

NOTICE INVITING TENDER (NIT):

NOTICE INVITING TENDER for Supply , Installation, Configuration, Commissioning and Migration of existing CCIL applications (i.e CROMS , TREPS , NDS-OM , NDS-CALL) from existing Windows Server 2012 Operating System (OS) to Windows 2019 Standard Server 64 bit Operating System(OS) at Head office of the Bank i.e Treasury Department , 24 A Waterloo Street Kolkata – 700069 .

Name of work:-Upgraded the existing OS from Windows Server 2012 to Windows Server 2019 Standard 64 Bit and migration of existing CCIL applications to the newly proposed Operating System ,Configurations ,testing and onsite support Service for one(01)year from the date of successful migration .

Equipment Sheet

Sl. No.	Particular	Approx. Quantity
1	Volume /Paper License of Microsoft Windows Server 2019 Standard 64 Bit OS (Only those bidder are comply Eligibility & Technical Criteria are requested to participate)	Approx. 05 Nos

Critical Date Sheet

Sl. No.	Particulars	Date	Time
1	Date of Online Publication of Tender	12/09/2024	10.00 A.M.
2	Tender Document Download Start Date	12/09/2024	11.00 A.M..
3	Bid Submission Start Date	12/09/2024	11.30 A.M.
4	Bid Submission Close Date through Online	25/09/2024	11.00 A.M.
5	Opening of Technical Bids	27/09/2024	11.30 A.M.
6	Opening of Financial Bid(To be notified later)		

1.1 IMPORTANT NOTES TO THE BIDDER:

- Prospective bid applicants are advised to read carefully the minimum qualification criteria as mentioned in **'Instructions to Bidders** .
- Tenders shall be submitted in 2 para –Technical Bid and Financial Bid [Part “B”].
- All the license are Microsoft original Volume/paper License i.e e-license which will be issued in favour of the Bank .
- No Advance Payment will be made in favour of any supplier under this tender. The bidders are requested to not to mention any such clause for advance payments in their bid documents and if there is anything in this regard, the same will be ignored for consideration and no communication will be done in this regard.
- The bidders must submit necessary valid documentary proof/s of their Firm’s Registration along with their GST and other Service Tax Registration No. and PAN details along with the quotation which was mentioned under Technical & Financial documents .
- The Bank reserves the right to verify and confirm all necessary documents as submitted by the venders in support of their tender bids along with their credentials/documents required for the eligibility criteria. In any case, any information as furnished by the bidder/s if found fabricated or mala-fide or false or incorrect, the tender bids will be rejected and necessary legal proceedings may be taken against the bidders.
- The Selected Bidder will be liable to Supply, upgrade , Configuration, Commissioning and Migration of existing CCIL applications with the same Server which was already operated through Microsoft Windows Server 2012 Standard operating system to Microsoft Windows 2019 Standard Operating system at Head office of the Bank i.e Treasury Department , 24 A Waterloo Street Kolkata – 700069 without hampering the normal CCIL applications

8. If the last date of tender submission falls on holiday/strike/Bandh etc., the last date for submission of tender will be extended up to the next working day.
9. This tender is floated for procurement & Upgrade of Microsoft Windows Server 2019 Standard Operating System (Volume License/paper License), Installation of the said OS ,Migration of existing CCIL applications along with all data and the stated quantity for the same is indicative ones and their actual quantity for purchase may vary as per the requirement of the Bank.
10. The migration job should carry 1(One)years on-site compensatory warranty & support from the date of installation
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11. The bidder firms /Agencies should have a **Minimum Average Annual Turnover** of 50 (Lakhs) for the last three(03) previous years viz., F.Y. 2020-21, F.Y. 2021-22 and F.Y. 2022-23.

1.2 Scope for procurement of additional Microsoft Server 2019 Standard Volume License

Bank reserves the right to order for supply of additional said license of the same configurations quoted above up to 50% of the total numbers of said license at the same cost , if order is placed within the first years from the date of purchase order .

1.3 INSTRUCTIONS/GUIDELINES TO THE BIDDERS

1. **Collection of Tender Documents:** The bidder can search and download the Tender Documents from the website i.e Wbtenders.gov.in and also upload the required documents electronically within the stipulated dates mentioned earlier. The bidders may visit the Bank's website www.wbstcb.com
2. Tenders shall be submitted in 2 Parts:-Technical Bid & Annexure "B"/Part "B" (Financial bid)
3. **Warranty:** The total Migration job along with support services of Supplied Operating System for One(01) year from the date of successful installation of the same .
4. The intending bidder/s must quote their price for their different items of the work within the BOQ.
5. **Time Extension:** Generally no extension of time will be allowed. At unavoidable circumstances, any extension of time is subject to the consideration of the Tender Inviting Authority.
6. **Penalty Charges:** Penalty charges will be imposed @ 5 % (Five)per week on the tendered amount subject to Maximum @ 10% of the tendered amount, if the work will not be completed within stipulated time period of the tender or no satisfactorily support services within the warranty period i.e 1 year from the successful date of migration of CCIL applications . .
7. **Document Verification:** The bidders may be called on to be present at the Bank for evaluation, verification, and clarifications, if any and may be asked to bring their original documents for satisfaction of the authority. If the bidders fail to produce the same within the stipulated time frame, their bid/s will be liable to rejection.
8. **Rejection Bids:**
 - a) Incomplete bids are liable to be rejected.
 - b) Unsigned tenders/bids, unattested corrections and overwriting by bidders are also liable for rejection.
 - c) The schedule for accepting the tenders shall be strictly followed-late tenders shall not be accepted.
 - d) Bids submitted without supporting documents as mentioned or required to submit with bids are liable to be rejected.
 - e) The bidder/s must confirm in their bid acceptance in full of the terms and conditions in this enquiry. Any non-acceptance or deviations from the terms and conditions must be clearly brought out. However, bidders must note carefully that any conditional offer or any deviation from the terms and conditions of this enquiry may render the quotation liable for rejection.
 - f) Each page of the tender document including annexure duly stamped and signed by the bidder must be submitted along with the tender bid and the tender should be page-numbered.

9. The bidder service office must be located within Kolkata, West Bengal and if required provide the support Services during the warranty period without making any charges .
10. Bidder should have well established for Installation, upgradation , Commissioning, Training, Troubleshooting and Maintenance Service centre in city of Kolkata, West Bengal for attending the after sales service. Details of Service Centres are to be uploaded along with the bid with Service Center contact detail.
11. Prospective bidders desirous of participating in tender process may submit their written queries, if any at rcasis@wbstcb.com by 16th September 2024 (up to 5 PM).
12. Bidder should have service centre in West Bengal.
13. That the selected bidder will provide details of contract person , telephone number , email id , facsimile number for providing service support in the respective sites during the time of warranty period and the technical expertise to solve the issue related to the supplied items & CCIL Applications of the Bank ..

14 . Technical & Financial Documents

Sl. No	Category	Sub-category	Sub category descriptions
A	Certificates	Certificates	PAN Card of the Company
			Last 3 years audited Balance Sheet along with IT return
			GST registration Certificates
			Valid Trade License
B	Financial	Last 3 years audited Balance sheet	
Note :Failure of submission of above mentioned documents by any bidder,bidder will summarily be rejected			

15(A) Submission of Copy and Opening of Tender: All tender documents should be uploaded (all relevant documents) in the website www.wbtenders.gov.in . Any bid through the Email or Telegraphic/fax offer will not be considered as valid bid and will be ignored straight way. Any submission of the tender documents after the specified date and time shall not be considered.

- a) The selected bidders will deposit 10% of the work order value (Excluding GST) as a performances guarantee and should be released after the warranty period i.e after 1 (one) year from the successful date of updation .
- b) The Bank can cancel the said Tender Notice at any time without giving the reasons
- c) Vendors should clearly submit both the Technical ,Financial and other certifications .Bidder should quote only one bid is submitted by the bidder ,all the bids will be rejected ;
- d) The bidder is responsible to carry out the entire end-to-end implementation of the solution as per the scope of work specified in the NIT.

16..Delivery & installation: During the installation , the selected bidder will provide the technical support for up gradation of existing of Windows Server Volume License without hampering Normal Banking Business of CCIL applications and migration job of existing CCIL applications provided by CCIL at the same Server without any downtime . If the vendor is unable to complete the work performance at the time specified for delivery, by reason of strikes, labor disputes, riot, war fire or other causes beyond the Vendor's reasonable control, the vendor will be allowed to extend the period of the Work Order.

17. The selected bidder will provide first level support within Four(04) Hours on any Working day's during warranty period for 1(One) year from the successful date of migration job .;
18. That the selected bidder will transfer ownership of the supplied license in favour of the Bank and the same shall be effected as soon as the license is brought to the sites of the Bank's premises, installed thereafter and accepted by the bank;
19. The Selected bidder will give a training to the Bank's s employee regarding the supplied items along with free of Costs
20. The selected bidder will comply & complete the Call within same day during warranty period for 1 years from the date of migration of items .

21 That selected bidder will be responsible to give the call logging facility with the OEM i.e M/S Microsoft india Pvt. Limited,if any kind of problem rises in the supplied items within the warranty period & to provide the physical support services ;

22 . Clause of Bank Guarantee/EMD value

That the vendor shall agree to furnish a Bank Guarantee (BG) for 1(One) years validity for a maximum amount of 10% of all work order value excluding the GST Charges .The said BG will be forfeited by Bank and realized 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 any related matter affecting operational efficiency , the Purchaser Bank shall be at liberty to terminate the contract after issuing 15 day's notice on the vendor and the Purchaser Bank shall be at liberty to invoke the Bank guarantee furnished by the vendor for liquidated damage @ 05 % (five) per week subject to maximum of 10% of the contract value.
- ii) In case of any kind problem of your service related job , vendor will be under obligation to restore the services of the system within the same day after receiving intimation from the Purchaser Bank either in writing or by Fax or telephonically or email during the period of warranty period failing which the vendor firm shall pay liquidated damages @ 05 %(five)per Week of the contract value in respect of the projects subject to a maximum of 10% of the cost of work order value executed by the vendor;
- iii). If any Emergency Situations , the vendor will give the support Services in any Holiday/beyond the Office Hours without the extra charges to the Bank;
- iv). That this Bank may like to arrange for independent/outside and/or in-house team for testing and certification of supplied Software by the selected bidder ;
- (v) The call related to the problem of the supplied Software/migration will be given by Bank personnel to the selected bidder either through email/Phone no/Whatsapp given by the said vendor and Vendor's responsibility will be restored the said problem within the same day from the time of call logging by Bank with free of costs during the warranty period ;

23. Payment Terms :-

The Bank will release payment in the following manner:-

- i) 40% of billed amount will be released by the Purchaser Bank on receiving delivery at the HO;
- ii) Remaining 40% of the Billed amount will be released by the Purchaser Bank after upgradation ,Configuration ,Testing ,migration of existing CCIL applications to Windows Server 2019 Standard Operating system duly certified by Concern Officer & being free from operational defect;
- ii) Further 10% of the billed is to be released 15 day's after the successful date of migration
- iii) Remaining 10% will be released after furnishing of bank guarantee of 10% of the work order value [excluding the Taxes] for one(01) year validity from the date of said migration ;
- ivi) The applicable TDS taxes would be deducted by the Bank at source , if any , as per prevailing rates .

24.All the jurisdiction are within the limit of Honorable Kolkata High Court Only

25. The Bank was not bound to accept the lowest bidder(L1)& any time Bank may Cancel the said Notice inviting Tender [NIT]

26. Regarding Financial Bid:

- i) The Financial Bid submitted by the bidders should contain the price of the license & Service Charges required to be uploaded as given in the BOQ format by bank
- ii) All costs should be given in the exact figures and words. All the Govt. levies like sales tax, Custom Duties, and educational CESS, service tax ,GST etc., if any, should be included within quoted amount for each item or component in the BOQ.
- iii) Prices shall not be subject to any escalation in the future prices
- iv) Prices should be exclusively for the Bank, including Service Charges and upgradation charges/ Configuration/Testing/ Commissioning and Maintenance [If any] should be specified separately.
- v) Bank may increase/decrease the quantity of the items mentioned in Annexure B /Part "B"
- vi) All the amount which will be mention in the Financial bid are including of all the Taxes

27. Service Level Agreement & Non-Disclosure Agreement Form

- 1. The bidder shall provide on-site warranty and support for a period of one(01) year from the date of signing of the migration ;
- 2. The selected bidder must execute a service level agreement & Non –Disclosure Agreement form as per the format provided by Bank on a stamp paper.

28. Delivery Scheduled

Expected Delivery & installation scheduled

Sl. No	Task	Expected period of delivery& Commissioning
1	Delivery of Volume License of Microsoft windows Server 2019 Standard 64 Bit Operating System	Within 2 weeks from the date of issue of work order
2	Upgradation of existnf OS,Migration,testing of the CCIL applications of the Bank	Within 2 weeks after delivery of Microsoft license

29. Warranty support

Warranty support shall be covered for One(01) years from the date the successful migration . During the warranty period , the successful bidder will provide the onsite implementation support :-

- 1. Te successful bidder will sign agreement with the Bank for any services required from them and shall be responsible for any SLA in this regard , which shall be agreed between bank and the successful bidder ;
- 2. During the warranty period,successful bidder shall provide the upgrades &updates to be patched on system .
- 3. Warranty should not become void if Bank buys any other add-on Hardware /Software from a third party and installs it within production.However,the warranty by the selected bidder will not apply to such third party Hardware /Software items installed by Bank ;

30. Support Services

Service Descriptions	Support provided by
Support during Business Hours of the Bank from 9 A.M. to 6 P.M. for all Banking working day's	Support through physical at the Branches of the Bank along with free of cost
Support after business operations hours of Bank	Support through Telephonic & Email
Time when scheduled maintenance will be performed	Scope & schedule to be agreed mutually

The software support will also cover patches including Software and proactive system health checkup & reporting will cover Hardware and Firmware updates .

31. Bidders obligations

- 1. The bidder is responsible for managing activities of its personnel & hold itself responsible for any mishandling ;
- 2. The bidder will treat all data & information about the Bank , obtained in the execution of his responsibilities as confidential and will not reveal such information to any other party without the prior written approval from the Bank .
- 3. Escalation matrix is to be provided by the selected bidder
- 4. Bidders are required to mention specifically the Name , Address and telephone number of their Service centre ,Mobile No,Email ids etc for after sales Service at the delivery location of HO .
- 5. The selected bidder will be executed the Service Level Agreement (SLA) with the Bank
- 6. Rate quoted should be valid for at least 1(one) Year from the date of submission of the Bid

(S. Sarkar)
Managing Director

