

WEST BENGAL INDUSTRIAL DEVELOPMENT CORPORATION LIMITED
“PROTITI”, 23, Abanindranath Tagore Sarani (Camac Street), Kolkata-700 017

TENDER DOCUMENT

FOR

**COMPREHENSIVE ANNUAL MAINTENANCE
OF
AUDIO AND VIDEO SYSTEM**

at “PROTITI”, 23, Abanindranath Tagore Sarani (Camac Street), Kolkata-700 017

2017 - 2018

WEST BENGAL INDUSTRIAL DEVELOPMENT CORPORATION LIMITED

“PROTITI”, 23, Abanindranath Tagore Sarani (Camac Street), Kolkata-700 017

NOTICE INVITING TENDER

No. **WBIDC/Per/159/05/VII/Part-3**

25/11/2017

- 1) WEST BENGAL INDUSTRIAL DEVELOPMENT CORPORATION LIMITED invites sealed tender for “Comprehensive Annual Maintenance Contract of Audio and Video System” at “Protiti” 23, Abanindranath Tagore Sarani (Camac Street), Kolkata-700 017 from interested, experienced and reputed maintenance/service providers who fulfill the eligibility criteria.
- 2) The offers should be submitted in sealed envelope super-scribing “Comprehensive Annual Maintenance Contract of Audio and Video System” at “Protiti” 23, Abanindranath Tagore Sarani (Camac Street), Kolkata-700 017 duly addressed to The Managing Director, WEST BENGAL INDUSTRIAL DEVELOPMENT CORPORATION LIMITED, Kolkata.
- 3) The tender document can be downloaded from WBIDC website www.wbidc.com. The interested bidders can download the tender document from website and shall submit along with the tender a DD/Pay Order for Rs.500/-(Rupees Five Hundred Only non- refundable) drawn in favour of WEST BENGAL INDUSTRIAL DEVELOPMENT CORPORATION LIMITED, payable at Kolkata. The Tender Document can also be available in person from WBIDC, “Protiti” 23, Abanindranath Tagore Sarani (Camac Street), Kolkata-700 017, on any working day between 11.00 hrs to 16.00 hrs from 25/11/2017 to 01/12/2017 on payment in cash Rs.500/- (Rupees Five Hundred Only non-refundable) towards cost of the tender document, for which Cash Receipt will be issued and the Bidder should attach a copy of the Cash Receipt while submitting the tender.
- 4) The Tender Documents should be submitted in a sealed cover either in person or by post without any overwriting tampering with any of the folios thereof & duly filled in and duly signed at the bottom of each folio, by the Bidder or his / their authorized representative and it shall reach at “Protiti” 23, Abanindranath Tagore Sarani (Camac Street), Kolkata-700 017 on or before 01/12/2017 on or before 15.00 hrs.
- 5) The Bidder should deposit a DD / Pay order for Rs.25,000/- (Rs. Twenty Five Thousand only) towards the earnest money (EMD) drawn in favour of WEST BENGAL INDUSTRIAL DEVELOPMENT CORPORATION LIMITED, payable at Kolkata. EMD of successful bidder will be converted to Security Deposit which will be returned after successful completion of the contract period or extension period as the case may be. Security Deposit will be refunded after successful completion of the CAMC period. In case of unsatisfactory performance by the contractor, Security Deposit will be forfeited. EMD of all unsuccessful Bidders will be returned after finalization of tender. No interest will be payable on the Earnest Money Deposit.

6) WBIDC reserves the right to amend or withdraw any of the terms and conditions contained in the tender document before accepting the tender or to reject any or all the tenders without giving any notice or assigning any reason. The decision of WBIDC in this regard shall be final and binding on all.

Schedule of Tendering Process:

Issue of tender forms	From 25/11/2017 To 01/12/2017
Pre-bid Meeting	29/11/2017 @ 15.00 hrs
Last date for Tender Submission	01/12/2017 @ 15.00 hrs
Opening of Bid	01/12/2017 @ 15.30 hrs

For query contact at: 033-22553857/033-22553726

Managing Director
WBIDC LTD.

WEST BENGAL INDUSTRIAL DEVELOPMENT CORPORATION LIMITED
“PROTITI”, 23, Abanindranath Tagore Sarani (Camac Street), Kolkata-700 017

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WEST BENGAL INDUSTRIAL DEVELOPMENT CORPORATION LIMITED
“PROTITI”, 23, Abanindranath Tagore Sarani (Camac Street), Kolkata-700 017

ELIGIBILITY CRITERIA:

(Please attached self- attested documents as per check list)

1. The bidder should attach Tender Cost in the form of Cash receipt or DD of Rs.500/- (Rs. Five Hundred only).
2. The Bid should accompany a DD / Pay Order Rs.25,000/- (Rs. Twenty Five Thousand only) drawn on any nationalized bank in the name of WEST BENGAL INDUSTRIAL DEVELOPMENT CORPORATION LIMITED, payable at Kolkata towards Earnest Money Deposit (EMD). Tender received without prescribed EMD will be summarily rejected. No exemption will be granted.
3. The bidders should have office in Kolkata area.
4. The bidder must submit a self-attested copy (copies) of Recent work order (s) (details filled with attached format Annexure-IV) of which the work (s) has (have) been completed within last 3 (Three) years as on 31/03/2017 as a proof of similar work done in a PSU, Central /State Government Organization or subsidiary / joint venture / Regulated company thereof, or a reputed private company etc.

The tenders of those Bidders who do not fulfill above eligibility criteria are liable for rejection.

GENERAL CONDITIONS:

1. The contracting party whether it be a Proprietor / Individual, Partnership firm, Company / Corporation, Society, they shall be, for the purpose of this contract, be known as “the Bidder” and the WEST BENGAL INDUSTRIAL DEVELOPMENT CORPORATION LIMITED shall be known as “WBIDC”.
2. Bidder should ensure that the documents are attached as per Check list and all pages of Tender and documents are signed and stamped. Failure to do so shall lead to the rejection of bids.
3. The Bidder will give a declaration as per attached format **Annexure- I** that he has read and understood the above conditions and the same shall remain binding upon him in case the work is entrusted to him.
4. The bidder must visit/examine the site and it’s surrounding on any working day by prior appointment with the Representative of WBIDC for the proper assessment of prospective assignment (scope of works) before submitting their offer. No claims later on shall be entertained. Bidder should submit a Certificate for the Site Inspection as per attached format **Annexure-II**.

5. Bidder should submit their details as per attached format **Annexure-III** with self-attested documents.
6. The successful Bidder whose tender is accepted shall, with immediate effect from issuing / receiving the Letter of Acceptance, be required to execute the Contract Agreement with WBIDC as per the General Conditions / Special conditions enumerated in the tender documents, on a Non-Judicial Stamp Paper of Rs.100/- (Rupees One Hundred only). If he / she / they decline/s or fail/s to execute the contract agreement within the stipulated time, the EMD shall stand forfeited, without prejudice to WBIDC's right to rescind the contract and other rights and remedies warranted by the law.
7. Bidder/s shall keep his / their offer valid for a period of at least 3 months (90 days) from the date of opening of the Bid. If any Bidder withdraws or amends impairs or derogates from the tender in any respect within the period of validity of his offer, the EMD is liable to be forfeited.
8. The Bidder must obtain for himself on his own responsibility and at his own expenses all the information which may be necessary for the purpose of tendering and for entering into a contract and must visit and inspect the site of work and acquaint himself with all local conditions means of access to the work, nature of work and all related matters appertaining thereto.
9. Immediately, on receipt of intimation from the WBIDC, the successful Bidder will execute the work and the written acceptance of the tender will constitute a binding contract between WBIDC and the Bidder so tendering. It will be the responsibility of the Bidder to thoroughly examine the site in all respects.
10. In the event of refusal to carry out work by the successful Bidder on any grounds, its earnest money shall be forfeited.
11. It shall be the responsibility of the Bidder to meet transportation, food, medical and any other requirements in respect of the workers engaged by it (Bidder) at WBIDC, Kolkata and WBIDC shall have no liabilities in this regard.
12. The WBIDC will not be responsible for any damages, losses, theft, claims, financial or other injury to any workers deployed by service providing Bidder in the course of their performing the functions / duties, or for payment towards any compensation.

STATUTORY COMPLIANCE BY THE BIDDER:

13. The Bidder should obtain the requisite license from authorities at its' own cost. The WBIDC shall not be responsible in any way for any breach of these rules and regulations by the Bidder. The Agency should hold valid license issued by appropriate statutory authorities for carrying out such contracts

14. The Bidder shall obtain and keep it in force throughout the term of the agreement, necessary / valid license from the Licensing authority and the rules framed there under and produce the same to WBIDC before commencement of the services under the contract.

DUTIES AND RESPONSIBILITIES OF THE BIDDER:

1. Comprehensive maintenance services to keep all the equipment's/systems in good working condition.
2. Attend to complaints raised by WBIDC LTD. on regular basis.
3. Direct on-site support for the equipment. Contract is comprehensive in nature inclusive of replacement of failed components including MIC, remote etc.
4. On site Preventative and corrective maintenance of Audio Visual & presentation solution at WBIDC LTD, where the above equipment is installed as indicated from time to time.
5. The comprehensive maintenance contract will include necessary repairs to the installed systems and replacement of defective/damaged part, components and other accessories free of cost.
6. Call to response: Service provider's/contractor engineer shall report at WBIDC LTD. office within 2 (Two) hours of reporting of breakdown through telephone/email and repair the same at the earliest.
7. The maintenance contract also includes removal of virus, software updating (if any). In case equipment at any location is taken away for repair, the Service Provider shall provide a similar standby equipment of any make so that the equipment can be put to use in the absence of the originals/replacements without disrupting the regular work. All equipment and their parts as mentioned in the tender document will be covered under this Comprehensive maintenance contract. The parts/component/sub-assemblies used for repair/replacement by the service provider will be of the same/equivalent or higher make and functional capability as originally available in the system. The service provider will arrange all other parts/components/sub-assemblies including Hard Disk, Switch Mode Power Supply (SMPS), Motherboard etc. free of cost as part of the contract. In case any machine is non-repairable, then equivalent model of same/different make will be given as replacement without any additional cost.
8. The contractor shall be responsible for replacement of consumables such as batteries of remote, Creston touch panel batteries, cables like VGA/HDMI cables, LAN cables, or any other cables and connectors etc., Audio/Video cable, projector lamp, Panels of Plasma/LCD Monitor/TV are covered in the scope of the contract.
9. In case any of the items is required to be taken away for repair, the same shall be subject to the prior permission of WBIDC LTD.

10. The vendor shall maintain an inventory of critical spare parts for the purpose of corrective and preventive maintenance.
11. WBIDC LTD. reserves the right to deduct any proportionate amount from contractor payment on account of insufficient/unsatisfactory services and or willful/careless handling of any equipment or fixture by staff provided by the contractor.
12. The contractor shall be responsible to carry out any specific work/ installation of additional equipment/accessories to improve audio, visual & projection systems / up-gradation/modernization/replacement, as per requirement, which is not covered under the contract, on competitive prevailing market rates after taking prior approval from WBIDC LTD. Payment will be made separately on submission of bills for the said work.
13. Since the work is of specialized nature, the contractor shall employ well-experienced suitable technical staff for service when called for. If necessary, bidders have to ensure that suitable technical staff shall also visit for Saturday/ Sunday as and when required without any extra payment.
14. Bidder shall also arrange visit of its expert technician/engineer at our site on regular basis (during the contract period) to have update about the functioning of the entire systems and take corrective measures for immediate rectification and submit reports.
15. In case of any damage to WBIDC LTD.'s property/premises for which contractor is accountable, the contractor will be liable to pay the compensation to WBIDC LTD. as may be advised by WBIDC LTD.. The contractor shall also take full responsibility and compensate WBIDC LTD. for any loss/damage/break-down caused to the installation due to negligence of his workers.
16. Routine based maintenance of all equipment like unplug, air blow, check and re-plug and clean all racks with device will be in the scope of contractor.
17. After completion of the said contract period, it will be the responsibility of the contractor to depute his representative for a minimum period of 30 days to explain about the installed equipment(s)/system(s) to the new contractor/agency.

18. The maintenance of work as follows:

Sl. No.	Description	Make	Model	Quantity
Audio System				
1	2 Way in 90katak speaker	JBL	26CT	4
2	Professional amplifier	CROWN	XLS 202	1
3	Table Flashed MIC	CROWN	MB3	15
4	Auto Mixer	AKG	DMM4/2/2	4
5	Automatic Feedback Supressor	DBX	AFS 224	1
6	Lapel Mic	AKG	WMS 40 PRO	1
7	Multipurpose 8ch-mono, 2ch-stereo inputs, EQ Bands mono inputs-3(swept mid), EQ Bands stereo inputs-2 fixed, Auxiliary sends-2, Returns-1 stereo returns, Phantom Power-Global	SUNDCRAFT	EPM 12	1
Video System				
1	3000 Ansi projector	SONY	VPL-CX 120	1
2	60" diagonal Plasma TV	SHARP	LC-A77M	1
3	Ceilling Mount for Projector	INTEGRATOR	CUSTOM MADE	1
4	6x8 sq. ft Motorised Glass beaded front Projection Screen for Board Room usage	BRAUN	GLASS BEADED	1
5	Relay for the screen Control	INTEGRATOR	CUSTOM MADE	4
6	Table Plate	INTEGRATOR	CUSTOM MADE	8
7	8x1 VGA Switcher for connecting 8 Laptops	KRAMER	VP-81XL	1
8	Play station	SONY	PS3	1
9	Pop up box contain 1 VGA and Audio, 1power socket and 2 LAN socket	TOOVEE	TEW 11112	4
10	Volume Controller	CRESTRON	C2N-VEQ4	1
Control System				
1	Isys i/O Wi-Fi Control Package-Includes TPMC-8X, TPMC-8X-DS, AV2, C2ENET-1, and (4) IRP2	CRESTRON	AV2-TPMC-PAK	1
Installation equipment				
1	Rack 42Ux600Wx800D-1 pc, front glass door 42Ux600W-1, Rear Inset Door 42U x 600W-1, side panels 42Ux800W-2, Castors-2, Fix shelf 494mmWx375mm D-9, Blank Panel of 1U height -11 nos, Fans-3, Hardware pkt-20 nos-1	VALRACK	18U	1

1. The Bidder shall not assign the contract or sublet any portion of the contract. In case of breach of this condition, WBIDC will serve a notice in writing on the Bidder rescinding the contract where upon the security deposit shall stand forfeited to WBIDC without prejudice to other remedies against the Bidder.
2. All personnel employed by the Bidder shall be medically fit and have good health.

SPECIAL CONDITIONS OF CONTRACT:

3. The rates quoted by firm should be inclusive of tax. In case prices are not inclusive of tax, and if it is not mentioned then it will be presumed that the rates are inclusive of all duties, taxes, etc., and no payment shall be made by WBIDC on this account on a later stage.
4. Last three years Income Tax Certificate, Company incorporation certificate, Service Tax Registration, Sales Tax Clearance Certificate dispensed with Sales Tax Registration no. (If any) and Valid Trade License Certificate should be submitted along with tender.

DURATION OF WORK:

5. The contract will be awarded to successful bidder for period of the 1 (One) year from the date of accepting the work order and signing of the agreement.

MAINTENANCE SCHEDULE:

6. The Bidder has to carry out a quarterly maintenance of entire system and equipment installed at "Protiti" and to submit detail report for all the equipment / installations mentioned above in the duties and responsibilities.
7. In case of failure of contractor to attend any maintenance, WBIDC reserves the right to get the work done departmentally or through any other agency (on urgent basis for sustaining safety) and cost so incurred will be deducted from the contractor's bill/s.
8. If any damage to any equipment and allied accessories occurred due to improper maintenance or negligence in workmanship, the parts/spares will be replaced by the contractor immediately free of cost.

H PAYMENTS:

1. Advance payments will not be made against work order. Payment will be made on quarterly basis only on completion of the quarter and after rendering satisfactory services and receipt of Invoice with related service reports (previous 3 months).
2. Payments will be made through RTGS / NEFT. Bidders should provide their bank details duly signed by authorized signatories along with the copy of cancelled Cheque.
3. TDS (as applicable) will be deducted as per Prevailing Rules.

I. TERMINATION OF THE AGREEMENT:

4. During the currency of this agreement, WBIDC shall have the right to terminate this agreement if it is not satisfied with the performance of the Bidder by giving it minimum 30 days' notice in writing. For this purpose, the WBIDC shall be the sole Judge to decide whether the performance of the Bidder is satisfactory or not and such decision of the WBIDC shall be final, conclusive and binding on the Bidder and the Bidder shall not be entitled to any compensation in that regard. Furthermore if on account of non-renewal of the contract and/or termination of this contract, the Bidder has no right to claim for a renewal whatsoever.

Signature and seal of the Bidder

Date:

Address:

ENCLOSURES

ANNEXURE – I

To,
The Managing Director
WBIDC
“PROTITI”,
23, Abanindranath Tagore Sarani (Camac Street),
Kolkata-700 017

Subject: “Comprehensive Annual Maintenance Contract of Audio and Video System” at
“PROTITI”, 23, Abanindranath Tagore Sarani (Camac Street), Kolkata-700 017

Sir,

With respect to the tender enquiry, I / We hereby submit my / our tender in a required format.

I / We have adhered to the requirements prescribed by WBIDC. I / We have carefully gone through the guidelines / terms and conditions and prescribed format and I / We accept the same without any alternations / modifications.

Thanking you,

Yours faithfully,

Signature and seal of bidder

Date:

Address:

ANNEXURE-II

CERTIFICATE FOR THE SITE INSPECTION

I / We (M/s. _____) have certified that we have visited the site on _____ and assessed the nature and amount of work involved before submitting our offer.

We will be able to complete the works within the stipulated time and also that we will be able to execute the work as per the site conditions.

Bidder Signature and seal/stamp with date

WBIDC LTD.
Officer/Representative

ANNEXURE III

BIDDER DETAILS

1. Earnest Money Deposit (EMD)		Demand Draft _____ dated _____ No. _____ for ` _____ drawn on (Name of the Bank) _____ in favour of WEST BENGAL INDUSTRIAL DEVELOPMENT CORPORATION LIMITED, payable at Kolkata		
No.	Required Information			
1	Name and registered address of the Individual/firm/company			
2	Legal status (Individual / proprietor, partnership firm, limited company, corporation, cooperative society, etc.			
3	Name of the contact person, Designation, Telephone No., Fax No., E-mail id			
4	Month and Year of commencement of Service business.			
5	Statutory details (Photocopies to be attached)			
5.1	Registration number of the firm.			
5.2	Service Tax – Registration number			
5.3	VAT No. – Registration number			
5.4	PAN No.			
5.5	E.S.I No.			
5.6	P.F. No.			
5.7	GST NO.			
6	Financial Capabilities Attach last 3 years income tax returns, audited statement of accounts, balance sheet and profit loss statement certified by CA.			
	Details	FY 2014-15	FY 2015-16	FY 2016-17
i.	Annual Turnover			
ii.	Net Profit			
iii	Loss if any			

Signature and seal of Bidder

Date:

Address:

ANNEXURE IV

Description of similar work of Maintenance for “Comprehensive Annual Maintenance Contract of Audio and Video System” executed during the last Three years.

(Please furnish copies of completion certificate from the Government Department / Organization etc.)

Description of the work /order executed	Actual value of work/order executed	Name of the Govt. Dept./ Organization etc./Others	Work Period			Name and Contact number of the Officer to whom reference may be made
			Start Date	Finish Date	Stipulated date	

Signature and seal of Bidder

Date:

Address:

ANNEXURE- V

AGREEMENT

This Agreement is made on the __ day of ____ 2017

Between WEST BENGAL INDUSTRIAL DEVELOPMENT CORPORATION LIMITED, Kolkata and having its office at “PROTITI”, 23, Abanindranath Tagore Sarani (Camac Street), Kolkata-700 017 (Hereinafter referred to as “WBIDC”) PARTY OF THE OF THE FIRST PART, and

{Name of Agency with address}, (Hereinafter referred to as “Agency”) PARTY OF THE OF THE SECOND PART.

WHEREAS the WBIDC invited bids vide Ref. No. WBIDC/Per/159/05/VII/Part-3 dt. ___ /___ /_____ for “Comprehensive Annual Maintenance Contract of Audio and Video System” at WBIDC, Kolkata and has accepted a Bid by the Agency having its registered office at _____

And whereas the contractor in pursuant to that advertisement has made an application vide Bid Ref. No WBIDC/Per/159/05/VII/Part-3 dt. ___ /___ /_____ for providing Annual Maintenance Contract for “Comprehensive Annual Maintenance Contract of Audio and Video System” at WBIDC for a tenure of 1 (One) year w.e.f. ___/___/____, upon signing of this agreement by both the parties.

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the Conditions of Contract referred to.
2. The following documents shall constitute the Contract between WBIDC and the Agency, and each shall be read and construed as an integral part of the Contract:
 - (1) This Contract Agreement
 - (2) General Conditions
 - (3) Special Conditions of Contract
 - (4) Technical Requirements (including Schedule of Requirements, Duties and responsibilities and Technical Specifications)
 - (5) The Agency’s Bid and original Price Schedules
 - (6) Work order
 - (7) {Add if any other documents.}
3. This Contract shall prevail over all other Contract documents. In the event of any discrepancy or inconsistency within the Contract documents, then the documents shall prevail in the order listed above.

4. Any dispute arising under this Agreement shall be determined by WBIDC and WBIDC's decision will be final and binding and shall subject to Kolkata jurisdiction only.
5. That all parts of this contract have been read by the contractor and fully understood.

IN WITNESS whereof the parties hereto have caused this Agreement to be executed accordingly on the day, month and year indicated above.

For and on behalf of the WBIDC, Kolkata

For and on behalf of the Agency

Signed:

Signed:

Designation:

Designation:

In the presence of Witness

In the presence of Witness

Name:

Name:

Sign:

Sign:

Address

Address

Annexure-VI

TENDER NO. WBIDC/Per/159/05/VII/Part-3

Name of the Agency:

Rates quoted for “Comprehensive Annual Maintenance Contract of Audio and Video System”
The rates are inclusive of administrative charges, services charges, etc.

Sl. No.	Particulars	Rate per month (Rs.)
1.	“Comprehensive Annual Maintenance Contract of Audio and Video System”	.
Total (RS.)		

Tax _____% (specify)

Total amount for 1 (One) year: Rs. _____ (inclusive of GST)

Date : _____

Signature _____

Place : _____

Name _____

Designation _____

Seal of the Company / Agency

CHECK LIST POINTS

Tick mark () as for which complied with

- | | | |
|----|---|-----|
| 1 | Bid in envelope dully sealed | () |
| 2 | Tender cost (Cash receipt or DD) | () |
| 3 | Earnest Money Deposit (EMD) | () |
| 4 | Copy of Registration certificate of firm | () |
| 6 | Copy of Service Tax Registration. | () |
| 7 | Copy of PAN card with copies of last three years IT returns. | () |
| 8 | Copies of similar supporting work orders for last five years. | () |
| 9 | Draft of Letter -Annexure I | () |
| 10 | Certificate for site Inspection- Annexure II | () |
| 11 | Bidder Details- Annexure III | () |
| 12 | Form of similar work carried out by bidder -Annexure IV | () |
| 13 | Agreement format -Annexure V | () |
| 14 | Rates quote-Annexure-VI | () |

Signature and seal of Bidder

Date:

Address: