



BID DOCUMENT

TENDER FOR : ON SITE COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF
COMPUTER HARDWARE AT BUREAU OF APPLIED ECONOMICS & STATISTICS , KOLKATA

Tender no. : WBEIDC /COMM/09/10-11. Date : 03.06.2010.

Due Date : 24.06.2010.

TWO PART BID
(In Duplicate)
PART-1 : TECHNOCOMMERCIAL
PART -2 : PRICE BID

**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**



Tender No : WBEIDC/COMM/09/10-11 dated
03.06.2010 for AMC of computer hardware at Bureau of
Applied Economics, Kolkata

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NOTICE INVITING TENDER NO. : WBEIDC/COMM/09/10-11 dtd. 03.06.2010

Sealed Tenders (in duplicate) are invited from reputed, reliable, resourceful and bonafide agencies for the following job having sufficient experience and credentials for successful completion of similar nature of work preferably in a Govt. Department. Similar nature means on site comprehensive maintenance of Computer Hardware.

Brief description of work	Tender Document Money (Rs)	Earnest Money Deposit (EMD) (Rs)	Start date of Tender availability at Office	Last date and time of Tender submission	Date of opening of Tender (Technical Part)
ON SITE COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF COMPUTER HARDWARE AT BUREAU OF APPLIED ECONOMICS & STATISTICS , KOLKATA	Rs.1000/- -(In the form of DD in favour of WBEIDC Limited)	Rs.15000/- (In the form of DD in favour of WBEIDC Limited payable at Kolkata)	03.06.10	24.06.10 (3 P.M)	24.06.10 (4 P.M)
Bid Submission & Opening Venue	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				

The tender documents are available at WBEIDC's office on all working days from 10.30 AM to 4.00 PM, address given above, on submission of Demand Draft of Rs.1000/- (Rupees One Thousand only) in favour of **WBEIDC Limited** payable at Kolkata.

The bidder can download the tender documents from WBEIDC's website www.webel-india.com and submit the bid with a Demand Draft of Rs. 1000.00(Rupees One Thousand only) in favour of **WBEIDC Limited** payable at Kolkata.

For technical queries regarding this tender please contact Mr. Partha Ghosh , by e-mail at mail ID partha.ghosh@webel-india.com and for other terms and conditions , Mr. Shyamal Mukhopadhyay , G.M (Commercial) by e-mail at mail ID shyamal.mukherjee@webel-india.com (Phone- 09831506060) on or before 17.06.2010 ,15.00 Hrs . No queries will be entertained after this time frame . If tender committee feels, suitable corrigendum will be hosted in our web site before 21st Jun-10 for the information of all prospective bidders.

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.

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The Tender document comprises the following:

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SECTION-A


ELIGIBILITY CRITERIA FOR PARTICIPATION IN THE TENDER

1. Certificate of ISO9001:2008 or above certified in IT services delivery including computer hardware resource management services or Annual Maintenance services valid up to the bid validity period.
2. The bidder should have their IT Maintenance service center at Kolkata. Documentary evidence is to be attached.
3. The bidder should have executed at least one order of IT related supply or services work of minimum of Five lakhs INR or more to any reputed organization in West Bengal during last three financial years. Copies of work order along with satisfactory implementation report to be submitted as proof of the same.
4. Bidder should have executed Annual Maintenance contract of setup with at least 200 Computers & 50 printers within the last three financial years with any Government (State/ Central)/PSU/ Autonomous body or any other reputed organization in any state in India in last three financial years. Copies of work order along with satisfactory implementation report to be submitted as proof of the same.
5. The bidder should have good in house component level service centers for repairing mother boards, printers and other IT equipments in any state in India out of which at least one component level service centers should be located in West Bengal. Detail list of service centers with full particulars to be submitted as proof of the same.
6. The bidder should possess either valid Authorized Service provider certificate or valid case specific authorization certificate from IBM, HCL, Dell, TVSE, APC, HP or any other OEM & submit copies thereof.
7. The bidder should have their own web based fault logging system. The details is to be enclosed.
8. The bidder should have an Annual Turnover of Rs. 2 Crores or above in the last Financial Year.

AND

Aggregate of Turnover of last three (3) Financial Years should be Rs. 5 Crores or above.

In absence of any one of the above , the offer will be treated as non-responsive and summarily rejected .

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SECTION – B

INSTRUCTIONS TO BIDDERS.

Interested Bidders are required to submit their techno-commercial proposal and price bid in two separate sealed envelopes as per instructions given below: -

The firm shall seal & mark various parts of the proposal as follows:


- A) Techno Commercial Bid in one envelope super- scribed with words: -
“**Techno Commercial Bid for ON SITE COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF COMPUTER HARDWARE AT BUREAU OF APPLIED ECONOMICS & STATISTICS , KOLKATA**” , “ **Tender no.WBEIDC/COMM/09/10-11 dated 03.06.2010**”& “**Do Not Open Before24.06.2010 , at16:00 Hrs**”. This envelope will also contain the EMD and Tender Document Fees (if the tender document is downloaded from the website) in separate small envelope inside it.
- B) Price Bid in one envelope super- scribed with words “**Price Bid for ON SITE COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF COMPUTER HARDWARE AT BUREAU OF APPLIED ECONOMICS & STATISTICS , KOLKATA**” , “ **Tender no.WBEIDC/COMM/09/10-11 dated 03.06.2010**”
- C) All the envelopes shall be sealed in a covering envelope super scribed with words “**Techno Commercial Bid & Price Bid for ON SITE COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF COMPUTER HARDWARE AT BUREAU OF APPLIED ECONOMICS & STATISTICS , KOLKATA**” , “ **Tender no.WBEIDC/COMM/09/10-11 dated 03.06.2010**”& “**Do Not Open Before24.06.2010 , at16:00 Hrs**”.

Two such sealed envelopes (on one marked “ORIGINAL BID” and other “COPY BID”) containing the sealed Techno Commercial Bid and Price Bid should be addressed 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 mode of delivery shall be accepted. WBEIDC Ltd will not be responsible for any postal delay. Late submission of Bid will not be accepted.

(B.1) TECHNO COMMERCIAL BID

The Techno Commercial Bid should consist of the following documents:

1. Technical proposals submission letter on the letterhead of the firm clearly indexing the enclosures.
2. Bid Form duly filled and signed as per format on the letterhead of the bidder.
3. Original Tender document duly stamped & signed on each page , as a token of acceptance of all terms and conditions laid down in the tender document.
4. Detailed profile of the company , article of association and valid ISO 9001:2008 certificate.
5. Supporting documents of orders executed including satisfactory completion certificate from Customers.

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6. Details of Service arrangement at Kolkata.
7. Authorized Service provider certificate or valid case specific authorization certificate from IBM, HCL, Dell, TVSE, APC, HP or any other OEM & submit copies thereof.
8. Copy of Audited balance sheet to accompany the bid for F.Y. 20067 - 08 & 2008 - 09 and also the audited / un-audited balance sheet for the F.Y. 2009 - 10. Copy of PAN Card, Copy of VAT Registration Certificate, Professional Tax Certificate and company Registration Certificate. The company should operate in the same name and style at least for the last three years.
9. EMD & Tender Document Fees (if downloaded from the web site) in separate envelope.

(B.2) FINANCIAL PROPOSAL

Price Bid as per format provided in the relevant section to be submitted in a separate envelope as mentioned in the tender document . Insertion of Price bid in techno-commercial proposal will summarily cancel the bid.

SECTION - C

GENERAL TERMS AND CONDITIONS

(i) Schedule of the Tender

The tender document shall be submitted on or before 24.06.2010, at 15.00 Hrs. to General Manager (Commercial), WBEIDC Limited, Block-EP & GP, Sector -V, Salt Lake Electronics Complex, Kolkata -700 091.

(ii) Amendment of Invitation

At any time 3 days prior to the deadline for submission of proposals, WBEIDC reserves the right to add / modify / delete any portion of this document by issuance of a Corrigendum, which would be published on the website and will also be made available to all the Bidders who have been issued the tender document. The Corrigendum shall be binding on all bidders and will form part of the bid documents (Techno Commercial as well as Price Bid).

(iii) Earnest Money Deposit (EMD)

The firm shall furnish an EMD of Rs. 15,000.00 (Rupees Fifteen Thousand Only) in the form of a demand draft from a Scheduled Bank payable at Kolkata .Any bid not accompanied with the valid EMD shall be summarily rejected.

Earnest money will be refunded to the unsuccessful bidders after receiving application from them on completion of tender process. In case of successful bidders earnest money will be retained till security deposit of **10%** of the total value of the job is deposited in the form of Bank Guarantee (format given) for a validity period of the AMC Contract + 30 days.

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 authority is at liberty to forfeit earnest money and take lawful actions.

(iv) Clarification Regarding Tender Document

A prospective Bidder requiring any clarification about the tender document and scope of work may contact the person through e-mail / letter as mentioned above in NIT.

(v) Awarding of Contract

WBEIDC Ltd will award the contract to the successful bidder whose bid has been valued as per Price and Other criteria. WBEIDC reserves the right not to accept the Lowest Price bid with out assigning any reason what so ever and the bidder will not challenge such decision in any forum what so ever WBEIDC also reserves the right to split the order and / or drop any line item as per direction of the end customer.

The successful bidder will have to give security deposit of 10% of total value of the LOI in the form of Bank Guarantee for a period of 30 days + the AMC period among the items quoted. After receiving the PBG , firm P.O will be issued.

(vi) Amendment of Proposals

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

(vii) Language of Proposal & Correspondence

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 & WBEIDC will be in English language only. A duly signed formal copy must subsequently confirm the correspondence by fax / e-mail.

(viii) Proposal Currency

Prices shall be quoted in **Indian Rupees**, inclusive of all prevailing taxes, levies, duties, etc.

(ix) Period of Validity of Proposals

The price offers shall remain firm within the currency of contract and no escalation of price will be allowed. The quoted offer and / or rate must be valid for a minimum period of **180 Days** from the date of opening of the tender. The tender inviting authority reserves the right for seeking extension of validity of offered rates from the successful bidder. Acceptance of such request during actual offer is however optional to the bidder. The price validity will remain unaltered irrespective of any reason including foreign exchange rate variation.

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

(X) **Period of Contract** : *One year from the date of LOI.*

(x) Formats and Signing of Proposals

The 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, erase or overwriting. In order to correct errors made by the Bidder, all corrections shall be done & initialed with date by the authorised signatory after striking out the original words / figures completely.

(xi) Sealing and Marking of Proposals

Bidder shall seal & mark various parts of the proposal as mentioned in the Instruction to bidders above.

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**

Signing across all joints & pasting good quality transparent adhesive tape on top of such joints & signatures with company seal shall seal the envelope. Proposals sent through telex / telegrams / fax / e-mail shall not be accepted. 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.

If the envelopes are not sealed and marked as required above, WBEIDC shall assume no responsibility for the proposal's misplacement or premature opening.

(xii) Deadline for Submission of Proposals

Proposals will be received by WBEIDC at the specified address not later than 24.06.2010, at 15.00 Hrs. WBEIDC may, at her discretion, extend this deadline. WBEIDC may also extend this deadline for any other administrative reason.

(xiii) Late Proposals

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

SECTION – D

SPECIAL TERMS AND CONDITIONS

1. Interpretation of documents

If any bidder should find discrepancies or omission in the specifications or other tender documents, or if he should be in doubt as to the true meaning of any part thereof, he shall make a written request to the tender inviting authority for correction / clarification or interpretation before 7 days of opening of the bid.

2. Splitting of the Contract and Curtailment and increment of Work

The WBEIDC Limited reserves the right to split up and distribute the work among the successful bidders and to curtail and / or increase any item of work by +/- 25% in the schedule partly or fully.

3. Payment Terms

Payment will be made on submission of bills along with the satisfactory performance certificate FROM THE END CUSTOMER at the end of each quarter. The payment will be on back to back basis, i.e, only after receiving of payments from the end customer. The security deposit of an amount equivalent amount of 10% of the total value of the order is to be deposited in the form of a bank guarantee valid for 30 days more than the AMC period of the items quoted , from any **Scheduled Bank** before the release of the payment.

4. Preparation of Tender

Tender shall be submitted in accordance with the following instructions:

- i) Tenders shall be submitted in the prescribed forms. All signatures shall be in longhand. Where there is conflict between the words and the figures, the figure shall govern.
- ii) 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.
- iii) Tenders 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.
- iv) 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. The packet of documents including the tender shall be enclosed in sealed envelope having the title of the work and the name of the bidder.
- v) Tenders subject to any conditions or stipulations imposed by the bidder are liable to be rejected.
- vi) Each and every page of the tender document must be signed with date and company seal by the bidder. This is required to show that the bidder had accepted all the terms and conditions mentioned in this tender document.

5. **Withdrawal from Tender**

Any bidder may withdraw his tender by written request at any time prior to the scheduled closing time for receipt of tenders and not thereafter.

6. **Opening of Tender**

The tenders shall be opened at the time set forth in the 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.

7. **Assignments**

No Consortium will be allowed.

8. **Deduction of Tax at Source.**

Deduction of all statutory and necessary Tax from each bill will be made as per Government Rules prevailing at the time of payment. The Company will issue necessary tax deduction certificate in due course of time.

9. **Tax Registration Certificate**

Bidders submitting a tender shall produce up to date VAT, Service Tax, Income Tax and Professional Tax registration as well as copy of latest returns submitted 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 permission and should be attested by a gazetted officer.

10. **Canvassing**

Canvassing or support in any form for the acceptance of any tender is strictly prohibited. Any bidder doing so will render him liable to penalties, which may include removal of this name from the register of approved Contractors.

11. Warranty

The bidder will warranty that products supplied under the contract (since this AMC is of comprehensive in nature) are newly made and are free from defeats in the design, engineering and workmanship. The bidder would be responsible for the up keep and maintenance of the infrastructure with a resolution time of 3 Hrs and necessary deliverables under the scope of work during the entire on-site comprehensive AMC period of **01 year from the date of official reporting to the customer for registering your presence as a service provider**. To maintain this SLA, one/ two engineer/ engineers has to be provided at the site from 10 A.M to 6 P.M (except Saturday and Sun day) for immediate attempt of any failure.

The bidder shall not, without the express prior written consent of WBEIDC, assign to any third party of the contract or part thereof.

12. Call Centre Support

Along with a web based call logging system , the bidder should have a call center working for 24X7 in Kolkata. The contact details of the call center must be furnished along with the bid. Any call logged with the service center must be given a running docket number to the person reporting the call.

The call log as well as resolution details have to be submitted to DGM- Government Sales ,WBEIDC LTD on a monthly basis not later than 4th instant of every calendar month. Non-receipt of report within the specific date in any month would be treated as non-performance of the service obligation for the previous month and subsequent extension of warranty

The bidder should locate his service personnel at the site so that any call report is attended within the response time specified. The service escalation matrix with the names and mobile nos. of the concerned personnel of the Vendors are to be attached. In absence of which, the bid may be considered as non-responsive.

The bidder should provide a detailed maintenance plan specifying the service arrangement location wise with existing manpower and their contact numbers. The spare management should also be given detailed.


- **Service Level (APPLICABLE FOR SUPPLIES ALL OVER WEST BENGAL)**

The average uptime averaged over each quarter should be as follows: -

Up time requirement	Machine location	Resolution Time Requirement	Penalty
99.0%	1, K.S.Roy Road , New Secretary Building , Kolkata-700 001.	3 Hrs.	Penalty of 0.5% of contract value beyond 3 Hrs but within 1 days and 1% thereafter per day.

13. Liquidated Damage

The job includes the repair of the machines and thereafter maintaining the same for one year. The job should be started within 5 days of issuance of LOI . A certificate of reporting to the end customer is to be

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attached with the PBG to the G.M- Commercial to get the firm P.O. Any delay in starting the job will attract a L.D of sum equivalent to 1% of the contract value for each week or part thereof, subject to a ceiling of 2% of the total contract value (including all taxes & duties and other charges). In the event of LD exceeds 2% of the order value, WBEIDC reserves the right to terminate the contract and WBEIDC will get the job completed by any other competent party. The difference of cost incurred by WBEIDC will be recovered from the earnest money deposited by the vendor.

14. Security Deposit of 10 % of the total order value to be submitted in the form of Bank Guarantee within 14 days of LOI .

15. Delivery

Delivery of Service : the selected bidder should report to the end customer within 5 days of receipt of LOI and start repairing and maintenance of the machines. Sufficient time has been given in the tender, so that the bidder can visit the site and estimate the cost comfortably before submission of the bid.

16. Security Deposit

Successful bidder will have to submit a performance bank guarantee within 14 days of issuance of LOI, amounting 10 % of **total ordered value (inclusive of all taxes) in the format given in the tender document for a validity period of 30 days more than the AMC period of one year (1 year from the date of final acceptance of the repaired P.Cs by the end customer) of the quoted items.** Failure to submit the said PBG will result in termination of any claim of the bidders and forfeiture of earnest money and security deposit. The LOI placed on the bidder will then automatically be cancelled.

17. Acceptance of Tender

The acceptance of the tender will rest with the accepting authority who is not bound to accept the lowest or any tender and reserves the right to reject in part or in full any or all tender(s) received and to split up the work among participants without assigning any reason thereof.

18. Withdrawal from Tender

If any bidder withdraws his tender before acceptance or refusal within a reasonable time without giving any satisfactory explanation for his withdrawal, he/she shall be disqualified for participation in any tender of this organization for a minimum period of 2 (two) years.

19. Non escalation of Price

The price offers shall remain firm within the currency of contract and no escalation of price will be allowed.

20. Price Validity

The quoted offer and/ or rate must be valid for a minimum period of **180 Days** from the date of opening the tender. The tender inviting authority reserves the right for seeking extension of validity of offered rates from the successful bidder. Acceptance of such request during actual offer is however optional to the bidder.

21. Quantity or Place variation

The Vendor may be asked to supply the same products at the same rate at different places and / or at the same places within this price validity period, which they are bound to accept.

22. Price

- A) Price should be quoted in the Price Bid format only.
- B) No deviation in any form in the Price Bid sheet is acceptable.
- C) Price quoted should be firm, inclusive of packing, forwarding, insurance and freight charges.
- D) Percentage / specified amount of taxes & duties should be clearly mentioned otherwise WBEIDC reserves the right to reject such vague offer.
- E) Price to be quoted inclusive of **repair of the P.C , Printers etc** before taking up of the maintenance job .
- F) The total cost of the entire job should be inclusive of all prices as mentioned in the enclosed Price Bid format.
- G) No extra cost, other than that mentioned in Price Bid would be taken into account.

23. Discrepancies and Adjustment thereof

Discrepancy between description in words and figures, the rate, which corresponds to the words quoted by the bidder, shall be taken as correct.

Discrepancy in the amount quoted by the bidder due to calculation mistake of the unit rate, the unit rate shall be regarded as firm.

Discrepancy in totaling or carry forward in the amount quoted by the bidder shall be corrected.

24. Disputes and Arbitrations

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), WBEIDC Ltd. or any other person appointed by him. The award of the arbitrator shall be final and binding on both the parties.

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) 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 Contractor will have no objection in any such appointment that arbitrator so appointed is employee of WBEIDC Ltd. 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.

The arbitration shall be held in Kolkata only.

25. Governing Laws

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.

26. Force Majeure Condition

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 LTD 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 LTD, the supply order shall be read and understood as if it had contained from its inception the execution date as extended.

SPECIAL TERMS & CONDITIONS (PART-II)

1. The bid and all correspondence and document relating to the bid shall be written in English language.
2. All the pages of the bid document including documents submitted therein must be duly signed and stamped failing which the offer shall be liable to be rejected.
3. All the documents to be submitted by the bidder along with their offer should be duly authenticated by the person signing the offer and 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 LTD 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.
4. Overwriting and erasures may make the tender liable for rejection if the authorized signatory of the bidder does not sign on each of such overwriting/erasures/ manuscription. All overwriting should be separately written and signed by the authorized signatory of the bidder.
5. Details of the enclosures should be clearly mentioned in the forwarding letter in bidder's letterhead along with the bid.
6. No Technical / Commercial clarifications generated from the vendors will be entertained after opening of the tender. However, if tender committee feels, they may ask supporting documents in respect of the claim of the bidder and the bidder has to submit supporting document as well as written clarifications required by the tender committee within three days.
7. Quantity mentioned in the tender document is indicative only and orders shall be placed subject to actual requirement. WBEIDC LTD reserves the right to increase or decrease the quantity specified in the tender.
8. 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 the right of buyer in any court of law or elsewhere.

SECTION - E

BID FORM

(Bidders are requested to furnish the Bid Form in the Format given in this section, filling the entire Blank and to be submitted on Letter Head)

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

Dear Sir,
Having examined the Bid documents we, the undersigned, offer to undertake the job of "Supply, Installation and Commissioning of -----" as per the Tender No. ----- dated-----

We agree to abide by this bid for the period of 6 (six) months from the date for 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 bidding without any explanation to bidders and its decision on the subject will be final and binding on Bidder. We also understand that WBEIDC is not bound to accept the L-1 bid for placement of order.

We had given an EMD of Rs. ----- (DD No _____ dated _____ on _____) along with the technical document.
We also abide to go through bank Guarantee of 10% of the job value as Performance Bank Guarantee.

Dated, thisday of20---

Signature

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

(Affix Official Seal)

SECTION - F

COMPUTER SET UP OF THE BUREAU OF APPLIED ECONOMICS & STATISTICS, GOVT. OF WEST BENGAL, TO BE COVERED UNDER ANNUAL MAINTENANCE CONTRACT

SI. No.	Machine	Nos.	Make / Model	Configuration	O.S
1.	Du&l Core	34	Webel	Dual Core, 2 Ghz CPU, 1 GB DDR2 RAM, 160 GB hDD, Key Board Optical Mouse, 15'CRT.	^Windows XP
2..	PENTIUM-IV	10	Webel	PIV 1.7QH2 Procifessor, 842 GL Mother Board, 1 GB RAM, 160 GB HDD, 15" Monitor (Sumsurig),etc,	Windows XP
3	PENTIUM-IV	28	Webel	P IV 2.0 GHz Processor, 845 GL Mother Board, 1GB RAM, 160 G9 HDD. 15" Monitor (Sumaung).eta.	Windows XP
4	PENTIUM-W	1	Samsung	PIV 1,7 GHz Processor, 645 GL Mother Board, 1GB RAM, 160 GB HDD, 15" Monitor (Sumsung).etc.	Windows XP
6	PENTIUM-IV DeskTop Computer	3	HCL Infinity Pro	Intel P-IV, 160 GB Hard Disk, 1 GB Ram, RW CombQ, 15" SVGA Monitor, etc.	7
6	*NV	2	DEL	Intel P-IV, 40 GB HDD, 512MB RAM,	8

7	HCL	11	HCL	Infinity PRO BL 1230/CPU P-IV, 3 Ghz., 800 FSB HT / IDE Internal CD-RW, (256 * 2)MB DDR-2 RAM, 80 GB SATA HDD, Key Board, Mouse, 15'HCL Colour Monoter	
	PRINTER				
8	> Printronix P50058	1	Wipro	Wipro Line Matrix Printer	9

9	> HP Laser Printer 5M	1	HP	HP5M	10
10	> Lasers Printer (Samsung ML1210)	1	Samsung	Samsung ML 1210	11
11	> "Laser Printer (Samsung ML1710)	1	Samsung	Samsung ML 1710	12
12	Lasar Printer	1	Samsung	Samsung ML 2150	13
13	Laser Printer	2	HP	HP 1020	
14	Hp inkjet	•	III	I If IJ1111	II
15	> HP Ink-jet	1	HP	HP 5160	15
16	HP office	r	i in	mnififHi	
17	> Dot Matrix Printer	11	Wipro/TVSE	Wipro 1050DX compatible	16
18	> Dot Matrix Printer	2	TVSE	TVSE MSP 345	17
19	> Dot Matrix Printer	1	Wipro LQ	Wipro LQ 5400	18
20	Dot Matrix Printer	5	Dot Matrix PRINTER (Wipro)	, 300 CPS, @4 Pin LQ 1050 + DX	19
21	Dot Matrix Printer	4	TVSE	TVS MSP 245	
22	Dot Matrix	1	TVSE	TVSE MSP 355	
23	SCANNER	2	HP	HPA4.HP Scanjet 2400	20

* One Laser Printer (Samsung ML1710) and one Computer of DELL are not functioning at present,

SECTION - G

PRICE BID

Tender for for ON SITE COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF COMPUTER HARDWARE AT
BUREAU OF APPLIED ECONOMICS & STATISTICS , KOLKATA" , Tender
no.WBEIDC/COMM/09/10-11 dated 03.06.2010

Sl.No.	Description	Comprehensive AMC Price per unit (In Rs.)	QTY	Total Comprehensive AMC Price (In Rupees)
1.	Desktop with CRT Monitor		89	
2.	Printer		38	
3.	Scanner		2	
			TOTAL	
		Service Tax	@10.3%	
	Total (All Inclusive)			

We hereby undertake that we will submit a PBG of 10% of above all inclusive price for a period of one year from the date of our reporting to the end customer.

Signature

In the capacity of :

(The Power of attorney is enclosed)

SECTION – H
PERFORMANCE SECURITY GUARANTEE BOND

In consideration of the ED-Technical , 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/Advance Purchase Order No _____ dated _____ made between _____ and _____ for the supply of _____ (hereinafter called “the said agreement ”), of security deposit for the due fulfillment by the said contractor (s) of the terms and conditions contained in the said Agreement, on production of the bank guarantee for _____ we, (name of the bank) _____ (hereinafter refer to as “the bank”) at the request of _____ (contractor(s)) do hereby undertake to pay to the WBEIDC an amount not exceeding _____ 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 the 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 _____.

3. We under take to pay to the 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 the 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 TWO/TWO AND HALF/THREE YEARS (as specified in the tender no.....) from the date hereof, we shall be discharged from all liabilities under this guarantee thereafter.

5. We (name of the bank) _____ further agree with the WBEIDC that the 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 the 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 the WBEIDC or any indulgence by the 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 the WBEIDC in writing.

_____ Dated the _____ day of _____
for _____
(indicate the name of bank)