospective bidders.

3. WBBSE reserves the right to reject any or all the tenders in part or in full without assigning the reasons thereof.

4. Unsigned bids or conditional bids and incomplete bids shall be liable for rejection.

5. **The prospective Bidder shall be allowed to participate in the tender either in the capacity of individual or as a partner of a firm. If found to have applied severally in the Tender all his applications will be rejected without assigning any reason thereof.**

4. BID EVALUATION

The Tender shall be evaluated in two stages. The Technical Bid will be evaluated first based on the eligibility criteria and the requisite documents. The possession of required Assembling and Servicing facilities is to be inspected by the authorized personnel of the Board and only upon their satisfactory report along with compliance of other eligibility criteria and the submission of all the requisite documents the technical Bid will be considered eligible. In this case the Board's decision will be final and will be binding on the Bidder. The price Bid will be opened only for those Bids which are successful in Technical evaluation.

5. GENERAL TERMS AND CONDITIONS OF TENDER

i). The tender is to be submitted under **“TWO BID” system viz, “Technical Bid” and “Price Bid”**. Both these bids should **be submitted in Two Separate Sealed Envelope** superscribing the words “Technical Bid” or “Price/Commercial Bids” as the case may be.

ii) The Tender is to be submitted with separate Technical and Price bid **in a single sealed envelope** superscribing the words **“Comprehensive AMC of Computer”**.

iii) **The “Price bid” shall be furnished in prescribed format as given in Annexure-IV and clearly mention the Taxes, if any. The bid submitted in any form other than the Annexure -IV will be treated as non-responsive and will be rejected.**

iv). The offer should remain **valid at least for 90 days** from the date of opening of the price/commercial bid.

v). **No escalation of rates** under any circumstances will be entertained during the period of contract.

vi). **EMD of Rs. 4000/-** to be deposited by way of **Demand Draft/Bankers Cheque in favour of “WBBSE FUND RBI KOLKATA A/C” payable at Kolkata**. Valid registration certificate is to be produced by MSME/SSI units claiming exemption from EMD. The EMD will be forfeited in case the Tenderer withdraws his offer before finalization of the Tender. **EMD shall be refunded after the expiry of contract period.**

vii). The Bidders must submit their offer strictly in accordance with the enclosed formats.

viii). **The Bidders shall accept all technical /commercial terms & conditions mentioned in the Bid Documents.**

ix) **Providing wrong information** will lead to rejection of bid.

x) No correspondence/ enquiry after submission of bid will be entertained.

xi) Bidder shall accept all the Terms and Conditions and sign, stamp on each and every pages of the Tender Document.

xii) The successful bidder shall be required to enter **into a performance contract agreement with Board**. The contract that may eventuate from the Tender document shall be governed by the conditions detailed in the contract.

xiii) **Failure to comply with any condition mentioned in the tender will render the bid void.** Please cross out any mistakes and re-write the same and countersign.

xiv) No tender will be deemed to be fit for consideration unless the Tender Documents are fully and completely filled in. All information that may be asked from a Tenderer must be unequivocally furnished. Any tender which is incomplete or does not comply with the prescribed conditions or stipulations laid down herein to rejection at the time of opening or during subsequent scrutiny. **Tender received with conditional rate will be liable to rejection at the time of opening.**

xv) Canvassing in connection with the tender is strictly prohibited and a Tenderer who resorts to this will render his tender liable to rejection.

xvi) No alteration shall be permitted to be made by the Tenderer in any Tender after its submission.

xvii) **TENDER FOUND TO HAVE SUBMITTED UNDER FALSE NAME** : When a Contractor, whose tender has been accepted under a given name is subsequently discovered to have given a false name, his contract may at the discretion of the Authority accepting the tender be annulled his EMD will be forfeited.

6. TERMINATION OF CONTRACT:

a) If the service of the contractor at any stage is found unsatisfactory, the Board is likely to terminate the contract without assigning any reason and notice. The EMD will be forfeited, in that case, without any intimation.

b) The Board may, without prejudice to any other remedy for breach of contract, terminate the contract in whole or parts if the contractor fails to provide Services without prejudice to other rights provided under law or the contract.

c) The Board may also give written notice for termination of the contract and without compensation to the contractor may terminate the contract if the contractor become unwilling or become bankrupt or otherwise insolvent without affecting its right of action or remedy as hirer.

d). Any sum of money due and payable to the contractor (including EMD refundable to him) under this contract may be appropriated by the Board and set off the same against any claim of the Board for payment of a sum of money arising out of this contract or under any other contract made by the contractor with the Board.

7. SPECIAL TERMS AND CONDITIONS OF TENDER

A. AMC Service Deliverables:

i) Comprehensive AMC for Hardware that includes **Server, Desktop P.C, Printer, Laptop, Scanner, UPS** and other peripherals installed at the various offices of WBBSE at **Kolkata, Burdwan, Midnapore, Siliguri**.

ii) Trouble shooting, follow up, resolving the break down calls within committed resolution time.

iii) **Support for various OS, Device Drivers and Application Software (MS Office etc.)** for Computer and Peripherals installed at the offices of WBBSE at **Kolkata, Burdwan, Midnapore and Siliguri**.

iv) Firm should provide **single window complaint logging system** to enable the various users **to log / complaint of their problems**.

v) **Call / Feedback / Performance report** – All records of complaints will be maintained and properly recorded by the firm with the details such as time when the call was reported and attended, signatures of the user, problem, comments of the user etc. A copy of the call/ feedback report is to be given to the user.

B. Time limits to attend faults:

All calls registered Phone number of AMC Vendor must be attended within time frame as listed below:

Description	Response Time(Same Business Day response from the time of call Log-in)	Resolution Time(Next Business day Support-Call to repair)	Standby to be provided
Servers, Desktop P.C, Laptop Printers, Scanners, UPS etc.	Within 4 working hours from the time of call Login	4-8 working hours from the time of attending the call	24 working hours from the time of call Login

The resolution time would be considered as the maximum downtime allowed for the IT related equipment from the time of report of fault.

C) Standby units & Penalty:

i) If any equipment is not repaired within above mentioned timeframe for unavoidable reasons then it is desirable that a fully functional standby / replacement unit (with same configuration & Brand or above) is provided within 24 working hours from the time of call Login by the Vendor to the user so that the user's call is resolved. This would include the attached peripherals also.

ii) If the equipment is not repaired within 7 days from the date of Call Log-in and the Agency fails to provide replacement as stated above, a penalty of Rs.100 per day for delay beyond 7 days shall be imposed on the Agency.

iii) If equipment is repaired more than three (03) times in a month, annual AMC charge for that particular equipment is to be given by the Agency as a penalty and the AMC of the said equipment shall be cancelled thereafter.

D) Equipment needed to be repaired outside the office premises:

i) Any equipment that could not be repaired at the office premises may be transported by the Vendor to their workshop for repairs. The cost of to and fro transportation will be borne by the Vendor.

E) Replacement of Parts:

i) The Agency shall maintain the equipments as per manufacturers' guidelines and shall provide Standard, New, Sealed & Branded (HP, IBM, Lenovo, Dell, Microsoft, Logitech, Samsung, L.G Asus, i-ball, Acer) Components/Spare Parts for replacement. In case of an instance of sub-standard repair / replacement of parts by the firm, it may lead to cancellation of the contract and penal action may be taken against the firm.

ii) The Agency must carry out monthly checking of all equipments and submit a report to the Deputy Secretary (Administration) of WBBSE as per our proforma.

iii) In the case of computer hardware and its peripherals, the contract will be comprehensive in nature. All parts of the Computer, Printer, Scanner & UPS under AMC will be replaced or repaired, if defective, by the vendor in case of fault. All faulty parts of equipments under AMC which are beyond repair or where performance is not satisfactory after repair, will be replaced by vendor at his own cost. President, WBBSE reserves the right to take a final decision regarding replacement of a faulty/ repaired part.

iv) **No item should remain out of order on the basis that the part equivalent to defective part is not available.** The company/ firm have to install the latest parts in the system so that the work may be continued.

F) The selected Agency will maintain the confidentiality of the data stores on the computer systems of end customer.

G) **No advance payment** will be made under any circumstances.

H) The payment will be made to **successful bidder quarterly on submission of Bill along with satisfactory performance report** from concerned Section-In-Charge. **GST at prevailing rates as per Income Tax Act will be deducted at source.**

I). The contract will be valid **for a period of one year and may be extended for not more than another two years on the basis of satisfactory service as per existing terms & conditions.** The AMC shall commence after finalization of the contract.

8.DISPUTES and ARBITRATION

In the event of any dispute arising between WBBSE and the Bidder, the matter shall be referred to the President of WBBSE, who may himself act as sole arbitrator or may name as sole arbitrator an officer of WBBSE notwithstanding the fact that such officer has been directly or indirectly associated with the Tender process or the contract between the parties. The bidder shall not be entitled to raise any objection to the appointment of such officer of WBBSE as the sole arbitrator. The award of the arbitrator shall be final and binding on both the parties, subject to the provisions of the Arbitration and Conciliation Act, 1996 and rules made there under, for the time being in force. The arbitration proceedings shall be held at Kolkata.

9.JURISDICTION

In case any party wants to take any dispute to a court of law after arbitration award as aforesaid, only courts in Kolkata shall have jurisdiction.

10.CONFIDENTIALITY

The Service Provider shall maintain absolute confidentiality about all data/ information etc., made known or revealed to the Service Provider or such data, information, etc., to which the Service Provider or its employees have access during the course of execution of this agreement. The Service Provider shall be liable to fully compensate for any breach of this condition on the part of its employees. The decision of the WBBSE as to the quantum of compensation to be recovered from the Service Provider for any such breach of confidentiality shall be final and binding on the Service Provider and the recovery of such compensation shall be without prejudice to any action which may be taken by the WBBSE against the Service Provider and / or his employees jointly or severally, in accordance with law. If, during the contract period, if WBBSE has reasons to believe that the Service Provider has failed to maintain absolute confidentiality about the data or information made known to the Service Provider or revealed to the Service Provider during the course of execution of this agreement, without prejudice to the other legal remedies available to the WBBSE under any other law for the time being in force for such breach, the WBBSE reserves the right to terminate the agreement without giving any advance notice to the Service Provider of such termination.

WEST BENGAL BOARD OF SECONDARY EDUCATION

(TO BE TYPED ON BIDDER'S LETTER HEAD)

Annexure-I

DECLARATION BY THE TENDERER

To
 The Deputy Secretary (Administration),
 West Bengal Board of Secondary Education,
 Nivedita Bhavan, DJ-8, Sector-II,
 Salt Lake, Kolkata-700091

Sir/Madam,

1. I/We have read and understood the contents of the Tender and agree to abide by the terms and conditions of this Tender.
2. I/We also confirm that in the event of my/our tender being accepted, I/we hereby undertake to furnish Performance Security, as applicable, in the form of Demand Draft.
3. **I/We further undertake that none of the Proprietor/Partners/Directors of the firm was or is Proprietor or Partner or Director of any firm with whom the Government have **blacklisted/banned / suspended business** dealing. I/We further undertake to report to the West Bengal Board of Secondary Education immediately after we are informed but in any case not later than 15 days, if any firm in which Proprietor /Partners/Directors are Proprietor or Partner or Director of such a firm which is blacklisted/banned/suspended in future during the currency of the Contract with you.**
4. The information/documents furnished along with the above application are true and authentic to the best of my knowledge and belief. I/ we, am / are well aware of the fact that furnishing of any false information / fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.
5. We undertake to enter into agreement as per prescribed format within one week of being called upon to do so on our own expenses and agreement will be binding on us. If our bid is accepted, we will submit a demand draft of Rs.4000/- (Rupees four thousand only) in favour of "**WBBSE FUND, RBI KOLKATA ACCOUNT**", payable at "**Kolkata**" towards performance security deposits.
6. I/We agree to abide by this Bid for a period of one year from the date fixed from opening and it shall remain binding upon us and may be accepted on any time before the expiration of that period.
7. I/We understand that:
 1. Until an agreement is signed and executed, this Bid together with your written acceptance of award shall constitute a binding contract between us.
 2. The Board is not bound to accept the lowest or any bid, you may receive
 3. The Board can amend the scope & value of the contract bid under this project.
 4. The Board reserves the right to reject any application without assigning any reason

Yours faithfully,

(Signature of the Tenderer)

Name & Designation with Seal of the Firm with date

(TO BE TYPED ON BIDDER'S LETTER HEAD)

Annexure-II

Performa for Tenderer's Profile

Tender for comprehensive AMC of Computer hardware

1. NAME OF TENDERING AGENCY:

2. NAME OF OWNER / DIRECTORS/PARTNERS:

3. FULL PARTICULARS OF OFFICE:

(a) Address:

(b) Telephone No.:

(c) Fax No.:

(d) E-Mail Address

4. FULL PARTICULARS OF THE BANKERS OF AGENCY:

(a) Name of the Bank:

(b) Name of the Branch:

(c) Bank Account No:

(d) Nature of Bank Account (current, savings or others) :

(e) Telephone no. of the Banker:

5. REGISTRATION DETAILS:

(a) PAN/GIR No:

(b) Service Tax Registration No:

(c) Trade licence no:

(d) Details Particulars of Hardware Professionals along with qualification and Experience-

(e) Professional Tax Registration no-

6. DETAILS OF EARNEST MONEY DEPOSIT:

(a) Amount (Rs.):

(b) D.D./B.C. No. and Date:

(c) Drawn on Bank:

7. **Detail Address of Service Centres with corresponding valid Trade License Numbers & Valid**

8. **Call Centre Details with Toll-Free Number.**

Signature of Tenderer with date & S

(TO BE TYPED ON BIDDER'S LETTER HEAD)

Annexure-III

CREDENTIAL FOR COMPLETED WORK

LIST OF WORKS COMPLETED WHICH ARE SIMILAR IN NATURE AND EXECUTED DURING THE LAST TWO YEARS IN ANY GOVT. DEPARTMENT / GOVT. UNDERTAKING / STATUTORY BODY/ PUBLIC SECTOR UNDERTAKING

Name of Employer	Name, Location & Nature of work	Contract price in Indian Rs.	Original date of start of work	Original date of completion of work	Actual date of starting the work	Actual date of completion n the work	Reasons for delay in completion (if any)

Note: Completion **certificates are to be furnished without which the Tender will be liable to be rejected.**

Signature and address of the
Tenderer

Signature of the Tender
Accepting Authority

