

I/167874/2021

**Government of West Bengal
Panchayats & Rural Development Department
Joint Administrative Building, Block-HC, Sector-III
Salt Lake, Kolkata-700106**

Annual Maintenance Contract for POLYCOM Real Presence Group 500
Video Conference System.

Notice Inviting Tender

Dated: 29.12.2021

Panchayats & Rural Development Department, Joint Administrative Building (6th to 10th Floor), Block-HC-7, Sector-III, Salt Lake, Kolkata-106, Government of West Bengal invites Techno – Commercial bid for Comprehensive AMC of **POLYCOM Real Presence Group 500** Video Conference System at its address. The Department desires to engage a reputed maintenance firm at its office at the above address. The details of POLYCOM make Video Conference System is given in the enclosed *Annexure – II & III* respectively.____

For the purpose of selection of the agencies for a period of one year (it may be extended further subject to the satisfactory service). Sealed tenders are invited from reputed firms having sufficient experience in this field and also possesses latest technology. Commercial offer will be considered only for those bidders who qualify in the Technical evaluation. The interested firm (Terms & conditions for the bidders while sending their Tenders enclosed at *Annexure-I*) must have GST, Trade License and IT return certificate (photocopies of the certificates are to be enclosed along with the tender and original certificates have to be produced at the time of opening of tender).

Eligibility :

1. They must have the experience of maintaining **POLYCOM Real Presence Group 500** Video Conference System for AMC.
2. As far as the maintenance is concerned the firm must be an **ISO** certified company.
3. The firm should be an authorized Service Provider /authorized Partner of M/S Polycom.

The tender paper can be downloaded from the Departmental website www.wbprd.nic.in under Notification or latest tender from 29/12/2021 to 18/01/2022. The last date of receipt of sealed tender for the above purpose (along with the particulars) at this office is **18/01/2022 up to 01:00 pm** .

The sealed tender will be opened in the MIS (Computer) cell (**9th Floor, Block-B**) of this department **on 18/01/2022 at 01:30 pm**. One representative of each tenderer will be allowed to remain present at the time of opening the sealed tenders. The representative of each tenderer should carry the identity card and letter of authority of the tenderer.

This Department reserves the right to accept or reject any tender received from any firm without showing reason or any correspondence whatsoever.


Deputy Secretary

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Annexure- I**TERMS & CONDITIONS**

[Note : Bidders should read these conditions carefully and comply strictly while sending their EOIs.]

Panchayats & Rural Development Department, Government of West Bengal, invites sealed 'Expression of Interest' for *onsite comprehensive* AMC of POLYCOM make Video Conference System at Joint Administrative Building (6th to 10th Floor), Block-HC-7, Sector-III, Salt Lake, Kolkata-106.

1. SERVICE SUPPORT:

- i) Successful bidder will ensure the proper monitoring and ensure the timely call attendance.
- ii) The Agency should be capable of undertaking proper maintenance work at the site of installation within **2 (Two) hours** of intimation.
- iii) The Agency should be equipped with stock of required quantities of spare parts.
- iv) The delay in attending the call / closure will be treated as poor quality of service support and this Department reserves the right to terminate the agreement.

2. PAYMENT :

Payment will be made quarterly after submission of **3%** performance Bank guarantee (preferably on a Nationalised Bank) on total AMC value for a period of one year from the date of execution of the AMC as per the respective specification, and it will be kept in the custody of P&RD Department for a period of one year. This Bank Guarantee while kept in the custody of Department of Panchayats & Rural Development, Government of West Bengal, will not earn any interest.

4. SUBMISSION OF EOIs :

The sealed Expression of Interest (EOI) must be dropped in the Tender Box to be kept for this purpose at the MIS (Computer) cell (**9th Floor, Block-B**) of this department. No EOI will be accepted after the scheduled date & time. The EOIs submitted by *post/ courier/ telex / telegrams / fax / e-mail will not be considered*. Department will not be responsible for any delay in submission of the EOI.

5. OPENING OF EOIs:

The sealed tender will be opened in the MIS (Computer) cell (**9th Floor, Block-B**) of this department on 18/01/2022 at **01:30 pm**.

6. TECHNICAL EVALUATION :

Technical evaluation of the bids shall be done on the following parameters : -

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- a. Company's engagement records in 2 to 3 Government Departments/Big organizations during the last three years.
 - b. Copy of GST Registration Certificate
 - c. Copy of Latest IT Return during the last three years.
 - d. Copy of the latest Trade License.
 - e. Copy of ISO Certificate
 - f. Copy of authorized Service Provider /authorized Partner of M/S Polycom.
 - g. Whether list of Technical Manpower given
- Each paper of the tender should be signed and sealed by the firm
 - Commercial offer will be considered only for those bidders who qualify in the Technical evaluation.
 - The price should be inclusive of all taxes.
 - The AMC will be valid for one year but it may be extended for further period of one year subject to the satisfactory service.
 - The parts to be replaced will be original parts of similar manufacturer
 - Replacement of all types of spares and permanent items, all the spares provided by the contractor should be genuine (OEM Approved) products only; it will be the responsibility of the contractor to keep the equipment operational throughout the service period.
 - The vendor has been offered and accepted the rates of maintenance specified in the Annexure where entire maintenance means and includes all incidental charges, taxes, duties, freight charges transit insurance charge and any other charges. Department will not be liable for any other charges including demurrage charge whatsoever.
 - Payment will be made quarterly after completion of the work by the Vendor satisfactorily.
 - The vendor shall replace the defective spares of the POLYCOM make Video Conference System under Annual Maintenance Contract with new standard branded spare without any liability of the Department; defective replaced spare will be the property of the vendor.
 - In case it is not possible to repair any equipment for its unit at the site, it can be sent to Contractor's Workshop after prior permission of this department. It will be the sole responsibility of the contractor to take the defective parts to the workshop & bring it back to the same site after repairs. Any cost incurred towards transportation of the faulty/repared as well as standby equipment shall be borne by the contractor.
 - POLYCOM make Video Conference System should be repaired and shall be replaced with OEM branded parts/products only.
 - The agency will depute only qualified & experienced Engineers (One senior IT engineer from agency should visit this department fortnightly).
 - Repair and servicing of equipment shall be carried out at customer sites, in case the equipment is required to be transported to the vendor's/manufacture's service workshop for repairs, the same shall be undertaken at the risk and cost of the vendor.
 - The contract shall be on comprehensive basis, inclusive of repairs and replacement of spare without any extra payments.
 - The Vendor shall maintain the equipment's as per the manufacture's guidelines and shall use standard and genuine components for replacements.

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- The vendor should ensure that the equipment reported down on any working day is set right within 24 hours of reporting the complaint. In case, the hardware cannot be repaired within the stipulated period, the vendor should provide stand-by of the same till the hardware is returned duly repaired at no extra cost to the Department.
- The replacement of all the spares is included under the AMC. Replacement of defective parts will be at the vendor's cost with original spares of the brand. In the event of non-availability of the spare parts, equivalent or higher configuration components should be substituted with the consent of the Department.
- The Vendor shall attend to the calls of complaint with respect to the VC equipment under Annual Maintenance Contract from the Department within 2 hours. In case of urgency, as may be agreed upon mutually by both the parties, to this agreement the replacement should be made forthwith and in other cases replacement may be made after 24 hours of receipt of information by the vendor.
- The Vendor shall replace the equipment/material etc. at their own cost if any material/equipment is damaged at the time of maintenance work undertaken by the vendor.
- In case of bad quality of service or failure/ unwillingness to restore the system or to its unusual delay in service caused by any commission or omission by the vendor, the Department shall have the full liberty to complete the job to the satisfaction of the Department by engaging any other agency/ vendor according to the choice of the Department and on every such occasion the Vendor shall be liable to bear the entire cost incurred for the said job.
- The rate of maintenance charges of all items mentioned in the Annexure will remain valid up to the entire period of the Annual Maintenance Contract and neither the Department nor the Vendor can claim revision whatsoever within the said period.
- In case of any violation of the terms and conditions mentioned herein the Department reserves the right to forfeit the security deposit and terminate the contract without further notice.
- Neither of the Parties shall be liable for any loss and damages for the failure to comply with the terms and conditions laid down herein due to force majeure clause.
- In case of any dispute or difference of opinion or difficulty arising out of this agreement regarding execution thereof or any stipulation therein in respect of any matter relating to this agreement, the same shall be referred to the sole arbitrator to be appointed by the Additional Chief Secretary / Principal Secretary/Secretary of Panchayats & Rural Development Department, Government of West Bengal. The award of the Arbitrator shall be binding on both the parties. In the event of such Arbitrator being unable to act for any reasons, the authority of the Department shall be at liberty to appoint another Arbitrator who shall also proceed with the reference from the stage at which it was left over by the predecessor. The Additional Chief Secretary/Principal Secretary/ Secretary, Panchayats & Rural Development Department, Government of West Bengal shall have the full authority to appoint any Officer or Ex-Officer of the Department of Panchayats & Rural Development, Government of West Bengal as the Arbitrator.
- It will be at the discretion of this Department to make inquiries through any officials of this department to judge the suitability and capability of the vendor.

Only relevant document has to be attached and additional documents not required.

7. TERMINATION :

The AMC may be terminated if the AMC provider fails to resolve issues more than 10 working days or other issues which affects this office works seriously. In that case pending payments & security deposit will be forfeited and AMC provider will be blacklisted from participating in future AMC tenders.

8. Quotation should be typed & free from correction, overwriting, erasers, and indexing.

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Annual Maintenance for POLYCOM Real Presence Group 500 Video Conference System at Panchayats & Rural Development Department Serial No. 82164946E9EACV	
Period of contract	One year
Date of downloading the Tender Form	29/12/2021 to 18/01/2022
Last Date & time of submission of Tender Form	18/01/2022 up to 01:00 pm
Date and time of opening of Techno – Commercial Bid	18/01/2022 at 01:30 pm
Address for submission of bid documents	MIS (Computer) cell, (9 th Floor, Block-B of this department
<i>Tender paper can be downloaded from the Departmental website www.wbprd.nic.in under Notification or latest tender</i>	



Deputy Secretary

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Annexure- IV

No.- _____

Dated: _____

(Vendors are requested to fill up this form and attach with the **Price Bid**).

Name & address of Firm : _____

Sl. No.	Particulars	Quantity	Rate per unit	Amount (Rs.)
1.	POLYCOM Real Presence Group 500 Serial No. 82164946E9EACV	One		
Total				Rs.
GST as per Govt. Rules				Rs.
Total Amount including all Taxes				Rs.
Rupees in word :				

Annexure- V

No.- _____ Dated - _____

Vendors are requested to fill up this form and attach with the Technical Bid.

Name of the Vendor		Date :
Address		
Contact Person & Contact No.		Signature & Seal :

Whether copies are attached [Mention Yes/No]							
Company's engagement records in 2 to 3 Government Departments/Big organizations during the last three years.	GST	IT	Trade License	ISO Certificate	Whether list of Technical Manpower given	authorized Service Provider /authorized Partner M/S Polycom	Remarks (If any)
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