



## **TENDER DOCUMENT**

### **RETENDERING**

**FOR**

**SUPPLY, INSTALLATION AND COMMISSIONING OF HARDWARE AND SYSTEM  
SOFTWARE FOR ENTERPRISE RESOURCE PLANNING (ERP) APPLICATION IN  
WBEIDC AND WTL**

**Tender no.: WBEIDC/COMM/18/09-10/R    Date: 14.01.2010**

**WEST BENGAL ELECTRONICS INDUSTRY DEVELOPMENT CORPORATION  
LIMITED**

**(A Govt. of West Bengal Undertaking)**

**Webel Bhavan, Block - EP & GP, Sector-V, Salt Lake, Bidhannagar,  
Kolkata - 700091**

**NOTICE INVITING TENDER NO.: WBEIDC/COMM/18/09-10/R dated 14.01.2010**

Sealed Tenders are invited for the following job from reputed organisations having sufficient experience and credentials for successful supply, installation and commissioning of hardware, system software, peripherals, network equipment and UPS preferably in government / quasi-government organizations.

BRIEF DESCRIPTION OF WORK	TENDER DOCUMENT MONEY (Rs)	EARNEST MONEY DEPOSIT (EMD) (Rs)	START DATE OF TENDER AVAILABILITY	LAST DATE AND TIME OF TENDER SUBMISSION	DATE OF OPENING OF TENDER (QUALIFYING BID)
Supply, installation and commissioning of hardware, system software, peripherals, network equipment and UPS for Enterprise Resource Planning (ERP) application in WBEIDC and WTL	Rs. 2,000/- (In the form of a DD in favour of WBEIDC Limited)	Rs. 1,00,000/- (In the form of a DD/BG <sup>1</sup> in favour of WBEIDC Limited payable at Kolkata)	14.01.2010	27.01.2010 11.30 Hrs.	27.01.2010 12.30 Hrs.
<b>Bid Submission &amp; Opening Venue</b>	<b>WEST BENGAL ELECTRONICS INDUSTRY DEVELOPMENT CORPORATION LIMITED</b> <b>(A Govt. of West Bengal Undertaking)</b> <b>Webel Bhavan, Block-EP &amp; GP, Sector-V, Salt Lake, Bidhannagar, Kolkata – 700091</b>				

Interested bidders can download the tender document from WBEIDC's website [www.webel-india.com](http://www.webel-india.com) and submit the bid with a Demand Draft of Rs. 2,000/- (Rupees two thousand only) in favor of **WBEIDC Limited** payable at Kolkata, as Tender Document Money.

For technical queries regarding this tender please contact Mr. Kunal Bhattacharya, Chief Information Officer, by e-mail at mail ID [kunal.bhattacharya@webel-india.com](mailto:kunal.bhattacharya@webel-india.com) and for other terms and conditions, Mr. Shyamal Mukhopadhyay, G.M (Commercial) by e-mail at mail ID [shyamal.mukherjee@wb.gov.in](mailto:shyamal.mukherjee@wb.gov.in) / [shyamal.mukherjee@webel-india.com](mailto:shyamal.mukherjee@webel-india.com) on or before 15.00 Hrs, 21.01.2010. No queries will be entertained after this time frame. The reply will be given by e-mail. If tender committee feels, suitable corrigendum will be uploaded to WBEIDC's website [www.webel-india.com](http://www.webel-india.com) by 23.01.2010 for the information of all prospective bidders.

Interested bidders may send a request to Mr. Kunal Bhattacharya, Chief Information Officer, by e-mail at mail ID [kunal.bhattacharya@webel-india.com](mailto:kunal.bhattacharya@webel-india.com) for soft copies (in Microsoft Word) of the various formats specified in this Tender Document, viz., SCHEDULE OF REQUIREMENTS, FORMAT OF PRICE BID, BID FORM, FORMATS OF CERTIFICATES TO BE SUBMITTED, PERFORMANCE GUARANTEE BOND and BID SECURITY FORM. However, any undesirable changes made in such formats and submitted in bids will result in rejection of such bids.

Canvassing in any form shall be liable for disqualification.

WBEIDC Limited reserves the right to accept or reject any or all the tenders without assigning any reason thereof.

<sup>1</sup> See SECTION L – BID SECURITY FORM for the format of the Bank Guarantee, if the Bidder wants to submit the EMD in form of a Bank Guarantee.

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## **SECTION – A**

### **MINIMUM ELIGIBILITY CRITERIA FOR PARTICIPATION**

1. The Bidder MUST have experience with respect to installation and commissioning of (a) x64 architecture-based servers with MS Windows server software, including installing Active Directory, (b) desktop hardware and (c) on-line UPS, in at least THREE organizations and all these three implementations MUST have been COMPLETED within the LAST THREE YEARS. Order value for each of these installations MUST be at least Rs 20 LAKHS against a SINGLE ORDER.

Documentary evidence in form of at least 3 (three) Project Completion Certificates from customers MUST be produced in the specified format (see **Client Certificate** in SECTION – I) attached to the Tender Document.

Documentary evidence in form of corresponding Purchase Order(s) / Agreement(s) specifying the values of orders for server(s) and desktop MUST also be produced.

2. At least ONE among the above three installations (specified in Point 1 above) MUST be for a GOVERNMENT AGENCY / GOVT. UNDERTAKING / GOVT. DEPARTMENT / QUASI GOVT. DEPT / PSU / BOARD / COUNCIL OR SIMILAR ORGANIZATION.

At least one of the Project Completion Certificates, required against Clause No. 1 above, MUST be from such customer(s) as specified in this clause (Clause No. 2).

3. The Bidder MUST have an annual turnover of RS 1 CRORE from HARDWARE INSTALLATION and SYSTEM INTEGRATION SERVICES ONLY, notwithstanding their other lines of businesses, if any, in the LAST FINANCIAL YEAR.

Documentary evidence in form of audited / certified statement from practicing Chartered Accountant firm, clearly specifying the revenue from such line of business as specified above MUST be produced.

4. The Bidder MUST have an AGGREGATE OF RS 2 CRORES turnover from HARDWARE INSTALLATION and SYSTEM INTEGRATION SERVICES ONLY over THE LAST THREE FINANCIAL YEARS.

Documentary evidence in form of audited / certified statement(s) from practicing Chartered Accountant firm, clearly specifying the revenue from such line of business as specified above MUST be produced.


5. The Bidder MUST NOT have been banned by any Government Agencies / Govt. Department / Quasi Govt. Dept / PSU / Board / Council or similar organization.

The Bidder MUST give a declaration that they have not been banned by any such organization. If any Government Agencies / Govt. Department / Quasi Govt. Dept / PSU / Board / Council or similar organization has banned the Bidder, this fact must be clearly stated.

6. The Bidder MUST have an office as well as a support Centre in Kolkata.

The Bidder MUST submit a statement containing a list of office(s) in Kolkata with nature of activities and the no of technical people.

**IN ABSENCE OF ANY ONE OF THE ABOVE, THE OFFER SHALL BE TREATED AS NON-RESPONSIVE AND SUMMARILY REJECTED.**

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## **SECTION – B**

### **BACKGROUND**

In line with the initiatives already undertaken by WBEIDC to promote and develop the infrastructure of West Bengal, the organization has undertaken a project, named Project *Pragati*, to implement an ERP, viz. *Microsoft Dynamics NAV 2009*, to support its own internal operations.

In Phase I of Project *Pragati*, Foundation Pack of MS Dynamics NAV 2009 Advanced Management Edition plus selected a-la-carte and add-on components with 30 concurrent user licenses and MS SQL RDBMS for 60 named users are being procured.

The scope of work of this Tender (WBEIDC/COMM/18/09-10/R Date: 14.01.2010) is to supply, install and commission the required hardware, system software including Active Directory installation, network printer, network equipment and UPS to support the above *Microsoft Dynamics NAV 2009* application software components on WBEIDC's existing LAN. The indicative bill of materials for Phase I of this project, which is within the scope of this current tender, is:

- a. Active Directory Domain Controller Server – x64 architecture-based server hardware and MS Windows Server Software
- b. Application Server – x64 architecture-based server hardware and MS Windows Server Software
- c. Database Server – x64 architecture-based server hardware and MS Windows Server Software
- d. Fiber Channel Adapters for Database Server
- e. LTO Tape Drive
- f. Desktop PCs and Operating System
- g. MS Windows Server Software Client Access Licenses (CAL)
- h. Network Line Matrix Printer
- i. Network Switch
- j. Server Rack
- k. On-Line UPS for the Servers and Switch
- l. Anti-virus Software for the Servers
- m. Upgradation of existing Desktops

Further information about the above bill of materials and detail specifications are available in SECTION – D SCHEDULE OF REQUIREMENTS.

Although the scope of Phase I of Project *Pragati* is limited to the above bill of materials only, it has been planned to add additional server hardware as Terminal Server, Back-up Server and a Secondary Database Server and also a Storage Area Network (SAN) in Phase II of the project. Phase II is expected to commence once the ERP application evolves into a business-critical application at WBEIDC.


## **SECTION – C**

### **TERMS AND CONDITIONS**

#### **Summary Rejection of Bids**

1. While all the conditions specified in the bid document are critical and are to be complied with, special attention of the Bidder is invited to the following clauses / sections of this tender document, non-compliance of any one of which may result in outright rejection of the bid.
  - a) Clause 24 of SECTION – C TERMS AND CONDITIONS: The entire set of bid documents shall be returned unopened if the bid is submitted after the due date and time, viz. 11:30 Hrs on 27.01.2010.
  - b) Sealing, Marking & Delivery of Proposals sub-section of SECTION – C TERMS AND CONDITIONS: The entire set of bid documents shall be returned unopened if the required clauses are not complied with.
  - c) QUALIFYING BID documents as listed in form of a checklist in SECTION – G INSTUCTIONS TO BIDDERS: The TECHNO-COMMERCIAL and PRICE BIDS shall be returned unopened if ALL the required supporting documents in particular formats, wherever specified, are not submitted in the set of QUALIFYING BID.
  - d) Clauses 2 to 4 of SECTION – C TERMS AND CONDITIONS: The TECHNO-COMMERCIAL and PRICE BIDS shall be returned unopened if these clauses are not complied with.
  - e) TECHNO-COMMERCIAL BID documents as listed in form of a checklist in SECTION – G INSTUCTIONS TO BIDDERS: The PRICE BID shall be returned unopened if ALL the required supporting documents in particular formats, wherever specified, are not submitted in the set of TECHNO-COMMERCIAL BID documents.
  - f) Support Requirements sub-section in SECTION – C TERMS AND CONDITIONS: The TECHNO-COMMERCIAL and PRICE BIDS shall be returned unopened if ALL the required OEM Certificates in specified format or OEM's standard format, whichever is applicable, are not submitted in the set of QUALIFYING BID.
  - g) Clause 38 of SECTION – C TERMS AND CONDITIONS: The entire set of bid documents shall be returned if the bid does not include an explicit declaration of price validity for a minimum period of 180 days from the date of opening of the tender.
  - h) PRICE BID format in SECTION – G INSTUCTIONS TO BIDDERS: The entire set of bid documents shall be returned if the PRICE BID does not comply with the format specified.

However, the Tender Committee reserves the right to ignore any minor deviations that do not have any financial implications and accept the bids.

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## **BOM<sup>2</sup> Requirements**

2. The Bidder MUST bid for **all items** mentioned in SECTION – D SCHEDULE OF REQUIREMENTS.

An exact copy of SCHEDULE OF REQUIREMENTS of this tender document MUST be included in the QUALIFYING BID with the “**REMARKS / DEVIATIONS, IF ANY, IN THE OFFERED SPECIFICATIONS**” column completely filled in.

Using ambiguous words like “Noted”, “Understood”, “Noted & Understood” in the “**REMARKS / DEVIATIONS, IF ANY, IN THE OFFERED SPECIFICATIONS**” column shall not be accepted as complied. Mere “Yes” or “Complied” will also be not sufficient; the offered specification of the parameter and reference to the enclosed documents like datasheets, brochures, etc., or web site link showing compliances must be given.

3. Item Nos. 1 to 4 of SECTION – D SCHEDULE OF REQUIREMENTS, viz. Server Types – I & II, Fiber Channel Adapters and LTO Tape Drive, MUST be from the SAME OEM.

The Bidder’s SCHEDULE OF REQUIREMENTS must clearly specify the make of each of the above items.

4. Item Nos. 5 & 6 of SECTION – D SCHEDULE OF REQUIREMENTS, viz. Desktop Computer Types – I & II, MUST be from the SAME OEM.

The Bidder’s SCHEDULE OF REQUIREMENTS must clearly specify the make of each of the above items.

## **System Integration Requirements**

5. All hardware, system software / licenses, printer, network equipment and UPS purchased through this tender shall have to be deployed by the Bidder. Hence, any issues related with the connectivity, interface, adapter, etc. have to be looked into in totality and any missing items in the proposed SCHEDULE OF REQUIREMENTS (See SECTION – D in this Tender Document) shall have to be identified. Any hardware / software / services required over and above the proposed SCHEDULE OF REQUIREMENTS MUST be included in the Bidder’s SCHEDULE OF REQUIREMENTS against the head “Any other items.” and MUST be accordingly quoted in the PRICE BID. In case the Bidder does not specify any additional hardware / software / services and the same are found to be necessary while attempting to install and commission the items, such additional hardware / software / services shall have to be supplied by the Bidder free of cost.

## **Software Requirements**

6. All software licenses MUST be in the name of WEST BENGAL ELECTRONICS INDUSTRY DEVELOPMENT CORPORATION LIMITED.
7. The Bidder MUST NOT supply any freeware.

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<sup>2</sup> Bill of Materials

### **Delivery, Installation & Commissioning Schedule**

8. All items to be ordered on the successful bidder MUST be delivered, installed and commissioned within maximum 4 WEEKS from the date of the Letter of Intent (LOI).
9. If any loss or damage occurs in transit then it will be the responsibility of the Bidder to make good the loss. The bidder may take necessary action to claim the insurance money, for the item(s) lost/damaged during transit, from insurance Company at their own level.
10. All the items to be supplied should be new, of good quality and standard and as per the technical specifications mentioned in SECTION – D.
11. The bidder shall provide operational manuals, OEM documents for peripherals, set of diagnostics to test all the sub-systems etc. along with the systems. All the software should be supplied along with the media, manuals and requisite licenses.

### **Support Requirements**

12. All hardware, printer, networking products and UPS including batteries (excepting Software / Licenses and Rack) MUST be quoted with AT LEAST 3 YEARS ON-SITE COMPREHENSIVE MANUFACTURER'S WARRANTY.

The Bidder MUST produce a certificate in the specified format (see **OEM Certificate** in SECTION – I FORMATS FOR CERTIFICATES TO BE SUBMITTED) from the OEM of each of the above items regarding their (the respective OEMs') acceptance of responsibility of supply, installation and comprehensive on-site maintenance of all hardware, software / licenses, printer, networking products and UPS including batteries, during the warranty period, **without which the bid will be summarily rejected.**

13. Post-warranty AMC<sup>3</sup>, if awarded to the Bidder, MUST be accepted by the Bidder for the 4<sup>th</sup> year onwards for at least 2 (TWO) MORE YEARS AFTER THE WARRANTY PERIOD.

The certificates required against Clause No. 12 above MUST include a declaration from the OEM of each of the above items regarding their (the respective OEMs') acceptance of responsibility of comprehensive maintenance of all hardware, software / licenses, printer, networking products and UPS including batteries, as applicable, during the post-warranty maintenance contract period.

14. The Bidder MUST undertake the support for the supplied software and ensure that all software patches and updates are provided for AT LEAST FOR A PERIOD OF 3 YEARS from the commencement of the contract.

The Bidder MUST produce authorization forms from the OEMs of software items regarding their (the respective OEMs') acceptance of responsibility of supply, installation and comprehensive maintenance of software / licenses during the warranty period.

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<sup>3</sup> Annual Maintenance Contract

15. Post-warranty AMC for the supplied software, if awarded to the Bidder, MUST be accepted by the Bidder for the 4<sup>th</sup> year onwards for at least 2 (TWO) MORE YEARS AFTER THE WARRANTY PERIOD.

The authorization forms required against Clause No. 14 above MUST include a declaration from the OEM of each of the software items regarding their (the respective OEMs') acceptance of responsibility of comprehensive maintenance of their products during the post-warranty maintenance contract period.

16. The Bidder shall ensure that support to their equipment and software will be available for critical faults 24 hours a day, 7 day a week and 365 days a year for all equipment. A detail bidder's support-related Escalation Matrix MUST be enclosed in the set of the QUALIFYING BID (See SECTION – G).
17. Service Levels during Warranty

The Bidder should provide the required technical support to the WBEIDC system maintenance team. The Bidder should enter into a Service Level Agreement (SLA) with WBEIDC and should adhere to the following service levels and accept the penalties as specified for non-compliance:

SEVERITY	PROBLEM DESCRIPTION	RESOLUTION TIME	PENALTY FOR NON-COMPLIANCE
Severity 1	The problem identified is making unavailable the entire ERP system or any modules thereof, hence stoppage of entire or part of WBEIDC's operations.	Bidder must provide a resolution within 4 (four) hours from the time of reporting the problem.	1 % of the Performance Guarantee Security per hour beyond 4 hours
Severity 2	The problem identified is affecting the business causing undue delays or malfunctioning of any functionality.	Bidder must provide resolution in 3 (three) calendar days.	0.5 % of the Performance Guarantee Security per day beyond 3 days
Severity 3	The problem identified is not affecting the business but an irritant.	Bidder must provide a solution within 1 calendar week.	0.1 % of the Performance Guarantee Security per week beyond 1 week

The categorisation of Severity is at WBEIDC's discretion and Bidder must provide the service as agreed in the service contract.

18. System Availability: The Bidder must ensure system availability during the warranty period as per the following requirements and accept the penalties as specified for non-compliance:

SYSTEM	REQUIRED AVAILABILITY (COMPUTED QUARTERLY)	PENALTY FOR NON-COMPLIANCE
Server Hardware, Switch, LTO Tape Drive and UPS	99 %	1 % of the Performance Guarantee Security per %age point below 99 %
Printer	98 %	0.5 % of the Performance Guarantee Security per %age point below 98 %
Other Items supplied by the Bidder	98 %	0.1 % of the Performance Guarantee Security per %age point below 98 %

- i. Systems / sub-systems for which the availability is 99 % shall not be down for more than 4 hours in a month, non-compliance of which will attract a monthly penalty of 1 % of the Performance Guarantee Security.
- ii. Systems / sub-systems for which the availability is 98 % shall not be down for more than 16 hours in a month, non-compliance of which will attract a monthly penalty of 0.5 % of the Performance Guarantee Security.

#### **Clarifications Regarding Tender Document**

19. A prospective Bidder requiring any clarification about the tender document and scope of work, or finding any discrepancies or omission in the specifications or other parts of this tender document, or being in doubt as to the true meaning of any part thereof, may contact the person(s) for correction / clarification or interpretation through e-mail / letter as mentioned in the tender notice on page 2 of this document before 15:00 Hrs on 21.01.2010. No queries after this time frame will be entertained.

#### **Amendment of Invitation**

20. At any time 2 business days prior to the deadline for submission of proposals, WBEIDC reserves the right to add / modify / delete any portion of this document for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, by issuance of one or more Corrigenda, which will be made available on WBEIDC's website [www.webel-india.com](http://www.webel-india.com). The Corrigenda shall be binding on all bidders and will form part of this tender document.

#### **Schedule of the Tender**

21. The tender document shall be submitted on or before 27.01.2010, at 11.30 Hrs. to **General Manager (Commercial), WBEIDC Limited, Block-EP & GP, Sector -V, Salt Lake Electronics Complex, Kolkata -700 091.**
22. WBEIDC may, at its discretion, extend this deadline for any administrative reasons.

#### **Amendment of Proposals**

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

### **Late Proposals**

24. Any proposal received by WBEIDC after the deadline for submission of proposals, as referred above **shall not be accepted**.

### **Preparation of Bid**

25. Details of the enclosures in each envelope should be clearly mentioned in the forwarding letter in Bidder's letterhead along with the bid.
26. Supporting technical brochures / catalogues / datasheets for all items offered indicating each feature in respect of offered models and makes must be submitted along with the offer, in absence of which the offer is liable to be rejected.
27. **Bids must be submitted in the prescribed forms/formats wherever specified.** To aid the bidders in preparation of their bid documents, soft copies of such forms/formats in Microsoft Word will be made available. Bidders may request for such forms/formats by e-mail to [kunal.bhattacharya@webel-india.com](mailto:kunal.bhattacharya@webel-india.com).
28. All signatures shall be in longhand.
29. Where there is a conflict between the words and the figures, the words shall prevail.
30. All notations must be in ink or type written. No erasing or overwriting will be permitted. Mistakes may be crossed out and corrections typed or written with ink adjacent thereto and must be initialed in ink by the person or persons signing the tender.
31. Bids shall not contain any recapitulation of the work to be done. Alternative proposals will not be considered unless called for. No written, oral, electronic, telegraphic or telephonic proposals for modifications will be acceptable.
32. Bids if subjected to any conditions or stipulations imposed by bidders are liable to be rejected.
33. Each and every page of this tender document must be signed with date and company seal by the Bidder. This is required to show that the Bidder has accepted all the terms and conditions mentioned in this tender document.
34. The Bidder's original proposal shall be neatly typed and shall be signed by an authorised signatory / signatories on behalf of the Bidder. The authorisation shall be provided by written Power of Attorney accompanying the proposal. The person or persons signing the proposal shall initial all pages of the proposal, except for un-amended printed literature. The proposal shall contain no interlineations, erasures or overwriting. In order to correct errors made by the Bidder, all corrections shall be done and initialed with date by the authorised signatory after striking out the original words / figures completely.
35. If at any point of time during procurement process or subsequently it is detected that documents submitted are forged / tampered / manipulated in any way, the total responsibility lies with the Bidder and WBEIDC reserves the full right to take action as may be deemed fit including rejection of the offer and such case is to be kept recorded for any future dealing with them.

### **Language of Proposal & Correspondence**

36. The proposal submitted by the Bidder should be in English language only. All the documents relating to the proposal (including brochures) supplied by the firm should also be in English, and the correspondence between the Bidder and WBEIDC will be in English language only. A duly signed formal copy must subsequently confirm any correspondence by fax / e-mail.

### **Price**

37. Prices shall be quoted in **Indian Rupees**, inclusive of all prevailing taxes, levies, duties, etc. However, the tax/duty/levy portion **MUST** be shown separately in the PRICE BID.

### **Period of Validity of Proposals**

38. The quoted offer and / or rates must remain firm and be valid for a minimum period of 180 days from the date of opening of the tender. No escalation of price will be allowed.

Variation in statutory rate levied by Government will however be reflected for both reduction and escalation.

39. WBEIDC reserves the right for seeking extension of validity of offered rates from the successful Bidder. Acceptance of such request during actual offer is however at the discretion of the Bidder. The price validity will remain unaltered irrespective of any reason including foreign exchange rate variation.

### **Tax Registration Certificate**

40. The Bidder shall produce up-to-date VAT, Service Tax, Income Tax and Professional Tax Certificate in the standard form from the Tax Authority or a Certificate that the assessment is under consideration. All such clearance certificates shall remain valid on the last date of tender submission.

### **Discrepancies and Adjustments thereof**

41. In the event of any discrepancy between description in words and figures, the rate, which corresponds to the words quoted by the Bidder, shall be taken as correct.
42. Discrepancy in the amount quoted by the Bidder due to calculation mistake of the unit rate, the unit rate shall be regarded as firm.
43. Discrepancy in totalling or carry forward in the amount quoted by the Bidder shall be corrected.

### **Canvassing**

44. Canvassing or support in any form for the acceptance of any tender is strictly prohibited. Any Bidder doing so will render them liable to penalties, which may include removal of their name from the register of approved vendors.

### **Assignments**

45. The tender committee allows no consortium in the tender.

### **Sealing, Marking & Delivery of Proposals**

46. All joints must be signed across and good quality transparent adhesive tape on top of such joints and signatures must be pasted with company seal to seal the envelopes.
47. The Bidder shall seal and mark various parts of the proposal as mentioned in SECTION – G INSTRUCTIONS TO BIDDERS later in this tender document.
48. If the envelopes are not sealed and not marked as required, WBEIDC shall assume no responsibility for the proposals' misplacement or premature opening.
49. Every envelope and forwarding letter of various parts of the proposal shall be addressed as follows:

**General Manager (Commercial)**  
**WBEIDC Limited**  
**Block – EP & GP, Sector-V**  
**Salt Lake Electronics Complex**  
**Kolkata-700 091**

50. Proposals sent through telex / telegrams / fax / e-mail shall not be accepted.
51. WBEIDC shall not be responsible for delay on account of delivery by the postal authorities as well as of courier companies. Such delivery shall be at the risk and cost of the vendor / Bidder.
52. Tenders shall be delivered to the office as notified on or before the date and time set for the opening of tenders in the NOTICE INVITING TENDER (Page 2 of this tender document).

### **Earnest Money Deposit (EMD)**

53. The Bidder shall furnish an EMD of Rs 1,00,000/- (Rupees One Lac only) in the form of a demand draft from a Scheduled Bank payable at Kolkata or a bank guarantee in favor of WBEIDC Limited. Any bid not accompanied with the valid EMD shall be summarily rejected. (See SECTION L – BID SECURITY FORM for the format of the Bank Guarantee).

Earnest money will be refunded to the unsuccessful bidders after receiving application from them on completion of tender process. In case of successful bidder(s), earnest money will be retained till performance guarantee security deposit is provided.

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

### **Withdrawal from Tender**

54. Any Bidder may withdraw their tender by written request at any time prior to the scheduled closing time for receipt of tenders and not thereafter.
55. If any Bidder withdraws their tender, without giving any satisfactory explanation for their withdrawal, before formal acceptance or refusal by WBEIDC within a reasonable time after the scheduled closing time for receipt of tenders, they shall be disqualified for participation in any tender of this organization for a minimum period of 2 (two) years.

### **Opening of Tender**

56. The tenders shall be opened at the time set forth in this document. Bidders or their authorized representatives are invited to be present and to put their signatures on the records of tender opening as each tender is opened.

### **Awarding of Contract**

57. The ultimate aim of WBEIDC is to implement the ERP system at its HQ at Webel Bhavan, various offices in SDF building and 100% subsidiary unit at Salt Lake Electronics Complex with main site at Webel Bhavan. WBEIDC intends to limit the number of technically and commercially responsive bidders to one from the list of such bidders. The Bidder with the highest Evaluation Score, which is based on the Technical Evaluation Score and the Quoted Price (See SECTION – K for details), will be considered for supply and implementation of the tendered items.
58. WBEIDC 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 what so ever.
59. WBEIDC also reserves the right to split the order and / or drop any line item and / or change the quantity of any line item without assigning any reason thereof.
60. Quantity mentioned in this tender document is indicative only and orders shall be placed subject to actual requirement. WBEIDC reserves the right to increase or decrease the quantity specified in the tender.
61. WBEIDC reserve the right to reject or accept or withdraw the tender in full or part as the case may be without assigning the reasons thereof. No dispute of any kind can be raised against the right of WBEIDC in any court of law or elsewhere.

### **Performance Bank Guarantee**

62. The successful Bidder will have to provide a security deposit of 5% of the total value of the order in the form of a Bank Guarantee (format given, see SECTION – J PERFORMANCE GUARANTEE BOND) for a validity period of 60 days more than the longest warranty period of the items within 10 days from the date of issue of WBEIDC's Letter of Intent (LOI), failure of which will automatically result into cancellation of the LOI. Under such circumstances WBEIDC reserves the right to get the job done by any other vendors.

### **Deduction of Sales Tax & Income Tax**

63. Deduction of all statutory and necessary taxes from each bill will be made as per Government Order prevailing at the time of payment. WBEIDC will issue necessary tax deduction certificate on demand.

### **Disputes and Arbitrations**

64. In case of any dispute or differences, breach and violation relating to the terms of this agreement, the said dispute or difference shall be referred to the sole arbitration of Executive Director (Technical & Business Development), WBEIDC Ltd. or any other person appointed by him. The award of the arbitrator shall be final and binding on both the parties.
65. In the event of such arbitrator to whom the matter is originally referred to vacates his office on resignation or otherwise or refuses to do works or neglecting his work or being unable to act as arbitrator for any reason whatsoever, the Executive Director (Technical & Business Development) or in his absence the Managing Director, WBEIDC, or his nominee, shall appoint another person to act as arbitrator in the place of outgoing arbitrator and the person so appointed shall be entitled to proceed further with the reference from the stage at which it was left by the predecessor. The vendor will have no objection in any such appointment that arbitrator so appointed is employee of WBEIDC. The adjudication of such arbitrator shall be governed by the provision of the Arbitration and Conciliation Act, 1996, or any statutory modification or re-enactment thereof or any rules made thereof.
66. The arbitration shall be held in Kolkata only.

### **Governing Laws**


67. This Tender Document and the contract shall be governed by and interpreted in accordance with Laws in force in India. The courts at Kolkata shall have exclusive jurisdiction in all matters arising under the contract.

### **Force Majeure Condition**

68. If the execution of the contract/supply order is delayed beyond the period stipulated in the supply order as result of outbreak of hostilities, declaration of an embargo or blockade of fire, flood, acts of God, then WBEIDC may allow such additional time by extending the project execution timeframe as considered to be justified by the circumstances of the case and its decision will be final. If additional time is granted by the WBEIDC, the supply order shall be read and understood as if it had contained from its inception the execution date as extended.

### **Confidentiality**

69. The bidders and their associates and WBEIDC shall treat all documents / data / software or part of them, which one may provide to the other, as strictly confidential and maintain secrecy for the same.
70. The bidders and their associates and WBEIDC shall not publish, disclose any information about, make available or otherwise dispose of the document / data / software or any part or parts thereof to any third party, directly or indirectly without prior written consent of the other party to this agreement.

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71. The bidders and their associates shall restrict access to the documents / data / software only to those of their employees to whom it will be felt necessary and relevant for this project and shall draw the provision of this undertaking to the personal attention of those of their employees to whom access to the document / data / software will be granted.

## SECTION – D

### SCHEDULE OF REQUIREMENTS

Bidders have to submit un-priced detailed Bill of Material for all the Hardware, Software / Licences, Printer, Switch, Rack, UPS and any other items like cables, etc. and services like cable laying, etc., if required to complete the commissioning job, in the set of QUALIFYING BID (See SECTION – G INSTRUCTIONS TO BIDDERS) and the same Bill of Material, but priced, of all the proposed Hardware, Software / Licences, Printer, Switch, Rack, UPS and any other items like cables, etc. and services like cable laying, etc., in the PRICE BID.

**Item Nos 1 to 4 below MUST be from the same OEM**

Bidders MUST submit their un-priced SCHEDULE OF REQUIREMENTS **STRICTLY** in the formats given below in the set of QUALIFYING BID. **ANY DEVIATIONS FROM THE GIVEN FORMATS MAY RESULT INTO REJECTION OF THE BIDS.**

	MINIMUM REQUIRED SPECIFICATIONS	REQUIRED MINIMUM QUANTITY	REMARKS / DEVIATIONS, IF ANY, IN THE OFFERED SPECIFICATIONS
<b>1</b>	<b>SERVER – TYPE I</b>	<b>Write Server Make &amp; Model No. here →</b>	
1.1	64 bit processors with 2.6 GHz or above with a minimum of 2 processors, each processor having 4 cores.	<b>2 Nos.</b>	
1.2	Processor should be of latest series / generation for the server model and support should be for a minimum of 5 years.		
1.3	Operating system: Support for x64 bit Windows Operating System as applicable with Cluster support. The server make and model should be certified as compatible with Windows Server 2008 R2 on Microsoft web site.		
1.4	Memory: minimum 12 GB ECC or equivalent RAM of highest frequency as applicable in the quoted model to be offered per processor. Memory should support ECC and memory mirroring upgradable up to 128 GB		
1.5	Cache: Total Cache to be minimum 8 MB per processor socket.		

	MINIMUM REQUIRED SPECIFICATIONS	REQUIRED MINIMUM QUANTITY	REMARKS / DEVIATIONS, IF ANY, IN THE OFFERED SPECIFICATIONS
1	<b>SERVER – TYPE I</b>	<b>Write Server Make &amp; Model No. here →</b>	
1.6	Minimum 6 x 300 GB (or higher) SAS / SATA hot plug drives in RAID 0,1 combinations with provision of mirroring of OS and provision of maintaining data for certain specific applications.		
1.7	4 Ethernet ports of minimum 10/100/1000 Mbps; 4 nos. USB 2.0 compliant ports. All components MUST be from the same OEM.		
1.8	SAN HBAs should be connected on separate slots for high throughput requirements.		
1.9	All cards should be on 64 bit PCI-X/PCI-e slots with minimum 4 PCI.		
1.10	25% of total slots should be free for future expansion; that is the Bidder should not consume more than 75% available slots in the server.		
1.11	1 DVD R/W Drive.		
1.12	Power: minimum Dual Redundant Power Supply Hot pluggable; Power Supply must be able to support the fully loaded configurations.		
1.13	The Server chassis should be fitted with HS fan modules fully loaded.		
1.14	Server should support virtualization.		
1.15	The server should be capable of generating failure alerts for CPU, memory, hard disks, voltage regulator module & power supply, HS fans etc and the OEM should provide warranty / AMC replacement based on PFA.		
1.16	The server quoted must conform to the international FCC standard or equivalent.		

	MINIMUM REQUIRED SPECIFICATIONS	REQUIRED MINIMUM QUANTITY	REMARKS / DEVIATIONS, IF ANY, IN THE OFFERED SPECIFICATIONS
1	<b>SERVER – TYPE I</b>	<b>Write Server Make &amp; Model No. here →</b>	
1.17	Necessary software and scripts for automatic cluster failover and load balancing within cluster to be supplied for cluster based solutions.		
1.18	It should have seamless failover without manual intervention; management of the OS and the partitions (if required) in the servers.		
1.19	System Management: Local system management and control. It must enable complete access, monitoring and control from console. Required hardware and software from the same OEM (no third party software is applicable) must be supplied.		
1.20	The Volume Manager and file system on the server should support heterogeneous storage models from different OEMs.		
1.21	Console with color monitor, keyboard and mouse with KVM Switch of the same make & color, as the base system.		
1.22	The operating system software should be based on open standards.		
1.23	The system software must provide perpetual and full use licenses.		
1.24	Form Factor: 19" rack mountable with rack mounting accessories.		
1.25	Warranty: At least 3 years on-site comprehensive warranty from the OEM.		
1.26	Any other items.	As per the Bidder's recommendation.	

	MINIMUM REQUIRED SPECIFICATIONS	REQUIRED MINIMUM QUANTITY	REMARKS / DEVIATIONS, IF ANY, IN THE OFFERED SPECIFICATIONS
<b>2</b>	<b>SERVER – TYPE II</b>	<b>Write Server Make &amp; Model No. here →</b>	
2.1	64 bit processors with 2.6 GHz or above with a minimum of 2 processors, each processor having 4 cores.	<b>1 No.</b>	
2.2	Processor should be of latest series / generation for the server model and support should be for a minimum of 5 years.		
2.3	Operating system: Support for x64 bit Windows Operating System as applicable with Cluster support. The server make and model should be certified as compatible with Windows Server 2008 R2 on Microsoft web site.		
2.4	Memory: minimum 6 GB ECC or equivalent RAM of highest frequency as applicable in the quoted model to be offered per processor. Memory should support ECC and memory mirroring upgradable up to 128 GB.		
2.5	Cache: Total Cache to be minimum 8 MB per processor socket.		
2.6	Minimum 2 x 300 GB (or higher) SAS / SATA hot plug drives in RAID 0,1 combinations with provision of mirroring of OS and provision of maintaining data for certain specific applications.		
2.7	2 Ethernet ports of minimum 10/100/1000 Mbps; 4 nos. USB 2.0 compliant ports. All components MUST be from the same OEM.		
2.8	SAN HBAs should be connected on separate slots for high throughput requirements.		
2.9	All cards should be on 64 bit PCI-X/PCI-e slots with minimum 4 PCI.		

	MINIMUM REQUIRED SPECIFICATIONS	REQUIRED MINIMUM QUANTITY	REMARKS / DEVIATIONS, IF ANY, IN THE OFFERED SPECIFICATIONS
<b>2</b>	<b>SERVER – TYPE II</b>	<b>Write Server Make &amp; Model No. here →</b>	
2.10	25% of total slots should be free for future expansion; that is the Bidder should not consume more than 75% available slots in the server.		
2.11	1 DVD R/W Drive.		
2.12	Power: minimum Dual Redundant Power Supply Hot pluggable; Power Supply must be able to support the fully loaded configurations.		
2.13	The Server chassis should be fitted with HS fan modules fully loaded.		
2.14	Server should support virtualization.		
2.15	The server should be capable of generating failure alerts for CPU, memory, hard disks, voltage regulator module & power supply, HS fans etc and the OEM should provide warranty / AMC replacement based on PFA.		
2.16	The server quoted must conform to the international FCC standard or equivalent.		
2.17	Necessary software and scripts for automatic cluster failover and load balancing within cluster to be supplied for cluster based solutions.		
2.18	It should have seamless failover without manual intervention; management of the OS and the partitions (if required) in the servers.		
2.19	System Management: Local system management and control. It must enable complete access, monitoring and control from console. Required hardware and software from the same OEM (no third party software is applicable) must be supplied.		

	MINIMUM REQUIRED SPECIFICATIONS	REQUIRED MINIMUM QUANTITY	REMARKS / DEVIATIONS, IF ANY, IN THE OFFERED SPECIFICATIONS
<b>2</b>	<b>SERVER – TYPE II</b>	<b>Write Server Make &amp; Model No. here →</b>	
2.20	The Volume Manager and file system on the server should support heterogeneous storage models from different OEMs.		
2.21	Console with color monitor, keyboard and mouse with KVM Switch of the same make & color, as the base system.		
2.22	The operating system software should be based on open standards.		
2.23	The system software must provide perpetual and full use licenses.		
2.24	Form Factor: 19" rack mountable with rack mounting accessories.		
2.25	Warranty: At least 3 years on-site comprehensive warranty from the OEM.		
2.26	Any other items.		As per the Bidder's recommendation.

	MINIMUM REQUIRED SPECIFICATIONS	REQUIRED MINIMUM QUANTITY	REMARKS / DEVIATIONS, IF ANY, IN THE OFFERED SPECIFICATIONS
<b>3</b>	<b>FIBER CHANNEL ADAPTERS</b>	<b>Write Fiber Channel Adapters Make here →</b>	
3.1	Fiber Channel Adapters 2 x minimum 4 Gbps for Server – Type I.	<b>1 Set</b>	
3.2	Warranty: At least 3 years on-site comprehensive warranty from the OEM.		
3.3	Any other items.	As per the Bidder's recommendation.	

MINIMUM REQUIRED SPECIFICATIONS		REQUIRED MINIMUM QUANTITY	REMARKS / DEVIATIONS, IF ANY, IN THE OFFERED SPECIFICATIONS
4	<b>LTO TAPE DRIVE</b>	Write LTO Tape Drive Type, Make & Model No. here →	
4.1	The Backup tape drive should be of LTO format (Linear Tape Open format).	1 No.	
4.2	The tape drive should be capable of backing up 800 GB of data in a compressed format and a minimum of 400 GB in normal uncompressed format.		
4.3	The tape drive should be compatible with latest Microsoft windows server operating system.		
4.4	The tape drive should natively support a sustained data transfer rate of 80 MBps.		
4.5	The tape drive should be rack mountable.		
4.6	The tape drive should have SAS interface for connecting onto the servers for taking backup.		
4.7	Warranty: At least 3 years on-site comprehensive warranty from the OEM.		
4.8	Any other items.		As per the Bidder's recommendation.

**Item Nos 5 & 6 below MUST be from the same OEM.**

MINIMUM REQUIRED SPECIFICATIONS		REQUIRED MINIMUM QUANTITY	REMARKS / DEVIATIONS, IF ANY, IN THE OFFERED SPECIFICATIONS
5	<b>DESKTOP COMPUTERS – TYPE I</b>	Write Desktop Computer Make & Model No. here →	
5.1	Intel Core 2 Duo or AMD Athlon 64 X2 AM2 or better processor.	6 Nos.	
5.2	Frequency 2.2 GHz or better.		
5.3	4 GB RAM		
5.4	200 GB SATA HDD or better		
5.5	16x DVD +/- RW		

MINIMUM REQUIRED SPECIFICATIONS		REQUIRED MINIMUM QUANTITY	REMARKS / DEVIATIONS, IF ANY, IN THE OFFERED SPECIFICATIONS
5	<b>DESKTOP COMPUTERS – TYPE I</b>	Write Desktop Computer Make & Model No. here →	
5.6	Integrated 10/100/1000 Gigabit Ethernet		
5.7	External I/O Ports: at least 4 USB 2.0		
5.8	15" TFT Monitor or better		
5.9	104-Key Keyboard or better		
5.10	Optical Mouse		
5.11	Pre-loaded with Microsoft Windows 7 Professional Edition		
5.12	Warranty: At least 3 years on-site comprehensive warranty from the OEM.		
5.13	Any other items.	As per the Bidder's recommendation.	

MINIMUM REQUIRED SPECIFICATIONS		REQUIRED MINIMUM QUANTITY	REMARKS / DEVIATIONS, IF ANY, IN THE OFFERED SPECIFICATIONS
6	<b>DESKTOP COMPUTERS – TYPE II (WITH ADDITIONAL PARALLEL PORT)</b>	Write Desktop Computer Make & Model No. here →	
6.1	Intel Core 2 Duo or AMD Athlon 64 X2 AM2 or better processor.	25 Nos.	
6.2	Frequency 2.2 GHz or better.		
6.3	4 GB RAM		
6.4	200 GB HDD or better		
6.5	16x DVD +/- RW		
6.6	Integrated 10/100/1000 Gigabit Ethernet		
6.7	External I/O Ports: at least 4 USB 2.0; 1 Parallel Port to support existing Parallel Dot Matrix / Ink Jet / Bubble Jet Printers		
6.8	15" TFT Monitor or better		
6.9	104-Key Keyboard or better		
6.10	Optical Mouse		
6.11	Pre-loaded with Microsoft Windows 7 Professional Edition		

	MINIMUM REQUIRED SPECIFICATIONS	REQUIRED MINIMUM QUANTITY	REMARKS / DEVIATIONS, IF ANY, IN THE OFFERED SPECIFICATIONS
6	<b>DESKTOP COMPUTERS – TYPE II (WITH ADDITIONAL PARALLEL PORT)</b>	<b>Write Desktop Computer Make &amp; Model No. here →</b>	
6.12	Warranty: At least 3 years on-site comprehensive warranty from the OEM.		
6.13	Any other items.	As per the Bidder's recommendation.	

	MINIMUM REQUIRED SPECIFICATIONS	REQUIRED MINIMUM QUANTITY	REMARKS / DEVIATIONS, IF ANY, IN THE OFFERED SPECIFICATIONS
<b>7</b>	<b>SYSTEM SOFTWARE*</b>		
7.1	Microsoft Windows Server 2008 R2 Enterprise Edition OLP for Servers – Types I & II mentioned above.	<b>3 Nos.</b>	
7.2	At least 3 years comprehensive maintenance from the OEM.		
7.3	Microsoft Windows Server 2008 Client Access Licenses (CALs) OLP	<b>100 Nos.</b>	
7.4	At least 3 years comprehensive maintenance from the OEM.		
7.5	Any other items.	As per the Bidder's recommendation.	

\* Corporate licence on a perpetual and on a non-transferable basis shall be contracted to WBEIDC by the Bidder. This shall entail WBEIDC to use and operate the Operating Systems and CALs, for its own business purposes or in any of its subsidiaries.

MINIMUM REQUIRED SPECIFICATIONS		REQUIRED MINIMUM QUANTITY	REMARKS / DEVIATIONS, IF ANY, IN THE OFFERED SPECIFICATIONS
<b>8</b>	<b>LINE MATRIX PRINTER</b>	Write Line Matrix Printer Make & Model No. here →	
8.1	Print Method: Impact Line Matrix	<b>1 No.</b>	
8.2	Speed: Minimum 600 LPM in High Speed, Upper Case		
8.3	Character Pitch: At least 10, 12 & 15 chars. per inch		
8.4	Line Spacing: At least 6 & 8 lines per inch		
8.5	Print Attributes: At least bold, italic, overstrike, underline, subscript and superscript.		
8.6	Forms Handling Type: Continuous, fan folded, edge-perforation.		
8.7	Print Width: Minimum 13.6"		
8.8	Form Length: 3" to 12" or better		
8.9	Form Width: 6" to 15" or better		
8.10	Carbon Multipart: At least 3 copies		
8.11	Carbonless Multipart: At least 5 copies		
8.12	Front paper tray		
8.13	Slide-out Paper Tray for easy loading and unloading		
8.14	Interfaces: At least 1 Parallel port, 1 Serial port & 1 Ethernet 10/100 port		
8.15	Acoustic Noise: < 60 dB		
8.16	Software Compatibility: Windows XP, Vista, 7		
8.17	Input Voltage: 150 – 270 VAC		
8.18	Frequency: 47 – 60 Hz		
8.19	Warranty: At least 3 years on-site comprehensive warranty.		
8.20	Any other items.	As per the Bidder's recommendation.	

	MINIMUM REQUIRED SPECIFICATIONS	REQUIRED MINIMUM QUANTITY	REMARKS / DEVIATIONS, IF ANY, IN THE OFFERED SPECIFICATIONS
<b>9</b>	<b>NETWORK SWITCH</b>	<b>Write Network Switch Make &amp; Model No. here →</b>	
9.1	24 port Managed Switch 10/100/1000 Mbps ports shared by 4 SFP and 4 x SFP+ slots to accommodate 4 x 10 Gigabit module in the future.	<b>1 No.</b>	
9.2	Backplane and Throughput: 120 Gbps backplane and 90 mpps throughput.		
9.3	Protocol Support: The switch should support static routing, RIPv1, RIPv2 with support for 1000 routing entries.		
9.4	Memory: 512 MB Flash, 512 MB SDRAM.		
9.5	The Switch should be rack mountable.		
9.6	Warranty: At least 3 years on-site comprehensive warranty from the OEM.		
9.7	Any other items.		As per the Bidder's recommendation.

	MINIMUM REQUIRED SPECIFICATIONS	REQUIRED MINIMUM QUANTITY	REMARKS / DEVIATIONS, IF ANY, IN THE OFFERED SPECIFICATIONS
<b>10</b>	<b>42U RACK</b>	<b>Write Rack Make &amp; Model No. (if any) here →</b>	
10.1	19" Rack 42U, 800 mm Width, 1000 mm Depth.	<b>1 No.</b>	
10.2	Top cover fully vent & bottom cover with cable entry provision.		
10.3	Horizontal support channel / 2 nos. 19" A/C mail Channel with 10 nos. 5 amp Socket and at least 4 nos. 15 amp Socket / H/D Stationery Shelf / Fan Module with 4 nos. 90 cfm Fan / Front Panel, 2 nos. Mounting Hardware (Pack of 20)		
10.4	Warranty: At least 1 year on-site comprehensive warranty from the OEM.		

	MINIMUM REQUIRED SPECIFICATIONS	REQUIRED MINIMUM QUANTITY	REMARKS / DEVIATIONS, IF ANY, IN THE OFFERED SPECIFICATIONS
10	42U RACK	Write Rack Make & Model No. (if any) here →	
10.6	Any other items.	As per the Bidder's recommendation.	

	MINIMUM REQUIRED SPECIFICATIONS	REQUIRED MINIMUM QUANTITY	REMARKS / DEVIATIONS, IF ANY, IN THE OFFERED SPECIFICATIONS
11	10 KVA ON-LINE UPS	Write UPS Make & Model No. here →	
11.1	Technology: True On-Line UPS with double conversion technology; Micro-processor / Microcontroller / DSP based; IGBT based rectifier and inverter.	1 No.	
11.2	Power Rating: 10 KVA.		
Input			
11.3	Nominal Voltage: 415 VAC / 3 Phase.		
11.4	Voltage Range: + 15%, – 25%.		
11.5	Frequency: 50 Hz ± 4 Hz.		
11.6	Power Factor: 0.99.		
Output			
11.7	Voltage Range: 220 / 230 / 240 VAC (selectable) ± 1%.		
11.8	Voltage Distortion: < 2% (Linear Load), < 3% (Non Linear Load).		
11.9	Frequency: ± 1%, synchronized with bypass, 50 Hz ± 0.1% free run.		
11.10	Power Factor: 0.8.		
11.11	Crest Factor: 3:1.		
11.12	Inverter Overload: 150% for 1 min.		
11.13	Galvanic Isolation: Built-in Input / Output Isolation.		
Battery			
11.14	Type: Sealed Maintenance Free, Value Regulated Lead Acid.		

	MINIMUM REQUIRED SPECIFICATIONS	REQUIRED MINIMUM QUANTITY	REMARKS / DEVIATIONS, IF ANY, IN THE OFFERED SPECIFICATIONS
11	<b>10 KVA ON-LINE UPS</b>	<b>Write UPS Make &amp; Model No. here →</b>	
11.15	Make:	Bidder to specify →	
11.16	Number of Battery Cells:	Bidder to specify →	
11.17	Rated Voltage:	Bidder to specify →	
11.18	AH Rating:	Bidder to specify →	
11.19	Standard Backup Time: 30 mins. on Full Load.		
11.20	Transfer Time: Zero.		
11.21	Battery Management: Intelligent Battery Management for longer battery life.		
Environmental Protections & Others			
11.22	Audible Noise: < 45 dB.		
11.23	Operating Temperature: 0 – 45°C		
11.24	Safety: CCEE or equivalent	Bidder to specify →	
11.25	Phase Neutral Reverse Protection: In the event of reversal in phase sequence, the UPS should automatically adjust itself and should get synchronized with the input phase.		
11.26	EMC / EMI Protection:	Bidder to specify → (WBEIDC reserves the right to ask for original Laboratory type testing certificate.)	
11.27	Surge Protection:	Bidder to specify → (WBEIDC reserves the right to ask for original Laboratory type testing certificate.)	
11.28	Display: LCD with memory to store minimum 100 event history.		

	MINIMUM REQUIRED SPECIFICATIONS	REQUIRED MINIMUM QUANTITY	REMARKS / DEVIATIONS, IF ANY, IN THE OFFERED SPECIFICATIONS
11	<b>10 KVA ON-LINE UPS</b>	<b>Write UPS Make &amp; Model No. here →</b>	
11.29	Special Feature: In the event of a shut down due to low battery, the UPS should automatically restart once the input AC power resumes.		
Credentials			
11.30	Manufacturer should be ISO 9001:2000 certified		
11.31	Manufacturer should be ISO 14001 certified		
Warranty / AMC			
11.32	Warranty for UPS: At least 3 years on-site comprehensive warranty from the OEM.		
11.33	Warranty for Batteries: At least 3 years on-site comprehensive warranty from the OEM.		
Any Other Items			
11.34	Any other items.	As per the Bidder's recommendation.	

	MINIMUM REQUIRED SPECIFICATIONS	REQUIRED MINIMUM QUANTITY	REMARKS / DEVIATIONS, IF ANY, IN THE OFFERED SPECIFICATIONS
12	<b>ANTIVIRUS SOFTWARE FOR WINDOWS SERVERS *</b>	<b>Write Antivirus Software Make &amp; Edition here →</b>	
12.1	Complete Windows Server Protection software with the following features:-	As per the Bidder's recommendation to protect the 3 servers offered against Item Nos. 1 & 2 with Microsoft Windows Server 2008 R2 Enterprise Edition as the Operating System	
12.2	Antivirus & Antispyware		
12.3	Malware Protection		
12.4	Server Firewall		
12.5	Intrusion Prevention		
12.6	High-Performance, without affecting the server performance adversely		
12.7	Compatible with the Server CPUs as offered by the Bidder against Items Nos. 1 & 2		

	MINIMUM REQUIRED SPECIFICATIONS	REQUIRED MINIMUM QUANTITY	REMARKS / DEVIATIONS, IF ANY, IN THE OFFERED SPECIFICATIONS
12	<b>ANTIVIRUS SOFTWARE FOR WINDOWS SERVERS *</b>	<b>Write Antivirus Software Make &amp; Edition here →</b>	
12.8	Compatible with Microsoft Windows Server 2008 R2 Enterprise Edition		
12.9	Must not clash with existing antivirus software on desktops & laptops on the same LAN as the servers		
12.10	Management Console		
12.11	At least 3 years comprehensive maintenance from the OEM.		
12.12	Any other items.	As per the Bidder's recommendation.	

Corporate licence on a perpetual and on a non-transferable basis shall be contracted to WBEIDC by the Bidder. This shall entail WBEIDC to use and operate the software, for its own business purposes or in any of its subsidiaries.

	REQUIRED SPECIFICATIONS	INDICATIVE MINIMUM QUANTITY	REMARKS / DEVIATIONS, IF ANY, IN THE OFFERED SPECIFICATIONS
<b>13</b>	<b>RAM UPGRADATION</b>		
13.1	1 GB DDR 2 RAM	<b>8 Nos.</b>	
13.2	1 GB DDR 1 RAM	<b>3 Nos.</b>	
13.3	2 x 512 MB SDRAM	<b>4 Sets</b>	

The winning Bidder will have to inspect the selected computers and provide the required nos. of RAM of the appropriate type to upgrade RAM to 1 GB on each such computer.

## **SECTION – E**

### **SCOPE OF WORK**

1. **Installation, Commissioning & System Integration Scope** – All equipment and software as per the Bidder's Schedule of Requirements will have to be installed and commissioned by the Bidder. System integration, as applicable, will have to be carried out by the Bidder in collaboration with WBEIDC's ERP Implementation Partners, Infrastructure Support Team and IT Team.

This scope includes, but is not limited to:

- a) Installation and commissioning of the UPS, including power and signal cabling as applicable.
  - b) Installation and commissioning of the Rack, including power cabling.
  - c) Installation and commissioning of the Switch, including power and data cabling.
  - d) Installation and commissioning of Server hardware, including power and data cabling.
  - e) Installation of Active Directory on one Windows Server 2008 R2
  - f) Installation and commissioning of Fiber Channel Adapters, if ordered, on selected server(s).
  - g) Installation of Server System Software, including OS hardening.
  - h) Installation of Anti-virus software on the servers.
  - i) Installation and commissioning of LTO Tape Drive, including power and data cabling.
  - j) Installation and commissioning of Desktop Computers, including data cabling up to the wall-mounted I/O boxes to be provided by WBEIDC and connecting to the existing peripherals.
  - k) Installation and commissioning of Printer, including data cabling up to the wall-mounted I/O boxes to be provided by WBEIDC.
2. **Scope of Upgradation of RAM in Desktop Computers** – Specifications and quantities mentioned for Item No. 13 in SECTION – D SCHEDULE OF REQUIREMENTS are indicative. The winning Bidder will have to inspect the selected computers and provide the required nos. of RAM of the appropriate type to upgrade RAM to 1 GB on each such computer.
3. **Geographical Scope** – The equipment and software will be implemented in WBEIDC, HO and WTL office at Kolkata.
4. **Training Scope** – Administrators' / Operators' Training for the Server, Switch, Antivirus software, LTO Tape Drive, Networking Equipment, Printer and UPS will be imparted by the winning bidder during the course of commissioning of the equipment at WBEIDC H.O., Kolkata.

## **SECTION – F**

### **PAYMENT TERMS AND LIQUIDATED DAMAGES**

1. Payment Terms:
  - 1.1 90 % payment on successful commissioning of the ENTIRE LIST of items ordered.
  - 1.2 The balance 10 % will be disbursed after 90 days of successful operations.
  - 1.3 No advance payment shall be made.

2. Liquidated Damages (LD):

Should the Bidder fail to commission the entire list of items ordered within the period prescribed in Clause 8 of SECTION C – TERMS AND CONDITIONS in this tender document, WBEIDC shall be entitled to recover damages as per details given below:

- I. For a delay in commissioning beyond 5 weeks from the date of LOI – 1 % of Total Order Value per week of delay.
- II. Overall maximum penalty due to delayed commissioning – 3 % of the total order value.

Quantum of liquidated damages assessed and levied by WBEIDC shall be final and not challengeable by the winning Bidder.

LD will be deducted from the EMD/PBG.

After 3 weeks of delay, the LOI/PO will automatically stand cancelled and WBEIDC reserves the rights to get the job done by any other vendor.

3. The Bidder is to quote detail item wise material requirement. The Bidder is to complete the job with the items quoted. No payment will be made for any extra items used for the successful completion of the job.

## **SECTION – G**

### **INSTRUCTIONS TO BIDDERS**

Interested Bidders are required to submit their (a) documentary evidence to support the MINIMUM ELIGIBILITY CRITERIA FOR PARTICIPATION (See SECTION – A) and other required documents (See below under QUALIFYING BID sub-section for a complete check-list); (b) Techno-Commercial bid (See below under TECHNO-COMMERCIAL BID sub-section for a check-list), and (c) Price bid (For details see below under PRICE BID sub-section), in three separate sealed envelopes as per instructions given below: -

The Bidder shall seal and mark various parts of the proposal as follows:

- A) Documentary evidence to support the Minimum Eligibility Criteria and other required documents in one envelope super-scribed with words:-

**“QUALIFYING BID for Supply, Installation and Commissioning of Hardware and System Software for ERP Application In WBEIDC and WTL”, “Tender no. WBEIDC/COMM/18/09-10/R dated 14.01.2010” and “Do Not Open Before 27 January 2010, at 12.30 Hrs”.** This envelope MUST also contain the TDM<sup>4</sup> and EMD<sup>5</sup> in two separate smaller envelopes inside it.

This envelope MUST also clearly indicate the Bidder’s name.

- B) Techno-Commercial Bid in a second envelope super-scribed with words:-  
**“TECHNO-COMMERCIAL BID for Supply, Installation and Commissioning of Hardware and System Software for ERP Application In WBEIDC and WTL”, “Tender no. WBEIDC/COMM/18/09-10/R dated 14.01.2010” and “Do Not Open Before 27 January 2010, at 12.30 Hrs”.**

This envelope MUST also clearly indicate the Bidder’s name.

- C) Price Bid in a third envelope super-scribed with words **“PRICE BID for Supply, Installation and Commissioning of Hardware and System Software for ERP Application In WBEIDC and WTL” and “Tender no. WBEIDC/COMM/18/09-10/R dated 14.01.2010”.**

This envelope MUST also clearly indicate the Bidder’s name.


- D) All these three envelopes shall be sealed in a fourth outermost covering envelope super-scribed with words **“Tender No. WBEIDC/COMM/18/09-10/R dated 14.01.2010, QUALIFYING BID, TECHNO-COMMERCIAL BID & PRICE BID for Supply, Installation and Commissioning of Hardware and System Software for ERP Application In WBEIDC and WTL” and “Do Not Open Before 27 January 2010, at 12:30 Hrs”.**

This envelope MUST also clearly indicate the Bidder’s name.

Such a sealed envelope as mentioned above in Clause D) containing the sealed QUALIFYING BID along with TDM and EMD, TECHNO-COMMERCIAL BID and PRICE BID should be sent to the **General Manager (Commercial), WBEIDC Limited, Block - EP & GP, Sector –V, Salt Lake, Kolkata -700 091**, through post / speed post / courier or dropped personally within the stipulated time in the tender box kept with him. No other

<sup>4</sup> Tender Document Money

<sup>5</sup> Earnest Money Deposit

	<b>Tender no.:</b> WBEIDC/COMM/18/09-10/R <b>Date:</b> 14.01.2010	Page 34 of 67
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mode of delivery shall be accepted. WBEIDC will not be responsible for any postal delay.  
Late submission of Bid will not be accepted.

### QUALIFYING BID

This set MUST contain the following documents STRICTLY in the given order. **ANY DEVIATIONS FROM THE GIVEN ORDER MAY RESULT INTO REJECTION OF THE BID.**

SL No	CRITERIA	SUPPORTING DOCUMENTS REQUIRED	SUBMITTED (YES/NO)
<b>DOCUMENTS INDEX</b>			
1	Details of the enclosures in the envelope of QUALIFYING BID MUST be clearly indexed in the forwarding letter.	A Table of Contents in the forwarding letter on the Bidder's letterhead. This MUST be the first page of this set of documents.	
<b>DOCUMENTARY EVIDENCE TO SUPPORT MINIMUM ELIGIBILITY CRITERIA</b>			
2	The Bidder MUST have experience with respect to installation and commissioning of (a) x64 architecture-based servers with MS Windows server software, including installing Active Directory, (b) desktop hardware and (c) on-line UPS, in at least THREE organizations and all these three implementations MUST have been COMPLETED within the LAST THREE YEARS. Order value for each of these installations MUST be at least Rs 20 LAKHS against a SINGLE ORDER.	Documentary evidence in form of at least 3 (three) Project Completion Certificates from customers in the specified format (see <b>Client Certificate</b> in SECTION – I) included in the Tender Document.	
		Documentary evidence in form of corresponding Purchase Order(s) / Agreement(s) specifying the values of orders.	
3	At least ONE among the above three installations (specified in Point 2 above) MUST be for a GOVERNMENT AGENCY / GOVT. UNDERTAKING / GOVT. DEPARTMENT / QUASI GOVT. DEPT / PSU / BOARD / COUNCIL OR SIMILAR ORGANIZATION.	At least one of the Project Completion Certificates, required against Point 2 above, from such customer(s) as specified in this clause (Clause No. 3).	
4	The Bidder MUST have an annual turnover of RS 1 CRORE from HARDWARE INSTALLATION and SYSTEM INTEGRATION SERVICES ONLY, notwithstanding their other lines of businesses, if any, in the LAST FINANCIAL YEAR.	Documentary evidence in form of audited / certified statement from practicing Chartered Accountant firm, clearly specifying the revenue from such line of business as specified, in the last financial year.	

SL No	CRITERIA	SUPPORTING DOCUMENTS REQUIRED	SUBMITTED (Yes/No)
5	The Bidder MUST have an AGGREGATE OF RS 2 CRORES turnover from HARDWARE INSTALLATION and SYSTEM INTEGRATION SERVICES ONLY over THE LAST THREE FINANCIAL YEARS.	Documentary evidence in form of audited / certified statement(s) from practicing Chartered Accountant firm, clearly specifying the revenue from such line of business as specified, in the two financial years prior to the last financial year.	
6	Non Ban Certificate MUST be produced.	A declaration that the Bidder 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, this fact must be clearly stated.	
7	The Bidder MUST have an office as well as a support Centre in Kolkata.	A statement containing a list of office(s) in Kolkata (supported by printed literature or brochure, etc. or Registration of Incorporation under Companies Act, clearly indicating the Bidder's address at Kolkata) with nature of activities and the no of technical people.	
<b>DOCUMENTARY EVIDENCE TO SUPPORT BOM REQUIREMENTS</b>			
8	The Bidder MUST bid for all items mentioned in SECTION – D SCHEDULE OF REQUIREMENTS in their proposal.	The Bidder's proposal on their letterhead, with an exact copy of the set of tables in SECTION – D SCHEDULE OF REQUIREMENTS with the "REMARKS / DEVIATIONS, IF ANY, IN THE OFFERED SPECIFICATIONS" column completely filled in.	
9	Item Nos. 1 to 4 of SECTION – D SCHEDULE OF REQUIREMENTS, viz. Server Types – I & II, Fiber Channel Adapters and LTO Tape Drive, MUST be from the SAME OEM.	SCHEDULE OF REQUIREMENTS to clearly specify the make of each of such items.	

SL No	CRITERIA	SUPPORTING DOCUMENTS REQUIRED	SUBMITTED (Yes/No)
10	Item Nos. 5 & 6 of SECTION – D SCHEDULE OF REQUIREMENTS, viz. Desktop Computer Types – I & II, MUST be from the SAME OEM.	SCHEDULE OF REQUIREMENTS to clearly specify the make of each of such items.	
<b>DOCUMENTARY EVIDENCE FOR SUPPORT CRITERIA</b>			
<b>OEM certificates as mentioned below MUST be submitted (in the specified format for all items excepting software; see OEM Certificate in SECTION – I for the format).</b>			
11	All hardware, software / licenses, printer, networking products and UPS including batteries MUST be quoted with AT LEAST 3 YEARS OF ON-SITE COMPREHENSIVE MANUFACTURER'S WARRANTY.	Tender specific OEM authorization certificate <u>in the specified format</u> for their acceptance of responsibility for supply, installation and comprehensive maintenance of <b>server hardware, fiber channel adapters</b> and <b>LTO tape drive</b> during the warranty period.	
		Tender specific OEM authorization certificate <u>in the specified format</u> for their acceptance of responsibility for supply, installation and comprehensive maintenance of <b>desktop hardware</b> , during the warranty period.	
		Tender specific OEM authorization certificate <u>in the specified format</u> for their acceptance of responsibility for supply, installation and comprehensive maintenance of <b>line matrix printer</b> , during the warranty period.	
		Tender specific OEM authorization certificate <u>in the specified format</u> for their acceptance of responsibility for supply, installation and comprehensive maintenance of <b>network switch</b> , during the warranty period.	
		Tender specific OEM authorization certificate <u>in the specified format</u> for their acceptance of responsibility for supply, installation and comprehensive maintenance of <b>on-line UPS including batteries</b> , during the warranty period.	

SL No	CRITERIA	SUPPORTING DOCUMENTS REQUIRED	SUBMITTED (Yes/No)
		Tender specific OEM authorization form for their acceptance of responsibility for supply, installation and comprehensive maintenance of <b>antivirus software</b> , during the warranty period.	
		Tender specific OEM authorization form from <b>Microsoft</b> for their acceptance of responsibility for supply, installation and comprehensive maintenance of <b>Server and Desktop Operating Systems</b> and <b>CALs</b> , during the warranty period .	
12	Post-warranty AMC, if awarded to the Bidder, MUST be accepted by he Bidder for the 4 <sup>th</sup> year onwards for at least 2 (TWO) MORE YEARS AFTER THE WARRANTY PERIOD.	Tender specific OEM declaration in their authorization certificate for their acceptance of responsibility for comprehensive maintenance of <b>server hardware, fiber channel adapters</b> and <b>LTO tape drive</b> , during the post-warranty maintenance contract period.	
		Tender specific OEM declaration in their authorization certificate for their acceptance of responsibility for comprehensive maintenance of <b>desktop hardware</b> , during the post-warranty maintenance contract period.	
		Tender specific OEM declaration in their authorization certificate for their acceptance of responsibility for comprehensive maintenance of <b>line matrix printer</b> , during the post-warranty maintenance contract period.	

SL No	CRITERIA	SUPPORTING DOCUMENTS REQUIRED	SUBMITTED (Yes/No)
		Tender specific OEM declaration in their authorization certificate for their acceptance of responsibility for comprehensive maintenance of <b>network switch</b> , during the post-warranty maintenance contract period.	
		Tender specific OEM declaration in their authorization certificate for their acceptance of responsibility for comprehensive maintenance of <b>on-line UPS including batteries</b> , during the post-warranty maintenance contract period.	
		Tender specific OEM declaration in their authorization form for their acceptance of responsibility for comprehensive maintenance of <b>antivirus software</b> , during the post-warranty maintenance contract period.	
		Tender specific OEM declaration from <b>Microsoft</b> in their authorization form for their acceptance of responsibility for comprehensive maintenance of <b>Server and Desktop Operating Systems and CALs</b> , during the post-warranty maintenance contract period.	
13	The Bidder MUST ensure that support to their equipment and software will be available for critical faults 24 hours a day, 7 day a week & 365 days a year for all equipment.	A detail support-related Escalation Matrix from the Bidder's end.	
<b>OTHER REQUIRED DOCUMENTS</b>			
14	Bid Form on the letterhead of the Bidder.	Bid Form duly filled and signed as per the format (See SECTION – H) on the letterhead of the Bidder.	
<b>TDM &amp; EMD</b>			

SL No	CRITERIA	SUPPORTING DOCUMENTS REQUIRED	SUBMITTED (Yes/No)
15	TDM	TDM in a separate inner envelope to be enclosed in the same outer envelope as the one containing the above documents.	
16	EMD	EMD in a separate inner envelope to be enclosed in the same outer envelope as the one containing the above documents.	

## TECHNO-COMMERCIAL BID

The Techno-Commercial Bid should consist of the following documents STRICTLY in the given order:

Sl No	CRITERIA	SUPPORTING DOCUMENTS REQUIRED	SUBMITTED (Yes/No)
<b>DOCUMENTS INDEX</b>			
1	Details of the enclosures in the envelope of TECHNO-COMMERCIAL BID MUST be clearly indexed in the forwarding letter.	A Table of Contents in the forwarding letter on the Bidder's letterhead. This MUST be the first page of this set of documents.	
<b>DOCUMENTARY EVIDENCE TO SUPPORT COMMISSIONING SCHEDULE CRITERIA</b>			
2	All items to be ordered on the successful bidder MUST be delivered, installed and commissioned within 4 WEEKS maximum from the date of the Letter of Intent.	Delivery, Installation & Commissioning Schedule on the Bidder's letterhead for all items offered.	
<b>DOCUMENTARY EVIDENCE TO SUPPORT TECHNICAL SPECIFICATIONS</b>			
3	Technical brochures / catalogues / data sheets must support the specifications of the offered makes and models, in absence of which the offer is liable to be ignored.	Supporting technical brochures / catalogues / datasheets indicating each specification in respect of offered makes and models.	
<b>OTHER REQUIRED DOCUMENTS</b>			
4	The Bidder must accept all the terms and conditions mentioned in this tender document.	This tender document, including any corrigendum issued subsequently, with each and every page duly signed with date and company seal by the Bidder.	
5	Authorization of the signatory of the bid must be provided.	A Power of Attorney document authorizing the signatory to sign on behalf of the bidding firm.	
6	Bidder shall produce all tax clearance certificates, which shall remain valid on the last date of tender submission.	Up to date <b>VAT</b> Certificate in the standard form from the Tax Authority or a Certificate that the assessment is under consideration.	
		Up to date <b>Service Tax</b> Certificate in the standard form from the Tax Authority or a Certificate that the assessment is under consideration.	
		Copy of the <b>PAN card</b> .	

SL No	CRITERIA	SUPPORTING DOCUMENTS REQUIRED	SUBMITTED (YES/NO)
		Up to date <b>Income Tax</b> Certificate in the standard form from the Tax Authority or a Certificate that the assessment is under consideration.	
		Up to date <b>Professional Tax</b> Certificate in the standard form from the Tax Authority or a Certificate that the assessment is under consideration.	
7	Detailed profile of the bidding company and article of association must be submitted.	Profile of the bidding company.	
		Article of Association for the bidding company.	
8	Good financial health of the Bidder.	Copy of Audited balance sheet for F.Y. 2006 - 07.	
		Copy of Audited balance sheet for F.Y. 2007 - 08.	
		Copy of Audited balance sheet for F.Y. 2008 - 09.	
9	Level of partnership with the OEMs and awards received from OEMs, if any.	Documentary evidence in form of OEM certificates, if such partnerships exist or such awards received.	
10	The Bidder should have qualified/experienced people.	Names of such people on the roll of the Bidder's organization.	
		Copies of such certificates.	
		Copies of Appointment Letters for these people.	
11	Must provide OEM authorizations.	Notarized copies of Power of Attorney for the OEM signatories.	
12	Adequately long market presence	Copy of the oldest order from any customer of any value for similar items as required against this tender. This order must have been placed on the Bidder's current name.	
13	Any other criteria that may improve the Bidder's Technical Evaluation Score.	Appropriate documents.	

**PRICE BID**

The PRICE BID must contain the same Bill of Material for all the quoted items as in the SECTION D – SCHEDULE OF REQUIREMENTS, but with prices quoted for each item. Further, what the Bidder has noted in the “REMARKS / DEVIATIONS, IF ANY, IN THE OFFERED SPECIFICATIONS” column in the SCHEDULE OF REQUIREMENTS tables of the QUALIFYING BID, MUST be retyped in “REMARKS / DEVIATIONS, IF ANY, FROM THE REQUIRED SPECIFICATIONS” column in the following tables in the PRICE BID.

**Insertion of PRICE BID in QUALIFYING BID or TECHNO-COMMERCIAL BID will summarily cancel the bid.**

Bidders MUST submit their PRICE BID **STRICTLY** in the format given below. **ANY DEVIATIONS FROM THE GIVEN FORMAT MAY RESULT INTO REJECTION OF THE BIDS.**

FORMAT OF PRICE BID

PRICE BID for supply, installation and commissioning of hardware and system software for Enterprise Resource Planning (ERP) application in WBEIDC and WTL Tender No WBEIDC/COMM/18/09-10/R Dated 14.01.2010.

	REMARKS / DEVIATIONS, IF ANY, FROM THE REQUIRED SPECIFICATIONS	REQUIRED MINIMUM QUANTITY	UNIT RATE (Rs)	TAXES/DUTIES/LEVIES, AS APPLICABLE	TOTAL AMOUNT (Rs)
1	SERVER – TYPE I	Write Server Make & Model No. here →			
1.1		2 Nos.			
1.2					
1.3					
1.4					
1.5					
1.6					
1.7					
1.8					
1.9					

REMARKS / DEVIATIONS, IF ANY, FROM THE REQUIRED SPECIFICATIONS		REQUIRED MINIMUM QUANTITY	UNIT RATE (RS)	TAXES/DUTIES/LEVIES, AS APPLICABLE	TOTAL AMOUNT (RS)
1	SERVER – TYPE I	Write Server Make & Model No. here →			
1.10					
1.11					
1.12					
1.13					
1.14					
1.15					
1.16					
1.17					
1.18					
1.19					
1.20					
1.21					
1.22					
1.23					
1.24					
1.25					
1.26	Any other items.	As per the Bidder's recommendation.			

	REMARKS / DEVIATIONS, IF ANY, FROM THE REQUIRED SPECIFICATIONS	REQUIRED MINIMUM QUANTITY	UNIT RATE (Rs)	TAXES/DUTIES/LEVIES, AS APPLICABLE	TOTAL AMOUNT (Rs)
2	SERVER – TYPE II	Write Server Make & Model No. here →			
2.1		1 No.			
2.2					
2.3					
2.4					
2.5					
2.6					
2.7					
2.8					
2.9					
2.10					
2.11					
2.12					
2.13					
2.14					
2.15					
2.16					
2.17					
2.18					
2.19					
2.20					
2.21					

	REMARKS / DEVIATIONS, IF ANY, FROM THE REQUIRED SPECIFICATIONS	REQUIRED MINIMUM QUANTITY	UNIT RATE (Rs)	TAXES/DUTIES/LEVIES, AS APPLICABLE	TOTAL AMOUNT (Rs)
2	<b>SERVER – TYPE II</b>	Write Server Make & Model No. here →			
2.22					
2.23					
2.24					
2.25					
2.26	Any other items.	As per the Bidder's recommendation.			

	REMARKS / DEVIATIONS, IF ANY, FROM THE REQUIRED SPECIFICATIONS	REQUIRED MINIMUM QUANTITY	UNIT RATE (Rs)	TAXES/DUTIES/LEVIES, AS APPLICABLE	TOTAL AMOUNT (Rs)
3	<b>FIBER CHANNEL ADAPTERS</b>	Write Fiber Channel Adapters Make here →			
3.1		1 Set			
3.2					
3.3	Any other items.	As per the Bidder's recommendation.			

REMARKS / DEVIATIONS, IF ANY, FROM THE REQUIRED SPECIFICATIONS		REQUIRED MINIMUM QUANTITY	UNIT RATE (Rs)	TAXES/DUTIES/LEVIES, AS APPLICABLE	TOTAL AMOUNT (Rs)
4	LTO TAPE DRIVE	Write LTO Tape Drive Type, Make & Model No. here →			
4.1		1 No.			
4.2					
4.3					
4.4					
4.5					
4.6					
4.7					
4.8	Any other items.	As per the Bidder's recommendation.			

REMARKS / DEVIATIONS, IF ANY, FROM THE REQUIRED SPECIFICATIONS		REQUIRED MINIMUM QUANTITY	UNIT RATE (Rs)	TAXES/DUTIES/LEVIES, AS APPLICABLE	TOTAL AMOUNT (Rs)
5	DESKTOP COMPUTERS – TYPE I	Write Desktop Computer Make & Model No. here →			
5.1		6 Nos.			
5.2					
5.3					

	REMARKS / DEVIATIONS, IF ANY, FROM THE REQUIRED SPECIFICATIONS	REQUIRED MINIMUM QUANTITY	UNIT RATE (RS)	TAXES/DUTIES/LEVIES, AS APPLICABLE	TOTAL AMOUNT (RS)
5	<b>DESKTOP COMPUTERS – TYPE I</b>	Write Desktop Computer Make & Model No. here →			
5.4					
5.5					
5.6					
5.7					
5.8					
5.9					
5.10					
5.11					
5.12					
5.13	Any other items.	As per the Bidder's recommendation.			

	REMARKS / DEVIATIONS, IF ANY, FROM THE REQUIRED SPECIFICATIONS	REQUIRED MINIMUM QUANTITY	UNIT RATE (RS)	TAXES/DUTIES/LEVIES, AS APPLICABLE	TOTAL AMOUNT (RS)
6	<b>DESKTOP COMPUTERS – TYPE II (WITH ADDITIONAL PARALLEL PORT)</b>	Write Desktop Computer Make & Model No. here →			
6.1					
6.2		25 Nos.			
6.3					

	REMARKS / DEVIATIONS, IF ANY, FROM THE REQUIRED SPECIFICATIONS	REQUIRED MINIMUM QUANTITY	UNIT RATE (Rs)	TAXES/DUTIES/LEVIES, AS APPLICABLE	TOTAL AMOUNT (Rs)
6	<b>DESKTOP COMPUTERS – TYPE II (WITH ADDITIONAL PARALLEL PORT)</b>	Write Desktop Computer Make & Model No. here →			
6.4					
6.5					
6.6					
6.7					
6.8					
6.9					
6.10					
6.11					
6.12					
6.13	Any other items.	As per the Bidder's recommendation.			

	REMARKS / DEVIATIONS, IF ANY, FROM THE REQUIRED SPECIFICATIONS	REQUIRED MINIMUM QUANTITY	UNIT RATE (Rs)	TAXES/DUTIES/LEVIES, AS APPLICABLE	TOTAL AMOUNT (Rs)
7	<b>SYSTEM SOFTWARE*</b>				
7.1		3 Nos.			
7.2					
7.3		100 Nos.			
7.4					

	REMARKS / DEVIATIONS, IF ANY, FROM THE REQUIRED SPECIFICATIONS	REQUIRED MINIMUM QUANTITY	UNIT RATE (Rs)	TAXES/DUTIES/LEVIES, AS APPLICABLE	TOTAL AMOUNT (Rs)
<b>7</b>	<b>SYSTEM SOFTWARE*</b>				
7.5	Any other items.	As per the Bidder's recommendation.			

\* Corporate licence on a perpetual and on a non-transferable basis shall be contracted to WBEIDC by the Bidder. This shall entail WBEIDC to use and operate the Operating Systems and CALs, for its own business purposes or in any of its subsidiaries.

	REMARKS / DEVIATIONS, IF ANY, FROM THE REQUIRED SPECIFICATIONS	REQUIRED MINIMUM QUANTITY	UNIT RATE (Rs)	TAXES/DUTIES/LEVIES, AS APPLICABLE	TOTAL AMOUNT (Rs)
<b>8</b>	<b>LINE MATRIX PRINTER</b>	Write Line Matrix Printer Make & Model No. here →			
8.1		<b>1 No.</b>			
8.2					
8.3					
8.4					
8.5					
8.6					
8.7					
8.8					
8.9					
8.10					
8.11					
8.12					

REMARKS / DEVIATIONS, IF ANY, FROM THE REQUIRED SPECIFICATIONS		REQUIRED MINIMUM QUANTITY	UNIT RATE (Rs)	TAXES/DUTIES/LEVIES, AS APPLICABLE	TOTAL AMOUNT (Rs)
<b>8</b>	<b>LINE MATRIX PRINTER</b>	Write Line Matrix Printer Make & Model No. here →			
8.13					
8.14					
8.15					
8.16					
8.17					
8.18					
8.19					
8.20	Any other items.	As per the Bidder's recommendation.			

REMARKS / DEVIATIONS, IF ANY, FROM THE REQUIRED SPECIFICATIONS		REQUIRED MINIMUM QUANTITY	UNIT RATE (Rs)	TAXES/DUTIES/LEVIES, AS APPLICABLE	TOTAL AMOUNT (Rs)
<b>9</b>	<b>NETWORK SWITCH</b>	Write Network Switch Make & Model No. here →			
9.1		1 No.			
9.2					
9.3					
9.4					
9.5					

	REMARKS / DEVIATIONS, IF ANY, FROM THE REQUIRED SPECIFICATIONS	REQUIRED MINIMUM QUANTITY	UNIT RATE (Rs)	TAXES/DUTIES/LEVIES, AS APPLICABLE	TOTAL AMOUNT (Rs)
9	NETWORK SWITCH	Write Network Switch Make & Model No. here →			
9.6					
9.7	Any other items.	As per the Bidder's recommendation.			

	REMARKS / DEVIATIONS, IF ANY, FROM THE REQUIRED SPECIFICATIONS	REQUIRED MINIMUM QUANTITY	UNIT RATE (Rs)	TAXES/DUTIES/LEVIES, AS APPLICABLE	TOTAL AMOUNT (Rs)
10	42U RACK	Write Rack Make & Model No. (if any) here →			
10.1		1 No.			
10.2					
10.3					
10.4					
10.6	Any other items.	As per the Bidder's recommendation.			

REMARKS / DEVIATIONS, IF ANY, FROM THE REQUIRED SPECIFICATIONS		REQUIRED MINIMUM QUANTITY	UNIT RATE (Rs)	TAXES/DUTIES/LEVIES, AS APPLICABLE	TOTAL AMOUNT (Rs)
11	10 KVA ON-LINE UPS	Write UPS Make & Model No. here →			
11.1		1 No.			
11.2					
Input					
11.3					
11.4					
11.5					
11.6					
Output					
11.7					
11.8					
11.9					
11.10					
11.11					
11.12					
11.13					
Battery					
11.14					
11.15		← Bidder to specify			
11.16		← Bidder to specify			

REMARKS / DEVIATIONS, IF ANY, FROM THE REQUIRED SPECIFICATIONS		REQUIRED MINIMUM QUANTITY	UNIT RATE (Rs)	TAXES/DUTIES/LEVIES, AS APPLICABLE	TOTAL AMOUNT (Rs)
11	10 KVA ON-LINE UPS	Write UPS Make & Model No. here →			
11.17		← Bidder to specify			
11.18		← Bidder to specify			
11.19					
11.20					
11.21					
Environmental Protections & Others					
11.22					
11.23					
11.24		← Bidder to specify			
11.25					
11.26		← Bidder to specify (WBEIDC reserves the right to ask for original Laboratory type testing certificate.)			
11.27		← Bidder to specify (WBEIDC reserves the right to ask for original Laboratory type testing certificate.)			

REMARKS / DEVIATIONS, IF ANY, FROM THE REQUIRED SPECIFICATIONS		REQUIRED MINIMUM QUANTITY	UNIT RATE (Rs)	TAXES/DUTIES/LEVIES, AS APPLICABLE	TOTAL AMOUNT (Rs)
11	10 KVA ON-LINE UPS	Write UPS Make & Model No. here →			
11.28					
11.29					
Credentials					
11.30					
11.31					
Warranty / AMC					
11.32					
11.33					
Any Other Items					
11.34	Any other items.	As per the Bidder's recommendation.			

REMARKS / DEVIATIONS, IF ANY, FROM THE REQUIRED SPECIFICATIONS		REQUIRED MINIMUM QUANTITY	UNIT RATE (Rs)	TAXES/DUTIES/LEVIES, AS APPLICABLE	TOTAL AMOUNT (Rs)
12	ANTIVIRUS SOFTWARE FOR WINDOWS SERVERS*	Write Antivirus Software Make & Edition here →			
12.1		As per the Bidder's recommendation to protect the 3 servers offered against Item Nos.			
12.2					
12.3					
12.4					
12.5					

REMARKS / DEVIATIONS, IF ANY, FROM THE REQUIRED SPECIFICATIONS		REQUIRED MINIMUM QUANTITY	UNIT RATE (Rs)	TAXES/DUTIES/LEVIES, AS APPLICABLE	TOTAL AMOUNT (Rs)
12	ANTIVIRUS SOFTWARE FOR WINDOWS SERVERS *	Write Antivirus Software Make & Edition here →			
12.6		1 & 2 with Microsoft Windows Server 2008 R2 Enterprise Edition as the Operating System			
12.7					
12.8					
12.9					
12.10					
12.11					
12.12	Any other items.	As per the Bidder's recommendation.			

\* Corporate licence on a perpetual and on a non-transferable basis shall be contracted to WBEIDC by the Bidder. This shall entail WBEIDC to use and operate the software, for its own business purposes or in any of its subsidiaries.

REMARKS / DEVIATIONS, IF ANY, FROM THE REQUIRED SPECIFICATIONS		REQUIRED MINIMUM QUANTITY	UNIT RATE (Rs)	TAXES/DUTIES/LEVIES, AS APPLICABLE	TOTAL AMOUNT (Rs)
13	RAM UPGRADATION				
13.1		8 Nos.			
13.2		3 Nos.			
13.3		4 Sets			

The winning Bidder will have to inspect the selected computers and provide the required nos. of RAM of the appropriate type to upgrade RAM to 1 GB on each such computer.

## SECTION – H

### **BID FORM**

(Bidders are requested to furnish the Bid Form strictly in the format given in this section with all blanks duly filled in and submitted on their Letterheads)

**General Manager (Commercial)**  
**WBEIDC Ltd**  
**Webel Bhavan**  
**Block EP & GP, Sector-V**  
**Salt Lake Electronics Complex**  
**Kolkata-700091**

Dear Sir,

Having examined the tender documents we, the undersigned, offer to undertake the job of Supply, Installation and Commissioning of Hardware, System Software, Peripherals, Network Equipment and UPS for Enterprise Resource Planning (ERP) application in WBEIDC and WTL as per the Tender No. WBEIDC/COMM/18/09-10/R dated 14.01.2010.

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 WBEIDC reserves the right to accept in full / part or reject any or all the bids received or split order within successful bidders or increase / decrease quantities offered, without any explanation to bidders and WBEIDC's decision on the subject will be final and binding on Bidder.

We have enclosed an EMD of Rs ..... (DD No ..... dated ..... drawn on .....) along with the QUALIFYING BID.


We also abide to provide a bank Guarantee of 5 % of the order value as Performance Bank Guarantee within 10 days from the date of your LOI, if awarded to us.

Dated, this ..... day of .....20.....

.....  
Signature

.....  
(In capacity of)  
Duly authorized to sign bid for and on behalf of  
(Name and Address of the Bidder)

(Affix Official Seal)

	<b>Tender no.: WBEIDC/COMM/18/09-10/R</b> <b>Date: 14.01.2010</b>	Page 57 of 67
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## SECTION – I

### FORMATS OF CERTIFICATES TO BE SUBMITTED

#### OEM Certificate

(To be submitted by OEMs on their respective letterheads, signed by persons having the appropriate Power of Attorney – Notarized copy to be submitted)

To  
The General Manager (Commercial),  
WBEIDC LTD,  
Webel Bhavan, Kolkata-91

Ref.: Your Tender No. WBEIDC/COMM/18/09-10/R    Date: 14.01.2010

WHEREAS we \_\_\_\_\_ (OEM's Name)  
are official manufacturer of \_\_\_\_\_ (Item Name)  
and have manufacturing facilities at \_\_\_\_\_  
(OEM's Manufacturing Site Address), we hereby authorize \_\_\_\_\_  
(Bidder's Name) located at \_\_\_\_\_ (Bidder's Address)  
to submit a bid to supply, install and commission the following items manufactured by us, to meet the requirements associated with your above tender.

List of Items:

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

When resold by \_\_\_\_\_ (Bidder's Name), these items are subject to applicable warranty terms of this tender.

We assure you that in the event of \_\_\_\_\_ (Bidder's Name) not being able to fulfill its obligation as our Sales & Service Provider in respect of this tender, we would continue to meet the supply, installation and commissioning obligations stated in the abovementioned tender 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 during and after the warranty period, the latter being subject to yours awarding an AMC to the Bidder, up to \_\_\_\_\_ (no. of years of post-warranty support) years from the date of expiry of the warranty.

Signature \_\_\_\_\_ Date \_\_\_\_\_

Name \_\_\_\_\_ In the capacity of \_\_\_\_\_

## Client Certificate

(To be submitted on Client's Letterhead)


### TO WHOEVER IT MAY CONCERN

This is to certify that:

1. M/s \_\_\_\_\_ (name of the Bidder) successfully supplied, installed and commissioned the following items (omit items that are not applicable from the lettered list below) in our organization against our Purchase Order/Agreement No(s). \_\_\_\_\_ (PO/Agreement Ref.Nos.), dated \_\_\_\_\_ (dates of PO/Agreement):
  - a) \_\_\_\_\_ (No. of servers) nos. of \_\_\_\_\_ (CPU type) based servers with MS Windows \_\_\_\_\_ (Windows server name and edition) Operating System, including installation of Active Directory (omit the last phrase, if not applicable).
  - b) \_\_\_\_\_ (No. of desktop computers) nos. of \_\_\_\_\_ (CPU type) based desktop computers.
  - c) \_\_\_\_\_ (No. of UPS) nos. of on-line UPS of \_\_\_\_\_ (KVA rating) KVA.
  - d) \_\_\_\_\_ (No. of line matrix printers) nos. of Line Matrix Printer(s) of \_\_\_\_\_ (make of line matrix printers) make.
  - e) \_\_\_\_\_ (No. of network switches) nos. of managed/unmanaged (strike out whichever is not applicable) network switch(es) of \_\_\_\_\_ (make of switch) make.
  - f) \_\_\_\_\_ (No. of LTO tape drives) nos. of LTO tape drive(s) of \_\_\_\_\_ (make of LTO tape drive) make.
  - g) \_\_\_\_\_ (antivirus software) nos. of \_\_\_\_\_ (name of antivirus software) antivirus software licenses for our server(s).
  - h) \_\_\_\_\_ (No. of SANs) nos. of SAN(s) of \_\_\_\_\_ (make of SAN) make.
2. The above items were successfully commissioned by \_\_\_\_\_ (month), \_\_\_\_\_ (year).
3. The server(s) mentioned in point 1 above was/were commissioned for our \_\_\_\_\_ (name of ERP/Line of business application) application with \_\_\_\_\_ (no. of concurrent users) concurrent users. (Omit if not applicable)
4. All the items mentioned above have been working satisfactorily since commissioning.

Details of the person signing the certificate:

Name and complete postal address  
Contact numbers and FAX  
Email address  
Postal address of the Location/ s of the  
Data Center

	Tender no.: <b>WBEIDC/COMM/18/09-10/R</b> Date: <b>14.01.2010</b>	Page 59 of 67
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## SECTION – J

### PERFORMANCE GUARANTEE BOND

1. In consideration of the Executive Director (Technical & Business Development), WBEIDC (hereinafter called 'WBEIDC') having agreed to exempt \_\_\_\_\_ (hereinafter called 'the said contractor(s)') from the demand under the terms and conditions of an agreement/Letter of Intent 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 WBEIDC an amount not exceeding Rs \_\_\_\_\_ against any loss or damage caused to or suffered or would be caused to or suffered by WBEIDC 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 WBEIDC 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 WBEIDC 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 \_\_\_\_\_.
3. We undertake to pay to WBEIDC 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 WBEIDC under or by virtue of the said Agreement have been fully paid and its claims satisfied or discharged or till \_\_\_\_\_ (office/Department) WBEIDC 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 THREE YEARS AND SIXTY DAYS (as specified in P.O) from the date hereof, we shall be discharged from all liabilities under this guarantee thereafter.
5. We (name of the bank) \_\_\_\_\_ further agree with WBEIDC that WBEIDC 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 WBEIDC 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 WBEIDC or any indulgence by WBEIDC 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 WBEIDC in writing.

Dated the \_\_\_\_\_ day of \_\_\_\_\_

For \_\_\_\_\_  
(Indicate the name of bank)

## SECTION – K

### BID EVALUATION CRITERIA

#### PART I: TECHNICAL EVALUATION SCORESHEET FOR THE TENDER

Maximum Score = 100; Qualifying Score = 60

SL No	PARAMETER	REQUIREMENT	SUPPORTING DOCUMENTS REQUIRED (SAME DOCUMENTARY EVIDENCES MAY BE CONSIDERED TO SATISFY MORE THAN ONE REQUIREMENT, IF APPROPRIATE)	INCREMENTAL WEIGHTAGE	MAXIMUM SCORE
<b>Past Credentials of Similar Installations – Max. 30</b>					
1	Hardware Installation Experience	Completion within the <u>last three years</u> of installation and commissioning of (1) Storage Area Network (SAN), (2) line matrix printers, (3) managed switches, (4) on-line UPS of minimum 5 KVA rating and (5) LTO tape drives.	Documentary evidence in form of Project Completion Certificates from customers, in the specified format (See SECTION – I) as attached to the Tender Document.	+4 for each order of Rs 20 lakhs or more that includes one or more SANs, each executed in the last three years  +2 for each order of Rs 20 lakhs or more that includes one or more on-line UPSs of minimum 5 KVA rating and/or LTO tape drives, each executed in the last three years	10
			Documentary evidence in form of corresponding Purchase Order(s) / Agreement(s) specifying the values of orders.	+1 for each order of Rs 20 lakhs or more that includes one or more line matrix printers and/or managed switches executed in the last three years	
2	Server Installation Experience for ERP / LoB <sup>6</sup> Application	Installation of one or more servers for an ERP / Line-of-Business Application in an organization having at least 10 concurrent users for the same ERP / Line-of-Business Application.	Documentary evidence in form of Project Completion Certificates from customers, clearly mentioning the ERP / LoB Application environment and no. of concurrent ERP / LoB Application users. (See SECTION – I for the specified format)	+2 for each order of Rs 20 lakhs or more for ERP / LoB Application with minimum 10 concurrent users for the same ERP / LoB Application.	10

<sup>6</sup> Line of Business

SL No	PARAMETER	REQUIREMENT	SUPPORTING DOCUMENTS REQUIRED (SAME DOCUMENTARY EVIDENCES MAY BE CONSIDERED TO SATISFY MORE THAN ONE REQUIREMENT, IF APPROPRIATE)	INCREMENTAL WEIGHTAGE	MAXIMUM SCORE												
			Documentary evidence in form of corresponding Purchase Order(s) / Agreement(s) specifying the values of orders.														
3	Hardware Installation Experience in PSUs	More than one installation of Server(s) and/or Desktops in Government Agency / Govt. Undertaking / Govt. Department / Quasi Govt. Dept / PSU / Board / Council or similar organization.	Documentary evidence in form of Project Completion Certificate(s) from such customers as specified. (See SECTION – I for the specified format) Documentary evidence in form of corresponding Purchase Order(s) / Agreement(s) specifying the values of orders.	+1 for each order of Rs 20 lakhs or more (over and above the minimum eligibility criteria of one installation) for Server(s) and/or Desktops from such organizations as specified.	5												
4	Past Credentials on IT Supplies	Quantum of high value server and/or desktop order executed (to be evaluated on single largest order value successfully executed over last 3 years)	Documentary evidence in form of Project Completion Certificates from customer, in the specified format (See SECTION – I). Documentary evidence in form of corresponding single Purchase Order / Agreement specifying the value of the highest value order.	<table border="0"> <tr> <td>Largest Order Value</td> <td>Score</td> </tr> <tr> <td>&gt; 20 L – 50 L</td> <td>1</td> </tr> <tr> <td>&gt; 50 L – 1 Cr</td> <td>2</td> </tr> <tr> <td>&gt; 1 Cr – 1.5 Cr</td> <td>3</td> </tr> <tr> <td>&gt; 1.5 Cr – 2 Cr</td> <td>4</td> </tr> <tr> <td>&gt; 2 Cr</td> <td>5</td> </tr> </table>	Largest Order Value	Score	> 20 L – 50 L	1	> 50 L – 1 Cr	2	> 1 Cr – 1.5 Cr	3	> 1.5 Cr – 2 Cr	4	> 2 Cr	5	5
Largest Order Value	Score																
> 20 L – 50 L	1																
> 50 L – 1 Cr	2																
> 1 Cr – 1.5 Cr	3																
> 1.5 Cr – 2 Cr	4																
> 2 Cr	5																
<b>Bidder's Financial Position – Max. 10</b>																	
5	Turnover in the Last Financial Year	An annual turnover of more than Rs 1 crore from hardware installation and system integration services only, notwithstanding their other lines of businesses, if any, in the last financial year.	Documentary evidence in form of audited / certified statement from practicing Chartered Accountant firm, clearly specifying the revenue from such line of	+1 for each additional core of turnover (over and above the minimum eligibility criteria of turnover of Rs 1 crore) in the last financial year.	5												

SL No	PARAMETER	REQUIREMENT	SUPPORTING DOCUMENTS REQUIRED (SAME DOCUMENTARY EVIDENCES MAY BE CONSIDERED TO SATISFY MORE THAN ONE REQUIREMENT, IF APPROPRIATE)	INCREMENTAL WEIGHTAGE	MAXIMUM SCORE						
			business as specified.								
6	Turnover in the Last 3 Financial Years	An aggregate turnover of more than Rs 2 crores from hardware installation and system integration services only, notwithstanding their other lines of businesses, if any, in the last 3 financial years.	Documentary evidence in form of audited / certified statement from practicing Chartered Accountant firm, clearly specifying the revenue from such line of business as specified.	+1 for each additional core of turnover (over and above the minimum eligibility criteria of an aggregate turnover of Rs 2 crores) in the last 3 financial years.	5						
<b>OEM Credentials – 20</b>											
7	Server OEM's Market Presence	Weightage will be given to bidders with their Server OEMs' long presence in Indian market.	Documentary evidence, in form of Certificate of Incorporation, etc., of the Server OEM in India.	<table border="1"> <thead> <tr> <th>Period of Market Presence in India</th> <th>Score</th> </tr> </thead> <tbody> <tr> <td>Up to 5 Yrs</td> <td>0</td> </tr> <tr> <td>For each additional year over and above 5 years</td> <td>+1</td> </tr> </tbody> </table>	Period of Market Presence in India	Score	Up to 5 Yrs	0	For each additional year over and above 5 years	+1	10
Period of Market Presence in India	Score										
Up to 5 Yrs	0										
For each additional year over and above 5 years	+1										
8	Partnership Level with OEMs	Weightage will be given to bidders with high level of formal partnerships like Silver Partner, Gold Partner, etc. from the OEMs of all the items offered in the last three years.	Documentary evidence in form of OEM certificates.	+1 for each formal partnership certificate from the OEMs of the items offered, in last three years.	5						
9	Awards received from OEMs	Weightage will be given to bidders with possession of awards like Best implementer award etc. from the OEMs of all the items offered in the last three years.	Documentary evidence in form of OEM certificates.	+1 for each award certificate from the OEMs of the items offered, in last three years.	5						
<b>Organizational Strength - 15</b>											
9	Local Presence	The bidder must have an office as well as a support Centre in Kolkata with related infrastructure for training, meetings etc.	A statement of a list of technical people with salient features of their qualifications / certifications / experience.	0 for less than five qualified persons manning the Kolkata office 5 for five qualified	10						

SL No	PARAMETER	REQUIREMENT	SUPPORTING DOCUMENTS REQUIRED (SAME DOCUMENTARY EVIDENCES MAY BE CONSIDERED TO SATISFY MORE THAN ONE REQUIREMENT, IF APPROPRIATE)	INCREMENTAL WEIGHTAGE	MAXIMUM SCORE
			Copies of Appointment Letters offered to such people.	persons manning the Kolkata office  +1 for each additional qualified resource over and above five resources.	
10	Qualifications of technical people	Should have at least one Microsoft Certified Systems Engineer / Microsoft Certified Technology Specialist	Names of such people on the roll of the Bidder's organization Copies of such certificates Copies of Appointment Letters offered to such people	+1 for each Microsoft Certified Systems Engineer / Microsoft Certified Technology Specialist.	5
<b>Bid Quality - 25</b>					
11	Compliance with the tender clauses	The bidder should have complied with all the clauses and formats mentioned in the tender document	QUALIFYING, TECHNO-COMMERCIAL & PRICE BIDS	-1 for each deviation from the tender clauses and formats.	25
<b>Total</b>					<b>100</b>

## PART II: FINAL EVALUATING FORMULA FOR THE TENDER

**Evaluating Formula:  $T/T_{\max} \times 0.6 + C_{\min}/C \times 0.4 = B$ ,**

where

- T = Technical Evaluation Score Obtained by the Bidder
- T<sub>max</sub> = Highest Technical Evaluation Score obtained among the bidders
- C<sub>min</sub> = Lowest Quoted Price among the bidders
- C = Quoted Price by the Bidder
- B = Evaluation Score

The Bidder that obtains the highest score (max. 1) wins the bid.

## **SECTION - L**

### **BID SECURITY FORM**


Whereas \_\_\_\_\_ (hereinafter called "the Bidder") has submitted their bid dated \_\_\_\_\_ for the supply of \_\_\_\_\_ vide Tender No \_\_\_\_\_ dated \_\_\_\_\_ KNOW ALL MEN by these presents that WE \_\_\_\_\_ (name of the Bank) OF \_\_\_\_\_ (name of the branch) having our registered office at \_\_\_\_\_ (hereinafter called "the Bank") are bound unto WBEIDC Limited (hereinafter called "the Purchaser") in the sum of Rs \_\_\_\_\_ for which payment will and truly to be made of the said Purchaser, the Bank binds itself, its successors and assigns by these present.

THE CONDITIONS of the obligation are:

1. If the Bidder withdraws their bid during the period of bid validity specified by the Bidder on the Bid form or
2. If the Bidder, having been notified of the acceptance of their bid by the Purchaser during the period of bid validity
  - (a) fails or refuses to execute the Contract, if required; or
  - (b) fails or refuses to furnish the Performance Security, in accordance with the instructions to Bidders.

We undertake to pay to the Purchaser up to the above amount upon receipt of its first written demand, without the purchaser having to substantiate its demand, provided that in its demand, the purchaser will note that the amount claimed by it is due to it owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force as per the Bid Document up to and including THIRTY (30) days after the Period of bid validity and any demand in respect thereof should reach the Bank not later than the specified date/dates.

	Tender no.: <b>WBEIDC/COMM/18/09-10/R</b> Date: <b>14.01.2010</b>	Page 66 of 67
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Signature of the Bank Authority

Name

Signed in Capacity of

Name & Signature of witness

Full address of Branch

Address of witness

Tel No. of Branch

Fax No. of Branch