



West Bengal Police Housing & Infrastructure Development Corporation Limited

(CIN: U70109WB1993SGC058358)

GSTIN: 19AAACW6099C2Z1

Araksha Bhawan, 3rd Floor, Block DJ, Sector II,
Salt Lake City, Kolkata 700091

Telefax :- 033-2358-3213, 033-2358-6188, E-mail : tender@wbphidcl.com

Memo. No. ENGG/COMPUTER/1501/2010/4290

Date: - 15.11.2019

NOTICE INVITING QUOTATION NO. -WBPHIDCL/CP&AO/NIQ- 28/2019-2020 of the CP&AO, WBPH&ID Corpn. Ltd. (2nd Call)

On behalf of the Chairman and Managing Director of WBPHIDCL, the **Chief Personnel & Administrative Officer**, invites Quotation from **bonafide, resourceful and experienced manufacturers/authorized agencies/authorized dealers/ authorized service centre** for the Comprehensive Maintenance Contract (CMC) detailed in the table below. (Collection and submission of quotation is to be made only offline).

Item details:-

Sl. No.	Name of the work	Earnest Money to be deposited (Rs.)	Period of contract for the work	Name & Address of the concerned Officer	Eligibility of Quotationer
1.	2.	3.	4.	5.	6.
1.	<p>Comprehensive Maintenance Contract (CMC) of Desktop Computer, Laptop, Printer, UPS, Projector, Scanner & Accessories for the period of three (03) years at West Bengal Police Housing and Infrastructure Development Corporation Limited, Araksha Bhawan, 3rd Floor, Block - DJ, Sector - II, Salt Lake City, Kolkata – 700091.</p> <p>(Quoted rate should be inclusive of all taxes and charges. Quoted rate must be the summation for entire 3 years)</p> <p><u>Annexure A</u></p>	10,000/-	03 (three) years	Chief Personnel & Administrative Officer	Bonafide, resourceful and experienced manufacturers/ authorized agencies/authorized dealers/ authorized service centre having credential as per ‘Eligibility criteria for participation in the quotation’ stated in Sl. No. 5

- The intending bidder may get the quotation documents from the office of **West Bengal Police Housing and Infrastructure Development Corporation Limited, Araksha Bhawan, 3rd Floor, Block DJ, Sector II, Salt Lake City, Kolkata 700 091** directly. Necessary **earnest money** should be remitted through offline process by DD/BC drawn in favour of ‘West Bengal Police Housing and Infrastructure Development Corporation Limited’ payable at ‘Kolkata’.
- The bidder should submit the quotation after duly filled in, in the tender box which has been kept in this office. The quotation should be enclosed with necessary documents as mentioned in Serial 05 of this NIQ. The quotation along with the relevant documents should be submitted in a sealed cover superscripting the name of work and NIQ no.
- The financial document bid should be submitted on or before the date and time as per the ‘Date and Time Schedule’ stated in Sl. No.-7.**
- The offer of the prospective quotationer will be considered only if the technical document of the quotationer found qualified by the quotation inviting authority. The decision of the quotation inviting authority will be final and absolute in this respect. Both the list

of responsive and non-responsive bidders will be displayed in the notice board of the office of **West Bengal Police Housing & Infrastructure Development Corporation Limited**, on the scheduled date and time.

5. Eligibility criteria for participation in the quotation:

- i) **All bidders should be manufacturers/authorized agencies/authorized dealers/ authorized service provider for the Computer and peripherals.**
 - ii) **The Office of all bidders should have office situated in Kolkata.**
 - iii) All categories of prospective quotationers shall have to submit Valid PAN issued by the IT. Dept, Govt. of India, Trade License, Valid 15-digit Goods and Service Taxpayer Identification Number (GSTIN) under GST Act, 2017, along with the Technical Bid document. Income Tax Acknowledgement Receipt for assessment year (2018-2019) to be submitted.
 - iv) No conditional / incomplete quotation will be accepted under any circumstances.
 - v) Where there is a discrepancy between the unit rate and the item total rate resulting from multiplying the unit rate by the quantity, the unit rate quoted shall govern.
6. The bid shall remain valid for a period not less than 120 (one hundred twenty) days after the dead line date for sealed bid submission. The bid valid for a shorter period shall be rejected by the quotation inviting authority as non-responsive. If the quotationer withdraws the bid before the period of bid validity without giving any satisfactory explanation, penal measure may be taken.

7. Date & Time schedule:-

Sl. No	Particulars	Date & Time	
1.	Date of Publishing of NIQ (Offline)	15/11/2019 at 16:00 hrs	
2.	Date & Time for collecting of Tender Documents from the office	Start	15/11/2019 at 16:00 hrs
		End	26/11/2019 at 16:00 hrs
3.	Date & Time of Submission of Tender (offline)	Start	19/11/2019 at 16:00 hrs
		End	26/11/2019 at 16:00 hrs
4.	Date, Time & place of opening of Technical Bid	27/11/2019 at 14:00 hrs Office of the West Bengal Police Housing And Infrastructure Development Corporation Limited Araksha Bhawan, 3rd Floor, Block – DJ, Sector – II, Salt Lake City, Kolkata – 700091.	
5.	Date of publishing the Final List of Technically Qualified Bidders after Technical Bid Evaluation	28/11/2019 at 15:00 hrs	
6.	Date, Time & place of opening of Financial bid	28/11/2019 at 16:00 hrs Office of the West Bengal Police Housing And Infrastructure Development Corporation Limited Araksha Bhawan, 3rd Floor, Block – DJ, Sector – II, Salt Lake City, Kolkata – 700091.	

Note: - If the dates fall on holiday or in a day of natural calamity, the dates will be deferred to next working days.

8. All quotationers are requested to present at the Office of the WEST BENGAL POLICE HOUSING & INFRASTRUCTURE DEVELOPMENT CORPORATION LIMITED during opening of the quotation.
9. The bidder, at his own responsibility and risk is encouraged to visit of the corporation and obtain and all information that may be necessary for preparing the Bid at his own expense.
10. The quotation inviting authority reserves the right to accept or reject any offer without assigning any reason whatsoever and is not liable for any cost that might have been incurred by any quotationer at any stage of bidding.

11. Prospective applicants are advised to note carefully the minimum qualification criteria as mentioned in ‘Sl. No. 5 of the NIQ’ before quotationing the bids.
12. The intending quotationers are required to quote the rate through OFFLINE MODE.
13. During the scrutiny, if it comes to the notice to quotation inviting authority that the credential or any other paper found incorrect/ manufactured / fabricated, that bidder would not be allowed to participate in the quotation and the application will be out rightly rejected without any prejudice. The Quotation Inviting Authority reserves the right to cancel the NIQ without assigning any reason, whatsoever, to the bidders and no claim in this regard will be entertained.
14. The quantities given in the BOQ may vary.
15. Any bidder can participate in any of the quotation or in both the quotations published under this NIQ.
16. If any defect is detected in the hardware and software within the CAMC period of three years, the concerned agency will replace/repair the items at his/ their own cost.
17. A declaration to the effect should be included in the quotation to be submitted by the agency.
18. Tax invoice(s) needs to be issued by the agency for raising claim under the contract showing separately the tax changed in accordance with the provisions of GST Act, 2017.
19. If delivery of the articles to be made by the agency at its own cost at the office of WBPHIDCL situated at “Araksha Bhawan, 3rd floor, Block DJ, Sector II, Salt Lake City, Kolkata 700 091”
20. **The quoted rate should be inclusive of GST and all other taxes and charges.**

**Chief Personnel & Administrative Officer,
WBPHIDCL**

Memo. No. ENGG/COMPUTER/1501/2010/4290

Date: - 15. 11.2019

Copy forwarded for favour of kind information and wide circulation to the:-

01. The Chairman and M.D, WBPHIDCL, Salt Lake City, Kolkata 700 091.
02. The Chief Engineer, WBPHIDCL, Araksha Bhawan, Salt Lake City, Kolkata 700 091.
03. The Additional Chief Engineer, WBPHIDCL, Araksha Bhawan, Salt Lake City, Kolkata 700 091
04. The FA&CAO, WBPHIDCL, Araksha Bhawan, Salt Lake City, Kolkata 700 091.
05. Notice Board.
06. Office Copy.

**Chief Personnel & Administrative Officer,
WBPHIDCL**

**INSTRUCTION TO BIDDERS (ITB)
SECTION – B**

FORM-I

APPLICATION

**To
The Chief Personnel & Administrative Officer,
WBPHIDCL**

Subject : _____

(Name of the work)

Ref :- NIQ No -----

Dear Sir / Madam,

Having examined the statutory, non statutory and NIQ documents, I /we hereby submit all the necessary information and relevant documents for evaluation. The necessary evidence admissible by law in respect of authority assigned to us on behalf of the group of firms for application and for completion of the contract documents are attached herewith.

I / We are interested in Bidding for the work mention above subject.

I / We understand that :-

- a) Quotation inviting and accepting authority can amend the scope & value of the contract bid under this NIQ.
- b) Quotation inviting and accepting authority reserve the right to reject any quotation without assigning any reason.

The application is made by me / us on behalf of..... in the capacity.....,duly authorized to submit the quotation.

Thanking you,

Enclose :-

- a) Financial Bid.

Dated : _____

Signature of applicant including title
and capacity in which application is made and
the name of the Firm with Seal.

Self Declaration (On the letterhead of the agency)

1. I, the undersigned do certify that all the statements made in the attached documents are true and correct. In case of any information submitted proved to be false or concealed, the application may be rejected and no objection/ claim will be raised by the under-signed.
2. The undersigned also hereby certifies that neither our firm M/s. _____
_____ nor any of constituent partner had been debarred to participate in quotation by any Government Department during last 5 (five) years prior to the date of this NIQ.
3. The undersigned would authorize and request any band, person, firm or corporation to furnish pertinent information as deemed necessary and / or as requested by WEST BENGAL POLICE HOUSING & INFRASTRUCTURE DEVELOPMENT CORPORATION LIMITED to verify this statement.
4. The undersigned understands that further qualifying information may be requested and agrees to furnish any such information at the request of WEST BENGAL POLICE HOUSING & INFRASTRUCTURE DEVELOPMENT CORPORATION LIMITED.
5. Certified that I have applied in the quotation in the capacity of individual / as a partner of a firm & I have not applied severally for the same job.
6. If any defect is detected in the items supplied within the warranty period, I/we will replace the items at our own cost.

Dated : _____

Signature of applicant including title
and capacity in which application is made and
the name of the Firm with seal.

GENERAL CONDITIONS OF CONTRACT

1 The maintenance of hardware and software where software maintenance includes loading/reformatting/configuring of software / discs with software like Windows Server OS, Windows XP / 7 / 8 or higher, & related/supported softwares, Microsoft Office, Database, Application software (like Auto CAD, STTAD Pro, E-Tabs, RCDC, TALLY, IDS software etc...), Browsers like Internet Explorer, Chrome, Mozilla, Safari, Opera etc. and Mailing Software like MS Outlook, Antivirus software, Data retrieval and installation/removal of any other software purchased/supplied by WBPIDCL from time to time. It also includes removal of virus and re-installation of software, if corrupted. Support for users and troubleshooting of commercial software packages. Scope of work of CMC also includes: --

i) The firm/company shall provide comprehensive maintenance services which shall cover both preventive as well as corrective maintenance for all assets covered under CMC, i.e., including replacement of parts of Original Equipments Manufacturers (OEM).

Under corrective maintenance the firm/company shall rectify any defects, faults and failures in the equipment and shall repair, replace any worn out, defective parts of the equipment, free of cost to the WBPIDCL. All the components of the equipment, excluding.

ii) Upkeep the maintenance of the hardware/software installed, stock and inventory as directed by WBPIDCL authority.

Replacement of each and every malfunctioning part of Computers / Printers / Servers / Scanners / UPSs / Hard Disk, CD/DVD Reader/Writer, Mother Board, RAM, SMPS, Keyboard, Mouse, Printer Heads, Fuser assembly, roller drums, data cables, scanning unit, switch, power supply, display card etc. and all the plastic parts except consumables are under this CMC by the firm/company.

All parts to be replaced by the Firm/company must be of the same make. In case it is not possible, the same must be of better or equivalent quality. In the service report, the details regarding the part number and serial number (if any) must be brought out clearly.

The firm / company would carry out Preventive Maintenance of each machine/equipment per months and Cleaning (Exterior/Interior) of all Computers / Printers / Servers / Scanners / UPSs / and other ICT related peripherals, once in every 3(three) months, in order to forestall any major failure of the same which includes installing of updates of antivirus packages as and when required. The Firm / company should also ensure proper cleaning of machines on quarterly basis. Failure to do so shall attract penalty of Rs 500/- (Rupees Five Hundred) only per equipment/day or as decided by competent authority of WBPIDCL. The amount of penalty will be either recovered from the CMC charges/bills.

iii) To provide and maintain the required drivers for additional peripherals and hardware for maintaining the equipment(s).

iv) The equipment will have to be repaired in-house. In rare cases when it is very essential to take out the equipment for repairs outside the WBPIDCL, it is mandatory to have a valid pass for such equipment and making proper entries with coordinators, stores and at Security office.

v) Standby arrangement to be made in case the equipment(s) is/are to be taken to workshop for repairs.

vi) Support for users and troubleshooting of commercial/all software packages and removal of virus and re-installation of software, if corrupted.

vii) Coordination with OEMs for troubleshooting of the computer and other peripherals under warranty as per List of equipments in Technical documents. On expiry of warranty the computer and other peripherals will come under CAMC, as defined in general scope of the work.

viii) Any other maintenance work to be undertaken related to the above mentioned items, like ILL services/performance monitoring, maintenance & relevant action, stock & inventory, etc.

ix) The successful bidder has to provide a tool to monitor / manage the Windows environment (domain / workgroup) continuously with at least the following capabilities:

- Keep track of all computers (client PCs and servers) & network device in the network (domain or workgroup)
- Identify computers as active vs. inactive, or newly added or modified
- Detect and record the hardware components in the all computers in the network
- Detect and record Windows version and Service Pack (SP) / hot fixes on each computer
- Detect and record software applications (version, manufacturer etc.) running on each computer
- Collect information about all active domain users
- Asset history for each computer – trail of changes in hardware, software, IP addresses etc.
- Provision to define organization policy / rules, and prompt detection / notification of violation of that contract.

x) The successful bidder has to provide a tool for centralized automatic data backup of all client PCs and servers with the following capabilities:

Centralized control: It is preferable that the backup of each computer is decentralized (done at the concerned PC / server), but that backup should be controlled in a centralized manner.

Ability to configure multiple backups: Allow configuring multiple backups applicable to some / all computers within the network.

Ability to include any number / set of folders for backup in each computer.

Custom backup destination: Enable the admin to specify any backup destination for each backup.

Enable full and incremental backup: Allow both full and incremental backup options for suitable combination to save space on destination drive.

Data compression: Enable compression of backup files to reduce size for space savings.

Data encryption: Enable strong encryption of backup, so that more protection can be added.

Choose centralization level: Enable admin to configure backup to go appropriate destinations as per data sensitivity / security, user needs, organizational policy.

Reports: Detailed reports on lists of backup, computers, schedules etc. and backup history (audit trail of result of backup over a period of time). Customization of report views is an additional benefit.

Decentralized restore: Enable decentralized restoration for respective users according to their requirements.

Data restore flexibility: Enable Structure Restore, Restore Points (to restore specific version of any file during Structure Restore), Filtering during Restore, choice of restore location to ease up the restoration process.

Exterior Cleaning of System : --

. Computer Case cleaning:

The metal case that houses the PC components would be cleaned with a lint-free cloth/soft cotton cloth that has been slightly dampened with water. For stubborn dirt, a little household detergent/Colin might be applied.

. Keyboard cleaning:

The computer keyboard is often the most germ infected items in the office. Dirt, dust, pin and hair can also build up causing the keyboard to not function properly. It may need to unplug the keyboard first. Then the keyboard would be cleaned by turning it upside down and shaking. If require compressed air would be used. After removing the dust, dirt and pins, a disinfectant/ Dettol would be applied on cloths and rub each of the keys on the keyboard.

. Mouse Cleaning:

Optical Mouse would be cleaned by soft cotton cloth. A disinfectant/ Dettol on a cloth would be used to rub each of the keys on the Mouse.

. Monitor cleaning:

Unlike a computer monitor, the LED/ LCD or Flat-Panel display is not made of glass, therefore requires special cleaning procedures.

To clean the LCD use a non-rugged microfiber cloth or soft cotton cloth. If a dry cloth does not completely clean the screen, apply rubbing alcohol to the cloth and wipe the screen with the damp cloth. Also apply Colin to clean the plastic parts.

. Printer Cleaning:

Need to make sure to turn off the printer before cleaning it. Then dampen a cloth with rubbing alcohol or Colin as required and wipe the case and each of the buttons or knobs on the printer.

. Scanner cleaning:

Flatbed scanners commonly become dirty with dust, fingerprints, and hair. When a scanner is dirty, the images may have distortions. Clean a flatbed scanner's surface by spraying a window cleaner/Colin on cotton cloth and wipe the glass until clean. The outside of the scanner would be cleaned by same manner.

. Notebook/Laptop Cleaning:

As Laptop is a portable system and need to carry here and there, It is very much susceptible to dust, dirt and germs. Dust and dirt would be cleaned by soft cotton cloth and brush, Screen would be cleaned by moist cloth with alcohol. After removing the dust and dirt, a disinfectant/dettol would be applied on cloths and rub each of the keys on the keyboard.

Interior Cleaning of a System : --

Must shut the system down first, and make sure to ground ourselves. Open the Computer case. To clean dust from the components inside need to use compressed air, an anti-static cloth, different type brushes, and a cleaning fluid made specifically for electronics.

Inside the case use the compressed air to clean around the fans, power supply and areas where the dust is building up. Use short blasts and arm movement to direct the falling dust outside of the case. May use small brushes to dislodge dust in areas where the compressed air did not remove the build up (such as the edges of fan blades). Also need to use the brushes to wipe dust away from the inside case walls and the wires. As dust may fallen down to the bottom of your case and dampen the anti-static cloth with the electronics cleaner and wipe along the bottom of the case to remove it. Then close the case and switch on the computer.

The firm/company will prepare log books for each of the machines to be taken under the CMC and preventive maintenance with virus scanning and virus removal will be carried out is also reported within that.

The firm will be responsible for taking backup of data, programs and application available on the computer whenever necessary before attending the fault and will also be responsible for restoring the data, programs and applications after removing the fault to the satisfaction of the user, even for Hard Disk crash of any computer systems under its CMC, free of cost. The vendor must also ensure restoring of all backups to the user under its acknowledgement. Otherwise it will attract penalty as competent authority desires.

The service engineers would take up any reported fault within 2 (Two) working hours and will resolve it within 1 (One) working day with spare parts if needed. The repairing work would be carried out on-site itself. However, in case the equipment(s) is taken to the workshop, the firm would provide a stand-by for the same. In case standby is not provided, and the item is not usable beyond the Resolution Time, a penalty of Rs 500/- (Rupees Five hundred) only per day will be charged. The amount of penalty will be either recovered from the CMC charges/bills.

The successful bidder shall provide necessary support for maintaining virus-free computer environment in the WBPHIDCL. and help in upgrading the Software's / Virus Detection mechanism.

2. Bids submitted after the time and date fixed for receipt of bids as set out in the NIQ will not be entertained.
3. Offer/Proposal submitted through FAX/E-mail will not be accepted. No request for extension of tender opening date will be considered.
4. Tender received without rate quoted both in figure and words in specified proforma will not be accepted.
5. The firm/company shall be responsible for any loss or damage caused to any of the machines owing to negligence on his part. The contract will be on comprehensive basis inclusive of repairing and replacement of spare parts without extra payment.
6. The Security period is upto 03 (three) months from the date of completion of the contractual period. The Security Deposit including Performance Guarantee shall be referred with WBPHIDCL till the security period is over.
7. The contract may be determined and put an end at any time within the period of contract as may be decided by the Authority.
8. Payment Terms: The comprehensive maintenance charges shall be payable to the agency in arrears on Half Yearly basis. For this purpose, the contractor will have to submit bill after completion of each period of six months counting from the date of agreement.