



GOVERNMENT OF WEST BENGAL
URBAN DEVELOPMENT & M.A. DEPARTMENT
OFFICE OF THE EXECUTIVE ENGINEER
CENTRAL MECHANICAL DIVISION,
NIRMAN BHAWAN (1ST FLOOR), BIDHANNAGAR
SALT LAKE CITY, KOLKATA – 700 091
Phone: 033-2337-0318

Memo No.162.

Date: 17.05.2017

NOTICE INVITING QUOTATION NO. 03 OF 2017-2018 OF CENTRAL MECHANICAL DIVISION UNDER SPECIAL ENGINEER, SALT LAKE RECLAMATION AND DEVELOPMENT CIRCLE OF URBAN DEVELOPMENT & M.A. DEPARTMENT, GOVT. OF WEST BENGAL.

Nature of Work:

1. **Name of work :-Supply, installation Testing & commissioning of Unmanned Maintenance Management System using SMS and email technologies for maintenance of about 1800 flats of 5 residential complexes of Urban Development & M.A. Department, Govt. of West Bengal.**

Sealed Quotations are hereby invited for acceptance of the Special Engineer, Salt Lake Reclamation & Development Circle, Urban Development Department for and on behalf of the Governor of West Bengal, for the said work, from eligible and resourceful agencies dealing with development of mobile and web-based applications.

2. **Prayer for issue of quotation papers (with one self attested copy of each of the credentials/documents), must be addressed to the Executive Engineer, Central Mechanical Division, Urban Development & M.A. Department and to be submitted in the office of the Executive Engineer, Central Mechanical Division, , Nirman Bhawan, First Floor, Salt Lake City, Kolkata - 700 091.**

3. Short listed participants shall be asked to procure the quotation documents free of cost from the office of the Executive Engineer, Central Mechanical Division, Urban Development Department, Nirman Bhawan, First Floor, Salt Lake City, Kolkata - 700 091 .

4. **Important Dates:**

- a) **Last Date and Time for submission of prayer for issue of bid/quotation papers is ...01.06.2017..... up to 16:00 Hours. One self attested copy of each of the credentials/documents is to be submitted by the intending participants with the prayer for issue of bid/quotation papers.**
- b) **Last date and time of procure of quotation papers by the shortlisted applicants is on ...02.06.2017..... up to 16:00 hours.**
- c) **Last date of dropping of bid/offer/quotation papers, in the tender box only, is on ...06.06.2017..... up to 14:00 hours in the office of the Executive Engineer, Central Mechanical Division, Urban Development Department, Nirman Bhawan, First Floor, Salt Lake City,**

Kolkata - 700 091. Opening of bid/offer/quotation will be done on the same day at 14:30 hrs in presence of the participants or their authorized representative.

5. **Terms & Conditions:**

SCOPE OF WORK:

Supply, installation & commissioning of all hardware and software for Unmanned Maintenance Management System using SMS and email technologies for maintenance of 5 residential complexes of Urban Development & M.A. Department, Govt. of West Bengal.

- a. The system will receive complaints from residents of about 1800 flats of 5 different types in the 5 residential complexes, store and forward them to designated departmental officials and maintenance agency officials.
- b. Complaint can be booked by SMS from mobile phone or by email.
- c. Complaint message will be stored in the system and forwarded to the designated executives of the department and/or maintenance agencies by SMS as per procedure defined by the department.
- d. Complaints will be acknowledged by return SMS/email.
- e. System will inform the complainant scheduled date and time of proposed visit by SMS. In case the flat is found to be locked during the visit, the system will inform complainant the date and time of next visit by SMS.
- f. System will also inform complainant by SMS/email when the complaint is fully serviced.
- g. Latest status of complaints can be obtained by query SMS.
- h. System will have provision for generation of various reports including Complaint Analysis, Response Time and Repair Time as decided by the department.
- i. All the data entry necessary for the execution of the work will be considered to be part of the contract and no separate data entry charges will be entertained.
- j. The system should be capable of archiving at least 10 years of past data.
- k. A standard configuration Laptop or Desktop PC with Microsoft Office and internet connectivity and one free USB port and UPS back up will be supplied by the Department. All other necessary hardware and software will have to be supplied by the bidder.
- l. The bidder will supply complete user manual, which will be considered to be part of the deliverable.

Bidders may contact the department for any further information and/or clarification.

Security money amounting to 02 (TWO) percent of the total bid amount shall have to be deposited by the executing agency at the time of executing duplicate/triplicate/quadruplicate copies of agreement of contract. Moreover, remaining amount of security deposit shall be deducted from the running account bill of the agency to cover up 10% (Ten percent) of the total value of the work executed.

Submission of bid/offer/quotation by Post is not allowed. Bids/offers/quotations received in the tender box kept in the stated office only will be considered:

Rate of all the items in the schedule (to be issued by the department), has to be quoted both in words and figures by the participating bidders, without which, bid/offer/quotation submitted shall stand informal.

Intending participants should apply for quotation papers in their respective official Letter Heads enclosing self attested copies of the following documents, including one self attested copy of each of the credentials/documents - originals of which and other documents like Registered Partnership (for Partnership Firms) etc. are to be produced during quarries of the office.

ST, IT and PT clearance certificate, PAN valid at least up to the date of opening of the quotation should be submitted with the application for quotation papers. Application for such clearance addressed to the competent authority, subject to production of authenticated receipt, may be considered.

Failure to produce any of the above documents may be considered good and sufficient reason for non-issuance of quotation papers.

6. Credentials of work executed under Irrigation & Waterways Department, Public Works Department, Public Works (Roads) Department, Public Health Department, Zilla Parishads, WBHIDCO, Central Government Departments may be considered.

7. Any suppression/misrepresentation of fact will automatically debar the applicant from participating in any tender under the Division/Circle for at least 3(three) years from the date of detection, in addition to such other penal action as the Government may deem proper.

8. Any corrigendum notice that may be issued in connection with this notice inviting quotation shall also form part of the agreement of contract. This notice can be seen in the office notice board of the undersigned on any working day. It can also be seen in the official web site of the U.D. Department. The web site is www.wburbandev.gov.in

9. Bid/Quotation documents can be had by the short listed bidders/quotationers or by their duly authorized representatives, free of cost from the office of the Executive Engineer as shown in the broad sheet, to be published by the quotation issuing authority, against the name of each intending bidder/quotationer, within the specified date and time.

10. No bid/quotation papers will be issued after expiry of date and time mentioned in the Notice.

11. Before submitting bid/offer/quotation, the intending bidders/quotationers should make themselves acquainted, thoroughly, with the local conditions prevailing, by actual inspection to the site and take into considerations all aspects including transportation of materials, communicating facilities, climate conditions, availability of local labour etc. and market rate prevailing in the locality, as no claim, whatsoever, will be entertained on these accounts, afterwards.

12. Defect liability period is for a period of 1 (one) year for this work. Security money shall be refunded to the agency, as per agreement. During this Defect liability period for of 1 (one) year, the working agency has to undertake all sorts of repair works including replacement if necessary free of cost, on call from the Engineer-in-charge, that may be necessary, within 12 (twelve) hour, failing which,

department shall have the authority to get the work repaired, wherever necessary, under intimation to the working agency, and in such case, cost of repair works is to be deducted from the bill & security deposit of the working agency. The agency has to maintain the entire system and all the electronic components and give us a trouble free run throughout the contractual period of 1 (one) year.

13. The bidders/quotationers should quote the rates for each and all the items, both in figures and in words, only in the schedules attached with bid/quotation documents. **NO LUMP-SUM OFFER WILL BE ENTERTAINED.** The rate should be quoted in one single hand writing, and, preferably, with the same ink. Rates quoted in different hand writings shall be treated as informal.
14. Any quotation containing corrections/over writings is liable to be rejected, if not signed and authenticated.
15. All corrections are to be attested under the dated signature of the bidder/quotationer without which bid/quotation may be informal.
16. The bidder/quotationer who will sign on behalf of a Company or Firm, must produce the registered documents within 3 (three) days in support of his competency to enter into an Agreement of Contract in relevant W.B. Form No. 2911, in quadruplicate, at their own cost, on behalf of the Company or the Firm under the Indian Partnership Act, failing which the Tender will not be considered and the deposited Earnest Money will be forfeited.
17. Any letter or other instrument submitted, separately, in modification of the sealed bid/quotation will not be entertained.
18. Conditional bid/quotation, which does not fulfill any of the above conditions, and is incomplete in any respect, is liable to be summarily rejected.
19. Interested Bidders/Quotationers shall have to submit their Bid/Quotations in a single envelope mentioning the name of work on the top.
20. Acceptance of Bid/Quotation: Quotation will be accepted by the Special Engineer, Salt Lakee Reclamation & Development Circle, Urban Development Department for and on behalf of the Governor of West Bengal.

21. PAYMENT TERMS:

Payment terms are as follows:

90% (ninety percent) on pro-rata basis against R. A bills on supply of equipments in good condition including installation, testing & successful commissioning.

10% (ten percent) on pro-rata basis against R. A bills after successful warranty period of 12 (twelve) months.

22. The bid/quotation accepting authority does not bind to accept the lowest bid/quotation/tender and reserves the right to reject any or all of the bid/quotation/tender received without

assigning any reason whatsoever to the intending bidders/quotationers.

23. The successful bidder/quotationer will have to execute formal agreement in relevant W.B.F 2911 in duplicate/triplicate/quadruplicate; copies which will have to be obtained by additional cash payment from the office of the Executive Engineer, Central Mechanical Division, within 7(Seven) days from the date of receipt of the intimation of acceptance of his bid/quotation, failing which the Earnest Money submitted shall forthwith stand forfeited in favor of the Government and the communication of acceptance of the quotation shall automatically stand cancelled.
24. The successful bidder/quotationer will have to abide by the provisions of the West Bengal Contract Labour (Regulation and Abolition) Rules-1972, Indian Electricity Rules-1956, and Indian Electricity Act-2003 and such other Acts as may be applicable, as will be in force from time to time.
25. The payment of running account bills, as well as final bill, for the work will be made according to the availability of fund and no claim, whatsoever, due to delayed in payment, will be entertained.

Executive Engineer
Central Mechanical Division

Memo No.:162/3

Date:17.05.2017

Copy submitted for favour of kin information and necessary action to the:-

- 1) Joint Secretary, U.D Deptt. Nagarayan Bhawan, Kolkata – 700091
- 2) Special Engineer, Salt Lake Recl. & Dev. Circle, Nirman Bhawan, Kolkata – 700091
- 3) Chief Engineering Advisor, U.D Deptt.(Salt Lake Project), Nirman Bhawan, Kolkata – 700091

Executive Engineer
Central Mechanical Division
Urban Development & M.A. Department

Memo No.: 162/3/8

Date: 17.05.2017

Copy forwarded for information to:-

- 1) Executive Engineer, B.M.S Division, Nirman Bhawan, Kol-91
- 2) Executive Engineer, Salt Lake Construction Division, Nirman Bhawan, Kol – 91
- 3) Executive Engineer, Salt Lake Reclamation Division, Nirman Bhawan, Kol – 91
- 4) S.D.O/ Salt Lake Mechanical Sub-Division, Nirman Bhawan, Kol – 91
- 5) S.D.O/ Salt Lake Electrical Sub-Division, Nirman Bhawan, Kol – 91
- 6) Accounts Section, Central Mechanical Division, Nirman Bhawan, Kol - 91
- 7) Computer Section, U.D. Department, Nagaryan Bhawan, Kol - 91
- 8) Notice Board, Central Mechanical Division, Nirman Bhawan, Kol - 91

Executive Engineer
Central Mechanical Division
Urban Development & M.A. Department