

NOTICE INVITING e-TENDER (NIT)

for

COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT & HOSTING
OF EXISTING SCHEME MONITORING SYSTEM – "PUROBIKSHAN" ON
CLOUD SERVER FOR

HOWRAH MUNICIPAL CORPORATION



Notice Inviting e-Tender No.: 048/IT/EE/23-24

Dated: 17-11-2023

HOWRAH MUNICIPAL CORPORATION

I.T. DEPARTMENT

4, Mahatma Gandhi Road, Howrah – 711 101.

Phone: 2638 3211-13, eMail id: hmc.it.department@gmail.com

Handwritten signature and date:
17/11/2023

Memo No. 048/IT/EE/23-24

Dated: 17-11-2023

E-TENDER**1. Notice to bidder :**

- i. OSD,I.T, Howrah Municipal Corporation invites E-Tenders in prescribed form from reputed resourceful & bona-fide contractors who have sufficient experience in similar nature of IT application Development/ IT Project Maintenance work within last 7 years. The tender paper shall be accompanied by non-refundable copies of GST, Pan Card, Credential etc. signed by the applicant with the seal of the firm / company.

Name of work	Cost of T Paper [Non-Refundable]	Earnest Money [Refundable]	Last date and time of Tender submission (online)	Date of Opening of Tender online (Technical Part)
COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT & HOSTING OF EXISTING SCHEME MONITORING SYSTEM – "PUROBIKSHAN" ON CLOUD SERVER FOR HOWRAH MUNICIPAL CORPORATION	Rs. 2,000/- (online payment) RTGS / NEFT	Rs 14,218/- (online payment) RTGS / NEFT	30 /11 /2023 upto 5.00 pm	04 /12 /2023 upto 2.00 pm

- ii. Earnest Money and the cost of Tender Papers to be deposited online as it is available in E-Tender Portal of Govt. of West Bengal in favor of "MUNICIPAL AFFAIRS DEPARTMENT // URBAN LOCAL BODIES // HOWRAH MC ". In the event of e-filling, intending bidder may download the tender documents from the website <https://wbtenders.gov.in> directly with the help of Digital Signature Certificate.
- iii. Both Technical Bid and Financial Bid are to be submitted concurrently duly digitally signed in the website <https://wbtenders.gov.in>.
- iv. Both Technical and Financial Bid are to be submitted online only and this is mandatory. It is to be noted here that no financial bid by off-line mode or by hand will be entertained. Submission of Technical Bid and Financial Bid will be done as per Time Schedule given below.
- v. The FINANCIAL OFFER of the prospective bidder will be considered only if the TECHNICAL BID of the bidder is found qualified by the 'Tender Evaluation Committee'. The decision of the 'Tender Evaluation Committee' will be final and absolute in this respect.
- vi. The vendor shall be responsible for providing all types of work and services, as mentioned in Tender document & Scope of Work, as a part of this project.
- vii. The bidder, who intend to participate in this bid, are required to follow the below mentioned stages:
1. Submission of EMD & Tender Cost
 2. Technical Bid Submission
 3. Financial Bid Submission
 4. Opening of Pre-Qualification and Technical Bid.
 5. Evaluation of Technical bid. (submission of all statutory & Non-Statutory documents)
 6. Selection of the Technically Qualified Bidder
 7. Opening of Financial bid for all qualified bidders
- viii. The Commercial bids of the technically qualified bidder will be evaluated on an L1 basis.
- ix. The L1 Bidder shall be called for negotiations for award of the Contract.

2. Important Information (Date & Time schedule):

Sl. No:	Particulars	Date & Time
1	Date of Uploading of N.I.T. & other Documents (Online)	22/11/2023 at 4:00pm
2	Documents download start date (Online)	22/11/2023 at 5:00pm
3	Bid submission start date (Online)	22/11/2023 at 6:00pm
4	Bid Submission closing (Online)	01/12/2023 upto 5:00pm
5	Date of opening of Part - I Proposal (Online)	06/12/2023 upto 2:00pm
6	Date of uploading list for Technically Qualified Bidder (Online)	INTIMATED AFTERWARDS
7	Date for opening of Financial Proposal (Online)	INTIMATED AFTERWARDS

3. Mandatory Eligibility criteria for participation in the tender:

- The Bidder should be a registered firm under The Company Act of India.
- The Bidder must have been in the business of IT & IT enabled services for the past 5 years.
- The bidder should have a proprietorship firm / partnership firm / registered in India in the same name as the quoting company for last five (5) years as on the date of issue of the Notice Inviting Tender.
 - - Certificate of incorporation OR
 - - Registration Certificate
- The Bidder should have experience in providing similar IT & IT Enabled solution (Software Development / Complete Hardware Solutions) to the Govt. Department.
- The Bidder should have executed an IT Implementation (Software or Hardware) /IT Software AMC / relevant project worth minimum 25 Lakhs. Work order / Completion Certificate needs to be submitted.
- The bidder should have a Physically Verifiable & Full-fledged functional Office premise within Kolkata / KMDA Area. If bidder does not have a Physically Verifiable & Full-fledged functional Office within Kolkata / KMDA Area with valid Trade License, the bidder should give an undertaking to establish a Physically Verifiable & Full-fledged functional Office premise within Kolkata / KMDA Area within 15 days of signing the contract.
- The bidder should have a valid West Bengal Registered GST Number. If it doesn't have a valid West Bengal Registered GST Number, it should give an undertaking to obtain it within 15 days of signing the contract after winning the Tender.
- The bidder should have ISO 9001 – 2015 Certified organization which should be valid as on date.

The bidder should have an Average Annual Turnover of Rs. 2 Cr or above in the last three Financial Year 2020-21, 2021-22 & 2022-23.

- The Bidder should have Manufacturing Authorization Form (MAF) from the OEM of the Cloud server. The Cloud service provider should have MEITY Empanelled. Certificate needs to be provided.
- Bidder should furnish all valid statutory documents as listed below (Original Certificates are to be produced for verification, if required):

- Company Registration/COI

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- o Trade License (old & new applied for)
- o GST registration
- o PAN
- o A declaration should be submitted by the bidder stating that he/she/they is/are not barred/delisted/blacklisted by any Departments/Ministries of Government of West Bengal or Government of India or Public Sector Undertakings within Five (05) years.
- o Last 3 years audited balance sheet (2020-21, 2021-22 & 2022-23)
- o EMD & Tender Cost. Supportive documents need to be submitted.
- o Joint Venture/Consortium will not be allowed.
- o Sub-contracting will not be allowed.
- o In the absence of any of the above, the bid will be treated as non-responsive and summarily rejected.

4. Qualification criteria:

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

- i. Financial Capacity
- ii. Technical Capability
- iii. Experience / Credential

The eligibility of a bidder will be ascertained based on the document(s) in support of the minimum criteria as mentioned above. If any document submitted by a bidder is either manufactured or false, in such case, the eligibility of the bidder / tenderer will be rejected at any stage without any prejudice.

5. Project Background and Scope of Work:

PROJECT BACKGROUND

Howrah Municipal Corporation (HMC) is the governmental body is responsible for the civic infrastructure and governing body of the city of Howrah, West Bengal, India. So, HMC has already developed & implemented customized web based & mobile based application for easy monitoring of development activities & to get updated information on the fly. The Developed System is combination of Web Application with Integrated Mobile application with integrated GIS based portal & the Department is viewing multiple schemes & scheme wise segmentation on the map for every department & the Inspection officer inspect the area through mobile app & update information & location-tagged image from the location & also vendor is also uploading the status of the work from the location through the mobile app. Management is viewing the scheme location on map with the progress of the work. The Application is now hosted in cloud server and maintained by third-party agency who has developed the application.

Existing Application:

- Web Application with GIS & MIS Portal
- Mobile Application for Data Collection
- Mobile Application for Asset Mapping

SCOPE OF WORK

The agency needs to understand the existing "PUROBIKSHAN" application properly to provide the annual maintenance. Huge amount of data are entered into the system which is running with nominal delay into the application and the agency needs to maintain this throughout the AMC period. The basic scope of the work is divided into 4 steps but not limited which has been mentioned:

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- **Understanding of PUROBIKSHAN Web & Mobile Application**
 - Understanding of the existing application thoroughly
 - Understanding of the workflow of the department
 - Understanding of the multiple departments' work and scheme information
 - Understanding of the key performance indicator for every scheme
 - Understanding of the Reporting structure of the application
 - Understanding of code structure of the application
 - Understanding the existing language, data structure, RDBMS for both the web and mobile application
 - Understanding the backend OEM engine & configuration and customization requirement.
 - Understanding of the multiple services linked with the application for integrating with web, mobile or any other application.
 - Understanding of the Complete Modules
 - The new agency needs to interact with the existing agency for understudying of the above points. Department will only do the facilitation for the meeting. Meeting place will be decided mutually.
 - Department will not pay any extra charges for understanding of the above points from the existing agency. If any cost involvement is there, that needs to be borne by the new agency.

- **Hosting of the application on MeitY Approved cloud server.**
 - The Agency should provide MeitY approved cloud server.
 - Single server needs to be provided.
 - **The minimum specification would be:**
 - Dedicated Virtual Server for Hosting Solutions
 - RAM: 16 GB with DDR 4
 - Processor: 4-core processor with 8 thread 2.8 GHz processing speed with turbo boosting
 - Storage: 500 SSD + 2TB HDD
 - SSL & with Public IP
 - Domain Name

- **Annual Maintenance of The PUROBIKSHAN Application**
 - The maintenance of the developed software should be primarily a long-distance maintenance from agencies offices through remote access to the cloud server for 1 year.
 - Provision for on-site maintenance on case-to-case basis as required and the agency needs to visit to the department.
 - The Annual Maintenance includes only the followings:
 - Software Bug Fixation
 - Correction of basic logical errors as and when raised.
 - Communication & Online Support with client
 - Onsite Visit on Case-to-case basis
 - Updating of the Operating system, supporting software version & patches
 - Server Maintenance
 - Re-installation of the software remotely for any reason like change in server
 - Restoration of the software remotely while system crashes
 - Backup restoration and Backup scheduling
 - Backend request for data deletion/updating/import /export.
 - Uploading of GIS maps as and when required (provided by the department)

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- **Other Customization and Change Requests per client requirement.**

- A change request is a transaction use to request a change or an enhancement.
- CR document should be made, and it must pass through an approval process before a change can be made with a time estimate.
- The CR includes the followings:
 - Changes in underlying structure and or standards (e.g. in software development this could be a new operating system)
 - Addition of New Modules or System enhancement
 - Change in existing modules
 - Integration with other system
 - Within the period, there are certain changes in the application which needs to be performed with mutual understanding & proper documentation of change request from HMC. The bidder needs to define the CR rate in the prescribed financial bid format. The CR Rate will be there which may not consider at the time of evaluation but as a rate contract for further enhancement of the application.

6. Earnest Money Deposit (EMD):

- ✓ The firm shall furnish an EMD of Rs. 14,218.00 (Rupees Fourteen Thousand Two hundred and eighteen only) Cost of Earnest Money (EMD) & Tender Document Fee Rs 2,000.00 (Two thousand only) may be remitted through (online payment) RTGS / NEFT at the time of tender submission.
- ✓ EMD will be released to the unsuccessful bidder within one month from the date of Award of the contract to the successful bidder.
- ✓ EMD will be released to the successful bidder within one month after completion of the contract period.

7. Forfeiture of Earnest Money:

The EMD may be forfeited either in full or in part, at the discretion of HMC, on account of one or more of the following reasons:

- a) The Bidder withdraws their bid during the period of bid validity specified by him on the Bid Form.
- b) The Bidder fails to co-operate in the bid evaluation process.
- c) If the bid or its submission is not in conformity with the instructions mentioned herein
- d) If the Bidder violates any of the provisions of the terms and conditions of this tender
- e) The successful Bidder fails to (i) accept award of work, (ii) sign the Contract Agreement with the HMC after acceptance of communication on placement of award, (iii) sign the Contract Agreement in time, (iv) comply with any important conditions of this tender document.
- f) If any Bidder indulges on any such activities as should jeopardize the interest of HMC, or should prevent timely finalization of this tender.

The decision of the HMC regarding forfeiture of bid security shall be final and shall not be called upon question under any circumstances. A default in such a case may involve black-listing of the bidder by the HMC.

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Earnest money of the Bidder is also liable to be forfeited in case of any false submission / statement. In case of any refusal to abide by terms and conditions of our LOI / PO or refusal to enter into a written agreement as per prefixed terms and conditions, the authority is at liberty to forfeit earnest money and take lawful actions.

8. Rejection of Bid:

HMC 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.

9. Awarding of Contract:

- ✓ HMC will award the contract to the successful Bidder whose bid has been valued as per Price and Other criteria. Department reserves the right not to accept the Lowest Price bid without assigning any reason whatsoever and the Bidder will not challenge such decision in any forum whatsoever.
- ✓ HMC also reserves the right to split the order and / or drop any line items.
- ✓ HMC reserves the right to negotiate with the Bidder whose proposal has been ranked first based on best value.
- ✓ After 1 year if HMC wants, they can extend the hosting period on mutually agreed terms and conditions with a maximum of 20% hike of the current awarded rate.
- ✓ After 1 year, if HMC wants, the application can be transferred to any physical server provide by HMC. The agency will be responsible to install & transfer all the application into HMC provided server. HMC will provide the cost for transferring the application into the new provided server with mutually agreed terms & condition or as per effort estimation on man hour rate of change request.
- ✓ The application will be under annual maintenance contract for the period of 1 year.
- ✓ After 1 year if HMC wants, they can extend the annual maintenance contract period on mutually agreed terms and conditions with a maximum 20% hike of the current awarded rate.

10. Amendment of Proposals:

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

11. 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 & HMC will be in English language only. A duly signed formal copy must subsequently confirm the correspondence by e-mail / letters.

12. Proposal Currency:

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



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13. Period of Validity of Proposals:

The quoted offer and/or rates must be valid for a minimum period of 180 Days from the date of opening the Techno-Commercial bids. The tender inviting authority reserves the right for seeking extension of validity of offered rates from the qualified Bidder(s). Acceptance of such request during actual offer is however optional to the Bidder.

14. Prospective applicants are advised to carefully note the minimum qualification criteriaas mentioned before tendering the bids.
15. Conditional / Incomplete tender will not be accepted under any circumstances.
16. Before issuance of the Purchase Order / LOI, 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.
17. 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:
 - i. N.I.T.
 - ii. Special Terms & Conditions
 - iii. Technical Bid
 - iv. Financial Bid

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SECTION – A
INSTRUCTION TO BIDDERS

General guidance for e-Tendering:

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

i. Registration of Bidder:

Any Bidder 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://wbtenders.gov.in>. The Bidder is to click on the link for e-Tendering site as given on the web portal.

ii. Digital Signature Certificate (DSC):

Each Bidder 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 Bidder 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. Submission of Tenders:

Tenders are to be submitted through online to the website stated in Clause A.(i), 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 self-attested and scanned copies of the following into two covers (folders). In order to keep the uploaded file sizes minimum, scanning of the photocopy of the documents is desirable.

a) Statutory Cover Containing the following self-attested scanned copies:**1. Prequalification Doc:**

- Prequalification Application (Bid Form) details in Section-B, Form – I.
- Structure & Organisation details as per Section-B, Form – II.
- Experience Profile as per Section-B, Form – III. With Supportive work order / completion certificate
- Company Profile
- Software Brochure
- EMD, Tender Cost Documents

2. Tender Document:

- Upload the Tender Document Digitally Signed (Do not fill the details)


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3. Non-statutory Cover Containing the following documents:

- Authorization of the person signing the bid document
 - ISO Certification
 - Registration Certificate under Company Act. (if any).
 - Audited Balance Sheet & Profit & Loss A/c. for the last 3 (three) years i.e. F.Y.22-23, 21-22 & 20-21.
 - GST registration Certificate
 - PAN
 - A declaration should be submitted by the bidder stating that he/she/they is/are not barred/delisted/blacklisted by any Departments/Ministries of Government of West Bengal or Government of India or Public Sector Undertakings within Five (05) years
- **N.B.:** Failure to submit any of the above mentioned documents as stated in Sl. Nos. Section-A, (a) and Section-A, (b) will render the tenderer liable to be rejected for both statutory & non statutory cover.

b) Submission of Non Statutory Technical Document:

The above stated Non- Statutory Technical Documents should be submitted in the following manner:

Click the check boxes beside the necessary documents in the My Documents 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 then click the Technical Folder to upload the Technical Documents.

Arrangement of Non Statutory Folders:-

S No.	Category Name	Sub-Category Description	Detail(s)
A.	Certificate(s)	Certificate(s)	<ul style="list-style-type: none"> ✓ GST ✓ PAN ✓ Non-Ban certificate
B.	Company Detail(s)	Company Details - 1	<ul style="list-style-type: none"> ✓ Proprietorship Firm (Trade License) ✓ Partnership Firm (Partnership Deed, Trade License) ✓ Ltd. Company (Incorporation Certificate) ✓ Society (Society Registration Copy, Trade License) ✓ Power of Attorney.
C.	Credential	Credential – 1	<ul style="list-style-type: none"> ✓ Similar nature of work done with completion certificate/ Work Order as per criteria which is applicable for eligibility in this tender.
D	Financial Info	E4. P/L & Balance Sheet	✓ P/L & Balance Sheet 2018-2019
		E5. P/L & Balance Sheet	✓ P/L & Balance Sheet 2019-2020
		E6. P/L & Balance Sheet	✓ P/L & Balance Sheet 2020-2021
		E7. P/L & Balance Sheet	✓ P/L & Balance Sheet 2021-2022
		E8. P/L & Balance Sheet	✓ P/L & Balance Sheet 2022-2023

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Tender Evaluation:

- i. Tender Evaluation Committee will open and evaluate the technically qualified bidders.
- ii. Opening & evaluation of tender:
If any Bidder is exempted from payment of EMD / security deposit, copy of relevant Government Order needs to be furnished.
- iii. Opening of Technical Proposal:
Technical proposals will be opened by the Tender Committee electronically from the website using their Digital Signature Certificate (DSC).
- iv. Intending tenderers may remain present if they so desire.
- v. Cover (folder) for Statutory Documents (Ref. Sl. No. A.(v).(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 bid will be treated as non-responsive and Tender Committee will have the right to decide accordingly.
- vi. Decrypted (transformed into readable formats) documents of the non-statutory cover will be downloaded & handed over to the Tender Evaluation Committee.
- vii. Summary list of technically qualified tenderers will be uploaded online.
- viii. Pursuant to scrutiny & decision of the Tender Evaluation Committee the summary list of eligible tenderers & the serial number of work for which their proposal will be considered will be uploaded in the web portals.
- ix. 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.

FINANCIAL PROPOSAL:

- i. The financial proposal should contain all items mentioned in the Price Bid. The Bidder is to quote the rate online through computer in the space marked for quoting rate in the Price Bid.
- ii. The financial proposal should contain all items mentioned in the Price Bid. The Bidder is to quote the rate as per the format provided in the Price Bid. The price should be quoted including of GST.
- iii. Only downloaded copies of the above documents are to be uploaded virus scanned & Digitally Signed by the Bidder.
- iv. **Rejection of Bid:**
HMC 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.


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**SECTION – B
FORM – I
BID FORM**

(Bidder are requested to furnish the Bid Form in the Format given in this section, fill in the entire form and submit on their respective Letterheads)

Ref. No: (Mandatory)

Date: (Mandatory)

Dear Sir,

Having examined the tender documents together with the corrigenda, subsequently issued, we, the undersigned, offer to undertake the job of "COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT & HOSTING OF EXISTING SCHEME MONITORING SYSTEM – "PUROBIKSHAN" ON CLOUD SERVER FOR HOWRAH MUNICIPAL CORPORATION" as per the Tender No. dated

We agree to abide by this bid for a period of 180 days from the date fixed for Techno-Commercial bid opening and it shall remain binding upon us for acceptance at any time before the expiry of this period.

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

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

We have given a Tender fee Rs. 2,000.00 and EMD of Rs. 14,218.00 online (RTGS/NEFT) along with our Techno-Commercial bid.

Dated, this day of (month), 20.....

Signature

.....
(In the capacity of)
Duly authorized to sign the bid for and on behalf of
(Name and Address of the Bidding Company)

(Affix Official Seal/Stamp)

Signature
17/11/23

SECTION – B
FORM – II
DETAILS OF THE BIDDER

Name of Organization	:	
Office Address	:	
Telephone no.	:	
Email ID	:	
Fax No	:	
Contact Person Name	:	
Designation	:	
Mobile no:	:	
Email ID:	:	
Date of Incorporation	:	
Audited Annual Report for last 3 years	:	
GST Registration Certificate	:	
PAN Number	:	
Declaration about conforming to specifications/ formats / Scope of Work as mentioned on the technical specification list attached as Scope of Work.	:	

Dated, this day of (month), 20.....

Signature

.....
(In the capacity of)

Duly authorized to sign the bid for and on behalf of
(Name and Address of the Bidding Company)

(Affix Official Seal/Stamp)

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**SECTION – B
FORM – III
EXPERIENCE PROFILE**

Name of the Firm:

List of projects Executed completed that are similar in nature to the works executed.

Sl. No.	Customer's Name	PO No. and Date	Value in Rs.	Current Status	Work Order/Completion Certificate

Note:

- 1. Certificate from the Customers to be attached

Dated, this day of (month), 20.....

Signature

.....
(In the capacity of)
Duly authorized to sign the bid for and on behalf of
(Name and Address of the Bidding Company)

(Affix Official Seal/Stamp)

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SECTION – C
FORM – I
FINANCIAL BID FORMAT (BOQ)

SL. No.	Modules	Unit	Quantity	Unit Rate in INR	Total Cost in INR
Annual Maintenance Contract					
1	Comprehensive Annual Maintenance Contract of existing Scheme Monitoring System – PUROBIKSHAN with multiple mobile application for 1 year		1		
Hosting of the Application on Cloud Server					
2	<p>Hosting of the PUROBIKSHAN application on Cloud Server for 1 year (Go4Hosting)</p> <p>With following minimum specification:</p> <p>Dedicated Virtual Server for Hosting Solutions</p> <p>RAM: 16 GB with DDR 4</p> <p>Processor: 4-core processor with 8 thread 2.8 GHz processing speed with turbo boosting</p> <p>Storage: 500 SSD + 2TB HDD</p> <p>SSL & with Public IP</p> <p>Domain Name</p>		1		
Total Annual Maintenance & Hosting Cost					
GST @18%					
Total Cost					
Rate Contract					
3	Change Request of the Application	Per Man Hour	1		

The rate contract of Change request will not be a part of the evaluation.

Change Request is a rate contract and the executed quantity and the value of the work will be defined at the time of execution. The payment will be provided on the executed work and sanction of the fund on that time.

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SECTION – D
SPECIAL TERMS AND CONDITIONS

1) Interpretation of documents:

If any bidder should find discrepancies or omission in the specifications or other tender documents, or if he should be in doubt as to the true meaning of any part thereof, he shall make a written request to the tender inviting authority for correction / clarification or interpretation. Department may clarify the clarification and make amendment accordingly before bid submission in eTender portal.

2) Payment Terms:

Payment for the work shall be made in Indian rupees in the following manner:

- a) No advance payment is permissible.
- b) Quarterly Billing on Hosting of the Application on Cloud Server for 1 year
- c) Quarterly Billing on Annual Maintenance for 1 year
- d) For CR - After completion of Change Request work

3) Withdrawal from Tender:

Any Bidder may withdraw his bid by written request at any time prior to the scheduled closing time for receipt of bids and not thereafter. If any Bidder(s), however, withdraw their bids before acceptance or refusal within a reasonable time without giving any satisfactory explanation for their withdrawal, they may be disqualified from participation in any tender of this organization for a minimum period of 5 (five) years.

4) Opening of Tender:

The bids shall be opened at the time set forth in the document. Bidders or their authorized representatives may be present at the tender opening.

5) Canvassing:

Canvassing or supporting in any form for the acceptance of any tender is strictly prohibited. Any Bidder doing so will be liable to penalties, which may include removal of this name from the register of approved Vendors.

6) Acceptance of Tender:

The acceptance of the bids will rest with the accepting authority who is not bound to accept the lowest bid and reserves the right to reject in part or in full any or all bids(s) received and to split the work among participants without assigning any reason thereof.

7) Non escalation of Price:

The price offers shall remain firm within the currency of contract and no escalation of price will be allowed.

8) Price Validity:

The quoted offer and/or rates must be valid for a minimum period of **180 Days** from the date of opening the Techno-Commercial bids. The tender inviting authority reserves the right to seek extension of validity of offered rates from the qualified Bidder(s). Acceptance of such request during actual offer is, however, optional to the Bidder.

9) Price:

- a. Price should be quoted in the Price Bid format only.
- b. No deviation in any form in the Price Bid sheet is acceptable.



c. No extra cost, other than that mentioned in Price Bid should be taken into account.

10) Discrepancies and Adjustment thereof:

Discrepancy between description in words and figures, the rate, which corresponds to the words quoted by the Bidder, shall be taken as correct.

Discrepancy in the amount quoted by the Bidder due to calculation mistake of the unit rate, the unit rate shall be regarded as firm.

Discrepancy in totaling or carrying forward the amount quoted by the Bidder shall be corrected.

11) Resolution of Disputes:

✓ HMC and the bidder shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the Contract.

✓ If, after thirty (30) days from the commencement of such informal negotiations, the HMC and the bidder have been unable to resolve amicably a contract dispute, then the decision of Unit Head, HMC will be final.

12) Governing Laws:

This Tender Document and the contract shall be governed by and interpreted in accordance with Laws in force in India. The courts in Kolkata shall have exclusive jurisdiction in all matters arising under the contract.

13) Force Majeure Condition:

Notwithstanding the provisions of clauses, the successful shall not be liable for forfeiture of its performance security or termination for default if and to the extent of that its delay in performance or other failure to perform its obligations under the contract is the result of force majeure which means an event beyond the control of the successful bidder and not involving its fault or negligence and not foreseeable.

14) Termination by default

✓ The HMC may without prejudice to any other remedies of breach of contract or failure to perform by written notice sent to the successful bidder to terminate the contract by whole or part if the successful bidder fails to do the work during the period of contract or fails to perform any other obligations under the contract to be determined at the discretion of the HMC.

✓ The HMC further reserves the right to get this balance work executed by any other vendor as per the same contract value and other terms & conditions. If in that process, there is any excess expenditure then that expenditure should be apportioned from the performance security of the bidder to whom the work was initially awarded.

15) Termination for insolvency

✓ The HMC may at any time terminate the contract by giving written notice to the successful bidder if it becomes bankrupt or other insolvent.

16) Notices:

✓ Any notices given by the bidder pursuant to the contract shall be sent in writing or by fax / telex / cable/mail and confirmed in writing to the address specified for that purpose in the special conditions of contract.

✓ A notice shall be effective when delivered or on the notice's effective date, whichever is later.

17) Sub contract & Consortium:

- ✓ Subcontracting or Tie-up should not be allowed.
- ✓ Consortium not allowed.


12/11/23

Manufacturer's Authorization Form (MAF)

To
HOWRAH MUNICIPAL CORPORATION
I.T DEPARTMENT
4, Mahatma Gandhi Road, Howrah – 711 101

Tender Ref No. _____

Tender ID: _____

Dear Sir,

We, _____ (Name of OEM) who are established and reputed Service Provider of Cloud Services and Hosting, having Factories at _____ (Address of OEM)) and confirms that, _____ (Name of the Bidder) having its registered address at _____ (Address of the Bidder) wishes to participate the Bid and resale of _____ (Name of OEM) Products and Service. The Partner is entitled and authorized to the following.

- (a) Resale and/or distribute _____ (Name of OEM) products and/or services in India to end users within that Territory.
- (b) Bid, negotiate, and conclude a contract with Howrah Municipal Corporation, West Bengal for the above products/services manufactured or supplied by _____ (Name of OEM)

_____ (Name of OEM) will, within the scope of its agreement with its authorized channels, provide product warranty services and technical support for _____ (Name of OEM) products obtained through its authorized channels for a service for one year mentioned in the Tender document referred above, from the date of installation at Howrah Municipal Corporation (Work-site name)

If you need any additional information, please contact _____ (Contact Person Name from OEM) at Contact Number & E-mail.

Yours faithfully,

Name of the person:
For and on behalf of OEM
Designation:
Contact Details:
Date:
Place:


12/11/23

Corporation reserves the right to accept or reject part or whole tender without showing any reason whatsoever. Detail Information may be had from the office of the undersigned.

N B: - 1) Intending bidder may download the tender document from the website <https://wbtenders.gov> indirectly with the help of Digital Signature Certificate.

2) If any Photo Copy is given/uploaded that should be self-attested.



Executive Engineer

Howrah Municipal Corporation

Memo No. 048/1-10/ /IT/EE/23-24

Dated: 17-11-2023

Copy Forwarded to:

1. Commissioner, HMC.
2. Dy. Commissioner - I, HMC.
3. Dy. Commissioner - II, HMC.
4. Controller of Finance, HMC.
5. Chief Auditor, HMC.
6. Secretary, HMC - with a request for publication in Newspaper.
7. Resident Audit Officer, HMC.
8. Notice Board, HMC Central Office.
9. HMC Website.
10. Office Copy.



Executive Engineer

Howrah Municipal Corporation