



Government of West Bengal
Office of the Principal
Cooch Behar Government Engineering College
Vill- Harinchawra, P.O.-Ghughumari, District- Cooch Behar, Pin-736170
Phone: +91-03582-233041/042/043
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Tender Reference No. : CGEC/NIT-02(e)/2021-22

Tender is hereby invited by the Principal/Officer-in-Charge, Cooch Behar Government Engineering College, Village: Harinchawra, P.O.: Ghughumari, Cooch Behar 736170 for AMC of Network, Server rack, UPS and Intercom(EPBX) for Coochbehar Government Engineering College, Harinchawra, P.O.-Ghughumari, Coochbehar-736170 , through electronic tendering (e-tendering) system.

1. General Guidance for e-tendering

Interested bidders are requested to log on to the website <https://wbtenders.gov.in> to participate in the bid.

2. Registration of Bidders

Bidders willing to take part in the process of e-tendering are required to obtain Digital Signature Certificate (DSC) from any authorized Certifying Authority (CA) under CCA, Govt. of India. (viz. nCode Solution, Safescrypt, e-Mudhra, TCS, MTNL, IDRBT) or as mentioned in e-tendering portal of GOWB <https://wbtenders.gov.in>. DSC is given as a USB e-Token. After obtaining the Class 2/3 Digital Signature Certificate (DSC) from the approved CA they are required to register the Digital Signature Certificates through the registration system available in the website.

3. Pre-qualification (PQR) for participation:

- a. PAN, IT return statement, ST, GST Registration, GST return Certificates as applicable or suitable certificate bearing exemption to any or all of above from competent authority.
- b. Credential Certificate of satisfactory completion of work in any of the last three years.

4. EARNEST MONEY /BID SECURITY DEPOSIT:-

i. EARNEST MONEY /BID SECURITY DEPOSIT:- Earnest Money amounting Rs. 10,000 is to be deposited by the tenderer by net banking through ICICI payment gateway as per Govt. notification 3975-F(Y) dated 28.07.2016 (detailed given in the web www.wbtenders.gov.in). In case of failure to supply the material, the E.M.D. of the successful Bidder will be forfeited. The earnest money shall be forfeited in the event of withdrawal of the tender within the original validity period, once submitted or the successful bidder fails to execute necessary agreement within the period specified or for submitting false, incorrect, misleading information in the bid, mistakes, miscalculations. Exemption from depositing Earnest Money in terms of existing Government order may be considered if requested in writing supported with necessary documents in original. Earnest Money deposit will be released on request by the unsuccessful tenderer, after finalization of the tender and in case of successful tenderer; it will be converted towards part deposit the Security Deposit. No interest on E.M.D. is admissible. **Tender documents without online EMD will not be accepted. EMD if not submitted cannot be submitted after tender documents are opened on the stipulated date of opening.**

CGEC reserves the right of forfeiture of 'EMD' in case the Bidder after opening of Bid, withdraws, amends, impairs, derogates or revokes his Tender within the validity period or extension thereof or if successful Bidder fail to execute the contract provision within the contract period as mentioned in the service order.

ii. NSIC /SSI units are exempted from deposition of EMD.

5. Collection of Tender Documents:

Tenders are to be submitted online and interested bidders will have to download the tender documents from the website <https://wbtenders.gov.in> directly with the help of the e-Token provided. This is the only mode of collection of tender documents. Details of submission procedure are given below.

6. Submission of Tenders

6.1 General process of submission

6.1.1 Tenders are to be submitted online through the website <https://wbtenders.gov.in>. All the documents uploaded by the Tender Inviting Authority form an integral part of the bid. Bidders are required to upload all the tender documents along with the other documents, as asked for in the tender, through the above website within the stipulated date and time as given in the Tender.

6.1.2 Bidders must submit the Tenders in two covers i.e. **“Technical”, & “Finance”**. Bidders must download tender specific documents (NIT, BOQ etc) from <https://wbtenders.gov.in>, prepare the required documents and upload the scanned documents in Portable Document Format (PDF) to the portal in the designated locations.

6.1.3 He needs to fill up the rates of items in the BOQ, downloaded for the supply, in the designated cell of the BOQ spreadsheet and upload the same in designated location of **“Finance”** cover.

6.2 The documents uploaded must be scanned against any virus and digitally signed using the Digital Signature Certificate (DSC). Bidders should specially take note of all the

addendum/corrigendum related to the tender and upload the latest documents as part of the tender.

7. Technical Proposal (Statutory Documents)

(To be submitted in **Technical** Cover)

The following documents in standard formats should be uploaded in **Technical** cover:

- i. Notice Inviting Tender (NIT) – The NIT as published is to be downloaded, then digitally signed and uploaded.
- ii. Earnest Money Deposit (EMD) - As mentioned above.
- iii. NSIC/SSI units are exempted from deposition of EMD.

In case of NSIC/SSI, photo copy of valid Certificate (Current) should be submitted / uploaded as an Exemption Document.

- iv. **Addenda/Corrigenda: if published.**

Note: Bidders are to keep track of all the Addendum/Corrigendum issued with a particular NIT and upload the download copies of the above documents and merge the Addenda/Corrigenda with respective NIT/SBD in the NIT/SBD cover. Tenders submitted without the Addendum /Corrigendum may be rejected.

Note: Tenders will be summarily rejected if any of the above items in the statutory cover is missing.

8. Submission/Upload of Non-Statutory Documents

Following documents are to be uploaded along with the Bid

Certificates:

- a) Professional Tax (PT) Clearance Certificates and IT PAN valid up to the date of opening of the tenders. Application for such clearance addressed to the competent authority may also be considered. IT, Service Tax, or suitable certificate bearing exemption to any or all of above from competent authority.
- b) **GST Registration**, GST/ VAT Return Certificate of the last quarter of the previous financial year. Number or suitable certificate bearing exemption to any or all of above from competent authority.
- c) The bidder must have valid Sales Tax/VAT/GST, clearance certificates or Suitable certificate bearing exemption to any or all of above from Competent authority. .
- d) Trade License for Proprietorship Firms.

9. Financial Proposal

(To be submitted in “**Finance**” Cover)

The financial proposal should contain the following document in one cover (Cover). Bill of Quantities (BOQ): The bidder is to quote the rate in the space / c e l l marked for quoting rate in the BOQ. *(Only downloaded copies of the above documents are to be uploaded, virus scanned and digitally signed by the bidder)*

10. Submission of Original Documents and Earnest Money

- i) **Mode of Payment:** Earnest Money amounting Rs. 10,000 is to be deposited by the tenderer by net banking through ICICI payment gateway as per Govt. notification 3975-F(Y) dated 28.07.2016 (detailed given in the web www.wbtenders.gov.in).

11. Conditional and Incomplete Tender

- i) Conditional and incomplete tenders are liable to summary rejection
- ii) Bidder must quote for ALL items mentioned in BOQ. BOQ sheet with all cells filled-up must be submitted in Technical Bid. Non-submission of this sheet in Technical Bid and partial quoting will lead to rejection of the bid.

12. General Terms & Conditions

The work shall be covered strictly as per enclosed schedule of items and in conformity with the terms & conditions as directed from the controlling officer.

13. Opening and Evaluation of Tender

13.1 Opening of Technical Proposal

- i) Technical proposals will be opened by the Tender Committee electronically from the website stated in Clause 1, using their Digital Signature Certificate.
- ii) Interested bidders may remain present if they so desire.
- iii) Technical Cover (Statutory Documents) would be opened first and if found in order, Cover for Non-statutory Documents will be opened. If there is any deficiency in the Statutory Documents, the tender will summarily be rejected.
- iv) Decrypted (Transformed into readable formats) documents of the Non-statutory Cover will be downloaded, and handed over to the Tender Evaluation authority.

13.2 Uploading of Summary List of Technically Qualified Bidders

- i) Pursuant to scrutiny and decision of the Technical Evaluation authority, the summary list of eligible bidders for which their Financial Proposals will be considered will be uploaded in the web portals.
- ii) While evaluation, the Committee may summon of the Bidders and seek clarification / information or additional documents or original hard copy of any of the documents already submitted and if these cannot be produced within the stipulated timeframe, their proposals will be liable for rejection.

13.3 Opening and evaluation of Financial Proposal

- i) Financial proposals of the Bidders declared Technically eligible by the Tender Evaluation authority will be opened electronically from the web portal on the prescribed date, normally after two working days after the date of publication of final summary list of the Bidders.
- ii) The encrypted copies will be decrypted and the rates will be read out to the bidders, present at that time of bid opening.
- iii) After evaluation of Financial Proposal, by Tender Evaluation authority, the final summary result, name of bidder and the rates quoted by them against supply and delivery of material will be uploaded.
- iv) The Tender Accepting Authority may ask any of the Bidders to submit analysis to justify the rate quoted by that tenderer.
- v) Coochbehar Government Engineering College does not bind itself to accept the lowest tender and reserves the right to accept or reject any or all tenders without assigning any reason whatsoever or to split the whole work entrusting the same to more than one contractor.

14. Bid Validity:

The Bid shall remain valid up to **31.03.22**

15. Acceptance of Tender

Bidders must quote for item wise rate for all items as mentioned in BOQ sheet. Bids with Lowest valid rate should normally be accepted. However, the Tender Accepting Authority does not bind himself to do so and reserves the right to reject any or all the tenders, for valid reasons and also reserves the right to split the order, alter the quantity of any or all Bidders without assigning any reason whatsoever.

16. Return of Earnest Money Deposit

The Earnest Money of the entire unsuccessful Bidder will be returned, after placement of L.O.A on the successful bidders. For return of the Earnest Money Deposit, the Bidder will have to apply for the same to the Coochbehar Govt. Engineering College giving the reference to NIT No., date of tender, amount and mode of Earnest Money deposited – all in a complete form. However, the EMD of the successful bidder will be returned, after execution of the service order.

17. Price

- 17.1 The contractor should quote rate after going through all the relevant document uploaded for this tender
- 17.2 The contractor should quote rate at individual item wise rate for all items as given in the BOQ.

17.3 Escalation of prices/rates whatsoever, during the entire period of contract (including extended period, if any) over and above the quoted price shall not be allowed.

17.4 Any other item, not covered will be guided by practice and principle as followed by , Govt. of West Bengal.

18. **ELIGIBILITY CRITERIA:-** Offers for all items will be accepted only from the reputed manufacturers or their authorized dealers/theirs authorized distributors/their authorized stockiest/reputed suppliers in the field for which necessary authorization from the manufacturer shall have to submitted. Intending tenderer must have to produce the clientele list he served during last 03(three) years with documentary evidence.

19. **SECURITY DEPOSIT/PERFORMANCE SECURITY:-** The successful tenderer will have to submit the security deposit @ 75% of the total order value in the form of Demand Draft drawn on any nationalized bank payable to “Cooch Behar Government Engineering College” payable at Cooch Behar before the payment of AMC is made. The Security Deposit shall be valid till the expiry of contract period. The performance Security shall be forfeited in case any terms and conditions of the contracts are infringed or the Bidder fails to make complete service satisfactorily or fails to complete the work within the Completion period agreed in the contract without prejudice to the purchaser’s right to take further remedial actions in terms of the contract or bidding documents which formed part of the contract. No interest on security deposit is admissible. The security deposit shall be released on written request from the AMC provider and subject to satisfactory fulfilment of performance as per log sheets maintained for the purpose as follows:

At the end of six months ending on September 2021: 1/3rd of the Security deposit submitted

At the end of three months ending on December 2021: 1/3rd of the security Deposit submitted

At the end of three months ending on March 2022: 1/3rd of the security deposit submitted

For complaints pending beyond 2 days, a downtime record will be created by the user department and pro-rata deduction of penalty amount may be effected from the Security deposit held. **The Security deposit may be forfeited if AMC Holder is not able to provide fault clearance in time or if overall downtime of the Equipment/machinery/system under maintenance contract exceeds 30 days in an annual contract.**

20. **PAYMENT:-** (a) 100 % advance.(b) No additional charges will be paid other than the quoted price.

21. **GUARANTEE:-**The tenderer shall remain responsible without cost to buyer for all defects in materials/spares and workmanship which may develop during normal servicing of the machine due to negligence on the part of the service provider. In case the repair of the Machinery/equipment/computers and accessories would take considerable time, a temporary replacement shall be provided. In case of failure on the part of the tenderer to attend the call/provide servicing/replace the materials within reasonable period in spite of due intimation by the Principal/Officer in Charge, “Cooch Behar Government Engineering College” the purchaser reserves the right to remedy the defects / replace the materials at the cost and responsibility of the tenderer without further notice and the same shall be deducted from his security deposit. Preventive Maintenance should be carried out monthly.

22. **FORCE MAJEURE:-** There could be circumstances/events where the AMC provider may not be in a position in spite of his best efforts, to meet the completion schedule due to events beyond their control and not foreseeable such as wars, or revolutions, fires, floods, epidemics, natural calamities, quarantine restrictions and freight embargo etc. In such cases suitable delivery extensions based on merit of the case may be granted for arranging the delivery of goods or completion of works. Also the AMC provider shall not be made liable for forfeiture of performance security, liquidated damages or termination of contract as per provisions made in the contract elsewhere.

23. **ARBITRATION:-** In the event of any question, dispute or difference arising under the contract conditions of Contract, or any special conditions of contract, or in connection with the contract(except as to any matters the decision of which is specially provided for by these or the special conditions) the same shall be referred to the sole arbitration of an officer as per prevailing norms of Govt. of West Bengal .

24. **FRAUD AND CORRUPTION:-** The Bidders and their Subcontractors and Consultants in the contracts require to observe the highest standard of ethics during the procurement and execution of this contract by not being engaged in Corrupt, fraudulent, collusive, coercive or obstructive practice as generally defined. Non-Compliance of the above will lead to rejection of proposal for award/declaring a firm or individual ineligible etc. even for future bidding.

25. **AWARD OF CONTRACT:-** The purchaser shall award the contract, within the validity period of tenders, to the bidder who meets the tender conditions in all aspects, has the necessary technical and production capabilities and financial resources and whose bid is substantially responsive to the tender conditions and has offered the lowest evaluated cost. The purchaser can, if so desired, depute a team of 3-4 officers to the premises of Service provider to whom the contract is proposed to be awarded to satisfy itself that the Service provider has the capability to produce the required quality. The terms of the accepted offer shall be incorporated in the purchase order.

26. SIGNING OF CONTRACT:-

27.1. At the same time as the College notifies the successful bidder that its bid has been accepted, the College will send the bidder the Contract Form provided in the bidding documents, incorporating all agreements between the parties. Within 14 days of receipt of the Contract Form, the successful bidder shall sign and date the Contract and return it to the Purchaser.

29. **SPECIAL TERMS AND CONDITIONS:-** While tenders are under consideration, tenderers and their representatives or other interested parties shall refrain from contacting by any means any persons or representatives of the buyer on matters relating to the tender under study. The buyer if necessary may request for clarification of tender in writing. After the public opening of the tenders, information relating to examination, clarification and evaluation of tenders and recommendations concerning awards shall not be disclosed to bidders or other persons not officially concerned with this process until the successful bidder is notified of the award of the contract.

Critical Dates:

Tender Publishing Date	12-02-2021
Document Download Start Date	12-02-2021 from 10.00 Hrs
Bid Submission Start Date	12-02-2021 from 10.00 Hrs
Bid Submission End Date	04-03-2021 up to 17.00 Hrs
Submission of EMD	04-03-2021 up to 17.00 Hrs
Technical Bid Opening Date	06-03-2021, 17.00 Hrs onward
Technical Evaluation Date	To be Notified Later

AMC Requirement for the year 2021-22 for CGEC				AMC period 01.04.21 to 31.03.22	
Department : Central Administration					
Sl. No	Name of Item	Specification / Make	AMC Type	No of Items	Eligibility to enter in tender Procedure
1	Sensor Controlled AC network Rack and Server Rack	Rittal or as on exists(2 nos)	With parts AMC with monthly preventive maintenance and on call at emergency	1	Tender specific authorization from OEM needed
2	EPBX (Telephone)	Panasonic	Repairing and with parts AMC with monthly preventive maintenance and on call at emergency	all as it exists	Tender specific authorization from Panasonic needed
3	Wireless & Wired LAN	All Zebra access points and All Switches (ATS), OF Decoding Devices , network cables, IO connectors etc.	With parts AMC with monthly preventive maintenance and on call at emergency and one technical manpower deployed throughout the AMC period.	all as it exists	Tender specific authorization from OEM needed
4	On line UPS	Emerson, 20 KVA UPS(6 nos), Emerson, 6 KVA UPS(2 nos)	With parts AMC (excluding battery)with monthly preventive maintenance and reinstallation of 3nos of 20KVA Emerson UPS and on call at emergency	1	Tender specific authorization from OEM needed