



WEST BENGAL MEDICAL SERVICES CORPORATION LTD.

(Wholly owned by the Government of West Bengal)

Swasthya Sathi, GN-29, Sector-V, Salt Lake, Kolkata-700 091.

NOTICE INVITING QUOTATION DOCUMENTS FOR

Comprehensive Annual Maintenance Contract (AMC) for
LAN/Telephone system installed at various locations of the College of
Medicine and Sagore Dutta Hospital, Kamarhati.

(NIQ Reference No. : WBMSCL / NIQ – 44/2017,
Dated – 28.07.2017)

WEST BENGAL MEDICAL SERVICES CORPORATION LIMITED

(Wholly Owned by the Government of West Bengal)

Registered Office: Swasthya Sathi, GN-29, Sector-V, Salt Lake, Kolkata- 700091

Phone: 033-4034-0300 ♦ Email: info@wbmsc.gov.in ♦ website:

www.wbmsc.gov.in

I.T.B. No. : WBMSCL / NIQ – 44/2017

Dated: 28.07.2017

Managing Director, WBMSCL invites sealed bids through electronic tendering (e- Tendering) from the bonafide, resourceful and reliable experienced Contractor in West Bengal for:

Comprehensive Annual Maintenance Contract (AMC) for LAN/Telephone system installed at various locations of the College of Medicine and Sagore Dutta Hospital, Kamarhati.

Sl. No.	Name of the Work	Earnest Money (INR)	Cost of Tender documents (INR) (Non-	Period of Completion	Name & address of the Office
01.	Comprehensive Annual Maintenance Contract (AMC) for LAN/Telephone system installed at various locations of the College of Medicine and Sagore Dutta Hospital, Kamarhati.	Rs. 10,000.00 (Rupees Ten Thousand Only)	NIL	12 Months	Managing Director, West Bengal Medical Services Corporation Limited, Swasthya Sathi Building, GN-29, Sector -V, Saltlake,

1. In the event of e-filing intending bidder may download the tender documents from the websites <https://wbmtenders.gov.in> directly with the help of Digital Signature Certificate and www.wbmsc.gov.in. The necessary earnest money may be submitted as per Clause no 17.A of this NIT. **The bidders should produce all the credential in original to the office of undersigned for verification at West Bengal Medical Services Corporation Limited, Swasthya Sathi Building, GN-29, Sector -V, Saltlake, Kolkata-700091.**

2. Eligibility Criterion for participation in the tender

- i) Intending bidders should produce credentials of minimum 01 (one) similar nature of works ie. Annual Maintenance of LAN/Telephone system for any Institute/Office/Commercial Building. The minimum value of work is Rs. 2,00,000.00 (Two Lac only) during last 5 (five) years prior to the date of issue of this tender notice.
- ii) Credential certificate issued by the competent authority of any State / Central Govt., State / Central Govt. Undertaking, Statutory / Autonomous bodies, on the executed value of completed / running work will be taken as credential.
- iii) All intending Bidders are required to produce current Tax return (for the assessment year as applicable) as submitted along with Contractor License, Supervisory License, PAN, VAT Registration Certificate & Professional Tax receipt challan for the year as applicable (to be documented through e-filing).
- iv) Registered Partnership deed should be furnished (for partnership firm only) along with Power of Attorney to sign on the tender documents (if required) and the company shall furnish the Article of Association and Memorandum (to be documented through e-filing).
- vii) Joint Venture will not be allowed.

3. Constructional Labour Welfare Cess @ 1 % (one percent) of the cost of construction will be deducted from every bill of the selected agency. GST & other all taxes as applicable will have to be borne by the contractor as the quoted rate is inclusive of all the taxes & Cess.

4. Bids will remain valid for a period not less than 120 days (One Hundred Twenty days) from last date of submission of Bid / Sealed bid. If the Bidder withdraws the Bid during the period of Bid –validity, his Earnest Money Deposited will be forfeited.
5. No Mobilization Advance / Secured Advance will be allowed.
6. Prospective applicants note carefully the minimum qualification criteria as mentioned in instruction to bidders before tendering the bids.
7. No Conditional Bid / Tender will be accepted under any circumstances.
8. Before uploading tender document through e-filing each page of the tender documents are to be signed by the Bidder/ owner/ partner / authorized signatories having legal authority to do so, failing which the Bid will be treated as informal.
9. The employer reserves the right to accept or reject any / all offer without assigning any reason whatsoever and is not liable for any cost that might have incurred by the Bidder at the stage of Bidding.
10. **IMPORTANT INFORMATION:-**

DATE & TIME SCHEDULE

Sl. No.	PARTICULAR	DATE & TIME
i)	Date of uploading of N.I.T and Tender Documents	03.08.2017
ii)	Documents Sell / download start date (online)	04.08.2017 at 09.00 A.M.
iii)	Bid Submission Upload Start date (online)	09.08.2017 at 09.00 P.M.
iv)	Date of pre-bid meeting	17.08.2017 at 1.00 P.M.
v)	Bid Submission Upload End date (online)	28.08.2017 at 4.00 P.M.
vi)	Last date of submission of hard copies	30.08.2017 at 3.00 P.M.
vii)	Date for Opening of Technical bid (online) for the Bidders	30.08.2017 at 4.00 P.M.
viii)	Date & place for opening of financial proposal	01.09.2017 at 4.00 P.M.

C: LOCATION OF CRITICAL EVENTS

Bid Opening: “West Bengal Medical Services Corporation Limited, Swasthya Sathi Building, GN-29, Sector –V, Saltlake, Kolkata-700091” Interested bidder may be presented at West Bengal Medical Services Corporation Limited, Swasthya Sathi Building, GN-29, Sector –V, Saltlake, Kolkata-700091 during opening of bid.

11. In case of any unscheduled holiday on the aforesaid dates [Sl. (v)], the next working day will be treated as schedule / prescribed date for the same purpose.
12. (A) The process of deposit of earnest money through offline instruments like Bank Draft, Pay Order etc. will be stopped for e–tender procurement of this office **w.e.f 01.09.2016. Necessary Earnest Money will be deposited by the bidder electronically: online – through his net banking enabled bank account, maintained at any bank or: offline – through any bank by generating NEFT/ RTGS challan from the e–tendering portal.** Intending Bidder will get the Beneficiary details from e– tender portal with the help of Digital Signature Certificate and may transfer the EMD from their respective Bank as per the Beneficiary Name & Account No., Amount, Beneficiary Bank name (ICICI Bank) & IFSC Code and e–Proc Ref No. Earnest Money of Rs. 10,000.00 (Rupees Ten Thousand Only) have to be submitted. The earnest money of the successful bidder (being converted to security deposit) deposited, will remain under the custody of the department till satisfactory completion of the work in full including extended quantity if ordered for. Besides this, necessary percentages shall be deducted from the progressive bills so as to make it 10% (Ten percent) of the value of work billed for.

- (B) Intending bidder who wants to transfer EMD through NEFT/RTGS must read the instruction of the Challan generated from E-Procurement site.
- (C) Bidders are also advised to submit EMD of their bid, at least 3 working days before the bid submission closing date as it requires time for processing of Payment of EMD. Bidders eligible for exemption of EMD as per Govt. rule may avail the same and necessary documents regarding the exemption of EMD must be uploaded in the EMD folder of Statuary bid documents.
13. The successful Bidder shall have to execute Formal Agreement with Managing Director, West Bengal Medical Services Corporation Limited within 7(Seven) days from the issuance of Provisional Work order.
 14. The Bidder has to visit and examine the site of works and its surroundings and obtained all information that may be necessary for preparing Bid and entering into an agreement for the work / works as mentioned in the NIT. The costs for visiting the working site shall be at the bidders own expense.
 15. If more than one Bidder quoted same rate and which are found lowest at the time of opening, such similar multiple rates will not be entertained / accepted. Lowest offer will be ascertained by sealed bid amongst the lowest bidder.
 16. At any stage during scrutiny, if it is found that the credential or any other papers which the Bidder uploaded during Bidding process, found incorrect / manufactured / fabricated, that bid will be considered as non-responsive and outright rejected with forfeiture of Earnest Money and action will be taken as per stipulation of IT Rules in force.
 17. List of "Technically Qualified Bidders" will be published in the web portal only. Financial Bid will be opened within a short period after such publication. Therefore, Bidders are requested to view the tender status on a regular basis. In case of there be any objection regarding Pre-qualification / list of "Technically Qualified Bidders", that objection should be lodged to the Managing Director, WBMSCL within 48 hours from the date of publication of list of qualified Agency and beyond that time schedule no objection will be entertained by the Tender Evaluation Committee
 18. Before issuance of Letter of Acceptance / Provisional Work order, the tender accepting authority may verify the credential & other documents of the lowest bidder so uploaded online if found necessary. If it is found such document incorrect / manufactured / fabricated, Letter of Acceptance / Provisional Work order will not be issued in favour of the bidder under any circumstances and action will be taken accordingly.
 19. In case of Ascertaining of Authority at any stage of application or execution of work, necessary registered Power of Attorney is to be produced.
 20. The Earnest Money may be forfeited if :-
 - a) If the Bidder withdraws the Bid during the period of Bid validity.
 - b) In case of successful Bidder, if the Bidder fails to execute formal agreement within the stipulated time period.
 - c) During scrutiny, if it is come to the notice of quotation inviting authority that the credential or any other document which were uploaded & digitally signed by the Bidder are incorrect / manufactured / fabricated.
 21. If any discrepancy arises between two similar clauses on different notifications, the clause as stated in later notification will supersede former one in following sequence;-
 - a) Notice Inviting Quotation
 - b) Special Terms and Conditions c) Financial Bid

The eligibility of the Bidder will be ascertained on the basis of document submitted / uploaded & digitally signed in support of the minimum criterion as mentioned above. If any document submitted / uploaded by the Bidder is either manufactured or false the eligibility of Bidder will be out rightly rejected at any stage without prejudice and action will be taken as per stipulation of IT Rules in force.

Sd/-
Managing Director
West Bengal Medical Services Corporation Limited

INSTRUCTION TO BIDDERS
SECTION – A
General guidance for e-Tendering

Instructions/ Guidelines for tenders for electronic submission of the tenders online have been annexed for assisting the contractors to participate in e-Tendering.

1. Registration of Contractor Any contractor willing to take part in the process of e-Tendering will have to be enrolled & registered with the Government e-Procurement system, through logging on to <https://wbtenders.gov.in> The contractor is to click on the link for e-Tendering site as given on the web portal.
2. Digital Signature certificate (DSC) Each contractor is required to obtain a class-II or Class-III Digital Signature Certificate (DSC) for submission of tenders, from the approved service provider of the National Information's Centre (NIC) on payment of requisite amount details are available at the Web Site stated in Clause-2 of Guideline to Bidder DSC is given as a USB e-Token.
3. The contractor can search & download NIT & Tender Documents electronically from computer once he logs on to the website mentioned in Clause 2 using the Digital Signature Certificate. This is the only mode of collection of Tender Documents.
4. Participation in more than one work a prospective bidder shall be allowed to participate in the job either in the capacity of individual or as a partner of a firm. If found to have applied severally in a single job, all his applications will be rejected for that job.
5. **Submission of Tenders/General process of submission:** Tenders are to be submitted through online to the website stated in Cl. 2 in two folders at a time for each work, one in Technical Proposal & the other in Financial Proposal before the prescribed date & time using the Digital Signature Certificate (DSC) The documents are to be uploaded (virus scanned copy) duly Digitally Signed. The documents will get encrypted (transformed into non readable formats). A. Technical & Financial proposal: The proposal should contain scanned copies of the following in two covers (folders).

A-1. Statutory Cover file Containing.

Technical Bid:

- i) Earnest money (EMD) and Printed Tender Form as prescribed in the NIT
- ii) NIT
- iii) Forms (As mentioned in the NIT, Section-B)

Financial Bid:

- i) The rate will be quoted in the given format of percentage BOQ quoted rate (as per schedule of works in the form of annexure A,B,C,D,E&F) will be encrypted in the B.O.Q. under Financial Bid.
- ii) Annexure A,B,C,D,E&F (Schedule of works)

A-2. Non statutory / Technical Documents

- i) Current Income Tax return (for the assessment year as applicable) ,Contractor License, Supervisory License, PAN, VAT Registration Certificate & Professional Tax receipt challan
- ii) Valid enlistment renewal certificate
- iii) Registered Deed of partnership Firm
- iv) Trade License from the respective Municipality/Panchayet etc. (in case of S & P Contractors only)
- v) Certificate of Registration' from the respective Assistant Registrar of Co – operative Societies (for Regd. Unemployed Engineer's Co – Operative Society Ltd.)
- vi) Requisite Credential Certificate as mention in Clause [2(i)] of this N.I.T.

Note: Failure of submission of any of the above mentioned documents will render the tender liable to be rejected for both statutory & non statutory cover.

THE ABOVE STATED NON-STATUTORY/TECHNICAL DOCUMENTS SHOULD BE ARRANGED IN THE FOLLOWING MANNER

Click the check boxes beside the necessary documents in the My Document list and then click the tab "Submit Non Statutory Documents" to send the selected documents to Non-Statutory folder. Next Click the tab "Click to Encrypt and upload" and then click the "Technical" Folder to upload the Technical Documents.

Sl. No.	Category Name	Sub Category Descriptio	Details
A.	CERTIFICATES	CERTIFICATES	Current Income Tax return (for the assessment year as applicable) , Contractor License, Supervisory License, PAN, GST Registration Certificate & Professional Tax receipt challan
B.	Company Details	Company Details – I	1. Trade License from respective Municipality / Panchayet etc. (in case of S & P Contractors only) 2. 'Certificate of Registration' from the respective Assistant Registrar of Co – operative Societies (for Regd. Unemployed Engineer's Co – Operative Society Limited)
C.	Credential (in applicable cases)	Credential	1. Documents of Credential (in the form of work completion certificates with work order) as mentioned in Clause No. [2(i)]

B. Technical proposal

- i. Opening of Technical proposal: - Technical proposals will be opened by the Managing Director, West Bengal Medical Services Corporation Limited and his authorized representative electronically from the web site stated using their Digital Signature Certificate.
- ii. Intending bidders may remain present if they so desire.

C. Financial proposal

- i) The financial proposal should contain the following documents in one online financial cover i.e. Bill of quantities (BOQ). The contractor is to quote the rate online through Computer in the space marked for quoting rate in the BOQ.
- ii) Only downloaded copies of the above documents are to be uploaded virus scanned & Digitally Signed by the contractor.

PENALTY FOR SUPPRESSION / DISTORTION OF FACTS OR SUBMISSION OF INCORRECT INFORMATION:

If any bidder fails to produce the original hard copies of the documents (specially Completion Certificates and audited balance sheets), or any other documents on demand of the Quotation Opening Authority within a specified time frame or if any deviation is detected in the hard copies from the uploaded soft copies or if there is any suppression of facts, the bidder will be suspended from participating in the quotation on e- Tender platform for 3 (three) years. In addition, his user ID will be deactivated and Earnest Money Deposit will stand forfeited. Besides, WEST BENGAL MEDICAL SERVICES CORPORATION LIMITED may take appropriate legal action against such bidder.

AWARD OF CONTRACT

The Quotation Inviting Authority reserves the right to accept or reject any quotation and to cancel the quotation inviting process and reject all Quotations at any time and prior to the Award of Contract without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected Bidder or Bidders of the ground for Employer's action.

The Bidder whose Bid has been accepted will be notified by the Quotation Inviting & Accepting Authority through acceptance letter/email..

The notification of award will initiate the execution of agreement.

The Agreement in prescribed composite Tender Form will incorporate all agreements between the Tender Accepting Authority and the successful Bidder.

General Terms and Conditions:

1. The rates quoted shall include all applicable taxes.
2. Regular servicing & inspection of the equipments should be carried out at least once in a month preferably during 1st week of the month by the service provider.
3. The service provider shall perform preventive maintenance to the equipments mentioned above and its accessories as per service manual.
4. The service provider shall also attend any breakdown & emergency call immediately.
5. An agreement detailing the terms & conditions shall be executed with the service provider for entering into an AMC.
6. The service provider shall furnish details of experience indicating the parties for whom similar assignments CAMC were undertaken.
7. The AMC will be for a period of 1(One) Year, which is extendable for further period if required depending on satisfactory fulfillment of all "Terms & Conditions" of contract agreement. However, the AMC may be terminated at any time before the expiry of contract agreement, depending on the requirement / performance of the service provider.
8. The Earnest money of successful bidder shall be retained and for others, Earnest money will be returned within 30(thirty) days of completion of bid evaluation. No interest is payable on this deposit. The earnest money deposited by successful bidder will be converted to Security deposit. Balance security deposit to cover 10% of the bill amount will be recovered from each running bill & final bill. Performance guarantee as well as security deposit shall be refunded to successful bidder / lowest bidder after successful completion of the work. No interest is payable on this deposit. If the approved party fails to execute the agreement deed within the specified date, the earnest money will be forfeited. The Managing Director of the WBMSCL or any other person(s) authorized by him on his/her behalf reserves the right to accept any quotation, in full or in part, or reject any or' all the quotations without assigning any reasons thereof and no correspondence in this respect will be entertained.
9. Enclosure: ANNEXURE -I, II, III & Section – B(Forms I to IV)

ANNEXURE - I
SCOPE OF WORK

Telephone System:

1. Maintain all kind of hardware and software related to EPABX.
2. All analog/digital/IP telephone set maintenance.
3. System side and field side cable maintenance.
4. IO/Rj11 cable, telephone jack, coils cord to be maintained.
5. UPS (related to EPABX), Power socket to be maintained.
6. Earthing of EPABX to be maintained.
7. All MDF krone module is to be maintained.
8. Check temperature in EPABX room.

LAN system:

1. All active components related to LAN network is to be maintained.
2. All patch cord, Cat6 cable to be maintained.
3. All IO patch panel, rack is to be maintained.
4. All UPS connected to any data related product is to be maintained.
5. All power stick related to Data project need to be maintained.

Scope for PMS (Telephone system):

1. Check input voltage to EPABX.
2. Check system hardware.
3. Check system software.
4. Check system connectivity.
5. Check UPS power.
6. Check IP connectivity.
7. Check system card healthy status.
8. Check temperature in EPABX room.

Scope for PMS (LAN system):

1. Check the input voltage and Earthing to Switches.
2. Check the system software version.
3. Check the uplink connectivity among switches.
4. Check UPS power for all the switches.
5. Dust cleaning of all the switch room Rack.
6. Checked floor cabling.

ANNEXURE – II

Details of the Bidder

1. Name of the Bidder
2. Address of the Bidder
3. Telephone Number
- Land Line Number.....
- Mobile Number.....
4. Pan (Enclose Copy).....
5. GST Registration (Enclose Copy).....
6. Licence No. / Registration No. & Valid date
7. **Experience Details :**

Parties	Nature of Job	Date	
		From	To

This is to certify that the information furnished above by me / us is true and correct. I / We also certify that I/We have carefully read and understood the terms and conditions of the tender document and undertake to abide by them in the event of being awarded the contract.

Date:.....

Place:.....

Signature of the bidder Seal

ANNEXURE - III
TERMS OF PAYMENT

1. Payment for the works will be made after successful completion of 1st quarter, 2nd quarter, 3rd quarter and 4th quarter respectively.
2. Payment will be made at the end of each quarter after successful completion of works in the preceding of 3 months as per complain log register.

Terms and conditions:

- 1) There must available special tools and tackles, testing apparatus, measurement and inspection devices including diagnostics equipments etc at call centre/site office.
- 2) Any type of system components installed in the network must be kept at site for easy and quick replacement of spares as well as rectification of defects.
- 3) Necessary measures (Routine Checking) should be taken to assess defects in the system and rectify the same as early as possible.
- 4) Changing of all spares and machineries attached with the voice network are under the AMC contract.
- 5) Changing of all spares and machineries attached with the data network are under the AMC contract.
- 6) The equipment damaged due to any fault (except force measured) of the system should be rectified by the Agency within 24(twenty four) hours.
- 7) The philosophy or "Public Interest" would be THE MOTTO of this all inclusive maintenance any deviation may be viewed otherwise.
- 8) Any inconvenience caused so far as performance of LAN/ Telephone system due to negligence in the part of the agency, if detected, will be liable to penalty. Quantum of penalty would be decided in EIC depending on the gravity of situation.
- 9) An Engineer/ Technician will be posted at site office allotted by Authority concern.
- 10) A Register should be maintained for call login and result thereafter. The Site Engineer/Technician should have common telephone no by which a user can communicate with him directly.
- 11) Bill should be submitted monthly/ quarterly as per direction of EIC.
- 12) No Extra charges will be paid except the rate quoted by the agency as per unit per month basis for maintaining the above described terms and condition.
- 13) WBMSCL authority reserves the right to terminate the contract against three months notice for the non satisfactory performance or other administrative reasons.
- 14) Service Challan certifying satisfactory performance of the LAN/ Telephonic system should be submitted to the concerned SAE twice in a month and that has to be countersigned by the AE and to be submitted along with the bill. A logbook shall also be maintained twice in a month by the agency duly signed by SAE / AE from time to time of servicing.
- 15) There should be present one experienced person /technician to operate call centre during working hours to receive fault report.
- 16) There should be special Telephonic support available beyond working hours.
- 17) Provide telephonic support via Public network.
- 18) Any changes in the LAN/Telephonic system i.e. for new technical development on the system must be informed to user.

sd/-
Managing Director
& Secretary Health & FW Department

SECTION – B

FORM –I

B.1. PRE-QUALIFICATION APPLICATION.

To

Managing Director,
West Bengal Medical Services Corporation Limited

Ref: - Tender for _____
_____work_____

N.I.T. No: WBMSCL / NIQ – 44/2017, Dated – 28.07.2017 of West Bengal Medical Services Corporation Limited

Dear Sir,

Having examined the Statutory, Non statutory, Instruction to Bidders & NIT documents along with its Agenda & corrigendum, I /we hereby submit all the necessary information and relevant documents for evaluation

The application is made by me / us on behalf of _____

In the Capacity _____ duly authorized to submit the order.

The necessary evidence admissible by law in respect of authority assigned to us on behalf of the group of firms for application and for completion of the contract documents is attached herewith. We are interested in bidding for the work(s) given in Enclosure to this letter.

We understand that:

- (a) Quotation Inviting & Accepting Authority/Engineer-in-Charge can amend the scope & value of the contract bid under this project.
- (b) Quotation Inviting & Accepting Authority/Engineer-in-Charge reserve the right to reject any application without assigning any reason.

Encl:- e-Filling:-

- 1. Statutory Documents.
- 2. Non Statutory Documents.

Date: -

Signature of applicant including title
and capacity in which application is made.

SECTION – B

FORM - II

Work in progress.

Sl. No.	Name of the work.	Tender No.	Tendered Amount.	% of work Executed.

Work order issued but work not started.

Sl. No.	Name of the work.	Tender No.	Tendered Amount.	Status.

Signature

Date: _____

Name of the Firm with Seal.

SECTION – B

FORM- III

B.3. STRUCTURE AND ORGANISATION.

B.3.1. Name of applicant:: _____

B.3.2. Office Address:: _____

Telephone No.:: _____

Fax No. :: _____

B.3.3. Name & address of Bankers:: _____

B.3.4. Attach an organization chart showing the structure of the company with names of Key personnel and technical staff with Bio-data.

Note: Application covers Proprietary Firm, Partnership, Limited Company or Corporation,

Date:

Signature of applicant.
Including title and capacity in which application is made.

SECTION – B

FORM- IV

Print out in Agency's Letter head & upload the filled proforma with digitally signed as stated below

DECLARATION BY THE TENDERER

I/We have inspected the site of work and have made myself/ourselves fully acquainted with local conditions in and around the site of work. I /We have carefully gone through the Notice Inviting Tender and other tender documents mentioned therein along with the drawing attached. I/We have also carefully gone through the 'Priced schedule of Probable Items and Quantities'.

My/Our tender is offered taking due consideration of all factors regarding the local site conditions stated in this Detailed Notice Inviting Tender to complete the proposed work referred to above in all respects.

I/We promise to abide by all the stipulations of the contract documents and carry out and complete the work to the satisfaction of the department.

We declare that I/We in the capacity of individual/ as a partner of a firm not debarred in the last financial year.

I/We also agree to procure tools, plants and others as per requirement, at my/our cost required for the work.

Date:

Signature of Bidder

Postal address of the Tenderer

Name of the Firm with Seal