

WEST BENGAL HOUSING INFRASTRUCTURE DEVELOPMENT CORPORATION LIMITED

(A Government of West Bengal Undertaking)

HIDCOBHABAN, Premises No. 35-1111, Near 3rd Rotary, New Town, Kolkata-700156.Memo. No. 661 / HIDCO-17099/11/2022-IT SEC-WBHIDCODated: 09-03-2023

System Manager (IT), on behalf of WB HIDCO invites e-tender for the work detailed in the table below. (Submission of Bid through online)

List of Schemes:

Sl. No	Name of the work (1)	Estimated Amount (Rs.) (2)	Earnest Money (Rs.) (3)	Period of Completion (4)	Name of the Concerned Officer (5)	Eligibility of Contract or (6)
1.	Internet access & monitoring solutions for Wifi & CCTV with global access 24x7 at City Center II underpass (access speed globally 10 Mbps minimum) under WBHIDCO Ltd.	Rate to be Quoted	Rs.10,000.00 (Rupees Ten Thousand Only) to be submitted online through any net banking enable bank account or offline through any bank by generating NEFT / RTGS Challan from the eTendering portal. Balance Earnest amount covering 2% of the tendered amount to be submitted at the time of making agreement by the successful tenderer (If required).	15(Fifteen) days from the date of Work Order.	SYSTEM MANAGER (IT), WB HIDCO	As per technical specification & eligibility criteria (Sl. No. 5) detailed below.

Technical Specification: -

Tender Title	"Internet access & monitoring solutions for Wifi & CCTV with global access 24x7 at City Center II underpass (access speed globally 10 Mbps minimum) under WBHIDCO Ltd."
Job responsibilities of the Vendor during the period of contract	<ul style="list-style-type: none"> i. The dedicated bandwidth (10 Mbps) (1:1 uncompressed and unshared) of Internet leased line connectivity at all the time (24X7X365) at City Center-II underpass, Newtown. ii. Ensure Packet Losses: Less than 0.5 % (Average over 1000 ping) at any given point of time. iii. Ensure Latency: Less than 100ms from City Center-II underpass, Newtown to ISP's tier 1 peering point. Latency will be randomly checked on daily basis. In case of non-adherence latency limit, the link will be considered as down with effect from time of detection till the time is restored iv. Ensure Network Availability (uptime): Minimum 99.5 % uptime (monthly). v. Ensure Border Gateway Protocol (BGP) Implementation in the Internet Link. vi. Need various reports for performance, monitoring / usage to be submitted by the ISP on weekly or monthly basis or as per our day-to-day requirement. vii. Downtime Calculation: Downtime shall be calculated as (Total Time–Down Time) X 100/Total Time. viii. Ensure the response time for attending the faults will be 1 to 2 Hours after they are reported to the ISP. ix. Ensure the ISP will rectify the faults within 12 hours failing which; the vendor will arrange temporary replacements OR what further action will be taken.
Payment terms	No advance payment will be made. Payment for maintenance will be released quarterly against bill submission and satisfactory service report.
	3% of the contract amount will be deducted from the bill as security deposit (Including EMD). The amount may/ be refunded after the expiry of the defect liability period (One year) after satisfactory completion of work.
SERVICE PROVIDER OBLIGATIONS	<ol style="list-style-type: none"> 1. The Service Provider shall be responsible for providing the 10 Mbps (1:1 uncompressed and unshared) leased line Internet connectivity at Site Control Room (address is already been furnished elsewhere in the tender), at all the time throughout the contract period. 2. The Service Provider shall be responsible for commissioning and configuring of hardware and uplink of connectivity at City Center-II underpass, Newtown 3. Liaisoning (if required) with other firm(s) for obtaining point to point connectivity between ISP node and Site Control Room, shall be the responsibility of the Service Provider. 4. The Service Provider would ensure that the local loop provisioning does not violate any regulations as laid by Government of India / TRAI in respect of such links / networks. Service Provider shall be responsible for making all the payments towards the local loop charges / rentals / WPC charges etc. 5. The Service Provider will do preventive maintenance once a quarter for upkeep of the systems running. The schedule will have to be adhered to strictly by him. 6. The ISP should have a valid Category A ISP license from Govt. of India (Attach copy of license). 7. The link will be terminated at site control room through OFC. Router will be provided by the agency. From STM to Router it will be terminated through OFC patch cord/CAT6 – RJ45 connector and from Router to Firewall it will also be terminated through OFC patch cord/CAT6 – RJ45 connector. Bidder has to provide all cable, connectors & and all accessories.
Note:	<i>In addition to the regular maintenance of LAN/Wi-Fi network, the vendor has to provide any other service (if required) to the user (not related to LAN/Wi-Fi network connection) on rates mutually agreed between the end user and the vendor, on case-to-case basis. The acceptance of the above tender term is to mention specifically in the quotation.</i>

- 1) In the event of e-filing, intending bidder may download the tender documents from the website <https://wbtenders.gov.in> directly with the help of Digital Signature Certificate. The process of deposit of earnest money through offline instruments like Bank Draft, Pay Order etc. has been stopped for the tender procurement of this office. Necessary Earnest Money will be deposited by the bidder electronically online through his net banking enabled bank account, maintained at any bank or offline through any bank by generating NEFT / RTGS Challan from the e-tendering portal. Intending Bidder will get the Beneficiary details from e-tender portal with the help of Digital Signature Certificate and may transfer the EMD from their respective Bank as per the Beneficiary Name & Account No., Amount, Beneficiary Bank Name (ICICI Bank) & IFSC Code and e-Proc Ref. No. Intending bidder who wants to transfer EMD through NEFT / RTGS must read the instruction of the Challan generated from E Procurement site. Bidders are also advised to submit EMD of their bid, at least 03 (three) working days before the bid submission closing date as it requires time for processing of Payment of EMD.
- 2) Both Technical Bid and Financial Bid are to be submitted concurrently duly digitally signed in the website <https://wbtenders.gov.in>
- 3) Tender documents may be downloaded from website and submission of Technical Bid and Financial Bid will be done as per Time Schedule stated in Sl. No. 15
- 4) The FINANCIAL OFFER of the prospective tenderer will be considered only if the TECHNICAL BID of the tenderer is found qualified by the 'Tender Evaluation Committee' formed by the authority of WB HIDCO Ltd. The decision of the 'Tender Evaluation Committee' will be final and absolute in this respect. The list of Qualified Bidders will be displayed in the website.
- 5) **Eligibility criteria for participation in the tender:-**

Eligibility Criteria	<p>a. The Vendor should have an office for support in Eastern Region in India preferably in Kolkata for fast problem solving.</p> <p>b. The Vendor must be registered enterprise under Companies Act.</p> <p>c. The vendor must have work experience in any HIDCO project Or At least Two (2) similar projects under any WB government organization/Deptt.</p> <p>d. The Vendor must provide contact numbers of their existing clients for feedback purpose.</p>
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6) Income Tax Return for the latest financial year, P.T. Deposit Challan for the March, 2022, Pan Card, GST Registration Certificate are to be accompanied with the Technical Bid Documents.

[Non-statutory documents]

7) The prospective bidders or any of their constituent partner 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 has to be furnished by the prospective bidders without which the Technical Bid shall be treated as non-responsive.)

8) In case of Proprietorship, Partnership Firms and Company, Tax Audit Report in 3CD Form are to be furnished along with the Balance Sheet and Profit and Loss Account, and all the documents along with schedules forming the part of Balance Sheet and Profit & Loss Account should be in favour of applicant.

[Non-statutory documents]

9) Registered Partnership Deed for Partnership Firm only along with Power of Attorney is to be submitted. The company shall furnish the Article of Association and Memorandum.

[Non-statutory documents]

10) Joint Ventures will not be allowed.

11) Agency only having valid documents as per check list will upload the documents. Any act. of uploading invalid documents to disturb the tendering process will be viewed administratively & legally.

12) A prospective bidder shall be allowed to participate in a particular job either in the capacity of individual or as a partner of a firm. If found to have applied severally in a single job, all his applications will be rejected for that job, without assigning any reason thereof.

13) No mobilisation advance and secured advance will be allowed.

14) **Validity:**

Quoted rates must be valid for a period of 180 days from the stipulated due date of submission of bid. The overall offer for the assignment and tenderer(s) quoted price shall remain unchanged during the period of validity. In case the tenderer(s) withdraws, modifies or changes his offer during the bid validity period, the earnest money deposited by him shall be forfeited without assigning any reason thereof. The tenderer(s) should be ready to extend the validity, if required.

15) **Date and Time Schedule:**

Sl. No.	Particulars	Date & Time
1	Date of uploading of N.I.T. & other Documents (online)	09-03-2023
2	Documents download/sell start date (Online)	09-03-2023 from 06.00 P.M
3	Documents download/sell end date (Online)	24-03-2023 upto 02.00 P.M
4	Bid submission start date (On line)	09-03-2023 from 06.00 P.M
5	Bid Submission closing (On line)	24-03-2023 upto 03.00 P.M
6	Bid opening date for Technical Proposals (Online)	27-03-2023 at 03.00 P.M
7	Date of uploading the final list of Technically Qualified Bidder(online) after disposal of appeals, if any.	To be Notified
8	Date for opening of Financial Proposal (Online)	To be Notified

- 16) The Prospective Bidder shall have to execute the work in such a manner so that appropriate service level of the work is maintained during progress of work and a period of 1 (one) year from the date of successful completion of the work to the entire satisfaction of the Competent Authority. If any defect / damage is found during the period as mentioned above, the contractor shall make the same good at his own cost to the specification at par with instant project work. On failure to do so, penal action against the contractor will be imposed by the Department as deem fit. The contractor may quote his rate considering the above aspect.

Refund of Security Deposit will only be made after successful maintaining of appropriate service level of the work as mentioned above for 1 (One) year from the date of completion of the work. Provision in Clause No. 17 of Form No. 2911(ii) shall be treated as superseded.

- 17) Site of work and necessary drawings may be handed over to the agency phase wise. No claim in this regard will be entertained.

18) Security Deposit:

Refund of Security Deposit will only be made after successful maintaining of appropriate service level of the work as mentioned above for 01 (one) year from the date of completion of the work. Provision in Clause No. 17 of WB HIDCO Form and Form No. 2912 shall be treated as superseded.

Retention money towards performance Security amounting to 03% (three percent) of the value of the work shall be deducted from the actual bill of the tenderer as per prevailing order. Out of which balance amount of 2% (two percent) of earnest money and rest 1% (one percent) to be deducted from actual bill of the tenderer as per prevailing provision. No interest will be paid on Security Deposit.

- 19) The Bidder, at his own responsibility and risk is encouraged to visit and examine the site of works and its surroundings and obtain all information that may be necessary for preparing the Bid and entering into a contract for the work as mentioned in the Notice Inviting Tender, before submitting offer with full satisfaction, the cost of visiting the site shall be at his own expense.

- 20) 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. The tender accepting authority of WBHIDCO Ltd. reserves the right to accept or reject any offer without assigning any reason whatsoever and is not liable for any cost that might have been incurred by any Tenderer at the stage of Bidding.

- 21) Refund of EMD: The Earnest Money of all the unsuccessful tender deposited online through e-procurement portal of Government of West Bengal Website <https://wbtenders.gov.in> with the tender will be refunded accordingly to the order of Finance Department of Government of West Bengal vide no.-3975-F(Y) of 28th July 2016.

- 22) Prospective applicants are advised to note carefully the minimum qualification criteria as mentioned in 'Instructions to Bidders' stated in Section – 'A' before tendering the bids.

23) Conditional / Incomplete tender will not be accepted under any circumstances.

- 24) The intending tenderers are required to quote the rate online.

- 25) Contractor shall have to comply with the provisions of (a) the contract labour (Regulation Abolition) Act. 1970 (b) Apprentice Act. 1961 and (c) minimum wages Act. 1948 of the notification thereof or any other laws relating there to and the rules made and order issued there under from time to time.
- 26) During scrutiny, if it comes to the notice of the tender inviting authority that the credential or any other paper found incorrect / manufactured / fabricated, that bidder would not be allowed to participate in the tender and that application will be rejected without any prejudice.
- 27) The System Manager (IT), WBHIDCO reserves the right to cancel the N.I.T. due to unavoidable circumstances and no claim in this respect will be entertained.
- 28) If there be any objection regarding prequalifying the Agency that should be lodged on line to the Chairman of Tender Evaluation Committee within 2 (two) days from the date of publication of list of qualified agencies and beyond that time schedule no objection will be entertained by the Tender Evaluation Committee.
- 29) Before issuance of the WORK ORDER, the tender inviting authority may verify the credential and other documents of the lowest tenderer if found necessary. After verification if it is found that the documents submitted by the lowest tenderer is either manufactured or false in that case work order will not be issued in favour of the said Tenderer under any circumstances.
- 30) If any discrepancy arises between two similar clauses on different notification, the clause as stated in later notification will supersede former one in following sequence:
- 1) N.I.T.
 - 2) Special Terms & Conditions
 - 3) Technical Bid
 - 4) Financial Bid

3.1) Qualification criteria:

The tender inviting and Accepting Authority through a "Tender Evaluation Committee" will determine the eligibility of each bidder. The bidders shall have to meet all the minimum criteria regarding:

- 1) Financial Capacity
- 2) Technical Capability
- 3) Experience / Credential

The eligibility of a bidder will be ascertained on the basis of the document(s) in support of the minimum criteria as mentioned 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 either manufactured or false, in such cases the eligibility of the bidder / tenderer will be rejected at any stage without any prejudice

- 32) Escalation of Price on any ground and consequent cost overrun shall not be entertained under any circumstances. Rates should be quoted accordingly.
- 33) No price preference and other concession as per order no. 1110F dated: 10/02/2006 will be allowed.
- 34) **For any query, please contact Sri. Sukalpa Mallick, Network Manager, Contact No.-98319 80379 email-network.manager@wbhidco.in**

Memo. No. . 661/1(4)/HIDCO-17099/11/2022-IT SEC-WBHIDCO

Dated: 09-03-2023

Copy forwarded for information to: -

- 1) Chief Finance Officer, WB HIDCO
- 2) Chief Engineer, WBHIDCO
- 3) Network Manager, WBHIDCO
- 4) PA to Joint Managing Director, WBHIDCO.

SECTION - A

INSTRUCTION TO BIDDERS

General guidance for e-Tendering:

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

- i. Registration of Contractor:
Any contractor 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 WBHIDCO the contractor is to click on the link for e-Tendering site as given on the web portal.
- ii. Digital Signature certificate (DSC):
Each contractor is required to obtain a Class-II or Class-III Digital Signature Certificate (DSC) for submission of tenders from the approved service provider of the National Informatics Centre (NIC) on payment of requisite amount. Details are available at the Web Site stated in Clause A.1. above. DSC is given as a USB e-Token.
- iii. The contractor can search & download N.I.T. & Tender Document(s) electronically from computer once he logs on to the website mentioned in Clause A.1. using the Digital Signature Certificate. This is the only mode of collection of Tender Documents.
- iv. Participation in more than one work:
A prospective bidder shall be allowed to participate in the job either in the capacity of individual or as a partner of a firm. If found to have applied severally in a single job all his applications will be rejected for that job.
- v. Submission of Tenders:
Tenders are to be submitted through online to the website stated in Clause A.1. in two folders at a time for each work, one in Technical Proposal & the other is 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).

Technical Proposal:

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

(a). Statutory Cover Containing the following documents:

- 1) Prequalification Application (Sec-B, Form – I)
- 2) Tender Document
- 3) N.I.T.
(NIT and Tender Document downloaded properly and upload the same Digitally Signed). The rate will be quoted in the
B.O.Q. Quoted rate will be encrypted in the B.O.Q. under Financial Bid.
- 4) Special terms & conditions and specification of works.
- 5) TECHNICAL DOCUMENTS
 - Affidavit [Ref. Format]
 - Experience profile [Form No-IV] Section B.
- 6) Financial Proposal: -

- a) The rate will be quoted in the B.O.Q. Quoted rate will be encrypted in the B.O.Q. under Downloaded properly and upload digitally signed.
- (b). Non-statutory Cover Containing the following documents:
 - i. Professional Tax (PT) deposit receipt challan for the financial year 2021-2022, Pan Card, IT Saral for the Assessment year 2022-2023, GST Registration 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).

N.B.: Failure of submission of any of the above-mentioned documents as stated in Sl. No. A.5.(a). and Sl. No. A.5.(b). will render the tenderer liable to be rejected for both statutory & non statutory cover.

THE ABOVE STATED NON-STATUTORY/TECHNICAL DOCUMENTS SHOULD BE ARRANGED IN THE FOLLOWING MANNER

Click the check boxes beside the necessary documents in the My Document list and then click the tab "Submit Non-Statutory Documents" to send the selected documents to non-Statutory folder.

Next Click the tab "Click to Encrypt and upload" and then **click** the "Technical" Folder to upload the Technical Documents.

Sl. No.	Category Name	Sub-Category Description	Detail(s)
A.	Certificate(s)	Certificate(s)	GST & Service Tax Registration Certificate & Acknowledgement. PAN. P Tax Latest IT Receipt. IT-Saral for Assessment year 2022-23.
B.	Company Detail(s)	Company Detail	Proprietorship Firm (Trade License) -Structure & Org. Partnership Firm (Partnership Deed, Trade License) Ltd. Company (Incorporation Certificate, Trade License) Society (Society Registration Copy,
C.	Credential	Credential -1 Credential -2	Similar nature of work done & completion certificate which is applicable for eligibility in this tender as per Form -IV Section -B.
D	Financial Info		Tax Audited Report along with Balance Sheet & Profit & Loss A/c. for the last 3 (three) years (year just preceding the current Financial Year will be considered as year - I)

Tender Evaluation Committee (TEC)

Evaluation Committee constituted by the Competent Authority of WBHIDCO LTD will function as Evaluation Committee for selection of technically qualified contractors.

Opening & evaluation of tender:

If any contractor is exempted from payment of EMD, copy of relevant Government Order needs to be furnished.

Opening of Technical Proposal:

Technical proposals will be opened by the Concerned Tender Inviting Authority or his authorized representative electronically from the website using their Digital Signature Certificate (DSC).

Intending tenderers may remain present if they so desire.

Cover (folder) for Statutory Documents (Ref. Sl. No. A.5.(a).) will be opened first and if found in order, cover (folder) for Non-Statutory Documents (Ref. Sl. No. A.5.(b).) will be opened. If there is any deficiency in the Statutory Documents the tender will summarily be rejected.

Decrypted (transformed into readable formats) documents of the non-statutory cover will be downloaded & handed over to the Tender Evaluation Committee.

Summary list of technically qualified tenderers will be uploaded online.

Pursuant to scrutiny & decision of the Tender Evaluation Committee the summary list of eligible tenderers & the serial number of works for which their proposal will be considered will be uploaded in the web portals.

During evaluation the committee may summon of the tenderers & seek clarification / information or additional documents or original hard copy of any of the documents already submitted & if these are not produced within the stipulated time frame, their proposals will be liable for rejection.

1. Financial Proposal

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 per) online through computer in the space marked for quoting rate in the BOQ.

Only downloaded copies of the above documents are to be uploaded virus scanned & Digitally Signed by the contractor.

Financial capacity of a bidder will be judged on the basis of information furnished in Section - B.

Penalty for suppression / distortion of facts:

If any tenderer fails to produce the original hard copies of the documents like Completion Certificates and any other documents on demand of the Tender Evaluation Committee within a specified time frame or if any deviation is detected in the hard copies from the uploaded soft copies, it may be treated as submission of false documents by the tenderer and action may be referred to the appropriate authority for prosecution as per relevant IT Act.

Rejection of Bid:

Employer 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.

Award of Contract

The Bidder whose Bid has been accepted will be notified by the Tender Inviting & Accepting Authority through acceptance letter / Letter of Acceptance.

The notification of award will constitute the formation of the Contract.

SECTION – B
FORM – I
PRE-QUALIFICATION APPLICATION

To
System Manager (IT), WB HIDCO BHABAN,
7th FLOOR, NEW TOWN,
KOLKATA.

Ref : Tender for.....
(Name of work).....
.....

6 6 1 / HIDCO-17099/11/2022-IT SEC-WBHIDCO Dated: 09-03-2023

Dear Sir,

Having examined the Statutory, Non-statutory & N.I.T. documents, I /we hereby submit all the necessary information and relevant documents for evaluation.

The application is made by me / us on behalf of..... in the capacity.....
.....duly authorized to submit the order.....

The necessary evidence admissible by law in respect of authority assigned to us on behalf of the group of firms for Application and for completion of the contract documents is attached herewith.

We are interested in bidding for the work(s) given in Enclosure to this letter. We understand that:

- 1) Tender Inviting & Accepting Authority / Engineer-in-Charge can amend the scope & value of the contract bid under this project.
- 2) Tender Inviting & Accepting Authority / Engineer-in-Charge reserve the right to reject any application without assigning any reason.

Enclosure(s): e-Filling: -

- 1) Statutory Documents.
- 2) Non-Statutory Documents.

Date:.....

System Manager(IT), WBHIDCO Ltd.

SECTION – B

AFFIDAVIT – “Y”

(To be furnished in Non – Judicial Stamp paper of Rs.100.00 (One Hundred only) duly notarized)

- 1) I, the under-signed do certify that all the statements made in the attached documents are true and correct. In case of any information submitted proved to be false or concealed, the application may be rejected and no objection/claim will be raised by the under-signed.
- 2) The under-signed also hereby certifies that neither our firm M/S..... nor any of constituent partner had been debarred to participate in any tender by any Govt. Organization / Undertaking during the last 5 (five) years prior to the date of this N.I.T.
- 3) The under-signed would authorize and request any Bank, person, Firm or Corporation to furnish pertinent information as deemed necessary and/or as requested by the Department to verify this statement.
- 4) The under-signed understands that further qualifying information may be requested and agrees to furnish any such information at the request of the Department.
- 5) Certified that I have applied in the tender in the capacity of individual/ as a partner of a firm and I have not applied severally for the same job.

Signed by an authorized officer of the firm.

Title of the officer

Name of the Firm with Seal

Date:

System Manager(IT), WBHIDCO Ltd.

SECTION – B

FORM – II

STRUCTURE AND ORGANISATION

1) Name of Applicant :

2) Office Address :

Telephone No. :

Fax No. :

3) Name and Address of Bankers :

4) Attach an organization chart showing the structure of the company with names of personnel and technical staff with Bio-data. : Key

Note: Application covers Proprietary Firm, Partnership, Limited Company or Corporation.

and capacity in which application is made.

Signature of applicant including title

System Manager(IT), WBHIDCO Ltd.

SECTION – B

FORM – IV

Experience Profile

Name of the Firm:

List of projects completed that are similar in nature to the works to be provided as mentioned in NIT during the last 5 (five) years.

Name of Employer	Name, Location & nature of work	Name of Consulting Engineer responsible for supervision	Contract price in Indian Rs.	Percentage of Participation of company	Original Date of start of work	Original Date of completion of work	Actual Date of starting the work	Actual Date of completion of work	Reasons for delay in completion (if any)

Note:

- 1) Certificate from the Employers to be attached
- 2) Non-disclosure of any information in the Schedule will result in disqualification of the firm

Signature of applicant including title and capacity in which application is made.