



**WEST BENGAL ESSENTIAL COMMODITIES SUPPLY  
CORPORATION LIMITED**

**FOR ENGAGEMENT OF**

**Service provider providing annual maintenance and service works of  
Computer and peripherals**

Reference Tender Notice No. ECSC/ IT/2017-18/42/835 dated 31 /08/2023

E-Tender Documents will be available on 31.08.2023 from 12:00 noon at [www.wbtenders.gov.in](http://www.wbtenders.gov.in)

**E-Tender submission closing Date & Time :21.09.2023 at 12:00 noon**

**E-Tender (Technical Bid) opening Date & Time :25.09.2023 at 12:00 noon**

**Earnest Money Deposit (EMD) : Rs. 10,000/- (Rupees ten thousand only)  
through online E-Tender Portal**

**HEAD OFFICE: 11A, MIRZA GALIB STREET, KOLKATA - 700 087.**



E-Tender comprising of Technical and Financial bids are invited from reputed, bona-fide and experienced sole proprietorships / registered partnership firms / registered companies etc. for engagement of Service Provider providing annual maintenance and servicing works of Computers and peripherals of the Corporation as per the terms and conditions stipulated by West Bengal Essential Commodities Supply Corporation Limited (WBECSC Ltd.), Kolkata in this Tender Document.

**CLOSING DATE AND TIME:-**

Submission of the Technical and Financial bid : on or before 21.09.2023 upto 12:00 noon (online).

**Earnest Money** of Rs. 10,000/- (Rupees ten thousand) only should be deposited through on line E- tender portal within 21.09.2023 upto 12:00 noon failing which the e-tender will not be accepted.

**Opening Date and Time:**

Technical Bid: on **25.09.2023 at 12:00 noon (online)**

Financial Bid: on **27.09.2023 at 12:00 noon (online)**

Details of date and time schedule are provided with this E-Tender Document (Appendix-III).

The FINANCIAL BID of only those firms whose offers have passed the "Technical Bid" i.e. that has fulfilled all e-tender conditions as provided in Para (5,6 & 7) of "Others Terms and Conditions" shall be considered for opening on the date fixed as mentioned at Appendix- III.

The Prospective bidders may download the e-tender document from the website [www.wbtenders.gov.in](http://www.wbtenders.gov.in) with the help of Digital Signature Certificate (DSC). E-Tenders, comprising both technical and financial bids, are to be submitted concurrently, digitally signed and posted in the website: [www.wbtenders.gov.in](http://www.wbtenders.gov.in)

**Pre bid meeting session:**

Prospective bidders in the e-Tenders may attend a pre bid Conference which will be held on **08.09.2023 at 03:00 p.m.** in our Head office at 11A, Mirza Ghalib Street, Kolkata 700 087 for filling up e-Tender documents and online submission of required documents.

**Conditional E-Tenders will not be accepted even on deposit of valid Earnest Money.**



## E-TENDER DOCUMENT

### E- TENDER FOR PROVIDING ANNUAL MAINTENANCE & SERVICING WORKS OF COMPUTERS & PERIPHERALS

E-tenders are invited for providing annual maintenance and servicing works of computers and peripherals existing and installed at WBECSC Ltd. at its Headquarters at Block-B, Khadya Bhavan, 11A, Mirza Ghalib Street, Kolkata:- 700 087.

Successful e-tender party will mean "**CONTRACTOR**" who will provide annual maintenance and servicing works of computers and peripherals existing and installed in the Corporation at its Headquarters.

The "Corporation" will mean the West Bengal Essential Commodities Supply Corporation Ltd. (WBECSC Ltd.)

### Terms & Conditions

#### LIST OF COMPUTERS & PERIPHERALS (TENTATIVE)

1) Total No. of CPUs:-	88
2) Total No. of Monitors:-	88
3) Total No. of Printer (including Dot-matrix and laser Jet Printer):-	58
4) Total No. of Scanners:-	28
5) Total No. of All in one Printer (Scan ,Copy & Print):-	02
6) Total No. of UPS:-	46
7) Total No. of LAN Switch Port:-	05
8) Total No. of Laptops:-	05
9) Dell All in One Desktop:-	01

Note:- The List may change subject to purchase or disposal of Computers and peripherals.

Machines may be inspected on any working day and during working hours only before submitting quotation.

#### SCOPE OF WORK

- Contractor will provide complete, corrective and preventive maintenance service for computers & peripherals on all working days, during the prime office hours and will also arrange suitable maintenance service for items as stated in the said list.



- Contractor will provide comprehensive (inclusive of all spares except consumables) hardware support and software support for items as stated in the said list.

**Comprehensive contract** includes software support, labour support and maintenance of the item with replacement of defective parts (same configuration or made) free of cost, as and when required, until the part is repaired.

A list of consumables has been produced as follows:-

- a) Toner/Ink printer cartridges, CDs/DVDs, Chargers and Adapters, Battery of UPS.
  - b) Print bands, Ribbons, Daisy Wheels, Printer Heads. Plastic Components like pinions etc.
- Contractor will provide software support services (inclusive of software formatting or maintenance) and it includes support & installation for WINDOWS OS/ other OS, Win 2000/XP/7 (Prof or Ultimate)/8/10, Auto Cad, STADD Pro etc. and all such software applications as may be required by the users of the Corporation from time to time.
  - Contractor will provide labour support to restore normal functioning of all defective items within 24 hours from receipt of information from the Corporation for all items as stated in the said list.

Labour support also includes proper call login for the warranty systems to the respective OEM, feedback generation and warranty call completion by the respective OEM.

- Defective gadgets, if found irreparable, will not come under the purview of Annual Maintenance Contract (AMC)
- Contractor will also ensure visits by support personnel on every alternate day to ensure proper functioning of all items as stated in the said list.
- Rates of the gadgets are required to be quoted item wise in the BOQ at Appendix-II.
- Contractor will provide necessary back-up systems (if defective items are not repaired within 24 hours) to ensure that normal functioning of office work is not affected for items as stated in the said list.

#### **OTHER TERMS AND CONDITIONS**

1. A list of support personnel bearing photograph of each personnel duly authenticated on each page with signature and rubber seal of the contractor will have to be deposited with the Corporation by the Contractor for official record.



2. Attendance and Departure time of the support personnel will strictly be recorded by the Corporation in a bound register and will be authenticated by the Corporation's official supervising and looking after the work. The Contractor will be wholly and solely responsible for the conduct and behaviour of the support personnel.
3. The Annual Maintenance Contract (AMC) shall be valid for a period of 01 (one) year effective from the date of execution of Service Agreement. The AMC may be renewed for a further period, if so decided by the Authority of the Corporation in due course.
4. The Contractor will submit only one rate quote (Annual Rate) for providing Annual Maintenance Support services as detailed under "Scope of Work" for all items as stated in the said list.
5. Prospective bidders shall have to deposit Earnest Money of Rs. 10,000/- (Rupees ten thousand) only through on line e-tender portal. The Earnest Money so deposited will not carry any interest. The EMD of the successful bidder will be converted into Security Deposit which will be refunded to the Contractor after successful completion of the contract for 12 (twelve) months and/or any period, if extended by Authority.

The amount remitted towards Earnest Money is liable to be forfeited in case the Bidder withdraws his/their offer after submission of e-Tender or after acceptance of the offer by "WBECSC Ltd." In such a situation the Management of the Corporation will be at liberty to negotiate the rates with L-2 and/or L-3 for providing Annual Maintenance Contract of Computers & its accessories of WBECSC Ld. at 11A, Mirza Ghalib Street, Kolkata- 700087.

- 6) Credentials of similar type of job executed from Govt Department and Semi-Govt./ Department for the Assessment Year 2020-21,2021-22 & 2022-23.
- 7) Without any of the documents vide para 5,6 & 7, tender will not be considered.
- 8) Bill in duplicate along with the statement detailing the attendance of the support personnel worked in a month and the call reports of the items serviced are to be deposited for payment. Such statement shall be checked and verified by the Corporation's official overlooking the work.



## **REGISTRATION OF BIDDER AND SUBMISSION OF E-TENDER:**

Bidders willing to take part in the process of e-tendering will have to be enrolled and registered with the Government e-procurement system through logging on to the website [wbtenders.gov.in](http://wbtenders.gov.in) and to click on the link for e-tendering site as given on the web portal.

Each participant, for submission of Tender, is required to obtain a class-II or Class-III Digital Signature Certificate (DSC).

Bidders can download NIT and other Tender Documents by logging into the website mentioned using DSC. **This is the only mode of collection of Tenders.**

**All appendices**, attached with this E-Tender Document should be duly filled in using Digital Signature Certificate (DSC) in all pages and are SACROSANCT for considering any offer as valid, except Appendix-I, which is to be signed physically also. All scanned documents as required under Eligibility conditions shall also be submitted using DSC for considering any offer as valid.

The conditions of contract, which will govern any contract made, are in accordance with and subject to:

- i) West Bengal Financial Rules as amended up to date.
- ii) West Bengal Delegation of Financial Power Rules, 1977 as amended up to date.
- iii) Govt. of West Bengal, Finance Department's Notification No. 10500-F dated 19<sup>th</sup> Nov 2004

Mere uploading of tender documents by the prospective bidders will not be proof that the e-tender documents have passed all the eligibility criteria mentioned in the e-tender documents. The tenders of those who do not qualify the eligibility criteria shall be rejected at any time during detailed scrutiny and evaluation stage.

## **OPENING OF TENDER:**

The offer is comprised of two bids, one is technical bid and other is financial bid.

- I) The technical bid should contain the following:
  - i) This E-Tender document physically signed on all pages.
  - ii) All scanned documents as required under Eligibility Criteria para No. 5 to 7 of Para "Other Terms & Conditions".
  - iii) Appendix- I duly filled in and physically signed.
  - iv) Copy of the RTGS UTR receipt submitted as Earnest Money Deposit.
  - v) Copy of credentials of the Firm.



II) The Financial bid as per Excel Sheet in Appendix II should be duly filled in and physically signed.

III) The Technical BID shall be opened on the date of tender opening as mentioned at Appendix-III

The FINANCIAL BID of ONLY those firms whose offers have passed the technical Bid i.e. that has fulfilled all tender conditions as in clause I) hereinbefore shall be considered for opening on the date fixed as mentioned at Appendix-III.

After opening of all the Financial BIDs of eligible bidders, COMPARATIVE STATEMENT shall be prepared and the finalization of tender will be done on L1 basis and after following all the procedures prescribed by the Government in this regard.

In case, if the date fixed for opening the tender happens to be a holiday, it will be opened in the next working day. Either the bidder or the person duly authorized by the bidder alone will be allowed to be present at the time of opening of the tenders/negotiation.

**Validity of Offer :**

The offers made by the bidders shall be valid for acceptance upto 1 (one) year with same terms and conditions. The bidder should not quote any other date for the validity of the offer. Tenders quoting any other validity date are liable to be summarily rejected.

The rate offered by the bidder and once accepted by the Corporation shall be final and the rate shall continue till the offer ceases to be valid.

**Agreement :-**

The Successful bidder shall execute an Agreement (tenure as agreed on and required) on a stamp paper of value as per law within 10 (ten) days from the date of receipt of Engagement letter / communication of acceptance of the Tender. In the event of failure to execute the agreement, the bidders will be treated as having committed breach of contract and if for which no sufficient cause is shown then the bidder will be liable to pay damages to the Corporation for such breach of contract besides black listing the firm. Further, the WBECS Ltd. reserves the right to collect the consequential loss, if any, sustained by the WBECS Limited on account of re-tender from the bidders and bidders are bound to pay the same on demand.



**Other General Conditions:**

E-tenders specifying additional conditions or proposing modifications to the e-tender conditions will be treated as conditional tenders and will be summarily rejected.

**General:-**

It is not binding on the part of the Managing Director, WBECS Ltd. to accept the e-tender which offers the highest rebates or commission or any e-tender and he reserves the right to reject/accept all or any e-tender fully or partly. The Managing Director also reserves the right to accept one or more e-tenders.

The Managing Director reserves the right to relax or waive or amend any of the e-tender conditions and to reject the tender if any of the conditions enumerated in the e-tender conditions are violated. Before issuance of **Engagement letter or execution of Agreement**, the e-tender inviting Authority may verify the credential and other documents of the successful bidders, if deemed necessary. After verification, if it is found that the documents submitted by the said bidder(s) are either false or fabricated, the e-tender is liable to be rejected and the Earnest Money will stand forfeited.



**Managing Director  
W.B.E.C.S.C. Ltd.**



**LIST OF DOCUMENTS TO BE UPLOADED:-**

- 1) Scanned copies of the Registration Documents along-with office address certificate and a self-certified list of branch office/ service associate details
- 2) Scanned copy of the current Trade License (mentioning maintenance and repair services of computers and peripherals as nature of trade)
- 3) Scanned copy of the GST Code Registration Certificate along with the SAC Code & Last month's return.
- 4) Scanned copy of the Valid profession Tax Certificate.
- 5) Scanned copy of the Income Tax Return of assessment year 2020-21,2021-22 & 2022-23.
- 6) Scanned copy of the PAN Card,
- 7) Scanned copy of the Bank solvency Certificate from nationalised Bank ,
- 8) Scanned copy of the Aadhaar Card of the Proprietor if the service provider is a proprietorship concern / partnership deed if the service provider is a partnership firm and memorandum and Articles of Association if the service provider is a Company are to be annexed with the Tender Form.

Originals are to be produced by the successful tender party for verification later.



## Appendix – I

### Questionnaire about Bidder

- 1) Name of the Firm / Company : .....
- 2) Full address : .....
- 3) Phone No. .... Email. ....
- 4) Name of the authorized person: .....
- 5) Contact No. .... Email .....
- 6) Whether authorization letter duly authorizing to attend the Tender ? Negotiation enclosed  
Yes ..... No. ....
- 7) The date of commencement of the firm DD/MM/YYYY \_\_\_\_\_

	NEFT/RTGS UTR No.	Date
8) Details of EMD	<input type="text"/>	<input type="text"/>

**Official Seal & Signature of the Bidder**

**Appendix-II**



BOQ

[Please do not mention any RATE here. RATE needs to be filled & uploaded in the specified folder only]

Refer attached Appendix II in Excel sheet

Signature of Bidder \_\_\_\_\_

Name in Block letters \_\_\_\_\_

Capacity in which  
tender is signed \_\_\_\_\_

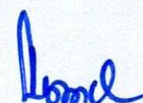


Date and Time schedule

NIT No. ECSC/IT/2017 - 18 /42/835

Date. 31.08.2023

Sl. No.	Particulars	Date & Time
1	Date of uploading of N.I.T. Documents by WBECSC Ltd. (online) (Publishing Date)	31.08.2023 at 12:00 noon
2	Documents downloading by prospective bidders (online)	31.08.2023 at 12:00 noon
3	Pre bid Conference will be held at WBECSC Ltd.	08.09.2023 at 03:00 p.m.
4	Last date of submission / deposit of Earnest Money (Online)	21.09.2023 at 12:00 noon
5	Closure of online Bid submission	21.09.2023 at 12:00 noon
6	Opening date for technical Bid (Online)	25.09.2023 at 12:00 noon
7	Date of opening of Financial Bids (online)	27.09.2023 at 12:00 noon
8	Date of uploading details of L1 bidder along with rates (online).	29.09.2023



Managing Director  
W.B.E.C.S.C. Ltd.