



**THE WEST BENGAL SMALL INDUSTRIES
DEVELOPMENT CORPORATION LIMITED**

A Government of West Bengal Undertaking

"SHILPA BHAVAN"

31, Black Burn Lane,
Kolkata – 700 012

Phone No. : (033) – 2236 6769

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Memo No...SB2/4004/26-27

Dated:-13/10/26

NOTICE INVITING TENDER No. 04/IT/WBSIDCL of 2026-27 OF THE WBSIDCL LTD.

- 1) The Executive Director, WBSIDCL LTD, invites Online **tender** for the work detailed in the table below which are to be executed through IT Division of WBSIDCL Ltd.:-

2. Name of work & the EMD are as given below:

Sl. No	Name of the ITEM	Estimated Amount (inRs.)	Earnest Money (inRs.)	Price of Technical & Financial Bid documents and other Annexures	Period of Service tenure	Name of the Concerned Division	Eligibility of Contractor
1.	Annual Comprehensive Maintenance Contract of Computer Hardware & Accessories with LAN and CCTV, EPBAX SYSTEMS for one year at head office (Shilpa Bhawan) and at various site office of WBSIDCL. AS per Annexure A, B and C	Rate to be quoted	N.A	NIL	For one year issuance of Work Order	WBSIDCL IT CELL	AMC-IT Service Provider of West Bengal

1. **Both the Technical & the Financial Bid duly signed digitally** are to be submitted concurrently in the Website <https://wbtenders.gov.in>

2. **Eligibility criteria for participation in tender :**

- a) The bidder shall have to produce the evidence of satisfactory completion of similar jobs by themselves during the last 3(Three) years prior to the date of issue of this Notice under the authority of State/Central Govt., State/Central Gov. undertaking /Statutory Bodies constituted under the statute of the Central / State Government / Govt. Affiliated Institution, necessary supporting documents are required to be attached in this regard (Non statutory Documents.)
 - b) An undertaking should be given stating therein that the Firm has not been debarred or penalized for any reason and consequently thrown out of work by any Government Department.
 - c) Appointment / Engagement of sub-contractor is strictly prohibited.
 - d) Pan Card, Professional Tax receipts Challan for the year 2025-26, GSTIN registration Certificate along with current GST payment receipt to be accompanied with the Technical Bid document. Income Tax (Salaried) Acknowledgement Receipt for assessment year (2025-26) to be submitted. [Non Statutory Documents]
 - e) The **Working Capital** of the tender shall not be less than **15 (Fifteen) percent** of the amount put to tender out of which minimum 10% shall be own resource. Solvency Certificate from any Nationalized Bank is to be attested with the Bid Documents at the time of submission of Bid through online.
 - f) The prospective bidders shall neither have abandoned any work nor any of their contract have been rescinded during the last 5 (five) years. Such abandonment or rescission will be considered as disqualification towards eligibility. **(A declaration in this respect through affidavit on requisite non-judicial stamp paper will have to be furnished by the prospective bidders without which the Technical Bid shall be treated non- responsive).**
 - g) In case of Proprietorship, Partnership Firms and The Company Tax Audit Report in 3CD Form are to be furnished along with the balance sheet and profit and loss account, and all the schedules forming the part of Balance Sheet and Profit & Loss Account, latest audit report in favour of applicant(As per section 44AB of Tax Audit) . No other name along with applicant name, in such enclosure will be entertained. (Non-Statutory documents).
 - h) Registered Partnership Deed (for Partnership Firm only) along with Power of Attorney to be submitted along with application. (Non-Statutory documents).
 - i) Where there is a discrepancy between the unit rate & the line-item total resulting from multiplying the unit rate by the quantity, the unit rate quoted shall govern. Where there is a discrepancy between the rate in figures & words the rate in words will govern.
- 4) The Bid should be submitted in two parts. FINANCIAL bid of only those bidders shall be opened who are technically qualified on evaluation according to the predefined qualification criteria as mentioned in this N.I.E.T. by the 'Tender Committee', formed for the purpose. The decision of the 'Tender Committee' will be final and absolute in this respect. The list of Qualified Bidders will be displayed in the Notice Board of this office on the scheduled date and time as mentioned NIET.
- 3) Issuance of work order as well as payment of bill will be made after successful completion of the work subject to availability of fund and no claim whatsoever will be entertained for any delay of

issuance of work order as well as payment, if any. Deduction of Income Tax, GSTIN (if required) will be made at source in accordance with the existing rules / Orders. Intendingtenderers may consider these criteria while quoting their rates.

- 4) **Adjustment of Price (increase or decrease)** :- No escalation of cost will be allowed even during the period of extension , granted by WBSIDC if granted.
- 5) If any difference arises concerning service related issues, the same will be settled by mutual consultations and negotiations or as per West Bengal Govt. norms.
- 6) No **Mobilization Advance and Secured Advance** will be allowed.
- 7) **Bids shall remain valid** for a period not less than **180** (One Hundred and Eighty) days after the dead line date for Financial Bid/ Sealed Bid submission. Bid valid for a shorter period shall be rejected by the 'Tender Committee' as non-responsive.
- 8) Performance security of 10% shall be obtained from L1 bidder as the bid rate is 80% or less as per order issued by West Bengal Finance Department Audit Branch vide no :4608- F(Y) dated : 18.07.2018.

9) Important Information :-

A. (Date & Time Schedule)

Sl. No.	Particulars	Date & Time
1.	Date of issue / publish /upload of NIT Documents (Publishing Date)	13/10/2026 at 11.00 A.M
2.	Date of submission of Bid	14/10/2026 at 11.00 A.M
3.	End Date of submission of bid documents	03/11/2026 at 4.00 P.M
4.	Date of opening of Technical Proposals / Bid	03/11/2026 at 5.00 P.M
5.	Date of opening of Financial Proposals	To be informed later

B. Location of critical events :

Bid Opening: Chamber of the Executive Director,
The West Bengal Small Industries Development Corporation Ltd.
Shilpa Bhavan,
31, Black Burn Lane, Kolkata – 700 012

- 10) The intending Bidders shall clearly understand that whatever may be the outcome of the present invitation of Bids, no cost of Bidding shall be reimbursable by the Department. Managing Director, WBSIDC Ltd. reserves the right to reject any application for purchasing Bid documents and to accept or reject any offer without assigning any reason whatsoever and is not liable for any cost that might have incurred by any Bidder at the stage of Bidding.
- 11) The intending tenderers are required to quote the rate *online only*. *No offline tender will be entertained.*
- 12) During scrutiny, if it comes to the notice of the tender inviting authority that the credential or any other papers of any tenderer found incorrect/manufactured/fabricated, that the tenderer will not be allowed to participate in the tender and his application will be out rightly rejected without any

prejudice. Besides THE WBSIDC Ltd. may take appropriate Legal Action against such defaulting tenderer.

- 13) Before issuance of the work order, the tender inviting authority may verify the original credentials & other documents of the lowest tenderer if found necessary. After verification, if it is found that such documents submitted by the lowest tenderer is either manufactured or false in that case, work order will not be issued in favour of the tenderer under any circumstances.
- 14) If any discrepancy arises between two similar clauses on different notifications, the clause as stated in later notification will supersede former one in following sequence: -
 - a) Tender Form No.1 WBSIDC Ltd.
 - b) NIET
 - c) Technical bid
 - d) Financial bid.
- 15) Intending tenderers are required to submit valid partnership deed (in case of partnership firm), current Professional Tax Deposit Challan / Professional Tax Clearance Certificate, PAN Card, GSTIN registration Certificate alongwith current GST payment receipt, Trade License showing manufacturing activity from the respective Municipality, Panchayet etc. [Non statutory documents].
- 16) If the dates fall on holidays or natural calamity, the dates defer to next working days.
- 17) In case of inadvertent typographical mistake, the same will be corrected as per norms. The intending tenderer is required to quote the rate in figures as well as in words as mentioned in BOQ.
- 18) No **CONDITIONAL/ INCOMPLETE TENDER** will be accepted under any circumstances.
- 19) The Managing **Director**, WBSIDC Ltd. reserves the right to cancel the N.I.E.T. due to unavoidable circumstances and no claim in this respect will be entertained.
- 20) All bidders are requested to be present either personally or through their authorized representatives in the office of the Executive Director, WBSIDC Ltd. during opening of the Tender, to observe the tender opening procedure.
- 21) Legal issues, if any, arising out of and /or in case of the instant subject to Kolkata Jurisdiction only.
- 22) **Qualification Criteria**

The Tender Inviting & Accepting Authority through a 'Tender Committee' will determine the eligibility of each bidder, the bidders shall have to meet all the minimum criteria regarding: -

- a) **Experience**
- b) **Technical Capability comprising of personnel & equipment**
- c) **Financial Capacity**

The eligibility of a bidder will be ascertained on the basis of the self-attested documents in support of the minimum criteria as mentioned in a, b, c as above, and the declaration executed through prescribed affidavit in non-judicial stamp paper of appropriate value duly notarized. If any document submitted by a bidder is noticed either manufactured or false, in such cases the eligibility of the bidder/ tenderer/Supplier will be outrightly rejected at any stage without any prejudice. The bidder will also be liable for the criminal proceedings as per law.

C. INSTRUCTION TO BIDDERS

SECTION – A

General guidance for e-Tendering Instructions/ Guidelines for tenders for electronic submission of the tenders online has been annexed for assisting the contractors to participate in e-Tendering.

1. Registration of Manufacturer/ Supplier.

Any Manufacturer/ Supplier willing to take part in the process of e-Tendering will have to be enrolled & registered with the Government e-Procurement system, through logging on to <https://etender.wb.nic.in> (the web portal of e-tendering). The contractor is to click on the link for e-Tendering site as given on the web portal.

2. Digital Signature certificate (DSC)

Each contractor/manufacturer is required to obtain a (Class –I, Class-II , Class-III and bonafide resourceful outsiders) Digital Signature Certificate (DSC) for submission of tenders, from the approved service provider of the National Information's Centre (NIC) on payment of requisite amount. DSC is given as a USB e- Token.

3. The contractor can search & download NIET & Tender Documents electronically from computer once he logs on to the website mentioned in Clause 2 using the Digital Signature Certificate. This is the only mode of collection of Tender Documents.

4. Submission of Tenders

General process of submission: Tenders are to be submitted online to the website stated in Cl.2 in two folders at a time for each work, one in Technical Proposal & the other in Financial Proposal before the prescribed date & time using the Digital Signature Certificate (DSC) The documents are to be uploaded (virus scanned copy) duly Digitally Signed. The documents will get encrypted (transformed into non readable formats).

A. Technical proposal

The Technical proposal should contain scanned copies of the following further two covers (folders).

A1. Statutory Cover Containing

- i. Tender documents (***Download & upload the same Digitally Signed except quoting rate, quoting rate will be only encrypted in the B.O.Q. under Financial Bid. In case quoting any rate in form No. 1 the tender is liable to be summarily rejected***).
- ii. Special Terms, condition & specification of works.
- iii. AGREEMENT

A2. Non Statutory Cover Containing

- i) Valid Professional Tax (PT) deposit challan for the financial year 2022-23, Pan Card, IT return, for the Assessment year 2022-23, GSTIN Registration/Clearance Certificate.
- ii) Registration Certificate under Company Act. (if any).
- iii) Registered Deed of partnership Firm/ Article of Association & Memorandum.
- iv) Power of Attorney (For Partnership Firm/ Private Limited Company, if any)

- v) Tax Audited Report in 3 Cd Form along with Balance Sheet & Profit & Loss A/c for the last three years (year just preceding the current Financial Year will be considered as year – I)
- vi) Affidavits (Ref: - format shown in “Annexure- D)
- vii) List of Technical Person present in the pay roll along with their qualification and experience.
- viii) At least 03 numbers of Credential for completion of similar nature of work under the authority of State/ Central Govt. undertaking / statutory bodies constituted under the statute of the State/ Central Govt. prior to the date of issue of this NIET.

Note: - Failure of submission of any of the above mentioned documents in specified cover as above in (A1, i.e. statutory cover and A2, i.e. Non-statutory cover) and also non submission of document in proper perspective, the tender will be liable to be summarily rejected.

B. Tender committee (TSC)

- i) Opening of Technical proposal:-
Technical proposals will be opened by the Executive Director-I, The WBSIDC Ltd. or his authorized representative electronically from the web site using their Digital Signature Certificate.
- ii) Intending tenderers may remain present if they so desire.
- iii) Cover (folder) statutory documents should be opened first & if found in order. Cover (Folder) for non-statutory documents will be opened. If there is any deficiency in the documents the tender will summarily be rejected.
- iv) Decrypted (transformed in to readable formats) documents of the non-statutory cover will be downloaded & handed over to the tender committee.
- v) Uploading of summary list of technically qualified tenderers.
- vi) Pursuant to scrutiny & decision of the tender committee the summary list of eligible tenders & the serial number of works for which their proposal will be considered will be uploaded in the web portals.
- vii) While evaluating the committee may summon the tenderer & seek clarification / information or additional documents or original hard copy of any of the documents already submitted & if these cannot be produced within the stipulated time, their proposals will be liable for rejection.

C) Financial proposal

- i) The financial proposal should contain the following documents in one cover (folder) i.e. Bill of quantities (BOQ) the contractor is to quote the rate (Presenting Above/ below/ at par) or **item wise** rate whichever is applicable, online through computer in the space market for quoting rate in the BOQ.
- ii) Only downloaded copies of the above documents are to be uploaded virus scanned & Digitally Signed by the contractor.

The audited Balance sheet for the last three years, net worth bid capacity etc. are to be submitted which must demonstrate the soundness of Bidder's financial position, showing long term profitability including an estimated financial projection of the next two years

5) **AWARD OF CONTRACT**

- i) The WBSIDC reserves the right to accept or reject any Bid and to cancel the Bidding processes and reject all Bids at any time prior to the award of Contract without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the ground for Employer's action.
- ii) The Bidder who's Bid has been accepted will be notified by the Tender Inviting & Accepting Authority through acceptance letter.
- iii) The notification of award will constitute the formation of the Contract.
- iv) In the Agreement in Tender Form 1 of the WBSIDC Ltd. will incorporate all agreements between the Tender Accepting Authority and the successful Bidder.

- 6) **Payment Terms:** Payment will be made annually after submission of bill and payment of GST for the same.

General Manager

Annexure A

The general scope of work details includes:

1. Comprehensive maintenance of following items: i) Computer System (Desktop & Laptop) ii) LaserJet, iii) The maintenance of hardware, software and network installed as per the Annexure-I. The software maintenance includes operational, loading/reformatting of software / discs with software like Windows 98, 2000, 2003, XP, Vista, Windows 7, Windows 9, Windows 10, Microsoft Office, application & driver software, Browsers like Internet Explorer, Chrome, Mozilla Firefox etc. and Mailing Software like Outlook Express, Anti-virus software, Data retrieval and installation/removal of any other software purchased by UCIL from time to time. It also includes removal of virus and re-installation of software, if corrupted. Support for users and troubleshooting of commercial software (Licensed) packages mentioned above. The engineers will work under the instructions of the Coordinator or any person authorized by the WBSIDCL and shall submit complaint sheets to him for each complaint attended by them. The complaint sheet would clearly define the nature of complaint, location of office and time taken for rectification of a complaint. The engineers are also required to get the complaint sheets signed by the respective end users.
2. In case of Operating System Crash the user will take the backup but the AMC service provider should facilitate the user to take necessary backup of existing data.
3. Details Scope of work: a) Maintenance that includes all spares and services. b) Maintenance that includes the replacement of malfunctioning spares/ parts for proper functioning of all systems and sub-systems listed in Annexure - I by the Contractor. If any part gives repeated problems, i.e., the repairs could not be done in a minimum period of two-days time, then the contractor must replace it immediately with a new original part. c) Maintenance includes replacement of each and every malfunctioning/Defective parts of Computer, Laptop, printers, scanner and Network equipment and spare related items listed at Annexure-I like Hard Disk, Floppy Drive, CD/DVD Reader/Writer, Mother Board, Keyboard, Mouse, Printer Heads, Fuser assembly, roller drums, data cables, scanning unit, switch, power supply, display card and all type of cables etc. and all the plastic parts except consumables are under this AMC by the Contractor. d) The quantities mentioned in the list may have minor changes during the contract period to the successful bidder. The actual quantity may vary from that indicated in the tender document due to actual conditions of the site or due to other reasons. The contractor shall carry out all additional work upto the total variation of $\pm 1\%$ of the awarded value. The other terms & conditions and rates shall remain firm within this limit. e) Maintenance of dot matrix/ink jet/Desktop printer includes all the spare parts. f) Maintenance includes the Lamps of flatbed Scanners.

g) Maintenance includes installation of all Drivers, cables, equipment's switches. h) All spares including power cable, data cables, other cables, switches are covered under this contract. i) Hard disks are not to be taken out from WBSIDCL Premises. If not repairable then it should be replaced immediately. j) Maintenance includes the liability of contractor during the following conditions also i.e. due to overheating, Lightening impact etc. including virus solution. k) All parts to be replaced by the Contractor must be of the same make. In case it is not possible, the same must be of better or equivalent quality. In the service report, the details regarding the part number and serial number (if any) must be brought out clearly. l) Maintenance includes during the work i.e. hardware rectification/ software installation/ reinstallation of O/S or any other utility/ application software the existing user's data safety and protection by backup. m) Service provider shall be required to update anti-virus scanning software/monitor on a regular interval at least once in a month and even more frequently, if required on case-to-case basis. Antivirus will be providing by WBSIDCL as and when required.

4. The contractor must have to keep standby working spare parts i.e. 2 nos. of hard disk, 2 nos. Mother Board, 2 nos. DDR RAM, 2 nos. of keyboard, 2 nos. Optical mouse, 1no. Power supply, 1 no. DVD Writer, 1 no. TFT monitor, 1 no. CPU, 1 no. Power cable, 50 numbers of RJ-45 connector.
5. Comprehensive maintenance of following items: i) CCTV System the engineers will work under the instructions of the Coordinator or any person authorized by the WBSIDCL and shall submit complaint sheets to him for each complaint attended by them. The complaint sheet would clearly define the nature of complaint, location of office and time taken for rectification of a complaint. The engineers are also required to get the compliant sheets signed by the respective end users.
6. Details Scope of Work for CCTV Surveillance System comprehensive AMC at Shilpa Bhawan a) AMC shall include the repair/replacement of defective parts with the parts of equivalent or higher specification and details of replacement should be provided to the competent authority. A standby arrangement is also mandatory in such cases bidder has to take the required backup of important data. b) Bidder has to keep spare parts available to provide AMC support. Telephonic support is to be provided on immediate basis for smooth functioning of equipment. c) Barring force majeure any damages should be covered under this comprehensive annual maintenance contract. d) The firm has to ensure uninterrupted recording of CCTV surveillance system. It includes relocation of CCTV cameras and time to time to check proper connectivity of surveillance system. e) The qualified firm is supposed to response within 8 hours in the case of any break down or complaint launched from WBSIDCL. The same complaint must be resolved in 24 hours otherwise 1% penalty shall liable to be imposed. f) Only genuine and same make spare parts will be used. g) The firm shall also be responsible for deployment of necessary staff for regular visit twice in month for cleaning of all hardware using suitable cleaning material and supportive equipment. Preventive maintenance includes proper network cabling and

to resolve the issues with respect to connectivity. A separate log book shall be maintained for preventive maintenance record. h) The equipment's are normally required to be repaired in office only. In exceptional cases when the equipment's cannot be repaired in the office premises and required to be taken to the workshop, the WBSIDCL will not make any payment towards cartage and the expense for the to and fro transportation of the machines will be borne by the firm concerned. i) The equipment being taken to the workshop for repair would be at company's own risk and expenses. Any damage or loss caused to the equipment or their part due to negligence, mishandling shall be made good by the company. j) All tools and testing instruments required for checking testing and attending to routine maintenance and breakdowns shall be arranged by the bidder. k) The bidder shall ensure the proper working of recording of the video obtained from the CCTV cameras and necessary backup has to be taken in the form of DVD/CD in the regular interval as instructed. The provision of DVD/CD shall be in the scope of work of tender. l) It shall be the responsibility of the firm to make all the CCTV surveillance system and equipment work satisfactorily throughout the contract period and to hand over the systems in working conditions to the WBSIDCL after expiry of the contract. m) Bidder must submit monthly System Inspection report duly signed by the WBSIDCL Authority. n) Entrusted bidder will provide single point of contact for AMC support. o) Entrusted bidder will provide Call lodge service line no. and e-mail. p) The Company recognizes that in the course of the transactions, it may be privy to certain information ("Confidential Information"), relating to WBSIDCL work including legal, financial, technical, commercial, marketing and business related records, data, documents, reports, (whether or not the information is marked or designated as "Confidential" or "Proprietary"). The company agrees that it shall: Keep all Confidential Information strictly confidential and shall not, divulge such Confidential Information to any person. Take all steps to protect the integrity of the Confidential Information and to ensure against any unauthorised disclosure thereof; Promptly inform WBSIDCL of any potential or accidental disclosure of the Confidential Information and take all steps, together with WBSIDCL to retrieve and protect the said Confidential Information. The company must ensure confidentiality regarding handling of all information obtained within the Control Room, whether videotapes, snapshots, written, verbal and other sensitive materials held within the Control Room and in WBSIDCL premise. Engineer not engages in any private work /act/practice in WBSIDCL premise. Renting, lending and copying of any software and hardware products are completely prohibited. Ensure all storage and apparatus should be virus free. Any breach of this clause may cause WBSIDCL substantial and irreparable damages, and in any event of such a breach, in addition to other remedies, which may be available, the WBSIDCL shall have the right to seek specific performance

7. Maintenance that includes the replacement of malfunctioning spares/ parts for proper functioning of all systems and sub-systems by the Contractor. If any part gives repeated problems, i.e., the repairs could not done in a minimum period of two-days time, then the contractor must replace it immediately with a new original part. c) The quantities mentioned in the list may have minor changes during the contract period to the successful bidder. The actual quantity may vary from that

indicated in the tender document due to actual conditions of the site or due to other reasons. The contractor shall carry out all additional work upto the total variation of ± 1 % of the awarded value. The other terms & conditions and rates shall remain firm within this limit. d) Maintenance includes the liability of contractor during the following conditions also i.e. due to overheating, Lightening impact h) All parts to be replaced by the Contractor must be of the same make. In case it is not possible, the same must be of better or equivalent quality. In the service report, the details regarding the part number and serial number (if any) must be brought out clearly. l) Maintenance includes during the work i.e. hardware rectification/ software installation

8. 4) The firm shall provide services for 10 working days from the date of the expiry of the contract AMC of Computer Equipment & Network for smooth transfer of the AMC to the new contractor without any extra cost. Any equipment which is noted as in non-working condition, till the last hour of the AMC contract period, shall be rectified by the outgoing AMC Contractor without any extra cost.
9. 5) All calls should be issued and controlled centrally and a log book is to be maintained with the signature of ISA of WBSIDCL.
10. Comprehensive maintenance of following items: i) Local Area Network (LAN) ii) Network Equipment (Router, Switch, Modem & LAN Extender etc.) iii) Network maintenance of LAN & WAN (Fiber Optic Cable & Ethernet wire), iv) DAP.
11. The engineers will work under the instructions of the Coordinator or any person authorized by the WBSIDCL and shall submit complaint sheets to him for each complaint attended by them. The complaint sheet would clearly define the nature of complaint, location of office and time taken for rectification of a complaint. The engineers are also required to get the compliant sheets signed by the respective end users.
12. Details Scope of work for Local Area Network: a) Maintenance that includes all spares and services. b) Maintenance that includes the replacement of malfunctioning spares/ parts for proper functioning of all systems and sub-systems by the Contractor. If any part gives repeated problems, i.e., the repairs could not done in a minimum period of two-days time, then the contractor must replace it immediately with a new original part. c) Maintenance includes replacement of each and every malfunctioning/Defective parts of Network equipment and spare related items listed are under this AMC by the Contractor. d) The quantities mentioned in the list may have minor changes during the contract period to the successful bidder. The actual quantity may vary from that indicated in the tender document due to actual conditions of the site or due to other reasons. The contractor shall carry out all additional work upto the total variation of ± 1 % of the awarded value. The other terms & conditions and rates shall remain firm within this limit. e) Networking equipment, switches. f) All spares including power cable, data cables, other cables, switches are covered under this contract. g) Maintenance includes the liability of contractor during the following conditions also i.e. due to overheating, Lightening impact h) All parts to be replaced by the Contractor must be of the same make. In case it is not possible, the same must be of better or equivalent quality. In the service

report, the details regarding the part number and serial number (if any) must be brought out clearly. l) Maintenance includes during the work i.e. hardware rectification/ software installation

13. Network maintenance includes the following services as and when required laying of UTP CAT-6 cable on wall surface. • Termination • & Crooning of I/O, Patch Panel. Fiber Cable splicing. • Fiber optic line maintenance. • n) In case of router, switches and other network equipment breakdown the contractor should provide immediate a replacement of router, switches to make the system in order.
14. The contractor must have to keep standby working spare parts i.e. 50 numbers of RJ-45 connector, Cat 6 cable, Patch cable, IO module. Supply of above standby free of cost during the currency of the maintenance contract has to be ensured by the bidder. All standby equipment or spares should be entered within premises with proper document & record at our security agency for ensuring the smooth returning of the material from and to office premises.
15. When any defective equipment will be taken from WBSIDCL premises for the repairing work at their workshop. In case of failure to rectify the defective equipment within specified time-limit and if bidder fails to provide alternative system/hardware equipment in order to manage the works of the WBSIDCL, the WBSIDCL have right to take action in order to get the defective equipment repair/replace through another agency without asking the bidder and the entire amount charged by the third party will be recovered from the bill value.
16. The bidder shall ensure that all calls should be closed maximum within 2 working days after call report otherwise on failure a recovery under penalty clause-16 per day basis will be made.
17. The monthly checking for each machine is must by the Services Personnel of contractor with good workmanship to the satisfaction of the In-charge/representative of WBSIDCL.
18. Call Logging System: Proper Call Register should be maintained by bidder in details.
19. The selected firm will not involve third party in implementation of services under this AMC.
20. The firm shall provide services for 10 working days from the date of the expiry of the contract AMC of Computer Equipment & Network for smooth transfer of the AMC to the new contractor without any extra cost. Any equipment which is noted as in non-working condition, till the last hour of the AMC contract period, shall be rectified by the outgoing AMC Contractor without any extra cost.
21. Details Scope of work: a) Maintenance that includes all spares and services. b) Maintenance that includes the replacement of malfunctioning spares/ parts for proper functioning of all systems and sub-systems by the Contractor. If any part gives repeated problems, i.e., the repairs could not done in a minimum period of two-days' time, then the contractor must replace it immediately with a new original part. c) Maintenance includes replacement of each and every

malfunctioning/Defective parts of telecom equipment and spare related items listed are under this AMC by the Contractor. d) The quantities mentioned in the list may have minor changes during the contract period to the successful bidder. The actual quantity may vary from that indicated in the tender document due to actual conditions of the site or due to other reasons. The contractor shall carry out all additional work upto the total variation of $\pm 1\%$ of the awarded value. The other terms & conditions and rates shall remain firm within this limit. e) All spares including power cable, data cables, other cables, switches are covered under this contract. f) Maintenance includes the liability of contractor during the following conditions also i.e. due to overheating, Lightening impact g) All parts to be replaced by the Contractor must be of the same make. In case it is not possible, the same must be of better or equivalent quality. In the service report, the details regarding the part number and serial number (if any) must be brought out clearly. h) Maintenance includes during the work i.e. hardware rectification/ software installation

22. The contractor must have to keep standby working spare parts i.e. 50 numbers of RJ-11 connector, Cat 6 cable, Patch cable, IO module connector and module and patch cord for telephone.
23. Supply of above standby free of cost during the currency of the maintenance contract has to be ensured by the bidder. All standby equipment or spares should be entered within premises with proper document & record at our security agency for ensuring the smooth returning of the material from and to office premises.
24. When any defective equipment will be taken from WBSIDCL premises for the repairing work at their workshop. In case of failure to rectify the defective equipment within specified time-limit and **if bidder fails to provide alternative system/hardware equipment in order to manage the works of the WBSIDCL, the WBSIDCL have right to take action in order to get the defective equipment repair/replace through another agency without asking the bidder and the entire amount charged by the third party will be recovered from the bill value.**
25. The bidder shall ensure that all calls should be closed maximum within 3 working days after call report otherwise on failure a recovery under penalty clause-4 per day basis will be made.
26. The monthly checking for each machine is must by the Services Personnel of contractor with good workmanship to the satisfaction of the In-charge/representative of WBSIDCL.
27. Call Logging System: Proper Call Register should be maintained by bidder in details.
28. The selected firm will not involve third party in implementation of services under this AMC.
29. The firm shall provide services for 10 working days from the date of the expiry of the contract AMC of Computer Equipment & Network for smooth transfer of the AMC to the new contractor without any extra cost. Any equipment which is noted as in

non-working condition, till the last hour of the AMC contract period, shall be rectified by the outgoing AMC Contractor without any extra cost.

30. (1) The specifications given in the lists are broad ones and there could be some variation in the specifications/ brand/ make/ model. However, the rates are to be given as per the category of the equipment in the Serial No. The quantity may also vary. (2) The items include components installed at the WBSIDCL office Head office. There are items that may be given on AMC after their warranty period is over. Their maintenance would be on pro-rata basis. (3) Tenderers are requested to quote individually for each of the items for AMC on per Unit per annum basis as per the requirements given below; (a) Maintenance of Fiber Optics cable & UTP cable connection from server through hubs/switches, including connectors, coupling, connector panel, all patch cords and Terminators etc. Quote AMC rate on per Line/node basis per annum basis. (This rate should be inclusive of cost of replacements/repairs for connectors, Ethernet card, UTP Cable). The work under this item, also includes network configuration and its maintenance and at node level. The vendor has to replace/reinstall the defective cable with standard quality (b) The AMC for all the items/ components above includes hardware, network and their software configurations/setup maintenance.
31. In case the successful bidder refuses to accept the offer, the next bidder may be offered the AMC on the rates offered by the successful bidder.
32. The wirings are concealed and should be maintain as it is. New wiring maybe done as closed as possible.
33. New Cable should be marked and tagged properly.
34. The fault in any network or telecommunication line should be upped within two days delay of each day beyond the limit will attract penalty of Rs. 100/- each day.
35. All calls should be issued and controlled centrally and a log book is to be maintained with the signature of ISA of WBSIDCL.
36. Telecommunication AMC Service coverage: The services are to be provided to keep the equipment in good working order with bi-weekly cleaning of all handsets using perfume.
37. Onsite service response: All working days between 10.30-to -1800 hrs
38. Response time: Within 4 hours of registering the complaint.
39. Preventative Maintenance activity will consist of a minimum 2 preventative maintenance visits in a year. Preventative Maintenance activity will consist of checking the equipment and a report is to be submitted after preventative maintenance visit.
40. (1) The specifications given in the lists are broad ones and there could be some variation in the specifications/ brand/ make/ model. However, the rates are to be given as per the category of the equipment in the Serial No. The quantity may also vary. (2) The items include components installed at the WBSIDCL office Head office. There are items that may be given on AMC after their warranty period is over. Their maintenance would be on pro-rata basis. (3) **Tenderers are requested to quote individually for each of the items for AMC on per Unit per annum basis as per the requirements given below;** (a) Maintenance of Fiber Optics cable & UTP cable connection from server through hubs/switches, including connectors, coupling, connector panel, all patch cords and Terminators etc. Quote AMC rate on per

Line/node basis per annum basis. (This rate should be inclusive of cost of replacements/repairs for connectors, Ethernet card, UTP Cable). The work under this item, also includes network configuration and its maintenance and at node level. The vendor has to replace/reinstall the defective cable with standard quality (b) The AMC for all the items/ components above includes hardware, network and their software configurations/setup maintenance, Network Administration and repair/replacements. (Like loading OS viz Linux, Windows, S/w utility maintenance, System/server software, proxy configuration and maintenance, fire wall & antivirus/ anti-spams etc.,)

41. In case the successful bidder refuses to accept the offer, the next bidder may be offered the AMC on the rates offered by the successful bidder.
42. The Biometric machines and LAN Printer has specific IP in the system.

Annexure –B
List of WBSIDCL Offices other than Shilpa Bhawan under AMC Coverage.

LOCATION	DESKTOP	PRINTER	LAPTOP
BOLPUR INDUSTRIAL PARK	1NO	1 NO	NIL
BALTIKURI INDUSTRIAL PARK	1NO	1 NO (HP LJ1020)	1NO
SILIGURI COMMERCIAL PARK	2 NOS	1 NO	1 NO
BEHALA COMMERCIAL PARK	1 NO	1 NO(HP LJ1020)	NIL
KASBA INDUSTRIAL PARK	1 NO	1NO	1 NO
UDAYAN INDUSTRIAL PARK	NIL	1 NO (HP LJ126)	1 NO
MALDA COMMERCIAL PARK	1 NO	2 NOS	1 NO
KALYANI INDUSTRIAL PARK	1 NO	1 NO(HP LJ1020)	NIL
ASHOKENAGAR INDUSTRIAL PARK	1 NO	1 NO (HP LJ1007)	1 NO
DURGAPUR COMMERCIAL PARK	1 NO	1 NO (HP LJ1020)	1 NO
KHARAGPUR INDUSTRIAL PARK	1 NO	1 NO	1 NO
HALDIA INDUSTRIAL PARK	1 NO	NIL	NIL
BARUIPUR INDUSTRIAL PARK	NIL	1 NO	NIL

Annexure –C
Total Number of Equipment taken under AMC

Sl. No.	Item	Specification	Quantity
1	Desktop	CPU , Monitor, Mouse(optical), Keyboard(USB)	110
2	All in one Desktop	HP and Dell make	06
3	Laptop	Hp laptop	18
		Microsoft Surface pro	01
4	Multi Functioning Printer /Laser Printer HP /canon/Lexmark	HP, Cannon	74
5	Scanner Flatbed A4	HP, Cannon	01
6	Scanner A3	HP	01
7	Plotter HP designjet	HP	01
	<u>CCTV CAMERA</u>		
8	Dlink PoE Switch 28 ports	D-Link	03
9	Honeywell Dome Camera	TDN 1080 P IRBALL CAMERA	15
10	Honeywell Bullet Camera	TDN 1080P IR Bullet Camera	04
11	Honeywell NVR	32 Channel	01
12	6TB Hard Disk Drive	Seaget	01
13	Display Panel	Mi Anroid TV 32 inch	01
	<u>LAN SYSTEM</u>		
14	Dlink DAP 2230	Wireless N PoE Access Point	07
15	Dlink Gigabite Switch	24 ports	09
16	Patch Panel	24 ports	08

17	Nodes	216 nodes Provision	216
18	Other small switch to extend network	D-link 08 or 16 port small switch	08
	<u>CONFERENCE ROOM</u>	3 RD FLOOR	
19	<u>MIC</u>	WIRE LESS MIC	12+2
22	<u>SPEAKER</u>	SPEAKER	4
21	<u>PANNEL</u>	LED TV – 2 (52") BENQ- 68"-1	3
22	<u>AMPLIFIRE SYSTEM</u>	AMPLIFIRE, MIXURE WITH RACK	1
23	<u>UPS</u>	UPS – 1 KV	1
	<u>CONFERENCE ROOM</u>	4 TH FLOOR	
24	<u>VIDEO CONFERENCE</u>	LOGITECH VIDEO CONFERENACE SYSTEM WITH CAMERA	1
25	<u>PANNEL</u>	BENQ- 83" – 1	1
26	<u>MIC</u>	MIC	5
27	<u>SPEAKER</u>	SPEAKER	4
28	<u>AMPLIFIRE SYSTEM</u>	AMPLIFIRE, MIXURE WITH RACK WIFI VIDEO CONNECTOR FROM LAPTOP TO PANNEL	1

	<u>EPBAX SYSTEM</u>		
1	NeosTelestar	EPBAX Machine	1 No.
2	POE 8-Port Switch	POE 8-Port Switch	4 Nos.
3	Network Nodes	Network Nodes	53 Nos.
4	Normal Telephone Instruments	Normal Telephone Instruments	37 Nos.
5	NeosTelestar SIP Telephone	NeosTelestar SIP Telephone	18 Nos.
6	Extension Card (64 Extension Capacity)	Extension Card (64 Extension Capacity)	1 No.