

Tender for Supply of Barcode Label Printer, Scanner & consumables with integration in the File Tracking System and Letter Tracking System



BID DOCUMENT

TENDER FOR: SUPPLY, INSTALLATION, COMMISSIONING AND INTEGRATING BARCODE LABEL PRINTERS & SCANNERS WITH THE EXISTING FILE TRACKING & LETTER TRACKING SOFTWARE TO LINK UP WITH THE VARIOUS DEPARTMENTS OF WEST BENGAL GOVERNMENT.

Tender no. : WML/TENDER/HOME/02 Date: 27 /02 /2014

Due Date: 07 /03 /2014

TWO PART BID

PART-1: TECHNO-COMMERCIAL BID
PART-2: PRICE BID

WEBEL MEDIATRONICS LIMITED
(A Govt. of West Bengal Undertaking)

P-1, Taratala Road, Kolkata – 700 088

Phone : 2401-5602 / 7699 Fax : (033) 2401-4081

NOTICE INVITING TENDER NO. : WML/TENDER/HOME/02, Dated 27/02/2014

Sealed Tenders are invited for the following job from OEM / Authorized distributors/dealers/system integrators/reputed organizations having sufficient experience and credentials for successful completion of similar nature of work preferably in a Govt. Department. Similar nature means **“SUPPLY, INSTALLATION, COMMISSIONING & INTEGRATING IT EQUIPMENTS WITHIN THE VARIOUS DEPARTMENTS OF WEST BENGAL GOVERNMENT”**.

Nature of the Project	SUPPLY, INSTALLATION, COMMISSIONING & INTEGRATING IT EQUIPMENTS WITHIN THE VARIOUS DEPARTMENTS OF WEST BENGAL GOVERNMENT.
Cost of Tender Document (non-refundable)	Rs 1,000 (Rupees One Thousand Only)
Earnest Money Deposit (EMD)	Rs 20,000 (Rupees Twenty Thousand Only)
Performance Bank Guarantee (PBG)	@ 10% of Contract value
Publishing Date/ Time	27.02.2014
RFP Download Start Date/ Time	27.02.2014
Date, Time& Venue of Pre-Bid Meeting	04-03-2014 at 1100 hrs, Dy General Manager - Marketing, Webel Mediatronics Limited P-1, Taratala Road, Kolkata – 700 088, West Bengal
Bid submission End Date/ Time	07.03.2014 at 1500 hrs
Technical Bid Opening Date/ Time	07.03.2014 at 1600 hrs
Financial Bid Opening Date/ Time	Will be intimated later to the Technically qualified bidders
Websites for downloading Tender Document, Corrigendum's, Addendums etc.	www.webelmediatronics.in www.webel-india.com
Bid Validity	120 Days from the date of bid submission
WML Contact Person	Dy General Manager - Marketing, Webel Mediatronics Limited P1, Taratala Road, Kolkata – 700 088, West Bengal soumen.banerjee@webelmediatronics.in , sjdutta@webelmediatronics.in , sunit.bhattacharya@webel-india.com

The tender documents are available at WML's office on all working days from 10.30 AM to 4.00 PM, address given above

For technical queries regarding this tender please contact Sri Sunit Bhattacharya, Manager e-Gov, Webel, Phone No: 9831688158 & e-mail : sunit.bhattacharya@webel-india.com and for other terms and conditions, Sri S J Dutta (Manager Systems, WML), Phone no. 033 24014440 / 9830602940, e-mail : sjdutta@webelmediatronics.in on or before 15.00 Hrs, **04/03/2014**. No queries will be entertained after this time frame.

Canvassing in any form shall be liable for disqualification.

Webel Mediatronics Limited reserves the right to accept or reject any or all the tenders without assigning any reason thereof.

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The Tender document comprises the following:

SECTION – A	ELIGIBILITY CRITERIA FOR PARTICIPATION IN THE TENDER
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SECTION – C	GENERAL TERMS & CONDITIONS
SECTION – D	BID FORM
SECTION – E	BOM & TECHNICAL SPECIFICATION
SECTION – F	PRICE BID
SECTION – G	MANUFACTURER'S AUTHORISATION FORM

SECTION-A

ELIGIBILITY CRITERIA FOR PARTICIPATION IN THE TENDER

1. Bidders with tender specific authorization from OEM, strictly in our format given in Section- G, (for all the items except consumables) are only eligible to quote.
2. Bidders must submit tender specific authorization for the supply, installation and comprehensive maintenance during Warranty period from the OEM.
3. **All products to be quoted with a 3 (THREE) year on site comprehensive manufacturer's warranty**, All the bidders should produce a certificate from the OEM regarding their acceptance of responsibility of supply, installation and comprehensive maintenance of services during warranty period as per Section-G.
4. Un-priced B.O.Q is to be submitted in company letterhead mentioning the name, make and model no. of all the items.
5. The bidder should have executed of similar nature of jobs, Integrating IT equipments in various departments within an organization e.g., Government Department / Quasi Govt. Dept / PSU / Corporates / Council or similar organization in last three financial years. Work Order copies from the customer are to be submitted.
6. The bidder should be a profit making Organization & having existence for 5 years operating in West Bengal.

AND

The bidder should have adequate infrastructure to manage the above mentioned job with full control to finish within a very short period of time.

7. The bidder has to confirm successful API level integration of Barcode Printer/Scanner of offered Make/Model with the File Tracking System & VIP Letter tracking system and give demonstration of the same and submit acceptance/approval from Webel for the Make/Model offered, along with the bid.
8. Valid PAN, Registration certificates for VAT, Professional Tax, Service Tax, Factory or Shop & Establishment, Trade License documents are to be enclosed with the bid.
9. The bidder/ASP/OEM should be a System Integrator and have at least one registered service center for IT hardware maintenance services in Kolkata, West Bengal. Supporting documents for existence of Service Centre/s has to be attached with the tender document.
10. The bidder shall be required to give a declaration in their letter head that they have not been banned by any Government Agencies / Govt. Department / Quasi Govt. Dept / PSU / Board / Council or similar organization. If any Government Agencies / Govt. Department / Quasi Govt. Dept / PSU / Board / Council or similar organization has banned the bidder and later on lifted the ban, the fact must be clearly stated.

In absence of any one of the above, the offer will be treated as non-responsive and in that case Tender Committee will have right to decide accordingly.

SECTION – B

INSTRUCTIONS TO BIDDERS

Interested Bidders are required to submit their technical proposals and commercial proposal in two separate sealed envelopes as per instructions given below: -

The firm shall seal & mark various parts of the proposal as follows:

- A) Techno Commercial Bid in one envelope super-scribed with words: -
“**Bid for “SUPPLY, INSTALLATION & COMMISSIONING OF BARCODE LABEL PRINTERS, SCANNERS IN VARIOUS DEPARTMENTS OF WEST BENGAL GOVERNMENT.”**”
“**Tender no. WML/TENDER/HOME/02, dated 27/02/2014 “& “Do Not Open Before 07/03/2014, at 16:00 Hrs”.**”

The sealed envelope containing the sealed Techno Commercial Bid and Price Bid should be addressed to the **Deputy General Manager (Marketing), Webel Mediatronics Limited, P-1, Taratala Road, Kolkata – 700 088** , through post / speed post / Courier or dropped personally within the stipulated time in the tender box kept with him. No other mode of delivery shall be accepted. WML will not be responsible for any postal delay. Late submission of Bid will not be accepted.

(D.1) TECHNO COMMERCIAL BID

The Techno Commercial Bid should consist of the following documents:

1. Technical proposals submission letter on the letterhead of the firm clearly indexing the enclosures. This proposal submission letter should bear the reference no. and date , without which the bid will be treated as non responsive.
2. Bid Form duly filled and signed as per format on the letterhead of the bidder.
3. Original Tender document duly stamped & signed on each page, as a token of acceptance of all terms and conditions laid down in the tender document.
4. The company should operate in the same name and style at least for the last three years.

(D.2) FINANCIAL PROPOSAL

Price Bid as per format provided in the relevant section to be submitted in a separate sealed envelope along with Technical Bid as mentioned in the tender document.

SECTION - C

GENERAL TERMS AND CONDITIONS

Schedule of the Tender

The tender document shall be submitted on or before 07/03/2014, at 15.00 Hrs. to Dy.General Manager (Marketing), Webel Mediatronics Limited, P-1 Taratala Road, Kolkata -700 088.

Amendment of Invitation

At any time 3 days prior to the deadline for submission of proposals, WML reserves the right to add / modify / delete any portion of this document by issuance of a Corrigendum, which would be published on the website and will also be made available to all the Bidders who have been issued the tender document. The Corrigendum shall be binding on all bidders and will form part of the bid documents (Techno Commercial as well as Price Bid).

Clarification Regarding Tender Document

A prospective Bidder requiring any clarification about the tender document and scope of work may contact the person through e-mail / letter as mentioned above in NIT.

Awarding of Contract

Webel Mediatronics Limited will award the contract to the successful bidder whose bid has been valued Technically along with as per Price. WML reserves the right not to accept the Lowest Price bid with out assigning any reason what so ever and the bidder will not challenge such decision in any forum what so ever WML also reserves the right to split the order and / or drop any line item as per direction of the end customer.

Amendment of Proposals

In order to afford prospective Bidder reasonable time to make amendment in their proposals, WML may, at its discretion, extend the deadline for the submission of proposals. However, no such request in this regard shall be binding on WML.

Language of Proposal & Correspondence

The proposal submitted by the Bidder should be in English language only. All the documents relating to the proposal (including brochures) supplied by the firm should also be in English, and the correspondence between the Bidder & WML will be in English language only. A duly signed formal copy must subsequently confirm the correspondence by Fax / e-mail.

Proposal Currency

Prices shall be quoted in **Indian Rupees**, inclusive of all prevailing taxes, levies, duties, etc.

Period of Validity of Proposals

The price offers shall remain firm within the currency of contract and no escalation of price will be allowed. The quoted offer and / or rate must be valid for a minimum period of **120 Days** from the date of opening of the tender. The tender inviting authority reserves the right for seeking extension of validity of offered rates from the successful bidder. Acceptance of such request during actual offer is however optional to the bidder. The price validity will remain unaltered irrespective of any reason including foreign exchange rate variation.

Variation in statutory rate levied by Government will however be reflected for both reduction and escalation.

Formats and Signing of Proposals

The original proposal shall be neatly typed and shall be signed by an authorized signatory / signatories on behalf of the Bidder. The authorization shall be provided by written Power of Attorney accompanying the proposal. The person or persons signing the proposal shall initial all pages of the proposal, except for un-amended printed literature. The proposal shall contain no interlineations, erase or overwriting. In order to correct errors made by the Bidder, all corrections shall be done & initialed with date by the authorized signatory after striking out the original words / figures completely.

Sealing and Marking of Proposals

Bidder shall seal & mark various parts of the proposal as mentioned in the Instruction to bidders above.

Every envelope and forwarding letter of various parts of the proposal shall be addressed as follows:

Dy General Manager (Marketing)
Webel Mediatronics Limited
P-1 Taratala Road
Kolkata - 700 088

Signing across all joints & pasting good quality transparent adhesive tape on top of such joints & signatures with company seal shall seal the envelope without which the bid will be summarily rejected. The envelope should bear the name and address of the bidder very neatly written in the left lower corner, without which the bids cannot be recognized and hence will be summarily rejected. Proposals sent through telex / telegrams / fax / e-mail shall not be accepted. WML shall not be responsible for delay on account of delivery by the postal authorities as well as of courier companies. Such delivery shall be at the risk and cost of the vendor / bidder.

If the envelopes are not sealed and marked as required above, WML shall assume no responsibility for the proposal's misplacement or premature opening. **And the bid will be summarily rejected.**

Deadline for Submission of Proposals

Proposals will be received by WML at the specified address not later than **07/03/2014**, at **15.00 Hrs.** WML may, at its discretion, extend this deadline. WML may also extend this deadline for any other administrative reason.

Late Proposals

Any proposal received by WML after the deadline for submission of proposals, as referred above **shall not be accepted.**

Payment Terms

Payment will be made after submission of bills along with the receipted Challan & successful installation certificate from various Department. The security deposit of an amount of 10% of total value of the order **is to be deposited** (within 14 Days from the date of issuance of LOI) in the form of a bank guarantee valid for 60 days more than the composite on-site warranty period of the items quoted, from any **Scheduled Bank.**

Warranty

The bidder will warranty that products supplied under the contract are newly made and are free from defects in the design, engineering and workmanship. The bidder would be responsible for the up keep and maintenance of the infrastructure with a resolution time of 12 Hrs and necessary deliverables under the scope of work during the entire on-site warranty period of **Three Year from the date of final acceptance of the system by the customer.** To maintain this SLA, if desired by the end customer, one engineer has to be provided at the site for immediate attempt of any failure

The bidder shall not, without the express prior written consent of WML, assign to any third party of the contract or part thereof. Service support for the entire warranty period will be on site and comprehensive and free of cost for the entire warranty period.

Warranty Support

The equipment supplied will be warranted against bad workmanship and manufacturing defects for **36** months from the date of acceptance of the system whole or part. Service support for the entire warranty period will be on site and comprehensive and free of cost for the entire warranty period.

All the bidders should produce a certificate from the OEM regarding acceptance of OEM's responsibility of comprehensive maintenance of services during warranty period.

Service Level

The average uptime averaged over each quarter should be as follows: -

Up time Requirement	Machine location	Resolution Time Requirement	Penalty
99.0%	West Bengal Govt. Departments, Nabanna & other buildings	12 Hrs.	Penalty of 0.5% of the equipment cost beyond 12 Hrs but within 1 day and 1% thereafter per day subject to maximum 5% of equipment cost.

SECTION - D

BID FORM

(Bidders are requested to furnish the Bid Form in the Format given in this section, filling the entire Blank and to be submitted on Letter Head)

Ref No : (Mandatory)
(Mandatory)

Date :

To,
The Dy. General Manager (Marketing.)
WEBEL MEDIATRONICS LIMITED
P-1 Taratala Road
Kolkata-700088

Dear Sir,

Having examined the Bid documents we, the undersigned, offer to undertake the job of
**“SUPPLY, INSTALLATION, COMMISSIONING & INTEGRATING BARCODE LABEL
PRINTERS, SCANNERS IN VARIOUS WEST BENGAL GOVERNMENT DEPARTMENTS AS**
per the Tender No. -----
----- dated-----

We agree to abide by this bid for the period of 4 (four) months from the date for fixed for price bid opening and it shall remain binding upon us for acceptance at any time before the expiry of the period.

This bid, together with your written acceptance thereof and your order / notification of award, shall constitute a binding contract between us.

We understand that WML reserves the right to accept in full / part or reject any or all the bids received or split order within successful bidding without any explanation to bidders and its decision on the subject will be final and binding on Bidder. We also understand that WML is not bound to accept the L-1 bid for placement of order.

Dated, thisday of20---

Signature

.....
..... (In capacity of)
duly authorised to sign bid for and on
behalf of (Name and Address of the Bidder)

(Affix Official Seal)

SECTION - E

BOM & TECHNICAL SPECIFICATIONS

ALL TECHNICAL PARAMETERS OF ITEMS ARE MANDATORY. NO DOWNWARD DEVIATION IS ALLOWED. IN CASE OF ANY DEVIATIONS IN SPECIFICATIONS OF THESE ITEMS, THE BID WILL BE SUMMERILY REJECTED.

The bidder has to attach a technical compliance sheet in the following format:

Sl. No.	Description of Items	Qty	Unit	Offered	Remarks
1	<p>Barcode Label printer</p> <p>Resolution: 203 dpi</p> <p>Print Methods: Thermal Transfer</p> <p>32 Bit RISC Processor</p> <p>OpenACCESS for Easy Media and Ribbon Loading</p> <p>Certified Microsoft Windows Drivers</p> <p>Memory: Min 8 MB Flash / 8 MB SD RAM</p> <p>Print Width: 4.09 / 104 mm</p> <p>Print Length: 39" / 990 mm</p> <p>Media Width: 19 mm to 110 mm</p> <p>Media Length: 6.5 mm to 990 mm</p> <p>Ribbon Capacity: Printer should be capable to for 74 M & 300 M ribbons</p> <p>Core ID: 300 M Ribbon 1.00" // 74 M Ribbon 0.5"</p> <p>Barcode Symbologies: Barcode ratios 2:1 (non-rotated) & 3:1</p> <p>Linear Barcodes: Code 11 (ZPL), Code 128, Code 39, UCC / EAN -128 (EPL),</p> <p>2-Dimensional: Code 49 (ZPL) QR code, Data Matrix, Maxicode</p> <p>Fonts / Graphics: 16 Resident Expandable ZPL Font, 5 Resident Expandable EPL2 Font, Supports user-defined Fonts & Graphics Including custom Logos.</p> <p>Communication Ports:</p> <p>RS-232 Serial Interface , USB Interface bi-directional</p> <p>Warranty: 3 year on-site comprehensive</p>	14	Nos		

<p>2</p>	<p>1-D Linear Bar Code Scanner Multiple Interface: RS-232, USB Plug & Play Universal Cable, Intuitive Scanning Advanced Data Formatting Scannet Type: Bi-directional // 650 nm visible Laser diode Scan Rate: 100 scans per Second Electrical Safety: Certified UL 1950 Laser Safety: IEC Class I</p>	<p>150</p>	<p>Nos</p>		
<p>3</p>	<p>Consumables Barcode Label inclusive of Ribbons (Please specify details) - 50mm x 100mm - 50mm x 50mm</p>				

SECTION - F

PRICE BID

(Bidders have to submit the price bid strictly in this format, otherwise the bid will be rejected)

The Dy. General Manager (Marketing.)
WEBEL MEDIATRONICS LIMITED
 P-1 Taratala Road
 Kolkata-700088

Dear Sir,

Sr. No	Item Description	Make & Model/Part No.	Total Qty.	Unit Rate(Rs)	VAT Amount(Rs.)	Total Amount(Rs.)
1						
2						
3						

Total :

Total (in words):

.....

(Signature and Seal of authorized signatory & a copy of power of attorney is to be enclosed)

SECTION - G

MANUFACTURER'S AUTHORISATION FORM

(TO BE SUBMITTED ON OEM LETTERHEAD, SIGNED BY A PERSON COMPETENT AND HAVING THE POWER OF ATTORNEY [Notarized copy to be attached] TO BIND THE PRODUCER) Without this MAF , the bid is liable to be rejected.

Title No: _____

Date: _____

Dy. General Manager (Marketing)
WEBEL MEDIATRONICS LTD.
P-1 Taratala Road , Kolkata-700 088.

WHEREAS _____ who are official producers of _____ and having production facilities at _____ do hereby authorize _____ located at _____ (hereinafter, the "Bidder") to submit a bid of the following Products produced by us, for the Supply Requirements associated with the above Invitation for Bids.

[Note : Please Specify the Product Name & Model No here.]

When resold by _____ these products are subject to applicable warranty terms of this NIT (Clause No.11 , Section D).

We assure you that in the event of _____ not being able to fulfill its obligation as our Sales & Service Provider in respect of this NIT, we would continue to meet our the terms stated in the abovementioned NIT through alternate arrangements.

We also confirm that _____ is our authorized service provider / system integrator and can hence provide maintenance and upgrade support for our products.

We also undertake to supply the materials in the event of the non-supply of the materials by _____ as per the NIT and assure you the availability of spares for the products for the next two years after the expiry of three years comprehensive on site warranty.

Name _____ In the capacity of

Signed

Note: This letter of authority must be on the letterhead of the Manufacturer, must be signed by a person competent and having the power of attorney (Notarized copy to be attached) to bind the Producer, and must be included by the Bidder in its bid as specified in the Instructions to Bidders.

Note: This letter of authority must be on the letterhead of the Manufacturer, must be signed by a person competent and having the power of attorney (Notarized copy to be attached) to bind the Producer, and must be included by the Bidder in its bid as specified in the Instructions to Bidders.