

WEST BENGAL MEDICAL SERVICES CORPORATION LTD.

(Wholly Owned by the Government of West Bengal)

Regd. Off. : Swasthya Bhawan, GN-29, Sector-V, Salt Lake, Kolkata– 700 091

www.wbmisc.gov.in; Ph: 033-4034-0300

NIT No: WBMSCL/NIT-010/2023

Date: 09/01/2023

NOTICE INVITING E-TENDER

Managing Director, WBMSCL invites sealed bids through electronic tendering (e- Tendering) for “AMC of ELV System for 42 SSH” from the Bonafede, resourceful and reliable experienced Contractor in West Bengal.

Brief description of work	Minimum Earnest Money Deposit (EMD) (Rs) [Refundable]	Last date and time of Tender submission	Date & Time of Opening Of Tender (Qualifying & Financial)
AMC of ELV system for 8 SSH with manpower (Zone – A), 2nd call	(Payment to be done by online NEFT/RTGS in e-Tender portal)	30/01/2023. 2.00 pm	30/01/2023. 4.30 pm
BID Opening Venue	West Bengal Medical Services Corporation Ltd, Swasthya Bhaban, GN - 29, Sector – V, Salt Lake, Kolkata – 700091.		

EMD Deposit	For A Zone
	Rs. 230000.00 (Payment to be done by online NEFT/RTGS in e-Tender portal)

DATE & TIME SCHEDULE

Sl. No.	PARTICULAR	DATE & TIME
i)	Date of uploading of N.I.T and Tender Documents	09/01/2023
ii)	Documents Sell / download start date (online)	10/01/2023 at 10.00 A.M.
iii)	Bid Submission Upload Start date (online)	10/01/2023 at 10.00 A.M.
iv)	Bid Submission Upload End date (online)	30/01/2023 up to 02.00 P.M.
v)	Date & Place for Opening of Technical bid (online) for the	30/01/2023 up to 04.30 P.M.
vi)	Date & place for opening of financial proposal	To be notified later

This NIT is of Two Bid Tender, i) Technical & ii) Financial, both to be submitted concurrently in the portal. The bidders who will be technically qualified in respect to Technical and Financial

eligibility/capability criteria specified in the below mentioned subsequent clause can only be permitted to participate in the Financial Bidding.

The prospective bidders shall have satisfactorily completed **AS A SOLE FIRM**.

Important Note: Prospective Bidders to visit all the sites before submission of Tender Document invariably and make an inventory of items, selected bidder must repair all damage / non-functional items after handing over the project.

Zone	District	Super Speciality Hospital
A	Alipurduar, Coochbehar& Jalpaiguri, Uttar Dinajpur, Dakshin Dinajpur, Malda	8

Zone	District	Location	Location Type
A	Alipurduar	Falakata	Super Speciality Hospital
	Jalpaiguri	Jalpaiguri	Super Speciality Hospital
	Jalpaiguri	Malbazar	Super Speciality Hospital
	Uttar Dinajpur	Raiganj	Super Speciality Hospital
	Uttar Dinajpur	Islampur	Super Speciality Hospital
	Dakshin Dinajpur	Balurghat	Super Speciality Hospital
	Dakshin Dinajpur	Gangarampur	Super Speciality Hospital
	Malda	Chanchol	Super Speciality Hospital

Services	Scope
Technical Support Services	In Scope
Microsoft/ Linux Patch Management	In Scope
Antivirus Management	In Scope
System Management	In Scope
Network Management	In Scope
Reporting (MIS)	In Scope
Backup & Restore Services	In Scope
Helpdesk Management	In Scope
Preventive Maintenance support (All these applications are dependent upon hardware and network infrastructure and should be functioning 24X7. All the applications directly relate to public interest and are mission critical).	In Scope

Zone A Asset list is Given Below:

8 nos SSH Asset List ELV System				
Sl No	Asset Type	Make & Model		Actual Quantity
CCTV System				
1	CCTV 36X Zoom 5MP PTZ Camera	Honeywell/Neos/Dahua	A	19
			Total	19
	CCTV 30mtr IR 5 MP Bulet Camera	Honeywell/Neos/Dahua	A	336
2			Total	336
	CCTV 30Mtr IR 5 MP Dome Camera	Honeywell/Neos/Dahua	A	519
3			Total	519
	CCTV NVR/DVR with minimum 90 days online 1080P backup (16/24/32/40 Channel)	Honeywell/Neos/Dahua	A	36
4			Total	36
	CCTV 24 port POE 10/100/100 Switch for CCTV	Cisco/D-Link	A	30
5			Total	30
	32" CCTV Display	LG/Samsung	A	31
			Total	31
EPABX System				
	EPABX system with Hybrid module 2/3 PRIs, 8/16 CO IPPABX system expendable unto 4500 or higher line Hybrid extensions, along with all required analog, Digital cards and IP resources for seamless operation.	ALE OXE total 1400 line system	A	3
1			Total	3
	EPABX system with Hybrid module 2/3 PRIs, 8/16 CO IPPABX system expendable unto 1000 or higher line Hybrid extensions, along with all required analog, Digital cards and IP resources for seamless operation.	Matrix Infinity total 490 line system	A	1
2			Total	1

	EPABX system with Hybrid module 2/3 PRI's, 8/16 CO IPPABX system expendable unto 1000 or higher line Hybrid extensions, along with all required analog, Digital cards and IP resources for seamless operation.	Panasonic total 204 line system	A	2
3			Total	2
	Phone sets	Analog Phone sets	A	1008
4			Total	1008
	Phone Sets	Digital Phone Sets	A	21
5			Total	21
PA System				
	PA system Controller	Bosch-PVA-4CR12/ BOSCH LBB1990/00	A	7
1			Total	7
	PA system Amplifier	Bosch - PVA- 2P500/ BOSCH LBB1992/00	A	23
2			Total	23
	PA System (Paging Sys)	Bosch PVA-15CST/ BOSCH PLE-1CS	A	18
3			Total	18
	PA system for DVD	Philips/ Sony	A	8
4			Total	8
	PA system for Horn	Bosch LBC - 3470/00	A	16
5			Total	16
	PA system for BOX	Bosch LDB0932-L	A	211
6			Total	211
	PA system for calling	Bosch LBD0606/10	A	781
7			Total	781

Item Description	Make	Quantity ZONE A
Server	CISCO / HP / DELL	23
Access Switch	CISCO / HP / D-LINK	252
Core Switch	CISCO / HP / D-LINK	8
IP Phone	CISCO	740
AP Controller	CISCO	4
AP	CISCO / D-LINK	250

VC SET	POLYCOM/ CISCO	7
FIREWALL	CISCO	6
VOICE ROUTER	CISCO	4
IPBAX	CISCO	4

Eligibility criteria for participation in the tender:

The bidder is required to meet the following criteria and submit documentary proof along with their offer:

- 1. The Bids shall be submitted by only the Bidder. Consortium, Joint Venture & MOU is not allowed in this Bid.*
- 2. The Bidder shall have Company Registration Certificate under the Company's Act, valid PAN, GST Registration Certificate, Trade License. Copies of all the above certificates must be submitted as evidence. Income Tax returns for the financial years 2018-2019, 2019-2020 and 2020-2021 must be submitted.*
- 3. The Bidder's average annual turnover shall be at least INR 05 (Five) Crore in last five financial years. Supporting documents regarding Avg. Annual turnover duly certified by Chartered Accountant/ Cost Accountant with valid UDIN No. to be uploaded.*
- 4. The bidder should have their office / IT Maintenance service center / Facility Management service Center at Kolkata. Declaration in this regard needs to be submitted.*
- 5. Credentials for bidder: The bidder should have executed large IT Infrastructure order executed last five years from any Government (State/ Central)/PSU/Autonomous body. Copies of work order & completion certificates to be submitted as proof of the same.*

<i>Participation in Package</i>	<i>Credential in single work in last 5(five) financial years</i>	<i>Credential in more than one works in last 5(five) financial years</i>
<i>Zone A</i>	<i>Rs. 40.00 Lakh</i>	<i>Rs. 30.00 Lakh</i>

- 6. Credentials for bidder: Bidder should have experience in similar nature of work, Annual Maintenance contract / Facility management support of IT infrastructure project (IT Hardware/Networking/CCTV surveillance) contract with any Government (State/ Central)/PSU/Autonomous Body) for last 5 Years. Copies of work order & completion certificates to be submitted as proof of the same.*

<i>Participation in Package</i>	<i>Credential in single work in last 5(five) financial years</i>	<i>Credential in more than one works in last 5(five) financial years</i>

Zone A	Rs. 40.00 Lakh	Rs. 30.00 Lakh
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7. *West Bengal Medical services corporation limited (WBMSCL), GOWB reserves the right to evaluate the Bidder's performance through the report from any Government (State/ Central)/PSU/ Autonomous Body.) at their own discretion Or ask the bidder to produce service satisfaction certificate from the customer base mentioned as per above criteria.*
8. *Any bidder failure to implement the WB Health Dept. earlier project, is not eligible to participate in this Tender. If such type of information arrived to the Tender Committee even after opening of the Tender, The Tender Committee reserves the right to cancel its Bid at any time.*
9. *The Bidder shall be required to give a declaration in their letter head that they have not been banned by any Government Agencies / Govt. Department / PSU / Board / Council or similar organization. If any Government Agencies / Govt. Department / Autonomous Body / PSU / Board / Council or similar organization banned the Bidder in the past, this fact must be clearly stated.*
10. *Certificate of ISO 9001:2000, ISO 14001: 2015, ISO 27001: 2013, ISO 20000-1:2011 or above certified in IT services delivery/Services of Computer Hardware valid up to the bid validity period.*
11. *The Bidder must have on payee roll at least 15 Technically qualified professionals with knowledge and experience in system integration of computer Hardware, network, and experience in implementing & maintaining / support of computer Hardware & network. Declaration in this regard needs to be submitted.*
12. *Minimum 3 no's engineer must have OEMs certified like Cisco/ HPE/ VMware/ Oracle/ Dell/ Microsoft/ Linux/ IBM ect, the said certified engineer must be in the bidder's own payroll. Copies of certificate duly attested by HR Dept. Or Director/CEO/Dept.head of the bidder must be submitted.*

Zone wise Man power Requirement for this project :

<i>Participation in Package</i>	<i>Technical Resources – Residential Engineer</i>	<i>Technical Resources – Team Leader</i>	<i>Technical Resources - Fault logging Operator</i>
<i>Zone A</i>	<i>09 Nos</i>	<i>1 No</i>	<i>1 No</i>

Minimum desired qualification for the Manpower:

SI NO	Details of Manpower	Qualification	Job responsibilities
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1	Team Leader	<p>1) BE/ B-Tech in Computer Science, Electronics & Telecommunication, IT with approx. 4-6 yrs. Of working experience.</p> <p>2) Project / Resource Management skills with 1-2 yrs. experience in handling similar operations.</p> <p>3) People Management. Ability to lead / motivate FMS Team.</p> <p>4) Technical ability to understand the issues related to day to day operations.</p>	<p>1) Single point of contact for all issues related to the contract and its execution.</p> <p>2) Responsible for successful execution of the SLA to the satisfaction of all sites.</p> <p>3) Performance Management of entire 'IT' operations and associated resources.</p> <p>4) To handle all major escalations and ensure their speedy resolution.</p> <p>5) Meeting the quantitative and qualitative measurements</p> <p>6) Compilation of Performance Reports.</p> <p>7) Overall in – charge of the Account.</p>
2	Resident Engineers	<p>1) Science Graduate. 2) DOEACC 'A' Level or equivalent.</p> <p>3) Diploma in Hardware with one year Exp in relevant field.</p> <p>Or</p> <p>4) Certificate in Hardware with 3yrs Exp in relevant field.</p> <p>5) Report generation and interpretation skills.</p> <p>6) Outage escalation / Good interaction / Communication skills.</p>	<p>1) Responsible for resolution of calls reported by the users.</p> <p>2) Meeting the quantitative and qualitative measurements laid out by Bidder for the successful completion of the Management Program.</p> <p>3) Execution of the administrative Operations</p>
3	Fault Logging Operator	<p>1) Graduate with exposure in similar Operations.</p> <p>2) Trained in Telephone Techniques and systems usage (technical) and processes.</p> <p>3) Good Communication / interpersonal.</p>	<p>1) He / She will be the interface between Health Users and the Engineers.</p> <p>2) Responsible for Call Receipt / logging / Screening and allocation.</p> <p>3) Escalate to correct external agencies and within.</p> <p>4) Assist in generation of relevant MIS</p>

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- I. Agency have to paid the salary of all O&M manpower first then only, the agency has to eligible for submit the monthly bill with proper documentation of paid salary.
- II. All matters regarding the labour shall be in accordance to Contract labour (Regulation and Abolition) Act, 1970, minimum wage Act 1948 and other applicable acts under law. No labour below the age of fifteen years shall be employed on the work. The Contractor shall not pay less than what is provided under law to Laboure's engaged by him on the work. The Contractor shall at his expense comply with all labour laws and keep the Owner indemnified in respect thereof in respect of all labour, directly or indirectly employed in work for the performance of Contractor's part of this agreement, the Contractor shall at his own expense arrange for all the safety Act, fire Act and such other acts as applicable.
- III. The ESI and EPF contribution on the part of employer in respect of this contract shall be paid by the contractor. Contractor shall also carry and maintain all insurance which may be required under any law or regulation from time to time. He shall also carry and maintain any other insurance, which may be required by the WBMCL.
- IV. Any fresh imposition of taxes/ duties/ levies etc, imposed after receipt of tender shall be reimbursed by the Institute on actual on production of satisfactory documentary proof of imposition of the tax. Any increase in the rates of any existing taxes/duties/levies/royalties etc as on the last date of receipt of tender shall be borne by the Institute. If there is any decrease, the amount payable will be reduced accordingly.
- V. The agency should be financially strong enough for necessary payments of wages including bonus etc. for at least 3 months to its all working personnel engaged at sites and also other services as per the scope of works in this e tender.
- VI. No strike / agitation etc. related to nonpayment from the agency's end to its workers including other services will not be entertained from WBMSCL. However, WBMSCL has the right to impose penalty in case of man-day losses due to strike / agitation from the selected bidders.
- VII. The selected bidder shall arrange, maintain, replace spare parts as and when required, an inventory of spare parts must be maintained.
- VIII. Bidder shall maintain first aid facilities for his employees. When workers are employed on electrical installations which are already energized, insulation mats, wearing apparel, such as gloves, sleeves , and boots as may be necessary should be provided by the contractor without any additional cost.
- IX. Identity card to all the workers under contractor's seal and signature for a specified period as per the terms of the contract and instructing them to carry the same during their movement / work inside the campus.
- X. Bidder organize frequent training program at his own cost for trained the resident engineer.

SELECTION METHODOLOGY:

The evaluation committee will evaluate each of the bids based on Technical Evaluation criteria.

Scope of Work:

Introduction

Annual Maintenance Contract including Operation and Maintenance of different ELV systems and Network infrastructure at 08 SSH's.

1. Server System for HMIS, SMIS and various online software's provided by H&FW Dept. under WBMSCCL.
2. EPBAX System (IP and Analogue) active and passive components
3. Networking System (consists of L2 & L3 switches) active and passive components
4. CCTV System (IP and Analogue including Digital Display) active and passive components
5. Public Address

For Bidder

Annual Maintenance Contract (AMC): AMC will be governed by the stated guidelines and associated standards & in line with the scope of work defined in this document. The Repairing /Replacement of the materials done by successful Bidder at respective location only. O&M / FMS service for ELV system should be aware of activities necessary to ensure the continued safe operation of the system and what action should be taken in case of emergency.

Routine activities

Monitoring and supervision of different ELV components like server, EPBAX, Network infrastructure (Active and Passive), CCTV, PA system, Wi-Fi system, Router, Firewall, ETBS systems etc. Maintaining different breakdown logs of the above-mentioned system Daily checkup of different components.

Registering timely breakdown calls to the OEM's and keeping track to the repair service.

The specifications of the requirement are as follows: -

Work specifications for the hardware maintenance & facility management services:

- ✓ *The work shall include running and maintaining the entire IT hardware resources of the 42 SSH. Each of the above referred locations has been connected by a LAN /WAN in a client-server architecture by a single server except at the head quarter.*
- ✓ *The work also includes up gradation & management of our own health mail system running on Linux platform.*
- ✓ *The essential requirement of this department shall be to ensure the entire IT hardware resources which includes all Servers, all Active & Passive Networking product, ELV system, CCTV, IPBEX, PA systems situated over Kolkata & all districts in the state of West Bengal are in working conditions on 24x7 basis, the data-links are up & running, Anti-virus patches are loaded properly either by console management or by individual client updating method to combat the virus problem, taking daily data back-up, asset management, server management, health mail up gradation & management.*
- ✓ *All breaks down call / resolve call & penalty calculation should be monitored through on line call booking system software provided by WBMSCL.*
- ✓ *The initial AMC contact will be 1 year, may be extended for another 2 year based on the satisfactory performance.*

Services	Scope
Technical Support Services	In Scope
Microsoft Patch Management	In Scope
Antivirus Management	In Scope
System Management	In Scope
Network Management	In Scope
Reporting (MIS)	In Scope
Backup & Restore Services	In Scope
Helpdesk Management with three call center executives (in WBMSCL HQ)	In Scope
Preventive Maintenance	In Scope

Understanding the Scope of Work and Criticality

The entire health architecture based on client server infrastructure. The individual location having their own server and they are connected to Swasthya Bhawan data center by point-to-point MPLS. In the medical college, SSH are running with OPD (Outpatient department), IPD (Indoor Patient Department) and other hospital related application like indent, issue at store and so on. All the

application are running from either their own server or from public domain. All these applications are dependent upon hardware and network infrastructure and should be functioning 24X7. All the applications directly relate to public interest and is mission critical.

- 1. The bidder should have sound knowledge of database as well as application server mainly in form of web server.*
- 2. The bidder should have such expertise they can take schedule backup, create maintenance plan, schedule job, set alert and sound knowledge of database mirroring. As all the systems are mission critical also the bidder should extend their support unconditionally.*
- 3. They should have fair knowledge of DNS, ZIMBRA MAIL Server and open-source operating system.*
- 4. The entire servers running on virtualization technology (CITRIX) and as well as Microsoft cloud.*
- 5. The bidder should have responsible for daily basis monitoring with MPLS system and vendor management time to time.*
- 6. The bidder should look after the entire active and passive component of networking different location of entire state.*
- 7. The successful bidder should look after the threat management and vulnerability assessment in daily basis.*
- 8. The bidder should have to implement secured site (SSL) in various platform in the web server when required.*
- 9. The bidder should have knowledge about implement, configuration and support of voice in form of EPBAX either Analog or IP based.*
- 10. The bidder should have expertise of active network components like switching, routing, CCTV, PA system etc. Knowledge of proxy server is required to smooth running of daily operations.*
- 11. The awarded bidder should check all existing equipments before taken handover, during this if any problem found it should be repaired or replace by the bidder itself. No additional cost will be paid by the department for this activity.*
- 12. If any equipment will found non repairable it should be replaced with the same or higher configuration. No additional cost will be paid by the department for this activity.*

IT Facility Management Services:

- ✓ **Technical Support Services:** This work includes providing first level support for all hardware and software related calls viz., general booting problem, software problems (MS office & Windows OS) and anti-virus updates fall under the first level support*
- ✓ **Active Directory Management:** This includes complete re-construction, configuration, and management of the Active directory to be hosted from the H&FW, GOVT. OF WEST BENGAL head quarter at Swasthya Bhawan.*

- ✓ **Microsoft patch management:** *This includes all the Servers & desktops must have the latest Microsoft patches by means of software update services (SUS) or by manual updating.*
- ✓ **Antivirus Management:** *This includes all the Servers & desktops must be protected by the anti-virus services provided by the HEALTH & FW DEPARTMENT, GOWB or by any freeware. At least weekly antivirus patch management services should be ensured.*
- ✓ **System management:** *This includes maintenance of orderly system startup and shutdown, monitor & CPU utilization, disk space usage etc., health checkup for all the Servers, installation of OS upgrades and patches as and when required/ available and ensure a flawless and fast operation of all servers well-tuned with Active directory.*
- ✓ **Network Management:** *HEALTH & FW DEPARTMENT, GOWB has its own state-based WAN working on WBSWAN/MPLS in association with WBMSCL, Health & FW department, GoWB ISP, NKN & BSNL and LAN (by Cat V/VI and Fiber Optic cabling) at all its units across the state of West Bengal. Its core network consists of security devices, Internet services and load balancing between BSNL, NKN & MPLS. This network management includes providing day to day monitoring of the existing network and ensuring fast and errorless connectivity between all the locations, ensure the first level support for the entire WAN and internet architecture and need based configuration of the WAN, internet, and security devices.*
- ✓ **Back Up & Restore Services & MIS Reports:** *This includes taking back up and perform backup operations for required Active directory services and useful user documents as per the defined backup strategy and to generate periodic MIS reports indicating faults logged, faults attended, faults pending with reasons, trend analysis and performance audits for different vendors including own at an interval to be fixed by the WBMSCL.*
- ✓ **Web based helpdesk Management (desktop & Server):** *The selected bidder has to maintain web-based software for providing single window support for all IT related issues. That software should be capable of asset management, fault logging, analyzing, call assignment to engineers and track each call for restoration. This will also able be able to generate MIS reports on periodic basis as may be determined or as and when required. In asset management it should be able to manage hardware upgrades and maintain the track of the same and record all installation of new machines, movement within site / locations, changes in configuration of machines (IMAC).*

Annual maintenance contract of computer hardware:

- ✓ *The list of IT hardware equipment's includes up keeping, maintenance, preventive maintenance and service of HP/Dell servers, Intel Server class machines, Networking active devices like managed and unmanaged switches, media converters, passive devices like fiber terminations, fiber splicing, rack fans, RJ45 connectors, CCTV system, PA System, IPPBX system, VC system, patch chord, SIO/DIO, Windows Operating System(XP/Windows server2003), Microsoft Office, Antivirus Software all equipment's related to the IT infrastructure and different software applications of the H&FW, GOVT. OF WEST BENGAL.*
- ✓ *All types of spare parts such as electronic components & metallic/plastic made mechanical components etc will come under the coverage of Annual Maintenance Contract except only the consumables (toner/cartridge/ribbon for printers only). There will be no concept of irreparable items. The vendor must replace the defective item(s) under the annual maintenance contract to make it in working condition unconditionally. Only physical damages caused by mishandling, theft, rat bite or natural calamity such as flood, earthquake to be determined as per the discretion of the competent health authority shall be excluded from the purview of this maintenance contract*
- ✓ *The payment will be made quarterly basis on submission of satisfactory performance report in form of certificate by the respective authority from each SSH.*
- ✓ *This maintenance contract will be for 1 year, but it may be extended for another 2 years based on the satisfactory performance.*

District Name	Name of Hospitals
Alipurduar	Falakata
Dakshin Dinajpur	Balurghat
	Gangarampur
Jalpaiguri	Jalpaiguri
	Malbazar
Malda	Chanchol
Uttar Dinajpur	Raiganj
	Islampur
Total	8

Sl. No.	Item Description	QTY	Unit
1.	Annual Maintenance Contract, FMS support Cost for Server, Network infrastructure (Active & Passive), CCTV, PA System, EPABX system and other related items as per scope of work	1	LS

Bill of Materials/Quantity may change at the time of ordering of work Order.

- ✓ *The work includes keeping all the Servers OS in ready state, i.e., the Server/ computer must boot with properly installed OS, Antivirus software, Network Card configured with IP specifications so that the computer must be accessible in the LAN, all components like monitor, key board, mouse, hard disk, are functioning properly. In other words, all the nodes should communicate with the server from windows desktop ("ping" command should execute successfully) and the H&FW, GOVT. OF WEST BENGAL web site must be accessible from all nodes. Nodes which are provided with internet facility must be able to access the internet. No portions of the server are excluded from the scope of this AMC. If any parts need to be replaced the defective parts would be replaced and would be the property of the vendor. Certificate of replacement must be taken in this regard from the competent authority and to be submitted with quarterly bill.*
- ✓ *The successful bidder should do the job of maintenance & service of all Servers, Active / passive Networking systems, CCTV, PA system, EPABX system, VC systems, desktop's PCs/clients at 08 SSh of Health & Family Welfare department, GOWB under WBMSCL.*
- ✓ *The successful bidder should do the job of maintenance of Operating System Windows 7/8/8.1/10/2008/2012/2016/2019 as well as open source system software like centos, ubuntu, printer driver installation, Anti-virus installation/updating required on monthly basis and on call.*
- ✓ *The successful bidder should do the job of preventive maintenance of the complete system on monthly basis like dressing of Racks, dust cleaning of CPUs & printers by blowers.*
- ✓ *Successful bidder should implement and use the web-enabled online fault logging management system to track the faults and fast disposal of problems and submit report daily.*
- ✓ *If any spare/components within the scope of AMC is/are unavailable, then the bidder must replace the same with higher configuration.*
- ✓ *An agreement will be signed in between the successful bidder & WBMSCL H&FW, GOVT. OF WEST BENGAL*

Downtime will not be considered under the following conditions:

1. *Time taken for prescheduled preventive maintenance and equipment health check at a time convenient to successful bidder during the agreed service hours,*
2. *Repair time due to machine failure caused by force majeure,*
3. *Repair time due to machine failure caused by confirmed environmental conditions,*
4. *If standby machine of the same or higher configuration is provided.*

Service Level Criticality:

- ✓ *Any server related issues like hardware failure, OS failure etc.,*
- ✓ *Any problem which affects a large number of users / prioritized users / networks / servers e.g. Server Gateway Routers, Layer-3 and Layer-2 core switches, network printers, messaging servers, domain servers and other mission critical server, including their power supplies for servers, routers and L-3 and L-2 core switches etc.,*
- ✓ *A critical problem, affecting any segment of the LAN / WAN network or connectivity between any two segments including security breach,*

Response Time:

- ✓ *Response time is the total time between registering the fault and attending the first time.*

Resolution Time:

- ✓ *Resolution time is the total time between registering the complaint at help desk of the site and rectifying the fault. This time includes time taken to diagnose, repair / replace the faulty component/module/device and network equipment.*
- ✓ *The bidder must ensure that the faulty network devices, servers, CCTV, PA system, EPABX system or any peripherals etc are repaired/brought back to service within specified resolution time failing which the down time and non-performance deduction clauses will be applicable and the bidder shall be bound with the decision of the WBMSCL authorized site in-charge in this regard.*
- ✓ *All categories of faults must be rectified strictly as per the time frame given below failing which penalty shall be imposed.*

Routine activities

Monitoring and supervision of different ELV components like server, EPBAX, Network infrastructure (Active and Passive), CCTV, PA system, Wi-Fi system, Router, Firewall etc. Maintaining different breakdown logs of the above-mentioned system Daily checkup of different components Registering timely breakdown calls to the OEM's and keeping track to the repair service ensure optimum uptime of ELV system all over the SSH, Classification of criticality level is given below.

Parts affected	Criticality Level – 1 (Which affects large number of users / Prioritized users)	Criticality Level – 2 (Which affects individual users)	Criticality Level – 3 (Which includes Primary /Basic problem)
Server	Server not booting, cannot login to server, Database stopped	X	Server upgrades, bug fixed, patch installation, preventive maintenance
Network	Failure of Core Switches, L2-L3 switches, Routers,	X	Configuration changes of Routers and switches
	Floor switches and other switches		
Desktop PC and Laptop	Desktop and Laptop Prioritized users	Down of PC, no display, not able to boot, not able to login, Operating system and other related software problem	Hardware software installation and upgrades, new software installation, moves, changes, profile maintenance etc.
IT Network / Security	Failure of UTM / Firewall	Failure of Prioritized users	Failure not mentioned in Criticality – I & II
Software	OS problem on server and OS corruption	Performance tuning / response time	New Software installation
CCTV	Failure of NVR/DVR	X	Failure of CCTV Camera
IT Peripherals	Wi-Fi Controller / Passive Network	X	Access point / UTP and FC cable / patch panel etc.
PA/AV & ETBS system	Failure of Amplifier / Controller / Speaker /Display unit	X	Failure of MIC and Speaker
EPABX	Failure of EPBAX system	X	Failure of IP / Analogue and Digital phones
Quarterly preventive maintenance should be done along with PM Certificates issued by competent authority			

Response and Resolution time

	Criticality Level		
	I	II	III
Response Time	Within ½ hour from fault booking	Within 1 hour from fault booking	Within 1 hour from fault booking
Resolution time	Within 4 hours from fault booking	Within 6 hours from fault booking	Within 24 hours from fault booking

The penalty shall be charged on the following scale:

Sl. No.	Penalty per faulty unit of	Penalty will be imposed(Rs./ day) for one unit or part thereof for delay beyond resolution time as defined in Response and Resolution time table
1	Server	Rs. 2000.00
2	Desktop PC or any other components thereof	Rs. 500.00
3	Printers (Dot Matrix or laser jet) UPS and any other components thereof	Rs. 500.00
4	Cable (UTP, Fiber)	Rs. 200.00 x (No. of nodes effected)
5	EPBAX (IP, Analogue, Digital phone)	Rs. 200.00 x (No. of nodes effected)
6	PA / AV system	Rs. 1000.00
7	Network L3 Switches	Rs. 2000.00
8	CCTV /Digital Display	Rs. 500.00
9	Network Switches L2 and others	Rs. 200.00
10	ETBS	Rs. 500.00
11	Firewall, Router and Wi-Fi system	Rs. 200.00

Monthly penalty will be maximum 10% of the monthly bill value

The responsibility matrix included in this identifies at a high level the responsibilities of supplier during the term of the agreement.

The complete inventory of IT hardware resources includes Servers, desktops and printers, switches, RACKs, CCTV system including allied accessories, PA System, cables (both optical fiber & CAT V/VI type), EPABX/IP-EPABX, Wi-Fi, Router, Firewall & other network equipment situated over Kolkata, 42 SSH's in the state of West Bengal.

All SSH is connected through leased line up to all district headquarters with last mile connectivity by radio link to all the district hospitals are in working conditions on **24x7** basis, the data links are up & running, Anti-virus patches are loaded properly either by console management or by individual client updating method to combat the virus problem, taking daily data back-up, asset management, server management, health mail up gradation & management.

FORCE MAJEURE:

A Party shall not be considered to be in default or breach of this Agreement, and shall be excused from performance or liability for damages to any other party, if and to the extent it shall be delayed in or prevented from performing or carrying out any of the provisions of this Agreement, arising out of or from any act, omission, or circumstance by or in consequence of any act of God, labor disturbance, sabotage, failure of suppliers of materials, act of the public enemy, war, invasion, insurrection, riot, fire, storm, flood, ice, earthquake, explosion, epidemic, breakage or accident to machinery or equipment or any other cause or causes beyond such Party's reasonable control, including any curtailment, order, regulation, or restriction imposed by governmental, military or lawfully established civilian authorities, or by making of repairs necessitated by an emergency circumstance not limited to those listed above upon the property or equipment of the Party or property or equipment of others which is deemed under the Operational Control of the Party. A Force Majeure event does not include an act of negligence or Intentional Wrongdoing by a Party.

If an event of force majeure exists and the SECOND PARTY fails, within seven (7) days of such event to give notice in writing to FIRST PARTY and if the SECOND PARTY is rendered permanently unable, wholly, or in part, by reason of force majeure to perform its obligations and meet its responsibilities under the Contract, FIRST PARTY shall have the right to suspend or terminate the contract on the same terms and conditions except that the period of notice shall be seven (7) days. In any case, FIRST PARTY shall be entitled to consider the SECOND PARTY permanently unable to perform its obligations under the

AMICABLE SETTLEMENT:

When a dispute arises under this agreement, the parties shall make all reasonable efforts to resolve through good faith negotiation, failing which they will attempt at dispute resolution with the intervention of the Principal Secretary, the DoHFW, GoWB.

ARBITRATION:

1. Except for a dispute in connection with termination in which respect the decision of FIRST PARTY shall be final, any dispute between the parties arising out of or relating to this agreement which cannot be resolved through good faith negotiation shall be settled in arbitration, in terms of the provisions of the Arbitration and conciliation Act-1996(no.26 of 1996). The Sole Arbitrator will be appointed by the Principal Secretary/Secretary,

2. The H &FW Department, GoWB.

The arbitration hearing shall be held in Kolkata only. The award of the arbitrator (s) shall be binding on both the parties. The cost of arbitration shall be borne by the respective parties.

Pending the submission of and / or decision on a dispute, difference or claim, or until the arbitral award is published, the party shall continue to perform all of their obligations under this agreement without prejudice to a final adjustment in accordance with such award.

COURT OF LAW:

In case of any dispute in between the parties, the matter will be settled in appropriate Court of Law within Kolkata Jurisdiction.

Period of Validity of Bids:

Bids shall remain valid for a period of **60 days** after the bid submission deadline date prescribed by WBMSCL. A bid valid for a shorter period shall be rejected by WBMSCL as non responsive.

In exceptional circumstances, prior to the expiration of the bid validity period, WBMSCL may request Bidders to extend the period of validity of their bids. The request and the responses shall be made in writing. In such case the Bid Security shall also be extended for a corresponding period. A Bidder may refuse the request without forfeiting its Bid Security. A Bidder granting the request shall not be required or permitted to modify the bid.

Deadline for Submission of Bids

- (a) Bids must be submitted by the Bidder at WBMSCL, Swasthya Bhawan, GN-29, Salt Lake, Sector-V, Kolkata-91 latest by 14:00 hours on 30/01/2023.
- (b) WBMSCL may, at its discretion, extend the deadline for the submission of bids by amending the Bidding Documents, if felt necessary.
- (c) WBMSCL shall not consider any bid that arrives after the deadline for submission of bids, or that which has not been received at the stated address within the deadline of submission for bid. Any bid received by WBMSCL after the deadline for submission of bids shall be declared late, rejected.

Period of Completion: 1(one Year)**Bid Opening**

- (a) WBMSCL or its duly authorized representative or committee will open tenders in the presence of intending bidders who may be present at the time of Bid Opening. The Technical qualification and responsiveness of the Bid will be checked first.
- (b) A bid will be considered as non responsive and will be rejected/ cancelled under the following conditions:
 - Does not have any of the documents as mentioned in Technical / Financial Bid.
 - Does not have the required technical eligibility as per documents submitted by the Bidder.
 - If the bidder submits conditional bid.
 - Submits incomplete Price Bid as per price format.
 - The Bidder does not accept important Contract conditions.
- (c) Financial Bid will be opened only in case of those Bidders who have submitted substantially responsive Bid and who have qualified as per Qualifying criteria set for the Bid. On opening the Financial Bid the Committee will enter the amounts of the tenders in a Comparative Statement Form.

Payment Schedule: Payment will be drawn accordingly to BOQ on quarterly basis after submission of attendance sheet and all other site log book, checklist, PF,ESI, adjustment of penalty (if any)and Bonus payment document etc. as mentioned earlier from the agency end to the concern AE/SAE or Hospital authority for necessary verification and submission of the same to the Head Quarter. If any manpower does not provide by the agency then the same manpower charge will be deducted from the bill as per the labour commissioner rate on that day.

Terms and Conditions

- 01. Tender must be inclusive of all charges i.e. GST, Excise Duty, Delivery, Installation etc.
- 02. The price to be quoted in Indian Rupee only.
- 03. No interest will be payable against Earnest money or Security Deposit.
- 04. Each Bidder shall submit only one tender.

05. WBMSCL will evaluate and compare the tenders determined to be substantially responsive i.e. which
 - (a) Are properly signed.
 - (b) Conform to the terms and conditions, and specifications.
06. WBMSCL reserves the right to accept or reject any tenders and to cancel the bidding process and reject all tenders, and does not bind to accept the lowest rate.
07. The Bidder whose bid is accepted will be notified of the award of contract. The terms of accepted offer shall be incorporated in the purchase order.

Sd/-
General Manager

NIT No: WBMSCL/NIT-010/2023/1(4)

Date: 09/01/2023

Copy forwarded for information to:

1. Chief Financial Officer , WBMSCL
2. Manager IT, WBMSCL with the request to upload the notice in the website of the WBMSCL.
3. Notice Board of West Bengal Medical Services Corporation Ltd.
4. Office Copy.

Sd/-
General Manager