

NOTICE INVITING TENDER

Sealed Tenders are invited for the following job from reputed Bidder/Company having sufficient experience and other Credentials for successful completion of similar nature of work, preferably in a Banking Sector Or other Govt/Seni Govt.. Sector for supply, installation of HP make Desktop Computers mentioned in Annexure I for all the Branches situated at Kolkata District & Siliguri (details list mentioned in Annexure – II) .

<u>Brief Description of Work</u>	<u>Tender Document Money [Rs.]</u>	<u>Earnest Money Deposit [EMD] for successful Bidder [Rs.]</u>	<u>Start Date of Tender Availability at Office</u>	<u>Last Date & Time of Tender Submission</u>	<u>Date of Opening of Tender [Technical Part]</u>
Supply, installation of HP make Desktop Computers in the Region of the Bank	Rs. 1000/- [Non-Refundable]	10% of total work order Value [In the form of Fixed Deposit/Bank Guarantee] in favour of THE WEST BENGAL STATE CO-OPERATIVE BANK LTD.	<u>3.07.2017</u>	10.07.2017 <u>[13:00 hrs.]</u>	10.07.2017 <u>[14:00 hrs.]</u>
Bid Submission & Opening Venue	Conference Hall, Regional Office (South) The West Bengal State Co-operative Bank Ltd. PO - Diamond Harbour Dist- 24 Paraganas(South) – <u>743331</u>				

The 10% of the total work order value will be given by the Vendor who will selected to supply & installation of HP make Desktop Computers against this Bids as EMD/Bank Guarantee(BG) value .

The Bank reserves the right to accept/reject any/all the tenders without assigning any reason whatsoever.

(1) Scope of Work:

The successful bidder [hereafter referred to as the Contractor] has to supply and install the prescribed specifications of Desktop Computers at each location and provide on-site comprehensive SBD [Same Working Day] warranty support for 3 years from the date of installation. The Desktop Computers should conform to the detailed technical specification mentioned in Annexure I. Warranty Support may be provided directly by the OEM or Selected Bidder within the uptime mentioned in Tender Documents under Clause No:- 5.

The selected bidder will be give the first level support services including formatting of the Computer OR other Hardware/Software including Operating System(OS) related issue within 2 working Hours from the time of call logging by Bank in either Telephonic/E-Mail to the selected bidder and provide the support services by selected bidder within 2 working hours from the time of call logging by Bank .If any Spare/Hardware related issue , the vendor will be responsible to registered the call to the OEM directly on behalf of the Bank and also monitoring the said Call . The vendor will provide the call ticket number to the Bank and also provided the call escalation matrix of the organisations at the time of Bid submissions .

The supplied Desktop Computer should be compatible with the existing Core Banking Solutions (CBS) under ASP model using B@ncs24 Solutions of M/S TCS Ltd. For any emergency situations the selected vendor will provide the support services in Sunday/Other Holiday's and Bank is not bound to give any extra payment for this purpose .

(2) Tender Validity:

- a. The tenders shall be kept valid for a period of 45 days' from the last date of submission of tenders or any extended date as indicated below;
- b. In exceptional circumstances, WBSCB may solicit the bidder's consent for extension of the bid validity period. The request and the responses shall be made in writing. When the validity period is extended by the bidder, the same is to be done without any modification to the bid proposal by the bidder;
- c. All prices quoted must be firm and valid during bid validity period and extended periods. All prices quoted shall not be affected by any escalation in prices of labour or materials, machineries, equipment etc. or in rupee exchange rate during he bid validity period whatsoever.

(3) ELIGIBILITY CRITERIA FOR PARTICIPATION IN THE TENDER

1. Bidder should be Profit making Company for last 3 years
2. The Bidder is a IT company for last 10 years and also service centre with call logging facility at Kolkata .Supporting documents for existence of Service Centre with phone nos. has to be attached.
3. The bidder shall be required to give a declaration in their letterhead that they have not been banned by any Govt. Agency/Govt. Deptt./Semi Govt./Quasi-Govt. Deptt./PSU/Board/Council or similar organisation. If any Govt. Agency/Govt. Deptt./ Semi Govt /Quasi-Govt. Deptt./PSU/Board/Council or similar organisation has banned the bidder and later on lifted the ban, the fact must be clearly stated.
4. Bidder should have executed at least 01 similar projects involving supplyand installation of the said Desktop Compuetrs **of Rs. 5 lac each or more** at any Govt. Deptt./Quasi-Govt. Deptt./PSU/Board/Council or similar organisation in last financial years [2016-17].
5. The bidder should have an Audited Annual Turnover of Rs. 50 Lakhs or above each in the last Financial Year [2015-2016] .

(4) Details of Submitted BID

(A) Bid Format:

The vendoe submiited the technical and financial bid separately with the markig in the envelope . All the items mentioned in under following specification requirement should be quoted in the financial bid. Bank will not provide any Delivery/installation charges separately for supply of the said acessories at mentioned branches under Annexure -II .The financial bid should be submitted as per the following format:

The financial bid should be inclusive of all the taxes, levies, cost of freight, delivery and installation charges etc .Bank will not provide any delivery & Installation charges separately for the same.

(B) Bid Evaluation Process:

1. Compliance Against Eligibility Criteria

The evaluation committee of Bank will decide whether the bidder's response satisfies the stated eligibility criteria specified in the Tender Documents . Any shortfall [including omissions & variations] will be recorded. If a bid is not meeting the eligibility criteria, it shall be rejected and cannot be made eligible by correction or amendment.

2. Examination of Short-listed Technical Bids

The short-listed technical bids shall be examined for completeness and clarifications, if any, shall be sought for from the respective bidders in case the same is considered essential. Once the examination of the Technical Bids is completed, the Financial Bids of only those bidders whose technical bid is acceptable is to be opened.

3. Examination of Short-listed Technical Bids

WBSCB will determine whether the Financial Proposals, opened, are complete, i.e. whether the Bidder has included all components as per the Tender Document. If not, WBSCB may reject the bid as non-responsive. The Bank is not bound to accept the lowest bidders(L1) .

Financial Bids shall be compared for the complete scope of work as per the Price Proposal Schedule, inclusive of all taxes and duties. The price schedule shall also have the indicative price break-up.

After submission of the bid, all the bids submitted will be opened in presence of the evaluation committee of The West Bengal State Co-operative Bank Ltd(WBSCB). The Details of the bid evaluation will be intimated to the bidders once the evaluation is over. A single-step three-envelope bidding procedure will be used for the evaluation. Under this process, initially the **Qualification & Technical Bid** will be opened and examined. The correctness of the DDs submitted against Tender Document fees is checked. In the event there is any discrepancy, the bids are liable for immediate rejection.

If all the qualification criteria are fulfilled, then the bidders will be eligible for evaluation of Technical Bid. The evaluation of the bids will follow the steps outlined below.

5. Uptime Calculations

The service provider shall provide support services for the supplied Computer Systems on an annual average uptime of 99.5% on the systems , which will measured as follows :-

$\{[(\text{Actual Uptime} + \text{scheduled downtime})/\text{Scheduled Hours}] \times 100\}$.The above percentage will be calculated monthly .

“actual uptime” will mean of the scheduled hours , the aggregate number of hours in any month during which each machines , is actually available for use .

“Scheduled Downtime” will mean the aggregate number of hours , in any month during which each machines is down during the scheduled hours , due to preventive maintenances , scheduled outages ,cabling faults ,infrastructure problems or any other situation which is not attribute to the service provider’s failure to exercise due care in performing its responsibility .

Scheduled Hours will mean the coverage hours from 9.30 AM to 7.30 P.M. for any working day’s .

6. Other Terms and Conditions of Tender Documents

1.The successful bidder will supply and install Personal Computer mentioned in Annexure I and other accessories at different sites as per Annexure II . The Purchaser Bank also reserves the right to place order for extra number of any or all the hardware items at the accepted Tender rates if so required;

2. That the vendor will be allowed two (02) week time to deliver and install the hardware at site after official intimation;

3.That the vendor pay liquidated damages @ 2% (two per cent) of the total unexecuted contract value per week subject to a maximum of 10% of the unexecuted contract value in case of delay of installation as per the time frame indicated above .However when the amount of the liquidated damages is equivalent to 10% of the contract value, the Purchaser Bank will have the discretion to terminate the contract without any further reference;

4. That the Hardware delivered by vendor to the Purchaser must be covered by a comprehensive warranty for a minimum period of three (03) year warranty for Personal computers from the date of installation in respect of hardware;

7. Clause EMD value

That the vendor shall agree to furnish EMD in the form of Fixed Deposit(FD) for 3(three) years for a maximum amount of 10% of hardware cost .The said FD will be forfeited by Bank and relised by Bank , in the following cases :-

i) That if at any time the vendor's performances are considered unsatisfactory by the Purchaser in regard to maintenance of service or supply of spares or any related matter affecting operational efficiency of the computer operation, the Purchaser Bank shall be at liberty to terminate the contract after issuing 10 day's notice on the vendor and the Purchaser Bank shall be at liberty to invoke the Bank guarantee/EMD furnished by the vendor for liquidated damage @ 2 % per day subject to maximum of 10% of the contract value.

ii) In case of break down or glitches or snags of the Computer System vendor will be under obligation to restore the services of the computer system as mentioned under clause No 5 above within 2 working hours in the branch after receiving intimation from the Purchaser Bank either in writing or by Fax or telephonically or email during the period of warranty as well as during the subsistence of the maintenance period failing which the vendor firm shall pay liquidated damages @ 2 % per day of the contract value in respect of the projects where such recurring snags or glitches take place per day subject to a maximum of 10% of the cost of work order value executed by the vendor;

iii). That Vendor have to provide/maintain an extensive service support network for upcountry branches of The West Bengal State Cooperative Bank Ltd. located in the state of West Bengal;

iv). That vendor will bear all expenses for repair/replacement of the computer system installed by you instantly and this bank will not make any separate payment for any such expenses to be incurred by you within the comprehensive warranty period for Personal Computer (provided the breakdown is not due to negligence, faulty electrical points/ mains, act of nature & others including unprepared/ unclean site) but the purchaser bank will bear the cost of labour for Personal Computer during limited warranty period ;

v). That Bank may like to arrange for independent/outside and/or in-house team for testing and certification of hardware;

vi). That you will transfer ownership of the equipments in favour of the Bank and the same shall be effected as soon as the equipments is brought to the sites of the bank's premises, installed thereafter and accepted by the bank;

8. Fidelity Clause

i.That the vendor shall strictly undertake not to communicate or allow to be communicated to any person or divulge in any way any information relating to ideas, concepts, know how, techniques, data, facts, figures and all information whatsoever concerning or relating to the bank and its affairs to which the said employees have access in the cause of performance of contract. You and such employees shall also execute letters of fidelity and secrecy in such forms as may be prescribed by the Purchasing Bank. Failure to adhere to this clause may call for action culminating in termination of the contract;

- ii. That the Vendor shall explicitly absolve the bank of any responsibility/liability for any routine break-down or mal-functioning of the computers resulting from failure of the computer system or the hardware(provided the breakdown is not due to negligence, faulty electrical points/ mains, act of nature & others including unprepared/ unclean site);
- iii. That vendor have to extend facilities to avail advantages like technological upgradation in the higher side and price revision in the lower side of Personal Computers without any dispute. The bank will not bear the risk of product obsolescence;
- iv. That the Vendor have to supply technologically higher configured product after taking written consent from the bank if the ordered product is withdrawn from the market in the due course;
- v. That the Vendor have to provide details of contact person, telephone number, email Id, facsimile number for providing service support in the respective sites during the time of warranty period;
- vi. That the Vendor have to furnish letter of acceptance signed by authorised signatory by mentioning the acceptance of Order and abide by all the clauses during the time of warranty period in black and white;
- vii. That the delivery of hardware will start in respective places/sites in a phased manner after getting official intimation from time to time;
- viii. Any Dispute between Service Provider & Purchaser Bank in the matter of interpretation of any or all clause of the terms & conditions shall be adjudicated in Kolkata within the Jurisdiction of Hon'ble Kolkata High Court.

9. Payment Terms

The Bank will release payment in the following mannner :

- i) 50% of the billed amount will be released by the Purchaser Bank on receiving delivery of the hardware with preloaded software and the hardware supplied by the vendor should be strictly in conformity with the specification of the order and should also conform to HP's specification of various hardware components (to be supplied by HP);
- ii) 35% of the billed amount after the computer Hardware is installed and being free from operational defect;
- iii) Further 15% of the billed amount for Hardware is to be released 7 day's after the date of installation and furnishing of bank guarantee/EMD value ;

Separate technical ,Eligibility & commercial/Financial bids as per specifications along with all requisite documents duly sealed & addressed to the Regional Manager , The West Bengal State Co-operative Bank Limited .

For and on behalf of W.B.S.C.B.

Regional Manager(South)

ANNEXURE I :

Personal Computer :All are HP make(OEM)

Intel Core i3 -6300 CPU ,6 th Genrations
4GB DDR 4 RAM (Upgrade to 8 GB)
Intel Motherboard
1 TB Hard Disk
Wireless LAN
20” HP Make LED Monitor
Optical USB Mouse
Operating System – Windows 7 Desktop
HP Make Keyboard & Mouse
3Years comprehensive warranty

Compatibility - The Hardware with loaded system software must be compatible with Bank's CBS Application namely B@ncs24 Solutions of TCS Limited and also Windows 2003 or 2008 Server /Windows 7

Annexure-II

SOUTH REGION

Sl. No.	Name of the office/ branch	Address
1.	Regional Office	Near Diamond Harbour Municipality , South 24 Parganas
2	Amtala	Amtala Bus Stand , P.O. Amtala, South 24 Parganas
3	Baruipur	Kalitala Road , Shyamsundar Complex, Near Baruipur Rly Station , South 24 parganas
4	Bhangore	Bhangore , Near Ghatakpur Bus Stop, South 24 Parganas
5	Bijoyganj	Bijoyganj Bazar , Mandir Bazar, South 24 Parganas
6	Canning	Near Canning Post Office South 24 Parganas
7.	Diamond Harbor	Near Diamond Harbour Municipality , South 24 Parganas
8.	Kakdwip	Naya Para , kakdwip, South 24 Parganas
9.	Kashinagar	Near Kashinagar Bazar, P.O. Kashinagar South 24 parganas
10.	Sagar	Rudranagar, Sagar, South 24 Parganas
11	Patharpratima	p.o.& vill & P.S. Patharpratima Bazar, South 24 Parganas