

Tender Document for Providing Cloud Based Services for ICT Infrastructure including Managed Services and Bandwidth Services for the SAP ERP implementation of West Bengal State Electricity Transmission Company Limited
Tender No. CE (P)/WBSETCL/ERP_ ICT/18-19/06 dated 28.05.2018

ABRIDGED NOTICE INVITING e-TENDER

WEST BENGAL STATE ELECTRICITY TRANSMISSION COMPANY LIMITED

(A Govt of West Bengal Enterprise)

Issuing deptt.: *Office of the Chief Engineer (Procurement)*

CIN: U40101WB2007SGC113474

Regd. Office: Vidyut Bhavan (10TH Floor), Block- 'B',

Bidhannagar, Block-DJ, Sector-II: Kolkata: 700 091

Ph No: (033) 2359-1956; Fax: (033) 2359-1894;

E-mail-procurement.hq@wbsetcl.in

Website - www.wbsetcl.in

NOTICE INVITING e-TENDER

For

Providing Cloud Based Services for ICT Infrastructure including Managed Services and Bandwidth Services for the SAP ERP implementation of West Bengal State Electricity Transmission Company Limited

[Open Domestic Competitive Bidding]

NIT No: CE (P)/WBSETCL/ERP_ ICT/18-19/06 dated 28.05.2018

WBSETCL invites e-tender for **Providing Cloud Based Services for ICT Infrastructure including Managed Services and Bandwidth Services for the SAP ERP implementation of West Bengal State Electricity Transmission Company Limited.**

Interested bidders may obtain bidding documents by registering themselves to the e-tendering portal (<https://wbenders.gov.in> or <https://etender.wb.nic.in>) and thereby downloading the bidding documents from 28.05.2018 11:00 A.M. and shall be submitted (online) up to 04.00 P.M. on 25.06.2018.

Detailed NIT may also be seen & downloaded from WBSETCL website (www.wbsetcl.in).

DETAILED NOTICE INVITING e-TENDER

WEST BENGAL STATE ELECTRICITY TRANSMISSION COMPANY LIMITED

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[Open Domestic Competitive Bidding]

NIT No: CE (P)/WBSETCL/ERP_ ICT/18-19/06 dated 28.05.2018

1.0 *West Bengal State Electricity Transmission Company Limited (WBSETCL)* invites single stage two folders bids from eligible and qualified bidders through e-tender for **Providing Cloud Based Services for ICT Infrastructure including Managed Services and Bandwidth Services for the SAP ERP implementation of West Bengal State Electricity Transmission Company Limited.**

2.0 Detailed Specifications, scope of Works and services and terms and conditions thereof are given in the bidding documents, which are available at the online e-tendering portal <https://wbtenders.gov.in> or <https://etender.wb.nic.in> as per the following schedule:

Bidding document No	: CE (P)/WBSETCL/ERP_ ICT/18-19/06 dated 28.05.2018.
Date of uploading of N.I.T. & other Documents (online) (Publishing Date)	: 28.05.2018 from 10:00 A.M.
Documents download start date (Online)	: 28.05.2018 from 11:00 A.M.

Request for clarifications in hard and soft copy(Email), if any on the bidding documents, to be sent to the address/email given in clause 7.0	:	Up to 04.06.2018 by 05:00 P.M.
Pre-bid meeting to be held at Office of the Chief Engineer (Procurement), 10th Floor, B-Block Bidyut Bhawan.	:	09.06.2018 at 11:30 A.M.
Bid submission start date (On line)	:	18.06.2018 from 10:00 A.M.
Last Date of submission of original copies for the cost of Tender Fees, Bid Security, Original Power of Attorney & Affidavit regarding Eligibility (duly notarized) OR a valid General Power of Attorney in favour of Signatory of the Bid (Off line)	:	Up to 26.06.2018 by 3:00 P.M.
Bid Submission closing (On line)	:	25.06.2018 up to 4:00 P.M.
Opening of bid (Online) [Techno-commercial bid]	:	27.06.2018 from 4:00 P.M.
Date of uploading list for Technically Qualified Bidder(online)	:	Will be uploaded after completion of the Techno-commercial evaluation.
Opening of Price bid (Online)	:	The bidders shall be informed of the date & time of the opening of the price bid at a later stage after techno-commercial evaluation
Cost of bidding document (inclusive of GST) [Non-refundable] :	:	₹5900.00 [Rupees Five Thousand and Nine Hundred only]

In the event of e-filling, intending bidder may download the tender documents from the website <https://etender.wb.nic.in> or <https://wbteners.gov.in> directly with the help of Digital Signature Certificate. Necessary cost of tender documents (tender fees) as mentioned above may be remitted through in the form of a Demand Draft/ Pay order/ banker's cheque payable at Kolkata drawn in favour of **"WEST BENGAL STATE ELECTRICITY TRANSMISSION COMPANY LIMITED"** from any scheduled commercial bank and also to be documented through e-filling. The original Demand Draft / Pay Order against tender fees & Bid Security(As per Annexure-7) [As Statutory Document] should be submitted physically(offline) to the Office of The Chief Engineer, Procurement Department ,WBSETCL under sealed cover on or before the scheduled date & time as specified above.

- 3.0 Uploading of bidding documents shall not automatically construe that the bidder fulfils the Qualifying Requirements which shall be determined during bid evaluation based on data / documents submitted by the bidder. No request for sending the bid documents by post or by courier service shall be entertained. Bid documents are not transferable.

4.0 All bids shall remain valid up to a minimum period of 120 days from the next day of price bid opening date.

5.0 The purpose of the pre-bid meeting will be to clarify the scope of supply, and any issues regarding the bidding documents and the Technical Specifications, if raised at that stage by the bidders. The WBSETCL shall not be under any obligation to entertain /respond to suggestions made or to incorporate modifications sought for by the prospective bidders during the pre-bid meeting or thereafter.

6.0 All bids must be supported by **bid security** for an amount of **INR 40,00,000** only (**Rupees Forty Lakhs only**) in the form of Demand Draft / Pay Order / Banker's Cheque, payable at Kolkata drawn in favour of "WEST BENGAL STATE ELECTRICITY TRANSMISSION COMPANY LIMITED" from any scheduled commercial bank or a Bank Guarantee from any scheduled commercial bank favouring "WEST BENGAL STATE ELECTRICITY TRANSMISSION COMPANY LIMITED". The bid security shall be **valid for one hundred and eighty (180) days from the date of opening of bids with a claim period of another Thirty (30) days thereafter**. Bidders must submit the Bid security physically within the stipulated date as above at the office of the Chief Engineer (Procurement), 10th Floor, B-Block, Bidyut Bhawan and also to be documented along with the bid and submitted online. **Non submission of the acceptable bid security along with prescribed cost of bidding documents as specified here, in a sealed cover or submission of bid security and cost of bidding document of inadequate value shall be rejected by the WBSETCL and in such cases bids shall be considered as non-responsive.**

For preparation of BG the Bank details of WBSETCL is given below:

Name of the Bank: CANARA Bank

Address of the Bank: Sector-III, Salt Lake City, Kolkata-700091

Account No.: 2549201000230 and IFSC: CNRB0002549

7.0 Qualifying Requirements for bidders:

7.1. Following shall be the qualification requirements:

Technical

#	Qualifying Requirement	Documents required
1	The Bidder, as a single legal entity, must be incorporated and registered in India under the Indian Companies Act 1956 or a Limited Liability Partnership (LLP) registered under the LLP Act, 2008 or Indian Partnership Act 1932 and should have been in operation in India for minimum of three years.	Certificate of Incorporation for Authenticating 3 years of Existence as a company under Companies Act.

<p>2</p>	<p>The Bidder must have experience of provisioning cloud services for atleast 1 client from PSU/Central Govt/State Govt. or any other Power Utility in India.</p>	<p>Copy of work orders and Client provided successful completion certificate.</p>
<p>3</p>	<p>The Data Center Facility (or each of the facilities where the cloud service offerings are proposed to be offered) must meet the following criteria:</p> <p>a) (i)The Data Center Facility must be within India, should be currently operational and have a minimum capacity of 50 Racks being Operational.</p> <p>(ii) Bidders should have Data Centre and the Disaster Recovery Centre facilities located in different seismic zones and both should be in India.</p> <p>b) The Data Center Facility shall at a minimum have:</p> <p>i. Routers, Firewalls, LAN, WAN, Internet Access, and Hosting Centers, Backup, Operations Management, and Data Management</p> <p>ii. Security & Data Privacy (Data & Network Security including Anti-Virus, Virtual Firewall, Multi Factor Authentication, VPN, IPS, Log Analyzer / Syslog, SSL, DDOS Protection, HIDS / NIDS, Rights Management, SIEM, Integrated Vulnerability Assessment, SOC, Private Virtual Zones, Data Privacy, Data Encryption, Certifications & Compliance, Authentication & Authorization, and Auditing & Accounting.)</p> <p>iii. Conform to at least Tier III standard, preferably certified under TIA 942 or Uptime Institute certifications by a 3rd party</p> <p>iv. Assured protection with security built at</p>	<p>a) (i)Bidder should provide a self-signed certificate on their letter head from authorized signatory in case the Datacenter facility is owned or provide datacenter facility. Vendor signed certificate for contracted capacity for the number of racks.</p> <p>(ii)Declaration from the bidder of DC and DR location in different seismic zones and both should be in India, along with the addresses of the same.</p> <p>b)</p> <p>(i)Bidder to provide a self-signed certificate on their letter head from authorized signatory mentioning the Data centre facilities at the Data centre</p> <p>(ii) Undertaking on the Security & of authorized signatory mentioning the compliance</p> <p>iii) Data Centre Tier III certificate, certified under TIA 942 or Uptime Institute certifications by a 3rd party</p> <p>iv) Copy of certificate issues by third</p>

	multiple levels. v. Certified for the latest version of ISO 27001, by a competent auditing authority	party for periodic inspections/audits v) Cloud platform certificate for the latest version of ISO 27001
4	The CSP is compliant with IT Act 2000 (including 43A) and amendments	Letter from authorized signatory on the letter head of CSP mentioning the compliance
5	The Bidder, as a single legal entity or its holding company, should not be black listed for its Data Centre operations by Central/State Govt ministry or Any Govt. Department or Govt. organization. Bidder, as single legal entity or its holding company, also should not be under any legal action for indulging in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice with any Central/State Govt ministry or Any Govt. Department or Govt. organization.	Letter from authorized signatory on the letter head of Bidder regarding non-blacklisting
6	The bidder should be empanelled with Ministry of Electronics & Information Technology, Govt. of India as a cloud service provider.	Letter of empanelment from MeitY.

Qualifying Requirement for Network Bandwidth Service Provider

#	Qualifying Requirement	Documents required
1	Confirmation from NBSP about adherence to related scope of work as defined in this NIT	The bidder must enclose a declaration from the NBSP that, the NBSP will comply to the scope of work, and to the defined time schedule specified in this NIT.
2	The proposed Network Bandwidth Service Provider must be a Class A ISP.	Copy of license document.
3	The proposed Network Bandwidth Service Provider must have commissioned at least 50 Nos of MPLS VPN links for a single enterprise customer.	Client's successful completion certificates or Declaration of commissioning from the NBSP.

Financial

- a. Average Annual Turnover (turnover from business activities only) during any of the last three (3) financial years for which the audited accounts are available shall not be less than **INR 4,00,00,000/- (Rupees Four Crores)** only.
- b. Net Worth at the end of last financial year shall not be less than **INR 5,00,00,000/- (Rupees Five Crores)** only.

7.2. The bidder shall furnish, as part of his techno-commercial bid, documents establishing the bidder's qualifications. In particular, the following documents need to be submitted by the bidder:

- a. Audited Annual Accounts of the company for the last three (3) years (in case of companies)

or

IT Return duly acknowledged by the tax department for the last three (3) years (in case of bidders other than companies)
- b. Copies of Professional Tax Clearance Certificate, E.S.I and E.P.F registration numbers, PAN and/or TAN Card, , Registration Certificate (Form GST REG - 06) issued under Goods and Services Tax Laws.

7.3. **[Statutory documents]**:-In addition to above, the bidder shall also be required to meet the eligibility conditions and upload a scanned & digitally signed copy of Power of Attorney in favour of Signatory of the Bid as per Annexure: 4 OR a valid General Power of Attorney in favour of Signatory of the Bid, A Declaration regarding Eligibility (duly notarized) as per Annexure: 6 of Section IX of the bidding documents & properly filled up other Applicable Annexures (1,5,8,12,13 & 14) of Section IX of the bidding documents. Failing to comply with any of the qualifying requirements will make the bidder ineligible for further techno-commercial and price evaluation.

N.B.: The Original Power of Attorney in favour of Signatory of the Bid as per Annexure: 4(duly notarized) OR a valid General Power of Attorney in favour of Signatory of the Bid(duly notarized), a Declaration regarding Eligibility (duly notarized) as per Annexure: 6 and a Non-Disclosure Agreement (duly notarized) as per Annexure: 14 of Section IX of the bidding documents shall be submitted physically in a sealed envelope to the Office of The Chief Engineer, Procurement Department, WBSETCL under sealed cover on or before the scheduled date & time as specified above.

- 7.4. Notwithstanding anything stated herein, WBSETCL reserves the right to inquire and review the bidder's capability and capacity to execute the required Works and services.
- 8.0 WBSETCL reserves the right to accept or reject any bid partly or fully or cancel the bidding process without assigning any reasons there for and in such case no bidder shall have any claim arising out of such action.
- 9.0 Address for Communication :
- The Chief Engineer, Procurement Department,
10th.Floor, 'B' Block,
Vidyut Bhavan,
Block-DJ, Sector-II,
Salt Lake, Kolkata-700091.**
- WEST BENGAL STATE ELECTRICITY TRANSMISSION COMPANY LIMITED
FAX : 91-33-2359-1894
TELEPHONE : 91-33-23197713/ 91-33-23595041
E-mail : procurement.hq@wbsetcl.in / ceprocurement_wbsetcl@rediffmail.com
Website : www.wbsetcl.in
GSTIN of WBSETCL: 19AAACW6952G1Z0