

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

**TENDER DOCUMENT**

**FOR**

**COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR CCTV  
SYSTEM INCLUDING RELATED HARDWARE AND CABLING WORKS  
AT**

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

**2018 - 2019**

**NOTICE INVITING TENDER**

No. WBIDC/Per/159/05/VII/Part-7(2)

14/11/2018

1) WEST BENGAL INDUSTRIAL DEVELOPMENT CORPORATION LIMITED invites sealed tender in Two Bid system for “Comprehensive Annual Maintenance Contract for Close Circuit Television (CCTV System) including related hardware and cabling works” at “Protiti” 23, Abanindranath Tagore Sarani (Camac Street), Kolkata-700 017 from interested, experienced, reputed bidders who fulfills the eligibility criteria.

***Eligibility Criteria for the bidder:***

- The bidder must have one office in West Bengal and service center in Kolkata and should attach the copies of any one of the following: Property tax bill/ Electricity bills/ Telephone bills. In case the bidder is providing after sales support through Franchisee and/or Service provider, then the undertaking duly signed by the bidder & the Franchisee and/or Service Provider shall be attached with the bid for after sales support. Failing the same may lead to rejection of the bid.
- The bidder must have experience of minimum 3 (Three) years in installation, integration and maintenance/management of Surveillance Equipment. Bidder should have full technical competence to provide support to implementation of Video surveillance system including IP camera, controlling software, server and workstation. The bidder should have full technical competence for maintaining the equipment.
- The bidder should be an authorized dealer or distributor of CCTV camera and other surveillance items and should attach Authorization certificate accordingly.

2) The offers should be submitted in two-bid system i.e. Technical Bid and Commercial Bid in two separate sealed envelopes super-scribing “Comprehensive Annual Maintenance Contract for Close Circuit Television (CCTV System)” at “Protiti” 23, Abanindranath Tagore Sarani (Camac Street), Kolkata-700 017 in the respective envelopes 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](http://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 9.00 hrs to 16.00 hrs from 14/11/2018 to 22/11/2018 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 22/11/2018 on or before 15.00 hrs.
- 5) The Bidder should deposit a DD / Pay order for Rs.10,000.00 (Rs. Ten 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 14/11/2018 To 22/11/2018
Pre-bid Meeting	19/11/2018 @ 15.00 hrs
Last date for Tender Submission	22/11/2018 @ 15.00 hrs
Opening of Technical Bid	22/11/2018 @ 16.00 hrs
Opening of Commercial Bid	22/11/2018 @ 16.00 hrs

For query contact at: 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

No. WBIDC/Per/159/05/VII/Part-7(2)

14/11/2018

**A 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 Technical Bid should accompany a DD / Pay Order Rs.10,000/- (Rs. Ten 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 should have valid license.
5. 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 5 (Five) years as on 31/03/2018 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.**

**B. GENERAL TERMS AND 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. The Bidder should submit Technical Bid & Commercial Bid in separate sealed Envelopes super scribing "Technical Bid" and "Commercial Bid" as the case may be as mentioned in the Tender Notice.

3. Bidder should ensure that the documents are attached with Technical Bid 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.
4. 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.
5. The bidder must visit/examine the site and surrounding on any working day by prior appointment with the Officer/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**.
6. Bidder should submit their details as per attached format **Annexure-III** with self-attested documents.
7. The successful Bidder whose tender is accepted shall, within seven days 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.
8. 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 Financial Bid/Price 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.
9. 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.
10. 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.
11. In the event of refusal to carry out work by the successful Bidder on any grounds, its earnest money shall be forfeited.

12. 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.
13. 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.
14. The quality of work at all stages should be as per the standards laid down and explained to the Bidder by WBIDC. It is made clear that there cannot be any compromise in the material quality and workmanship of work. It shall be the responsibility of the Bidder to ensure that the standards laid down from time to time are strictly maintained.

**C. STATUTORY COMPLIANCE BY THE BIDDER:**

15. The Bidder should obtain the requisite license from authorities and WBIDC shall not be responsible in any way for any breach of these rules and regulations by the Bidder.
16. 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.
17. The Bidder shall not deploy any person below the age of 18 years.

**D. DUTIES AND RESPONSIBILITIES OF THE BIDDER:**

18. The Bidder shall carry out all work with utmost care, giving due consideration to safety which shall not be compromised under any circumstance.
19. The Bidder shall be responsible for taking good care of all specialized equipment, tools and tackles used for its works. It should bring to the notice of WBIDC the works that are required to be undertaken in time. In case any damage is caused to the equipment due to the gross negligence of any of the employees of the Bidder, Bidder undertakes to compensate WBIDC for such damages. The amount of damages quantified at the discretion of the representative/Officer of WBIDC shall be final & binding on the Bidder. The WBIDC shall be at liberty to deduct such amount of damages from any dues payable to the Bidder.
20. 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.

21. The Bidder itself must have working experience in handling of such jobs. The Bidder should furnish the monthly maintenance schedule. All personnel employed by the Bidder shall be medically fit and having good health.

#### **E. SCOPE OF THE WORK:**

During the term of this Agreement the Bidder agrees to maintain the equipment in good working condition and for this purpose should provide the following repair and maintenance service:

1. The bidder shall correct any faults and failures in the entire system and shall repair and replace worn or defective parts of the equipment. In cases where unserviceable parts of the equipment need replacement the bidder shall replace such parts, at no extra cost to WBIDC Ltd.
2. The bidder shall correct any faults and failures in the cabling system and shall repair and replace worn or defective parts of the equipment. In cases where unserviceable parts of the equipment need replacement the bidder shall replace such parts, at no extra cost to WBIDC Ltd.
3. The bidder shall ensure availability of spares. In case, it is not possible to repair some equipment or not possible to repair at site and has to be taken out for repairs, the bidder shall provide a suitable replacement as standby arrangement within 24 Hours so that the work is not hampered.
4. Packing/unpacking/transportation,loading/unloading,connecting/disconnection, configuration/ re-configuration and all associated activity with the repair and maintenance shall be the sole responsibility of the bidder.
5. The bidder shall conduct preventive maintenance (including but not limited to inspection, testing, satisfactory execution of all diagnostics, cleaning and removal of dust and dirt from the interior and exterior of the equipment, necessary repairing of equipment) once within the first fifteen days of every subsequent month. Additional visits to be made in the event of break down/malfunction of the system.
6. Qualified maintenance engineers totally familiar with the equipment shall perform all repair and maintenance service described herein.

F. If in any month the bidder does not fulfill the provisions of clauses as in Sl. No. E above, the proportionate maintenance charges for that month will not be considered for payment by WBIDC Ltd.



- G. The bidder shall provide contact numbers of all representatives of all levels who are directly or indirectly involved with the work agreement.
- H. The bidder and its personnel shall comply with all security regulations in effect from time to time at WBIDC's premises.
- I. During the performance of the contract, if the person(s) of the bidder meet with any accident which results into the death or injuries to the person(s) of the bidder and any claim or legal penalties arises out of it will be responsibility of the bidder only. WBIDC will not be responsibilities in any way.

**J. Equipment to be covered under contract:**

SL. NO.	PARTICULARS	SPECIFICATION
1.	16 CHANNEL DVRs	HIKVISION
2.	CCTV	PTZ
		BULLET
		PTIX (DOME)

**SPECIAL CONDITIONS OF CONTRACT:**

1. The rates quoted by firm should be inclusive of all duties and tax (GST) as applicable. In case prices are not inclusive of duties, Taxes etc., then the rates at which duties, taxes etc., is required to be paid should be mentioned and if it is not mentioned then it will be presumed that the rates are inclusive of all duties, taxes (GST) as applicable and no payment shall be made by WBIDC on this account on a later stage.
2. Last three years Income Tax Certificate, Company incorporation certificate, GST certificate, Valid Trade License Certificate should be submitted along with tender.

**G DURATION OF WORK:**

3. The contract will be awarded to successful bidder for period of the 1 (One) year i.e. 365 days from the date of accepting the work order and signing of the agreement.

**F MAINTENANCE SCHEDULE:**

4. The Bidder has to carry out a monthly maintenance and submit detail report for all the equipment / installations mentioned above in the scope of work.
5. 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 quarterly bill/s.
6. If any of the equipment is out of service for more than seven days except major work, a penalty will be levied till the equipment will take in service.

7. 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.

**G PENALTY CLAUSE:**

1. During the CAMC period, if the complaint is not resolved within 72 Hrs. a penalty of Rs.500/- per day for CCTV and other allied equipment will be deducted and recovered from the CAMC invoice amount.

**H PAYMENTS:**

1. Advance payments will not be made against work order. Payment will be made after rendering satisfactory services for every quarter (3 months) basis and receipt of Invoice with related service reports and making all necessary deductions of dues & penalties as contemplated under the contract.
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. Service tax will be reimbursed after receipt of payment made to the concern authorities.
4. TDS will be deducted as per Prevailing Rules.

**I. TERMINATION OF THE AGREEMENT:**

5. During the currency of this agreement, the WBIDC shall have the right to terminate this agreement if it is not satisfied with the performance of the Bidder by giving it minimum 60 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 for Close Circuit Television (CCTV System) including related hardware and cabling work at “PROTITI”, 23, Abanindranath Tagore Sarani (Camac Street), kolkata-700 017

Dear 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 suit to the site conditions.

**Bidder Signature and seal/stamp with date**

**WBIDC LTD.  
Officer/Representative**

**ANNEXURE III**

**BIDDER DETAILS**

1. Earnest Money Deposit (EMD) (To be enclosed with Technical Bid)		Demand Draft _____ dated _____ No. _____  for ` _____ drawn on ( Name of the Bank) _____ in favour of <b>WEST BENGAL INDUSTRIAL DEVELOPMENT CORPORATION LIMITED, payable at Kolkata</b>		
<b>No.</b>	<b>Required Information</b>			
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	<b>Statutory details</b> (Photocopies to be attached)			
5.1	Registration number of the firm.			
5.2	GST – Registration number			
5.3	PAN No.			
5.4	E.S.I No.			
5.5	P.F. No.			
6	<b>Financial Capabilities</b> Attach last 3 years income tax returns, audited statement of accounts, balance sheet and profit loss statement certified by CA.			
	Details	FY 2015-16	FY 2016-17	FY 2017-18
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 for Close Circuit Television (CCTV System) including related hardware and cabling works”** 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 \_\_\_\_\_ 2018

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-7(2) dt. \_\_\_ /\_\_\_ /\_\_\_\_\_ for Annual Maintenance Contract for “Comprehensive Annual Maintenance Contract for Close Circuit Television (CCTV System) including related hardware and cabling works” 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-7(2) dt. \_\_\_ /\_\_\_ /\_\_\_\_\_ for providing Annual Maintenance Contract for “Comprehensive Annual Maintenance Contract for Close Circuit Television (CCTV System) including related hardware and cabling works” 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 Terms and Conditions
  - (3) Special Conditions of Contract
  - (4) Technical Requirements (including Schedule of Requirements, Scope of the Work 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:

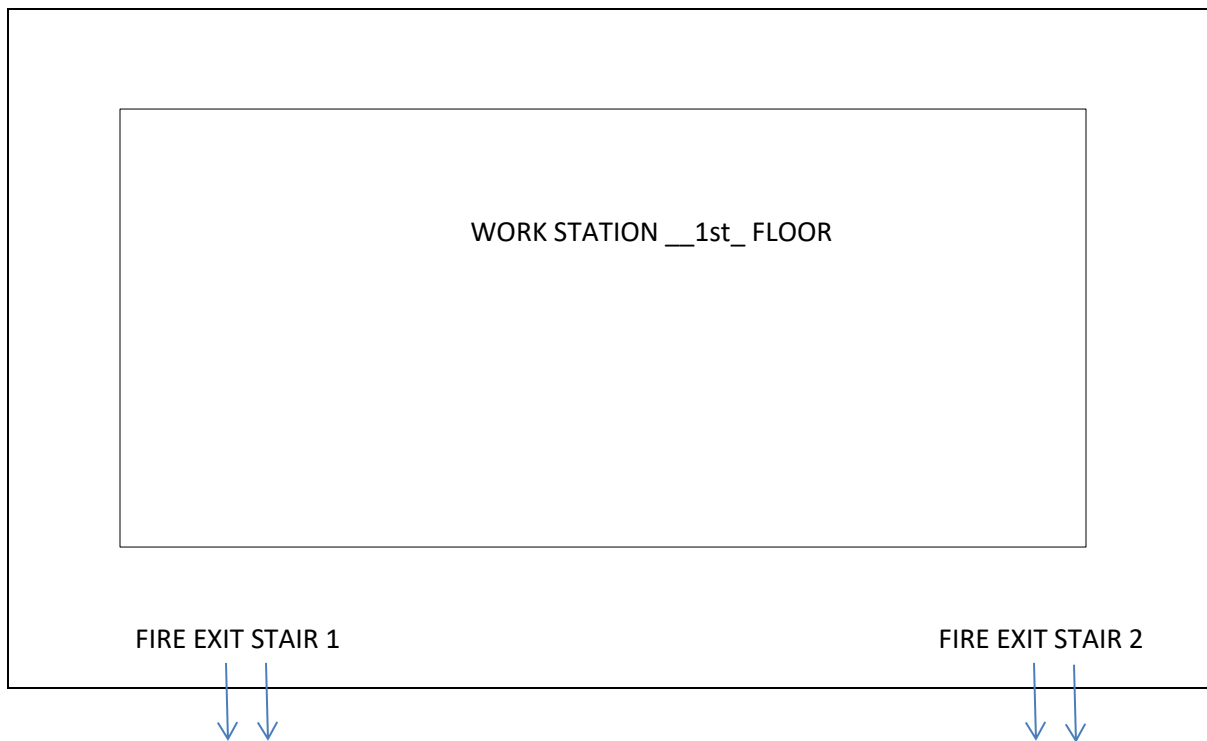
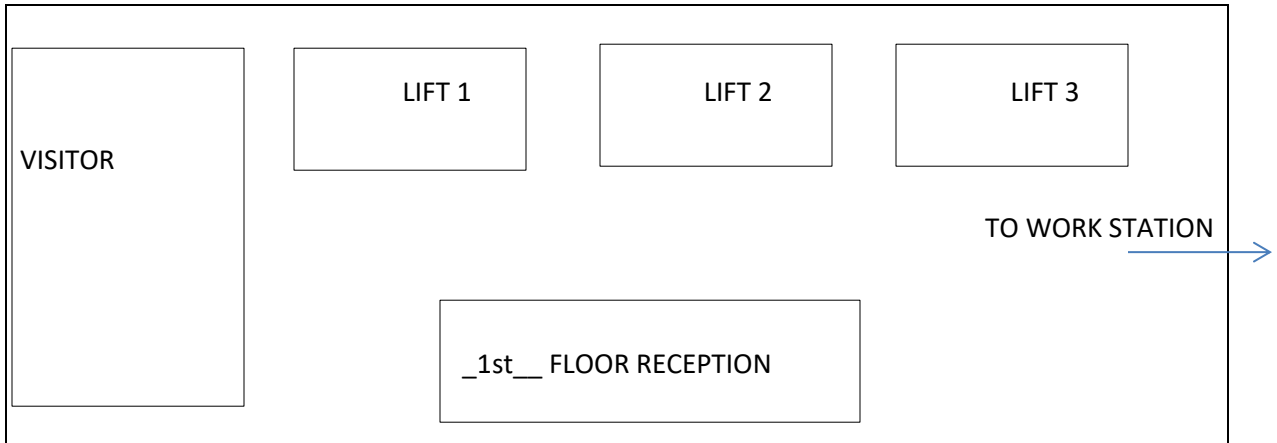
Address

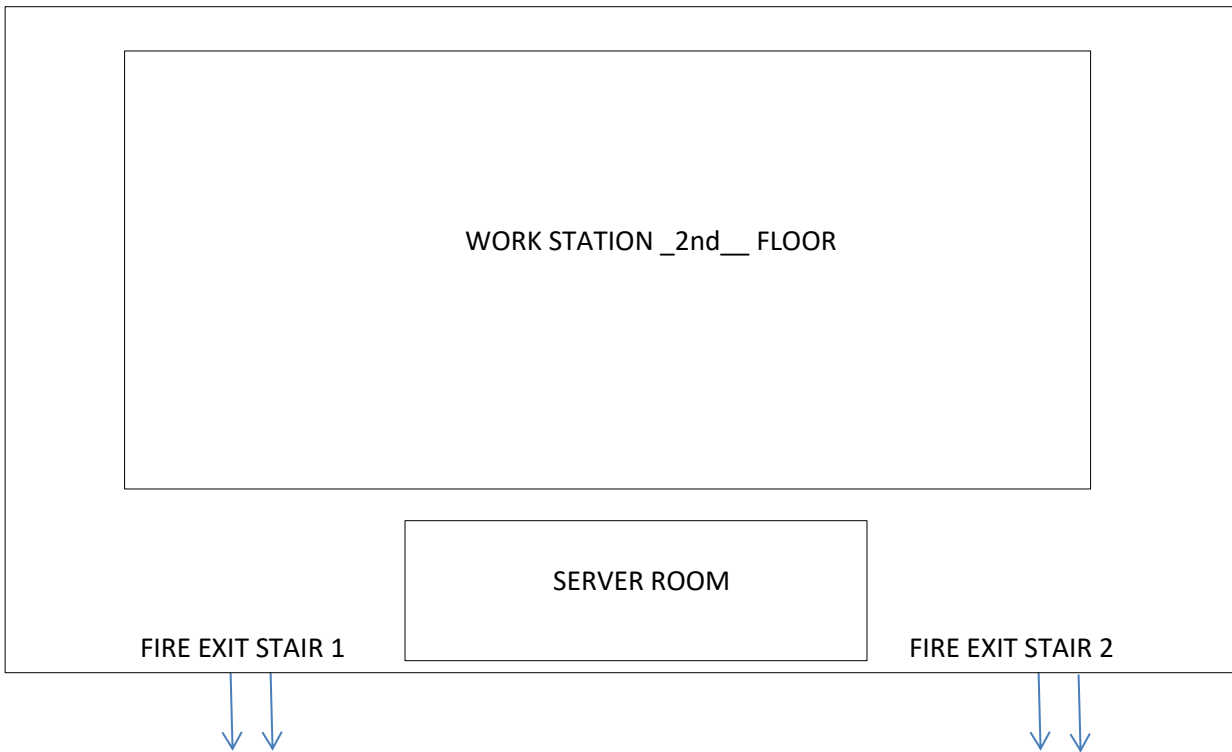
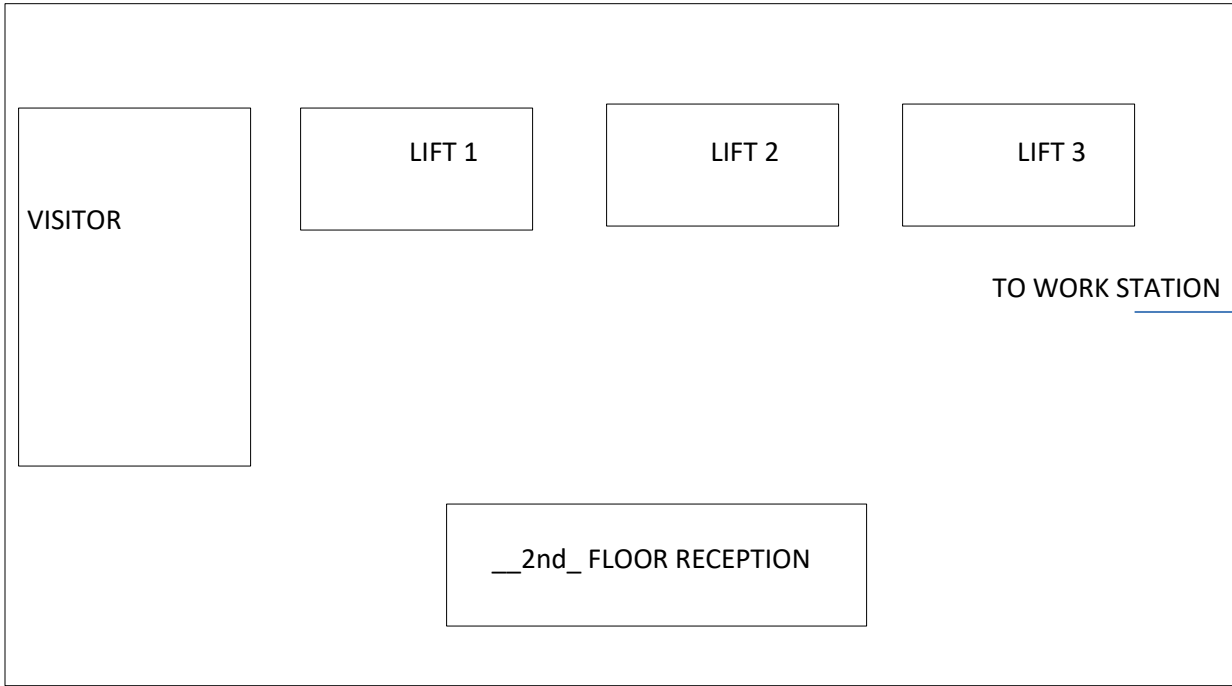
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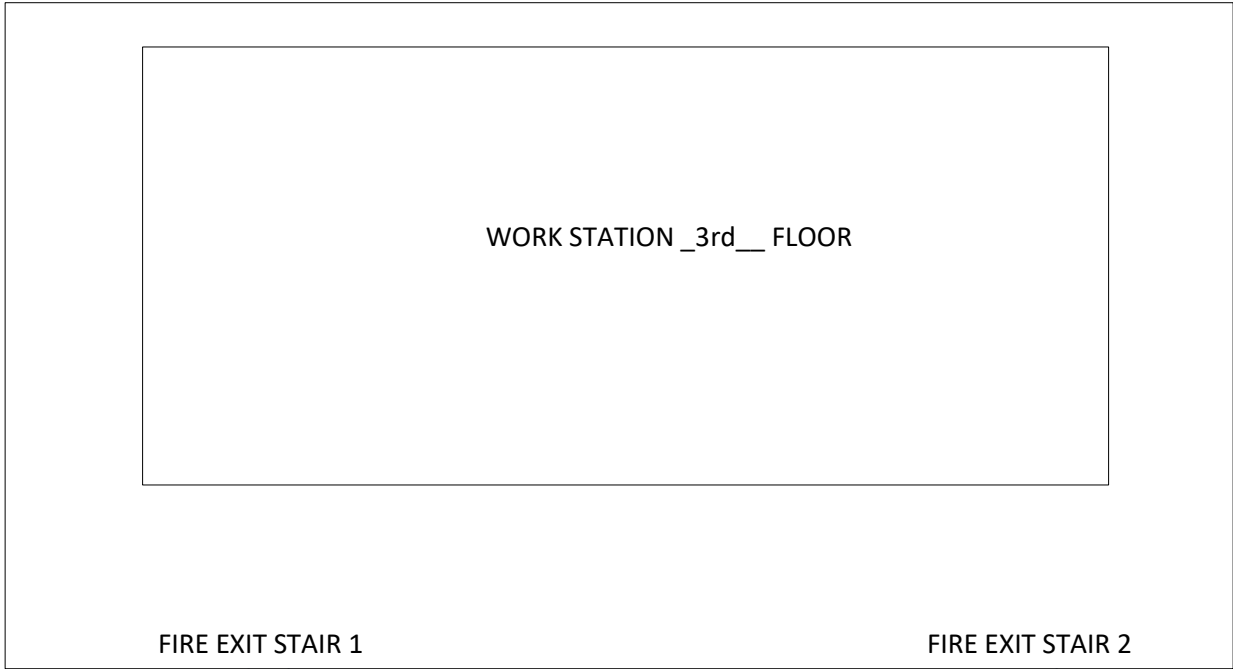
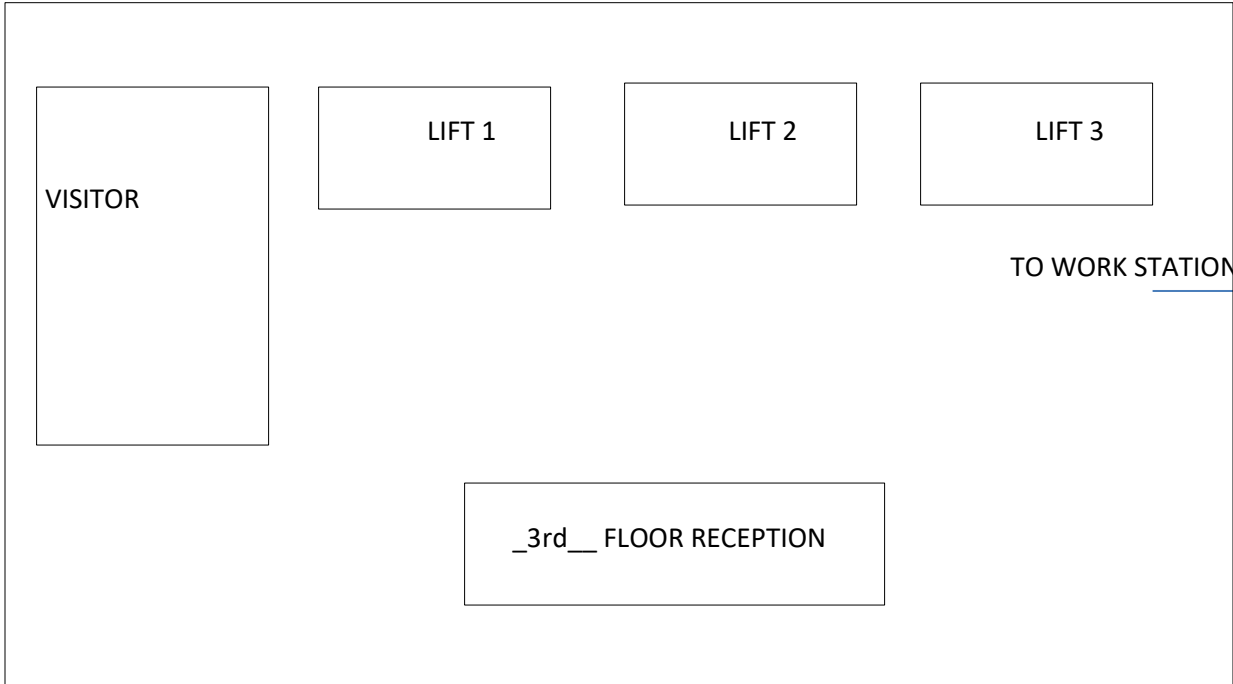


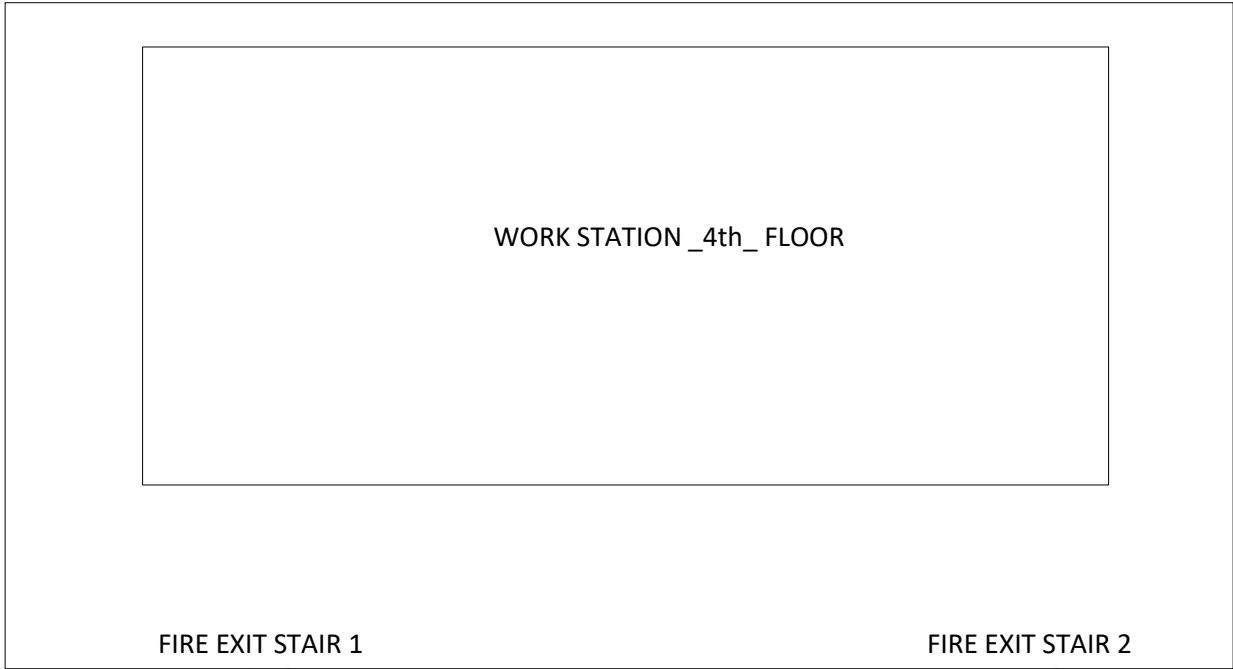
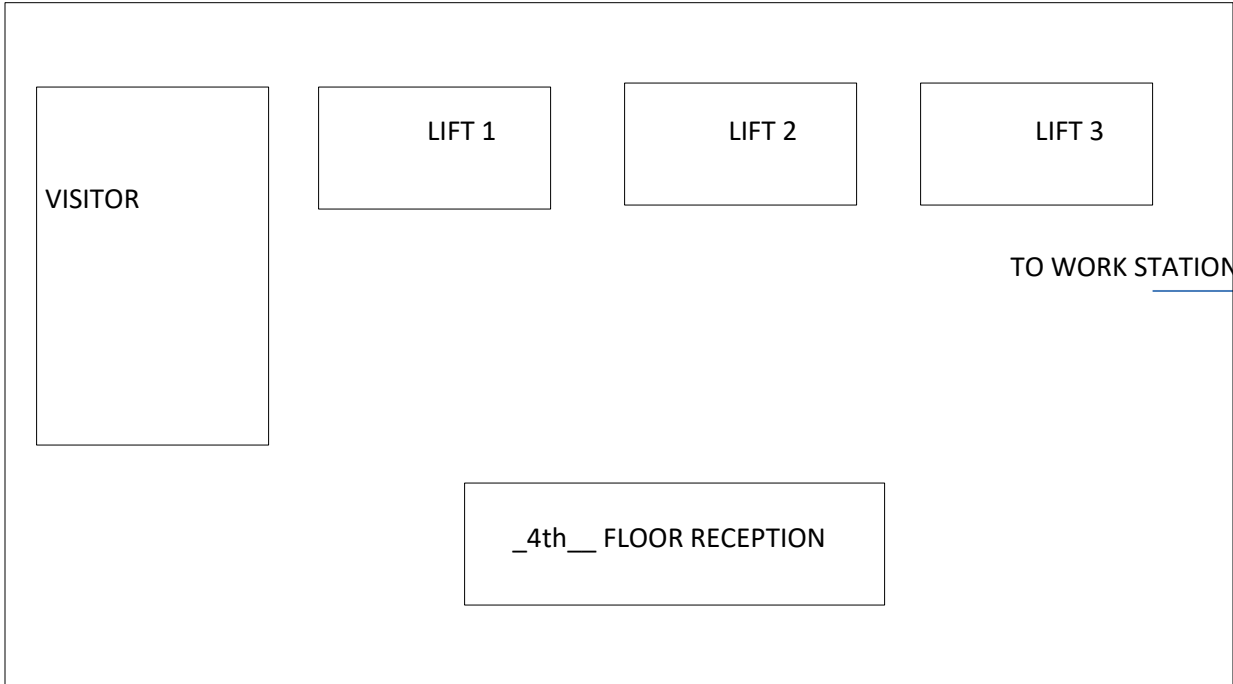
### ANNEXURE- V

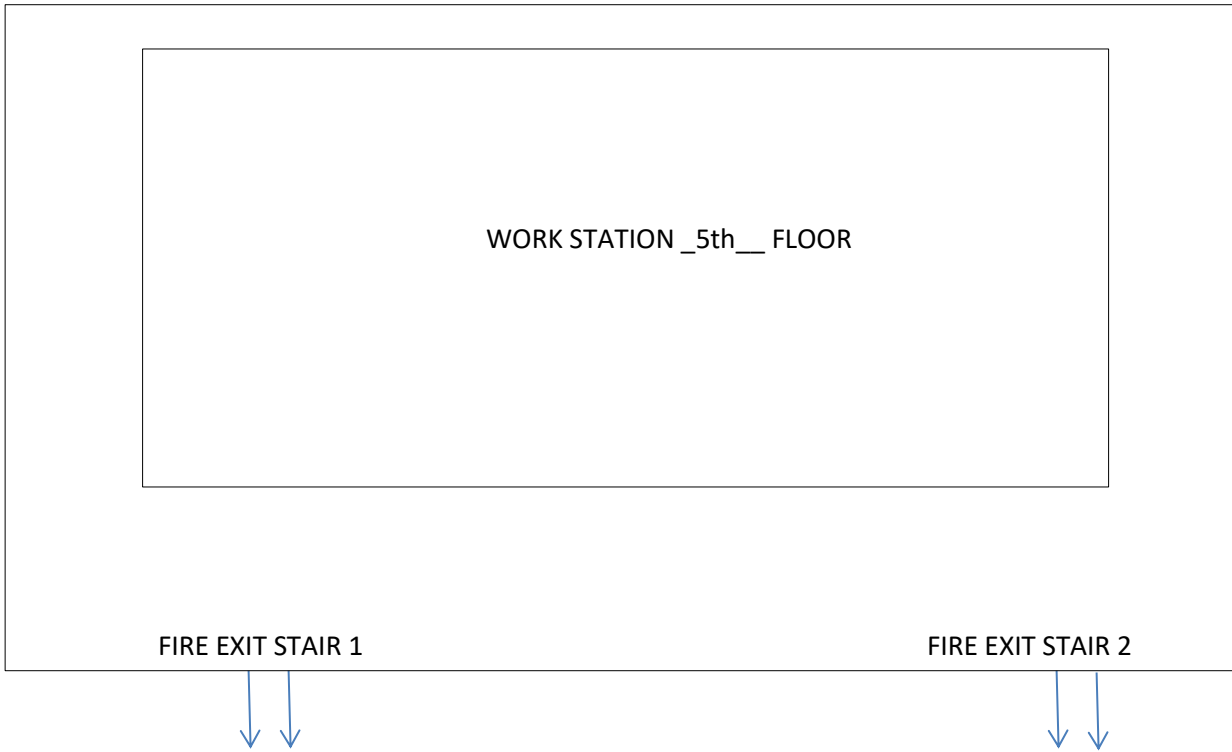
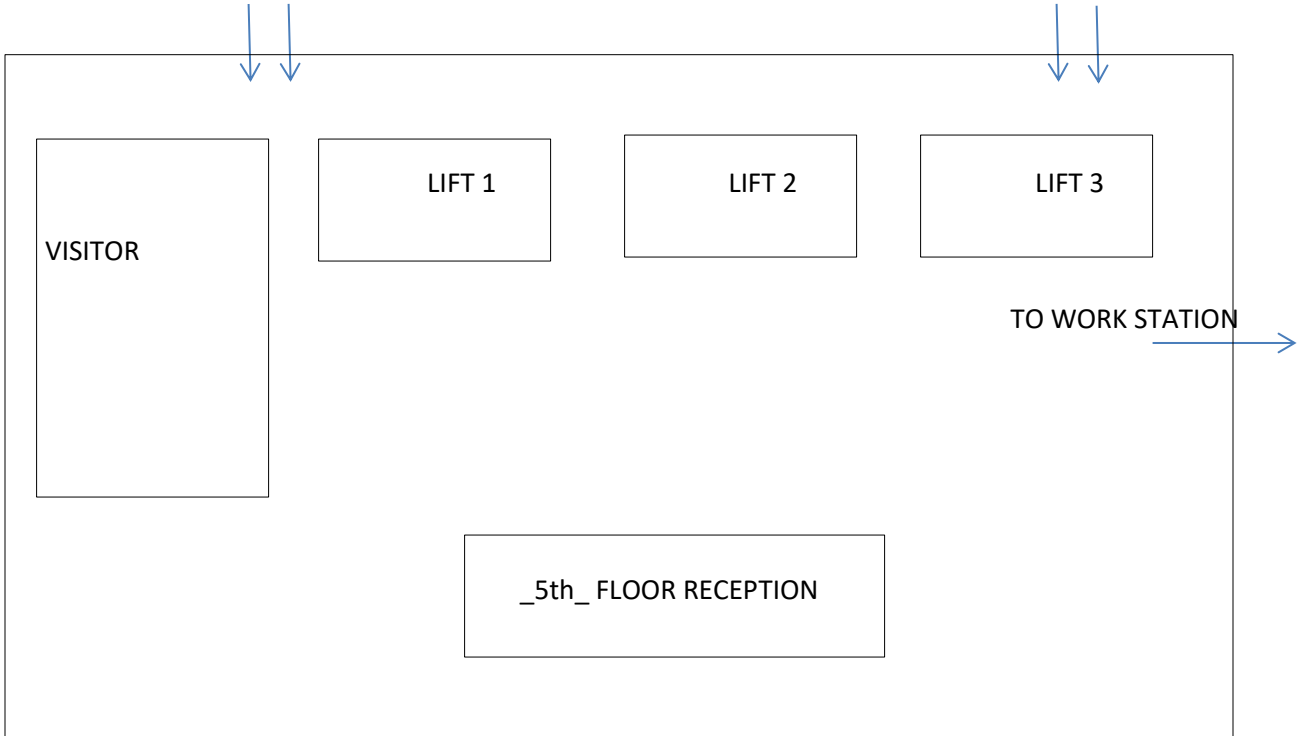
Diagrams showing the installation location of Close Circuit Television (CCTV) cameras at “Protiti” building









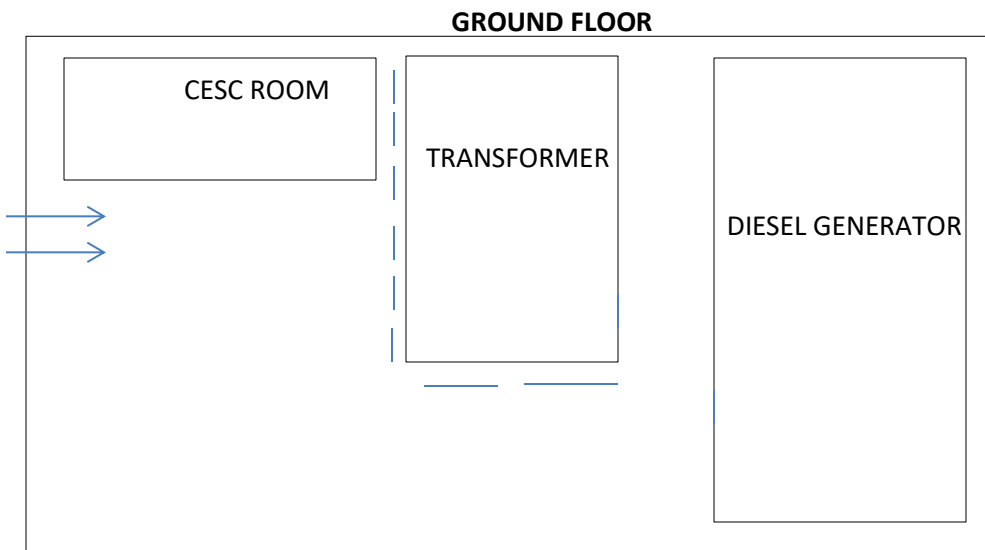
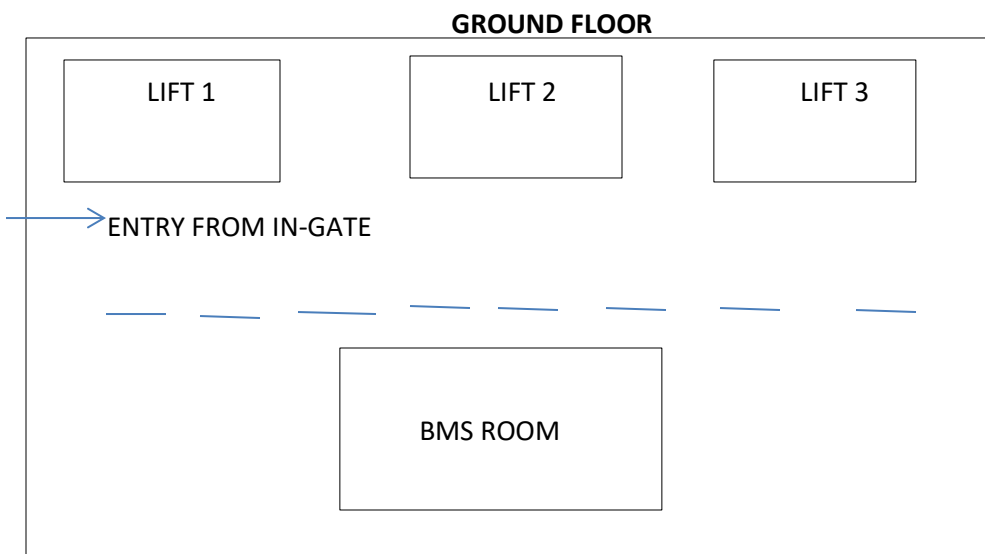
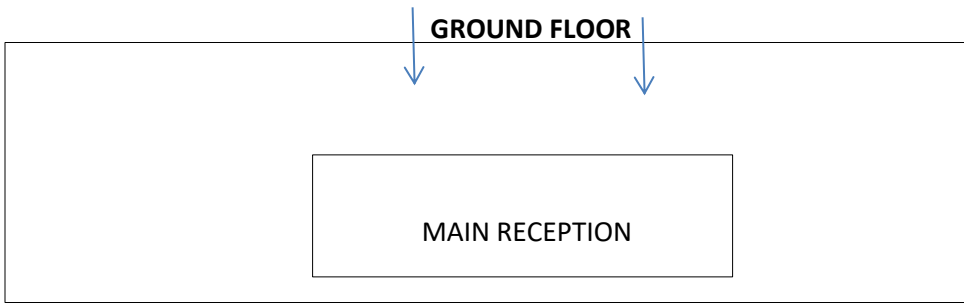


TERRACE

FIRE EXIT STAIR 1

FIRE EXIT STAIR 2





## **CHECK LIST POINTS**

Tick mark ( ) as for which complied with

- |    |  |     |
|----|--|-----|
|    |  | ✓   |
| 1  | Two separate bids i.e. Technical and Commercial submitted in single envelope dully sealed. | ( ) |
| 2  | Tender cost (Cash receipt or DD)   | ( ) |
| 3  | Earnest Money Deposit (EMD)  | ( ) |
| 4  | Copy of Registration certificate of firm   | ( ) |
| 5  | Copy of Registration Certificate from Directorate of West Bengal Fire Service              | ( ) |
| 6  | Copy of GST.   | ( ) |
| 7  | Copy of PAN card with copies of last three years IT returns.                               | ( ) |
| 8  | Copies of similar supporting work orders for last seven 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   | ( ) |

### **Signature and seal of Bidder**

Date:

Address: