

West Bengal State Electricity Distribution Company Limited
(A Government of West Bengal Enterprise)
(IT & Cell)

Vidyut Bhavan, 3rd Floor, C&D Block, Bidhan Nagar, Block-DJ, Sec-II, Kolkata-700091

Website: www.wbsedcl.in, e-mail: itcell@wbsedcl.in

CIN: U40109WB2007SGC113473



WBSEDCL TENDER NOTICE

BID DOCUMENT

Cost of Bid Document: NIL

Design, Supply, Installation, Testing, Commissioning, Integration, and Migration of the Building Management System (BMS) Application and associated H/W, followed by Five-year Comprehensive Support for the Central Data Center (CDC), Rajarhat, and Disaster Recovery Center (DRC), Berhampore of WBSEDCL.

Estimated Project Cost: INR 30 Lakhs (excluding GST)

Tender Notice No: WBSEDCL/ IT&C/33.10(i)/270 dated: 22.06.2026

[Signature]
22/06/26

**Chief Engineer
IT Cell, WBSEDCL**

Contents

Section	Description	Page No.
1	Disclaimer	3
2	About WBSEDCL	4
3	Objective of this RFP	4
4	Section-I : Instruction to the bidders (IB)	5-16
5	Section- II : General Conditions of Contract (GCC)	17-22
6	Section: III: Scope of Work (SoW)	23-27
7	ANNEXURE-I: Bid Proposal	28-29
8	ANNEXURE-II: Mandatory Condition	30-31
9	ANNEXURE-IIA: Bid Details	32-33
10	ANNEXURE-IIB: Financial Details	34-35
11	ANNEXURE-IIC: Statement of Order Executed in Last 5 Financial Years	36
12	ANNEXURE-III: Manufacture's Authorization Form (MAF) format	37
13	ANNEXURE-IV : Statement of Deviation from Terms and Conditions of Bid Document	38
14	ANNEXURE-V :Service Level Agreement (SLA)	39
15	ANNEXURE-VI: Unpriced BOQ Format	40
16	ANNEXURE-VII: PROFORMA OF BANK GUARANTEE FOR BID GUARANTEE (Earnest Money)	41
17	ANNEXURE-VIII: Proforma for Bank Guarantee for Contract Performance	42
18	ANNEXURE-IX: Format of Bank Guarantee for Additional Performance Security Deposit	43
19	ANNEXURE-X: Declarations	44-45
20	ANNEXURE-XI: Agreement for Third Party Access Security Policy of WBSEDCL	46
21	ANNEXURE-XII: NON-DISCLOSURE AGREEMENT (NDA)	47-49
22	ANNEXURE-XIII: Annexure List Submission Status	50
23	ANNEXURE-XIV: Contract Agreement	51
24	ANNEXURE-XV: Escalation Matrix	52
25	ANNEXURE-XVI: Declaration for compliance regarding Information Security in Project Management	53
26	ANNEXURE-XVII: Declaration for compliance regarding Information Security	54
27	ANNEXURE-XVIII Declaration of not being Blacklisted/Debarred/ Put on Holiday list	55
28	ANNEXURE-XIX- Declaration regarding no litigation against WBSEDCL	56
29	Common Acronym /Abbreviation List	57

Disclaimer

This Tender Document (also referred to as "Request for Proposal" or "RFP") is not an agreement and is not an offer or invitation by WBSIEDCL to any Bidder other than the one that qualifies, based on evaluation of submitted bids. The purpose of this Tender Document is to provide information to the potential Bidders to assist them in responding to this Tender Document. Though this Tender Document is prepared with sufficient care to provide all required information to the potential Bidders, they may need more information than what has been provided herein. In such cases, the potential Bidder is solely responsible for seeking the information required from WBSIEDCL at its own cost. WBSIEDCL reserves the right to provide such additional information at its sole discretion. In order to respond to the Tender Document, if required, and with the prior permission of WBSIEDCL, the potential Bidder may conduct his/her own study and analysis as may be necessary.

WBSIEDCL makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations on any claim the potential Bidder may make in case of failure to understand the requirement and respond to the Tender Document. WBSIEDCL may, in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this Tender Document.

About WBSEDCL

The Government of West Bengal unbundled the erstwhile West Bengal State Electricity Board (WBSEB) into two companies viz., West Bengal State Electricity Distribution Company Limited (WBSEDCL) and West Bengal State Electricity Transmission Company Limited (WBSETCL).

The main business of WBSEDCL is distribution and hydro generation of electricity. It is also the nodal Agency of the Government of West Bengal for undertaking Rural Electrification task in the State with objective of providing access of electricity to all rural households in the state in line with the National Rural Electrification Policy.

Over the years, WBSEDCL has been continually evolving to position itself as a leading Power Utility services organization of the Country. In the changing landscape, post recent global slowdown, it is anticipated that demand for electricity will change rapidly and expectations will also increase exponentially. WBSEDCL continually strives to enhance the quality of services delivered to its customers. WBSEDCL provides quality power to a gargantuan customer base of more than 2.18 crore across West Bengal through its service network spanning 5 Zones, 21 Regional Offices, 77 Distribution Divisions and 536 Customer Care Centers.

These are indeed exciting times for the Company, given its rapid progression from providing engineering solutions, to solving complex customer challenges, to providing innovative solutions. WBSEDCL has implemented Enterprise Resource Planning - SAP in Financial Accounting & Control, Material Management, HR with Payroll, Plant Maintenance and Project System.

After successful implementation of Purulia Pumped Storage Project in 10th Plan period with a capacity of 900 MW hydel power, the Company has taken up the ambitious plan of implementing Turga Pumped Storage Project in the 13th Plan period with installed capacity of 4 x 250 MW.

For solving complex customer challenges and for providing more efficient service to the consumers, a Project titled Integrated Power Development Scheme for strengthening of sub transmission and Distribution networks, metering of Distribution transformers etc. in the urban areas has been implemented. A program for system improvement under Sech-Bandhu Scheme has also been conceived for rural areas.

WBSEDCL is innovating and embarking upon an IT-enabled system across the organization to ensure greater engineering predictability and to position itself into the best utility in the country in terms of customer service, efficiency and financial viability.

Objective of the RFP

West Bengal State Electricity Distribution Company Limited, invites e-tenders for Selection of vendor for the Design, Supply, Installation, Testing, Commissioning, Integration, and Migration of the Building Management System (BMS) Application and associated H/W, followed by Five year Comprehensive Support for the Central Data Center (CDC), Rajarhat, and Disaster Recovery Center (DRC), Berhampore of WBSEDCL.

Detail "Scope of Work" and other terms and conditions furnished in the different clauses of the bid document. WBSEDCL will finance the entire work as stipulated under scope of work in the Bid documents.

Section: I

Instruction to Bidders (IB)

IB.1. General:

West Bengal State Electricity Distribution Company Limited, hereinafter referred to as WBSEDCL and as the Purchaser, for better Customer Relationship Management, intends to hire the service of IBMS vendors . WBSEDCL invites e-tender from intending vendors for effective and efficient Design, Supply, Installation, Testing, Commissioning, Integration, and Migration of the Building Management System (BMS) Application and associated H/W, followed by Five year Comprehensive Support mentioned in this NIT.

Bidders are advised to study this document carefully. Submission of RFP shall be deemed to have been done after careful study and examination of this document with full understanding of its implications. This RFP document is not transferable. This document must be read in its entirety.

IB.1.1. General guidance for e-Tendering: Instructions/Guidelines for electronic submission of the tenders have been mentioned below for assisting the bidders to participate in e-Tendering.

IB.1.2. Registration of bidder: Any bidder willing to take part in the process of e -tendering will have to be enrolled & registered with e-Procurement system, by logging on to <https://wbtenders.gov.in>.

IB.1.3. Digital Signature certificate (DSC): Each bidder is required to obtain a class-II or Class-III Digital Signature Certificate (DSC) for submission of tenders.

IB.1.4. The bidder can search and download Notice Inviting Tender (NIT) & other tender related documents electronically from website <https://wbtenders.gov.in> using DSC. This is only mode for collection of documents related to this NIT.

IB.2. Invitation for the Bids:

IB.2.1. Tenders are invited by **Chief Engineer, IT&C Cell, WBSEDCL, Vidyut Bhaban (3rd. Floor), Bidhannagar, Block-DJ, Sector-II, Kolkata-91** through electronic tendering (e-tendering) process for implementation of PAC replacement in WBSEDCL.

IB.2.2. Intending bidders desiring to participate in this tender shall log on to website <https://wbtenders.gov.in>. The tender can be searched by typing WBSEDCL in search engine provided in the website.

IB.2.3. Bidders willing to take part in the process of e-tendering shall obtain Digital Signature Certificate (DSC) in name of person who will sign the tender, from any authorized Certifying Authority (CA) under CCA, Govt of India (viz. nCode Solution, Safescrypt, e-Mudhra). DSC is given as a USB e-Token. After obtaining Class 2 or Class 3 DSC from approved certifying authority, intending bidders shall register the fact of possessing DSC through registration system available in the website.

IB.2.4. Bids shall be submitted online and intending bidders shall download tender documents from website stated above, directly with the help of the e-Token provided. This is only mode for collection of tender documents. Details of submission procedure are given in "**Submission of Tenders**".

IB.3. Eligible Bidders:

IB.3.1. This Invitation for bids, issued by WBSEDCL is open to all firms including company (ies), Government owned Enterprises registered and incorporated in India as per Companies Act, 1956, barring foreign companies and those bidders with whom business is banned by WBSEDCL.

IB.3.2. Bidder should not have been **blacklisted or involved in any forgery/data leak from any Government or reputed private organization across India in last three years and undertaking in this regard should be provided by the authorized signatory of the bidder.** During contract period if the undertaking submitted by bidder is found to be false then the order issued to bidder shall be terminated and BG will be forfeited.

IB.3.3. Bidders must fulfill eligibility criteria as per Annexure-II.

IB.4. Responsibility of Bidders:

IB.4.1. It shall be sole responsibility of bidders to determine and satisfy themselves by such means as they consider necessary or desirable for all matters pertaining to this contract including, in particular, all factors that may affect cost, duration and execution of contract.

IB.4.2. It must be understood and agreed that all factors have properly been investigated and considered while submitting the bid. Any claim, whatsoever, including those for financial adjustments in the contract, once awarded under these documents will not be entertained by WBSEDCL. Neither any change in time schedule of the contract nor any financial adjustments, arising thereof, shall be permitted by WBSEDCL, which are based on the lack of such clear information of its effect.

IB.4.3. The bid must include all information as per bid document. **Submitted documents need to be specific as per requirements; irrelevant documents shall not be uploaded by bidder.**

IB.4.4. Bidder shall bear all kind of cost associated with preparation and submission of bid and WBSEDCL in no case shall be responsible or liable for these costs, regardless of the conduct or outcome of bidding/tendering process.

IB.4.5. One bidder can submit only one bid in response to this tender document. No bidder is allowed to submit two or more bids.

IB.4.6. Sub-contracting or outsourcing of this contract is strictly not allowed.

IB.4.7. In order to avoid any problem arising out of network error or server error, bidders are advised to submit the bid, well in advance of the last date and time of submission of the bid.

IB.5. Formation of cartel & penal Measures:

Any evidence of unfair trade practices, including overcharging, price fixing, cartelization etc. as defined in various statutes, will automatically disqualify the parties. Repeated occurrence of such evidence of above bidders may also be viewed seriously by WBSEDCL authority and penal measures as deemed fit will be imposed on such bidders.

IB.6. Key Dates: The schedule of Dates for e-Tendering.

Sl No.	Action	Date & Time
1.	Publishing Date	30/06/2026 at 14:30 Hrs.
2.	Document Download start date	30/06/2026 at 14:30 Hrs.
3.	Last date of Receiving Pre-Bid Clarification	06/07/2026 at 14:30 Hrs.
4.	Pre-bid Meeting	09/07/2026 at 12:00 Hrs.
5.	Bid submission Start date	15/07/2026 at 14:30 Hrs.
6.	Bid submission last date	27/07/2026 at 11:00 Hrs.
7.	Last date of physical submission of EMD (BG)	27/07/2026 at 11:00 Hrs.
8.	Technical Bid opening date	30/07/2026 at 14:30 Hrs.
9.	Financial Bid opening date	Will be informed to eligible bidders

If any 'Holiday', falls on any of the scheduled date, then the next working day (between mentioned working hours) shall be considered as scheduled date and schedule time.

IB.7. Pre-Bid Discussion:

Pre-bid Meeting will be organized as per the key date mentioned in **IB.6.** in the below mentioned venue:

**Conference Room, Office of Chief Engineer, IT & C Cell,
3rd Floor D-Block, Vidyut Bhavan, Block-DJ, Sector-II
Bidhanagar, Kolkata - 700091, West Bengal.**

If there be any discrepancy or obscurity in the meaning of any clause in NIT then such queries must be sent to Chief Engineer, IT & Communication Cell through following email: itcell@wbsedcl.in before last date of receiving pre-bid clarification mentioned in NIT so that appropriate clarifications can be given to intending bidders. However, sending queries are not mandatory and will not be cause for disqualification of the bidders.

IB.8. Clarification of Bidding Documents: Pre-bid—Query received from vendors up to "Last date of Receiving Pre-Bid Clarification" will be clarified **through wbtenders.gov.in website.**

If any changes are decided by the tender committee based on the query received from the bidders or based on the discussion made in the pre-bid meeting, the same will be uploaded in the website <https://wbtenders.gov.in> and no other communication shall be made afterwards. The clarification given shall be final and binding on the bidder.

IB.9. Amendment / Addenda of Bidding Documents:

IB.9.1. At any time prior to the deadline for submission of bids, WBSEDCL may, for any reason, whether at its own initiative, or in response to a clarification requested by a prospective bidder, amend the bidding document.

IB.9.2. The amendment will be notified in writing through e-tendering website (<https://wbtenders.gov.in>) and will be binding on prospective bidders. Bidders shall keep a track of any such amendment and it will be assumed that information contained therein has been considered by the bidder in its bid.

IB.9.3. In order to provide a reasonable time to prospective bidders for taking the amendment into account in preparing their bid, WBSEDCL may, at its discretion, extend deadline for submission of bids without citing any reason. In such cases, WBSEDCL will notify about extended deadline to all prospective bidders in writing through e-tendering website (<https://wbtenders.gov.in>).

IB.10. Language of the Bid: Bid prepared, all correspondences and documents relating to the bid exchanged by bidder and WBSEDCL shall be written in English language only.

IB.11. Submission of Tenders:

IB.11.1. General process of submission:

IB.11.1.1. Tenders shall be submitted online through website <https://wbtenders.gov.in>. All documents uploaded by tender inviting authority form an integral part of the contract. Bidders are required to upload all tender documents along with other documents, as asked for in the tender, through above mentioned website within stipulated date and time as given in this document. Tenders shall be submitted in two folders, namely, technical proposal and financial proposal. Bidder shall carefully go through all the documents uploaded by tender inviting authority and prepare requisite documents and upload a scanned copy in portable document format (PDF) at designated locations in e-tender website.

IB.11.1.2. Bidder shall download forms/annexures/BOQ, fill up the particulars in designated cells and upload the same in designated location in e-tender website. Original copies of uploaded documents must be submitted for physical verification if asked by tender inviting authority at the time of technical evaluation.

IB.11.1.3. Documents uploaded should be virus scanned and digitally signed using Digital Signature Certificate (DSC). Bidders should take note of all the addendum/corrigendum related to the tender and upload the latest document(s) as part of the bid.

IB.11.1.4. Earnest money [Bid Guarantee]:

1. All bids must be accompanied with a refundable earnest money, as "Bid Guarantee". The bid shall be considered non-responsive and invalid if earnest money is not submitted along with the bid.

2. A bid guarantee of **INR 60,000 /- (Rupees Sixty thousand and five hundred only)** shall be submitted through online mode in e-tender website. Bid guarantee may also be submitted through Bank Guarantee (BG).

3. No interest will be payable by WBSedCL on the above Bid Guarantee.

4. The Bid Guarantee shall be forfeited for any of the following reasons:

i. If during the period of bid validity, bidder withdraws or modifies the bid in part or as a whole.

ii. If successful bidder(s) fail(s) to accept the order unconditionally as per "**Acceptance of LoA**" clause of bid document or fail(s) to furnish contract performance bank guarantee (PBG) as stipulated in PBG or fail(s) to furnish additional performance bank guarantee as stipulated in "Additional Performance Bank Guarantee" clause of bid document.

iii. If successful bidder(s) fail(s) to extend the validity period of EMD if required during the tendering process.

iv. If any cartel is formed by the bidder in their quotation.

- 5. Payment Method for EMD:** Following points shall be noted in this regard:
- a. A bidder desirous of taking part in a tender invited by Offices of WBSEDCL shall login to e-Procurement portal of Government of West Bengal <https://wbtenders.gov.in> using his/her Login Id and password.
 - b. Bidder shall select the tender to bid and initiate payment of EMD. Following payment options are available for paying EMD amount through online mode:
 - i. Net-banking through Payment Gateway.
 - ii. **RTGS/NEFT Payment:** On selection of RTGS/NEFT as the payment mode, the e-Procurement portal will show a pre-filled challan having the details to process RTGS/NEFT transaction. The bidder will print the challan and use pre-filled information to make RTGS/NEFT payment using his bank account. Once the payment is made, bidder will come back to the e-Procurement portal to continue the bidding process after expiry of a reasonable time to enable the RTGS/NEFT process to be completed.
 - iii. **Submission of EMD through BG:** For submission of EMD in the form of BG, bidders will have to opt for EMD Exemption in e-tender portal and upload scanned copy of BG in EMD exemption document upload section. Physical copy of BG shall be submitted at the office of tender inviting authority within timeline given in this NIT. The Bank Guarantee shall be submitted as per format in **ANNEXURE-VII** and shall remain valid initially for a period of 180 (one hundred eighty) days from the date of opening of bid document mentioned elsewhere in this NIT.
 - c. EMD amount can be paid either in online mode or submitted through Bank Guarantee (BG) in full. Partial payment through online mode and remaining submission through BG is not allowed.
 - d. **General Instructions for Online Payment:**
 - Bidder will have to mandatorily pay through Net-banking facility once Net-banking mode is opted for payment.
 - Status of NEFT/RTGS payment through Challan for a bid may take time (approx. 24 Hrs.) to get updated in e-tender portal. As such bidders opting to pay through NEFT/RTGS mode shall make payment well before 24 Hrs. to avoid any complicity.
 - In case actual EMD amount as per NIT is more than the one shown in E-tender Portal, bidders will have to opt for NEFT/RTGS mode (challan mode). In that case, total actual EMD amount is to be paid only through NEFT/RTGS mode (challan mode).
 - Bank account used for payment of EMD by the bidder shall be maintained operative until the completion of tendering process. All refunds will be made mandatorily to the Bank A/c from which the payment of EMD has been initiated.

e. General Instructions for EMD submission through BG:

- Earnest Money Deposit may be submitted through an irrevocable bank guarantee (BG) prepared in **favor of WBSEDCL** from any scheduled bank of RBI.
- Issue date of BG shall be after NIT publication date.
- BG shall be submitted as per format in **ANNEXURE-VII**.
- Initially it shall remain valid for a period of 180 (one hundred eighty) days from the date of opening of the bid document mentioned elsewhere in this NIT and shall be extended during the course of evaluation of bid, if requested by WBSEDCL.
- BG shall be issued under SFMS Platform. WBSEDCL Bank Details for preparation of BG for EMD are as follows:
Beneficiary Name: West Bengal State Electricity Distribution Company Limited (WBSEDCL)
Bank: PUNJAB NATIONAL BANK
Branch: MAYUKH BHAVAN Branch
A/C No: 1096250031639
IFSC code: PUNB0109620
- Original copy of BG for Earnest Money Deposit shall be submitted in the following office strictly within timeline given in NIT:
**Office of Chief Engineer, IT & C Cell,
3rd Floor D-Block,
Vidyut Bhavan,
Block-DJ, Sector-II
Bidhanagar, Kolkata - 700091**
- Original BG i.r.o EMD shall be submitted in a sealed envelope at address as stated above within date and time as specified in NIT. If bidder fails to submit original BG within timeline specified in NIT, the bid will not be considered for evaluation and hence rejected.

f. Refund/Settlement of EMD Amount:

- Bid guarantee of unsuccessful bidders, if submitted through e-payment or challan generated through e-tender website, will be refunded automatically, through an automated process, by NIC portal on receipt of updated status of the bid from WBSEDCL.
- The Bid Guarantee of unsuccessful bidders, if submitted through Bank Guarantee, will be returned against their written claim, to the Chief Engineer (IT&C Cell), WBSEDCL, giving the reference to the NIT, date of tender, amount and mode of Earnest Money deposited - all in a complete form, after placement of order on the successful bidder/bidders.
- For successful bid(s), EMD will be refunded from WBSEDCL

authority after completion of tendering process and submission of Performance Bank Guarantee as per respective clauses in NIT. Successful bidder shall submit one letter addressed to Chief Engineer (IT&C Cell), WBSEDCL giving reference of NIT, date of tender, amount, mode of earnest money deposited and details of Performance Guarantee for requesting refund/return of EMD amount or bank guarantee, as applicable.

- The bank account used for payment of EMD by the bidders shall be maintained operative until the completion of tendering process. All refunds will be made mandatorily to the Bank A/c from which the payment of EMD has been initiated.
- For any queries related to payments and refunds, bidders will have to communicate with ICICI Customer Support, viz, 033-40267512/13 since payment gateway facility used by E-tender portal is presently maintained by ICICI.

g. Successful bidder(s) shall have to mandatorily **create vendor id through WBSEDCL Vendor Corner at www.wbsedcl.in**, if not created earlier.

IB.11.2. Technical Proposal: Technical proposal shall contain all the following documents in a pdf file in order given below. Tenders submitted without any of these documents will be treated as incomplete and liable to be rejected.

IB.11.2.1. Power of attorney for being signing authority of the bid.

IB.11.2.2. Payment Confirmation details for Earnest Money Deposit (EMD).

IB.11.2.3. Signed copy of NIT: All pages of NIT including Annexure(s) signed by authorized person along with seal of the bidder shall be submitted.

IB.11.2.4. Signed copy of Addenda or Corrigendum, if published by WBSEDCL, shall be submitted. Bidders shall keep a track of all the corrigendum and addendum uploaded by WBSEDCL related to this tender.

IB.11.2.5. Bid Proposal in format as prescribed in **Annexure-I** of NIT.

IB.11.2.6. Mandatory Conditions in format as prescribed in **Annexure-II** of NIT. It shall be filled up properly by the bidder. **It will be treated as reference for technical evaluation of bid. Incomplete or improperly submitted bid detail may lead to rejection of bid.**

IB.11.2.7. Scanned copy of Bank Guarantee (BG) towards EMD in format as prescribed in **Annexure-VII** of NIT, **in favor of WBSEDCL payable at Kolkata** from any scheduled Bank of RBI. Issue date of BG shall be after NIT publication date. This clause will be applicable only for cases where Earnest Money Deposit (EMD) has been submitted through BG.

IB.11.2.8. Price Schedule in unpriced condition (**Vide Annexure -VI**).

IB.11.2.9. Declarations given in **Annexure -X** shall be signed by authorized person along with seal of the bidder and submitted accordingly.

IB.11.2.10. Escalation matrix in Annexure-XV shall be properly filled-in, signed and submitted.

IB.11.2.11. Agreement for third party access security policy of WBSEDCL & Non-Disclosure Agreement (NDA) as per **Annexure-XII** shall be properly filled-in, signed and submitted during contract agreement.

IB.11.2.12. Copy of Corporate Identification Number (CIN) of the bidder.

IB.11.2.13. Copy of PAN of the bidder.

IB.11.2.14. Copy of GST Registration Certificate of the bidder along with 2 years GST return documents.

IB.11.2.15. Copy of Balance Sheet and Profit & Loss Statement duly certified by Chartered Accountant and published Audited Annual Reports for Fiscal Year 2022-23, 2023-24, 2024-25 (or Latest Three consecutive Fiscal Year) Minimum Average Annual Turnover for in each of the above fiscal years must be at least INR 5 (five) Crore.

IB.11.2.16. Copy of Net Worth certificate issued by Chartered Accountant for Fiscal Year 2022-23, 2023-24, 2024-25 (or Latest Three consecutive Fiscal Year). Net-Worth must be positive for Fiscal Years 2022-23, 2023-24, 2024-25 (or Latest Three consecutive Fiscal Year).

IB.11.2.17. Copy of Liquid Asset certificate issued by Chartered Accountant for Fiscal Year 2022-23, 2023-24, 2024-25 (or Latest Three consecutive Fiscal Year).

IB.11.2.18. Copy of Income Tax Return for Assessment Year 2023-24, 2024-25, 2025-26 (or Latest Three consecutive Assessment Year)

IB.11.2.19. Manufacturer's Authorization Form (MAF): The bidder (except OEM) shall submit Manufacturer's Authorization Form as mentioned in the NIT, i.r.o. the quoted equipment.

IB.11.2.20. Eligibility and Work Experience:

i. Bidder must have experience of **handling of Similar kind of work** as mentioned in the NIT.

ii. To comply with the eligibility and work experience the annexures must be duly filled, up, signed and uploaded with the bid along with necessary supporting documents and certificate from order issuing authority. It shall contain proper details for verification by WBSEDCL.

iii. If tender inviting authority is not satisfied with documentary evidence of the order, the bid may be rejected.

IB.11.2.21. Bidder must have a valid ISO 27001:2022, ISO 9001:2015 and ISO 14001:2015 (or latest certifications) as on bid submission date.

IB.11.3. Financial Proposal: The financial proposal shall contain **Bill of Quantity (BOQ)** as per **Annexure VI format**. Bidder has to quote the rate online in space marked for quoting rate in BOQ. Bidder shall mention offered quantity and applicable percentage, if applicable. (Only downloaded copies of the above document should be virus scanned, digitally signed and uploaded by the bidder).

IB.12. Conditional and incomplete tenders are liable to summary rejection.

IB.13. Late Submission of Bid: Bidder shall take all possible measures to submit the bid within the schedule date & time prescribed elsewhere in the bidding document. Late submission of bid and supporting documents for whatever reason will not be accepted.

IB.14. Validity of Tender and Offer: Offer against tender shall remain valid for a minimum period of 180 (One hundred eighty) days from next day of opening of the tender mentioned elsewhere in this NIT. However, WBSEDCL may, on the merit of case, request for extension of validity of the offer for a further suitable period without any change in terms & conditions of the offer.

Opening and evaluation of tender:

IB.14.1. Opening of Technical Proposal

Technical proposals will be opened by the Tender Inviting Authority or his authorized representative electronically from website stated above, using Digital Signature Certificate (DSC).

Technical proposals for bids where original copies of BG towards EMD, in case EMD has been paid through BG, have been received will only be opened. Proposals corresponding to which original copy of BG towards EMD has not been received, will not be opened and will stand rejected.

Intending bidders may remain present, if they desire.

Decrypted (transformed into readable formats) documents of statutory and non-statutory covers will be downloaded for the purpose of evaluation.

IB.14.2. Evaluation of Technical Proposals

In this stage, the Technical Proposal will be evaluated on the basis of Bidder's experience, its understanding of SOW and SLA, proposed methodology and Work Plan etc. as mentioned in this NIT. Technical Evaluation will be made based on the information provided by the bidders against the Annexures of this NIT. Only technically qualified Bidders as per the Technical evaluation criteria shall be declared as qualified for evaluation of their Financial Proposals.

While evaluation, tender inviting authority or his authorized representative may summon bidders and seek clarification/ information or additional documents or original hard copy of any of the document already submitted and if these cannot be produced within the stipulated timeframe, their proposals will be liable for rejection.

Summary list technically qualified bids will be made available in e-tender portal. Date of opening of financial bid will be intimated to techno-commercially qualified bidders.

IB.14.3. Opening of Financial Proposal

Financial proposals submitted by the bidders in prescribed format (ANNEXURE-VI) and declared technically eligible, will be opened electronically by tender inviting authority from e-tender portal stated above on prescribed date.

Encrypted copies will be decrypted and rates will be read out to bidders remaining present at that time of the financial bid opening.

Tender inviting authority, if feels appropriate, may ask any of the bidders to submit analysis for justification of rate quoted by that bidder. Deviation in any form in price-

bid sheet will be unacceptable. For any discrepancy in amount of figures and words, quoted amount in figure will prevail.

Revision/withdrawal of financial proposal by bidder after opening of technical proposal will not be allowed unless and until it is sought by the tender inviting authority.

IB.14.4. Evaluation of Financial Proposal

In this stage, the financial evaluation will be carried out of the technically qualified bidders. Each Financial Proposal will be checked and The Lowest Financial Proposal will be marked as L1.

IB.14.5. The second highest Bidder (L2) shall be kept in reserve and may be invited in its discretion for negotiations in case the first-ranked Bidder (L1) withdraws, or fails to comply with the requirements.

IB.15. Signing of Bids:

- IB.15.1.** Bid should be downloaded from website www.wbtenders.gov.in and signed by a person(s) duly authorized by the bidder.
- IB.15.2.** To be qualified for evaluation and finalization of contract, bidder(s) shall submit a written power of attorney, authorizing the signatory of the bid to act on behalf of the bidder in the form and manner which is acceptable by WBSedCL.
- IB.15.3.** All pages of the bid and where, entries/ amendments have been made, should be signed by the person/persons signing the bid.
- IB.15.4.** Complete bid should be without alterations, interlineations or erasers, except those to accord with instructions issued by WBSedCL or as necessary to correct errors made by bidders. Such corrections should be initialed by the person(s) signing the bid. Bids which are not duly signed will be treated as cancelled.

IB.16. Conflict of Interest:

- IB.16.1.** Bidder should not have any conflict of interest that can affect the tendering Process. Any bidder found to have a conflict of interest will be disqualified. In the event of disqualification, bid security of the bidder will be forfeited for the time, cost and effort of the authority including consideration of such bidder's proposal, without prejudice to any other right or remedy that may be available to authority hereunder or otherwise.
- IB.16.2.** Any bidder will be found to have a conflict of interest if his near relative is posted as any employee/officer in any capacity in WBSedCL and associated with tender inviting authority.
- IB.16.3.** Any bidder will be found to have a conflict of interest if any employee of the bidding firm/company has developed a financial or other interest with any employee/officer of WBSedCL associated with tender inviting authority during execution of the contract.
- IB.16.4.** Any bidder will be found to have a conflict of interest if the bidder has a relationship with other bidder(s) directly or through common parties that puts them in a position to have access to each other's information or influence the tendering process of either or each of the other bidder.

- IB.17. Acceptance of Tender:** L1 bidder's valid rate will normally be accepted. However, tender accepting authority does not bind itself to do so and reserves the right to reject any or all the bids, for valid reasons. Moreover, conditions mentioned under clause IB.18 will also be considered while accepting bids.
- IB.18. Purchase Order:** WBSEDCL will communicate acceptance of tender to the successful bidder by a purchase order/LoA. Successful bidder shall communicate unconditional acceptance of the purchase order/LoA.
- IB.19. Concession:** No price preference will be allowed to any bidder based on the size of the industry or its geographic location. Co-operative Society/ MSMEs will not be considered with separate status.
- IB.20. Issue of LOA:** WBSEDCL will award the contract (LoA) to the successful bidder(s) whose bid has been determined substantially responsive and the most suitably evaluated bid provided further that the bidder is determined to be qualified to perform the contract satisfactorily. WBSEDCL shall be the sole judge in this regard.
- IB.21. Acceptance of LOA:** Successful bidder should submit written unconditional acceptance of LOA within 15 (fifteen) days from date of issuance of the same. Submission of conditional acceptance of LOA shall be treated as non-compliance of this clause. Failure to compliance will be liable for cancellation of order and forfeiture of bid guarantee submitted by the bidder.
- IB.22. Execution of Contract Agreement:** Contract Agreement, as per Annexure-XIV, on non-judicial stamp paper worth INR 100 shall be executed within 28 (twenty-Eight) days from the date of issuance of LoA. Date of execution of contract agreement shall be considered as commercial go-live of the Project.
- IB.23. Right to reject Bids:**
- IB.23.1.** WBSEDCL reserves right to accept or reject any bid and to annul the bidding process and reject all bids at any time prior to award of Contract, without thereby incurring any liability to the affected bidder(s) or any obligation to inform the affected bidder(s) reason for WBSEDCL's action.
 - IB.23.2.** WBSEDCL reserves right to disqualify any bidder during the tendering process in case any adverse remark related to data compromise/fraud comes into notice of WBSEDCL by any means where the bidder is directly or indirectly involved.
- IB.24. Disqualification of Vendors:** Adverse report/remark against any order from any office under WBSEDCL may disqualify the candidature of the vendor at any point of time during processing of the tender.
- IB.25. Mandatory Condition:** All clauses mentioned under IB 11.2 shall mandatorily be complied by intending bidders for qualification.
- IB.26. Legal Jurisdiction:** The necessary judicial affairs and/or Court Case will be exclusively within the jurisdiction of Calcutta High Court only.
- IB.27. Communication:** Successful vendor, for communicating with WBSEDCL, for this job may use following modes. Email- itcell@wbasedcl.in
- IB.28. Representatives of Successful Bidder:**

- IB.28.1.** Successful bidder should nominate one person exclusively for this project from commencement to completion as a Nodal Officer with whom WBSEDCL will contact on all matters related to this order.
- IB.28.2.** The vendor shall specifically furnish to WBSEDCL, the name, designation, Telephone no. including mobile no., email address of such person.
- IB.28.3.** Alongside, successful bidder shall also share one Escalation Matrix containing name, designation, mobile number and email id for designated persons at each level.
- IB.28.4.** Successful bidder shall arrange to depute Onsite Support as detailed/ mentioned in the NIT. Moreover, support personnel engaged in this project shall be an employee in direct payroll of the bidder.
- IB.28.5.** Successful bidder shall provide complete Support during the contract period on all days.

IB.29. Time Schedule: The entire activity as per scope of work shall start after issue of LOA. Date of issue of LOA or any date jointly agreed by WBSEDCL and the selected vendor shall be considered as zero date.

Section: 2

General Terms & Conditions (GTC)

GTC.1. General Terms:

- GTC.1.1.** WBSEDCL reserves right to review bidder's capability and capacity to perform the work before awarding Contract, without assigning any reason whatsoever.
- GTC.1.2.** The bidder has to furnish all the information as required regarding their offer.
- GTC.1.3.** Quotation from any sub-vendor will not be entertained.
- GTC.1.4.** Any form of consortium/ Joint ventures will not be allowed.
- GTC.1.5.** The bidder shall satisfy WBSEDCL with his ability to perform the work mentioned in the NIT.
- GTC.1.6.** All correspondence, documents and Bid, exchanged between the Bidder and WBSEDCL shall be written in English language. Failure to comply with this request may disqualify a bidder.
- GTC.1.7.** WBSEDCL reserves right to cancel the tender during its processing without showing any reason whatsoever.
- GTC.1.8.** Decision of WBSEDCL on all matters will be final & binding on the bidders.
- GTC.1.9.** The Bidder Must have an office establishment in Kolkata, West Bengal or agree to establish office in Kolkata within 3 months if selected.

GTC.2. Statutory Obligations:

Statutory obligations as per law of the land should be complied by the bidder. Employees Compensation Act 1923, the Contract Labour (Regulation & Abolition) Act 1970, Employees Provident Funds and Miscellaneous Provisions Act 1952, Employees' State Insurance Act 1948, Payment of Wages Act 1936 etc. and rules made there under for every act, have to be dealt by the vendor as per relevant act and financial obligation/s arising out of statutory obligations will be entirely on vendor's account and WBSEDCL will not be responsible on this score for any reason whatsoever.

GTC.3. Risk Purchase / Performance

Completion time (from LoA date) stipulated shall be deemed to be the essence of the contract and if the contractor fails to provide the services within the completion time , the purchaser (WBSEDCL) shall be entitled to purchase such consignment and if not available the best and nearest available substitute elsewhere on the account and at the risk of the Vendor or to cancel the contract and the Vendor shall be liable to compensate for any loss or damage which the purchaser (WBSEDCL) may sustain by reason of such failure on the part of the supplier. Recovery will be made from the outstanding bills and/or through encashment of any Bank guarantee of the Vendor lying/ to be lying with WBSEDCL.

GTC.4. Limitation of liability

- GTC.4.1.** Neither Party shall be liable to the other Party for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the bidder to pay liquidated damages to WBSEDCL, and
- GTC.4.2.** Except in cases of gross negligence or willful misconduct, the aggregate liability of Bidder to WBSEDCL, whether under the Order, in tort, or otherwise, shall not exceed the amount specified in the Contract Price. Provided that this limitation shall not apply to the cost of repairing or replacing defective equipment/solutions with respect to patent infringement.

GTC.5. Contract Period:

GTC.5.1. Initial contract will remain valid from Zero Date or the LOA date of the contract /or any date mutually agreed by WBSEDCL and the selected bidder and will remain valid for a period of 5 years from the acceptance date of the system . contract will remain valid for the entire period mentioned.

GTC.6. Price:

GTC.6.1. Quoted unit rate will remain firm throughout the period of contract. Incomplete or partial quotation will not be accepted and such will be liable to be rejected.

GTC.6.2. GST or its substitute tax as per the existing law or substituted law will be payable on over or above the quoted rate as applicable as per the rules prevailing in India.

GTC.6.3. Price evaluation will be made on total price as submitted by the bidder in the BOQ (as per Annexure-VI format)

GTC.7. Taxes, Duties and other levies:

GTC.7.1. Bidder will be solely responsible for taxes that may be levied on the vendor's persons or on earning of any of his employees and shall hold the employer indemnified and harmless against any claims that may be made against the employer. WBSEDCL shall not take any responsibility whatsoever regarding taxes under Income Tax Act, for the Vendor or his personnel.

GTC.7.2. GST or its substitute tax as per the existing law or substituted law will be payable on over or above the quoted rate as applicable as per the rules prevailing in India.

GTC.8. Cancellation/Termination of Contract

GTC.8.1. WBSEDCL shall have the right to repudiate the contract if the work is not being performed as per satisfaction of WBSEDCL. The following causes may also lead to cancellation of LOA.

- Non-acceptance of LOA as per "Acceptance of LoA" clause.
- Non-submission of Performance BG within time mentioned.
- If failed to perform the entire work as per SOW.
- If failed to maintain the SLA as per Annexure V.
- In each of above cases 15 days' termination notice shall be issued prior to termination of LOA.
- If conflict of interest found
- If NDA not agreed and signed by the bidder.

GTC.8.2. WBSEDCL reserves right to terminate the contract either in part or whole due to reasons of non-compliance of stipulated activities for different clauses under this contract or any other reason felt appropriate by controlling officer of this project. In such an event, WBSEDCL will give 15 (fifteen) days' notice period in writing to the vendor of his decision to do so.

GTC.8.3. WBSEDCL reserves right to disqualify any bidder during the contract period in case any adverse remark related to data compromise/fraud comes into notice of WBSEDCL by any means where the bidder is directly or indirectly involved

GTC.9. Performance Bank Guarantee:

GTC.9.1. As Contract Guarantee, successful bidder shall furnish a Performance Guarantee in the form of unconditioned & irrevocable Bank Guarantee amounting to 10% of the total awarded contract price from any Scheduled Bank of RBI as per enclosed proforma (Annexure-VIII) to guarantee faithful execution of the order in accordance with the terms and conditions stipulated in the order. BG shall be issued under SFMS Platform. WBSEDCL Bank Details for preparation of PBG:

Beneficiary Name: West Bengal State Electricity Distribution Company Limited (WBSSEDCL)

Bank: Punjab National Bank

Branch: MAYUKH BHAVAN BBRANCH

A/C No: 1096202100000241

IFSC code: PUNB0109620

GTC.9.2. Performance Guarantee shall cover the contract period for satisfactory performance. For any failure towards satisfactory performance on the part of the vendor, Bank Guarantee will be liable for encashment and forfeiture.

GTC.9.3. Performance Guarantee furnished in any other form will not be accepted.

GTC.9.4. Performance Guarantee will not carry any interest.

GTC.9.5. The above Performance Guarantee shall be submitted within 30 (thirty) days from the date of issue of LoA and remain valid up to ninety (90) days beyond the contract period. Claim period of the bank guarantee shall be 180 days beyond validity date.

GTC.9.6. In case the contract is renewed, the successful bidder shall extend the validity of the Performance Bank Guarantee for a further period of ninety (90) days beyond the renewed contract Period. Accordingly, claim period shall be extended to 180 days from new validity date.

GTC.10. Additional Performance Bank Guarantee:

GTC.10.1. (i) An additional performance security equal to 10% of the order value of the bid of the items having variation of (-) 20% to (-) 50% of the estimated rate should be furnished in the prescribed format within a period of 30 days from the date of issuing of purchase order.

(ii) Additional performance security equal to 20% of the ordered value of bid of the item having variation over (-) 50% to (-) 80% of the estimated rate should be furnished in the prescribed format within a period of 30 days from the date of issuing of purchase order.

GTC.10.2. The additional performance guarantee shall be submitted in the form of a Bank Guarantee from any scheduled bank of RBI as per the format enclosed in Annexure IX. BG shall be issued under SFMS Platform. WBSSEDCL Bank Details for preparation of BG:

Beneficiary Name: West Bengal State Electricity Distribution Company Limited (WBSSEDCL)

Bank: Punjab National Bank

Branch: MAYUKH BHAVAN BBRANCH

A/C No: 1096202100000241

IFSC code: PUNB0109620

GTC.10.3. The additional performance guarantee shall cover the contract period for satisfactory performance. For any failure towards satisfactory performance on the part of the vendor, Bank Guarantee will be liable for encashment and forfeiture.

GTC.10.4. Additional performance guarantee submitted in any other form will not be acceptable.

GTC.10.5. Additional performance guarantee will not carry any interest.

GTC.10.6. Additional performance guarantee shall be submitted within 45 (forty-five) days from date of issue of LoA. It shall remain valid up to ninety (90) days beyond the contract period. Claim period of the bank guarantee shall be 180 days beyond validity date.

GTC.10.7. In case the contract is renewed, the successful bidder shall extend the validity of the additional performance guarantee for a further period of ninety (90) days beyond the renewed contract Period. Accordingly, claim period shall be extended to 180 days from new validity date.

GTC.10.8. WBSEDCL will intimate successful bidder(s) regarding submission of additional performance guarantee after completion of financial evaluation process of the tender.

GTC.10.9. The PBG/ additional PBG shall be submitted to:

The Chief Engineer, IT&C Cell, 3rd Floor, 'D' Block, Bidyut Bhavan, WBSEDCL.

GTC.11. Force Majeure: The successful bidder will not be liable if prevented from carrying out obligations under the orders by reasons of war, invasion, foreign hostilities, war declared, riot, civil commotion, mutiny, fire, Govt. orders and/or restrictions or any other cause beyond the reasonable control of the bidder. However, such force-majeure circumstances should be intimated immediately and established subsequently with appropriate documents/proofs to the entire satisfaction of WBSEDCL. WBSEDCL will not take any additional liability towards enhanced taxes, duties and price variation due to force majeure condition.

GTC.12. NDA & third part access security policy

Agreement for third party access security policy of WBSEDCL as per Annexure-XI shall be properly filled-in, signed and submitted. Signed Annexure-XII for Non-Disclosure Agreement (NDA) shall be submitted.

Additionally, the successful bidder needs to sign Non-Disclosure Agreement (NDA) as per Annexure-XII with WBSEDCL before commencement of the work.

GTC.13. Terms of payment:

GTC.13.1. No Advance payment will be made .

GTC.13.2. Payment shall be made in Indian Rupee only.

GTC.13.3. 100% of the material (Hardware/Software) along with 100% tax component will be paid after successful supply delivery installation testing and acceptance of BMS system by WBSEDCL, on submission of documentary evidence for proof of purchase of service from OEM for respective period. Support charges shall be paid yearly basis and i.e. in the end of each support year. During payment of each year, the MIS/other reports shall be submitted by the bidder for the calculation of SLA/LD and accordingly, LD/SLA shall be deducted. LD/SLA, may also be adjusted from the PBG lying with WBSEDCL.

GTC.13.4. All payments will be made after deducting LD/penalties if any, based on the SLA and other MIS reports.

GTC.13.5. The bills should be submitted to the office of the Chief Engineer, IT&C Cell, 3rd Floor, Block-D, Bidyut Bhavan, Salt Lake City, Kolkata - 700091. in triplicate.

GTC.13.6. All the Bills in triplicate along with the documents as mentioned or as desired by the WBSEDCL Authorities shall be submitted to the IT & C Cell.

GTC.14. Liquidated Damage (LD) and Service Level Agreement (SLA):

GTC.14.1. Delay in implementation of Project: If the vendor fails to complete the work within the completion time as stated in the Clause of "Project Timeline", a L.D. (Liquidated Damage) @0.143% of the delivered/installation value for devices/solutions of the particular milestone offered beyond the stipulated timeline for each day of delay, subject to a maximum of 10% of the total contract value shall be imposed on the vendor.

GTC.14.2. The purpose of this SLA is to clearly define the levels of service to be provided by bidder to WBSEDCL for the entire service period of this contract until this SLA has been amended. The Detailed SLA parameters have been described in Annexure- V (SLA). SLA may be reviewed and revised according to the need of WBSEDCL. Bidder shall strictly provide service as defined in Scope of Work, in accordance with the other clauses of the tender document. **The bidder will be fully responsible to maintain the SLA strictly. To maintain the service as per the SoW, the bidder may require to engage additional resources than the minimum requirement without any extra/ additional cost to WBSEDCL.**

Service related calls will be logged by WBSEDCL officials or its authorized representative/selected bidder in WBSEDCL's Incident Management System or through email. Details of the calls also to be registered in the Incident Management System/email. Selected bidder must resolve the incidents in accordance to the SLA by managing and responding to the incidents in WBSEDCL's Incident Management system/or email.

In case the Supplier does not meet the service levels as mentioned in the SLA, WBSEDCL may treat it as a case of breach of SLA. Upon unsatisfactory service, the following steps will be taken: -

- WBSEDCL may issues a show cause notice to the Bidder. Bidder should reply to the notice within three working days.
- If WBSEDCL authorities are not satisfied with the reply, WBSEDCL may initiate termination process as mentioned in the "Cancellation/ Termination of Order" Clause.

The recording of downtime shall commence at the time of registering the call/incident in Incident Management System/email. Downtime shall end when the problem is rectified/ incident is resolved. Down time will be calculated as per the resolution time and priority mentioned in the SLA. The report from Incident management tool/or email timings will be considered for SLA calculation.

In case of SLA/Penalty/LD imposed if any, the amount calculated shall be deducted/adjusted from any pending bills or from Performance Bank Guarantee of the bidder. In case of termination of LOA as per "Cancellation/ Termination of Order" clause, WBSEDCL will engage third party for the maintenance of items and related service. The difference in cost of work for engagement of third party will be deducted from outstanding bill /BG lying / to be lying with WBSEDCL.

GTC.15. Detail Address of Service Locations:

- Central Data Center, WBSEDCL, Behind DLF-1 Building, Beside 33/11 KV Sub Station, Street No:41, Action Area-1, Newtown, Rajarhat.

- Disaster Recovery Data Centre, Kalikapur Road, Opposite North Bengal State Transport Corporation Bus Stand, Gar Berhampore Murshidabad-742101.
- Successful bidder should establish a project management office at Kolkata for continuing the service from Kolkata within 1 months from the placement of LOA if already not available.

GTC.16. WBSedCL Personnel for Liaison:

GTC.16.1. Controlling Officer: CE(IT&C), IT & C Cell, WBSedCL.

GTC.16.2. Nodal Officer: Addl. Chief Engineer, IT & C Cell, WBSedCL

GTC.16.3. Supervising Officer of the work:

- ❖ In-Charge, Data Centre will Plan & supervise the overall work at DC, Rajarhat.
- ❖ In-Charge, Data Recovery Centre will Plan & supervise the overall work at Disaster Recovery Centre, Berhampore.

GTC.16.4. Paying Authority: Sr Manager(F&A)/Manager (F&A), IT&C Cell, WBSedCL.

SECTION: 3
Scope of Work [SW]

SOW.1. Project Timeline

Activity, completion time and milestone has been mentioned in the below table:

Particulars	Time of Completion	Payment milestone
Zero date	Date of Placement of LOA	
Project Completion	Within 8 weeks from Zero date	
System Acceptance	One-week observation of the system after successful completion	100% H/W and implementation cost
Warranty/Support Start Date	From system acceptance date	Yearly support charge at the end of each year from Warranty/Support Start Date
Warranty/Support End Date	05 calendar year from Warranty/Support Start Date	

SOW.2. The scope and extent of work broadly envisages under the tender is as following:

The scope of this NIT includes the supply, installation, integration, testing, and commissioning of the Building Management System (BMS) software, controllers, and all associated accessories. The contractor shall provide, install, configure, integrate, test, and commission all equipment required for the successful implementation and operation of the IBMS.

All equipment supplied shall be based on the latest available technology and shall comply with the specified technical requirements. The IBMS software shall be supplied with the latest stable and updated version capable of centrally monitoring and managing the entire system. The software shall support alarm generation and event management at the automation level, enabling real-time monitoring of various sub-systems and prompt notification of abnormal conditions.

The system shall facilitate centralized management of all connected peripherals and assets, ensuring high availability and uninterrupted operation on a 24x7 basis. It shall be capable of automated monitoring and control of integrated infrastructure components, with appropriate alarm generation and notification mechanisms in the event of faults or operational anomalies.

The proposed IBMS shall integrate all existing infrastructure as well as newly installed equipment and assets deployed under various projects into a single, unified monitoring and management platform. The contractor shall be responsible for carrying out all activities necessary for successful implementation, integration, testing, commissioning, and operational readiness of the complete IBMS solution.

1. IBMS Solution:

- 1.1. Supply & Installation of latest enterprise IBMS software.
- 1.2. Centralized command and control dashboard.
- 1.3. Real time monitoring of all integrated subsystems.
- 1.4. Alarm management escalation and notification system.
- 1.5. Data logging, trend analysis and reporting.
- 1.6. User role-based access and audit logs.
- 1.7. Scalability for future expansion.

2. IBMS Hardware & Controllers:

- 2.1. Supply and installation of:
 - 2.1.1. New BMS Controllers
 - 2.1.2. IO Modules.
 - 2.1.3. Communication gateways.

- 2.1.4. Interface Panels.
- 2.2. Controllers to support BACnet/IP, Modbus TCP and open protocols.
- 2.3. Controllers and power supplies for critical systems.
- 2.4. Replacement of all obsolete and unsupported hardware (if any).
- 2.5. Provision for integration of additional devices in future.

3. Precision AC, DG, UPS and other Integration:

- 3.1. Integration of Precision AC's, UPS systems, DG , power distribution Panels and other relevant equipment.
- 3.2. Monitoring of Status, alarms, temperatures and load of the system along with the monitoring of energy usage where applicable.
- 3.3. Control logic for auto start/ stop & alarm-based actions.

SOW.3. Comprehensive Annual Maintenance and Support Requirements

- 1) A single point of contact (SPOC) must be deployed for managing the issues for any communication from WBSedCL end. The concern SPOC person must be one step higher from the deputed key expert.
- 2) The successful bidder shall provide Comprehensive Annual Maintenance and Support Services for all hardware, software, firmware, controllers, and associated components supplied and installed under this contract for a period of five (5) years from the date of successful commissioning and acceptance.
- 3) Prior to commencement of implementation, the bidder shall carry out a detailed site survey at the Data Centre (DC) and Disaster Recovery Centre (DRC) and submit a detailed engineering design for approval.
- 4) The entire deployment, integration, testing, and commissioning activities shall be carried out in a manner that does not adversely affect ongoing Data Centre operations. Any service interruption shall be kept to the absolute minimum and shall be undertaken only with prior approval of WBSedCL.
- 5) The bidder shall submit a detailed cutover and migration plan, including risk assessment, mitigation measures, and rollback procedures, before undertaking any activity that may impact production services.
- 6) The maintenance services shall be aimed at ensuring continuous, reliable, and efficient operation of all equipment, software, and associated systems installed under the contract.
- 7) Comprehensive Maintenance and Administration shall include:
 - A) Preventive maintenance;
 - B) Corrective maintenance;
 - C) Breakdown maintenance;
 - D) Fault diagnosis and resolution;
 - E) Software and firmware maintenance;
 - F) Performance monitoring and optimization; and
 - G) Any other activities necessary to maintain the system in fully operational condition.
- 8) All software, firmware, licenses, updates, and related components supplied under the contract shall remain within the scope of Comprehensive Annual Maintenance. The contractor shall ensure the availability of professionally qualified personnel for providing on-site and remote support throughout the contract period.
- 9) The contractor shall carry out at least one preventive maintenance visit every quarter for each installed equipment/system and shall submit preventive maintenance reports to WBSedCL.
- 10) The contractor shall provide remote support services for fault logging, troubleshooting, configuration assistance, and resolution of minor issues through telephonic mechanisms. Wherever remote resolution is not feasible, on-site support shall be provided. For critical faults,

the contractor shall ensure restoration of service within four (4) hours as per the applicable SLA.

- 11) All equipment and components shall be maintained on-site. In exceptional circumstances, where equipment is required to be taken to the contractor's workshop for repair, prior approval of WBSedCL shall be obtained. In such cases, the contractor shall provide equivalent standby equipment/components of similar or higher specifications at no additional cost until the original equipment is restored and reinstalled.
- 12) Any equipment, component, software, firmware, or part thereof found defective or developing faults during the maintenance period shall be repaired or replaced by the contractor at its own cost in accordance with the SLA. All necessary logistics, manpower, transportation, and associated arrangements shall be the responsibility of the contractor. Replaced defective components may be retained by the contractor after removal of any WBSedCL data, wherever applicable.
- 13) In the event that any equipment, software, subsystem, or component experiences repeated failures exceeding five (5) occurrences within any continuous twelve-month period, the contractor shall replace the same with a new and equivalent or higher-specification item at no additional cost. Failure to do so shall entitle WBSedCL to arrange replacement independently and recover the associated costs from payments due, security deposit, performance security, or any other amounts payable to the contractor.
- 14) During the entire contract period, the contractor shall provide all available software updates, patches, firmware upgrades, security fixes, and version upgrades free of cost. No additional payment shall be made by WBSedCL for such upgrades.
- 15) The bidder shall ensure that all supplied hardware and software remain fully supported and non-obsolete throughout the contract period. In the event that any supplied item becomes End-of-Life (EOL), End-of-Support (EOS), obsolete, or unsupported by the OEM during the contract period, the contractor shall replace or upgrade the same with an equivalent or higher model/version at no additional cost to WBSedCL.

SOW.4. Project Deliverables, Documentation and Training

The successful bidder shall provide all necessary documentation, reports, manuals, and training required for successful implementation, operation, administration, and maintenance of the proposed solution. The following deliverables shall be submitted to WBSedCL during the course of the project:

A. Project Deliverables

1. **AS-IS Assessment Report**
 - Detailed assessment of the existing infrastructure, systems, and operational environment.
2. **TO-BE Solution Design Document**
 - Proposed architecture and solution design covering all components of the project.
 - High Level Design (HLD) document.
 - Low Level Design (LLD) document.
3. **Project Implementation Report**
 - Detailed implementation report covering installation, configuration, integration, testing, commissioning, and deployment activities.
 - Complete configuration details, system parameters, network diagrams, IP schemes, and relevant operational settings.
4. **Product Documentation**
 - OEM product catalogues, brochures, datasheets, and technical specifications of all supplied hardware and software components including product key and necessary license documents.
5. **Operations and Maintenance Documentation**
 - System Administration Manual.
 - Operations Manual.
 - Preventive Maintenance Procedures.

- Troubleshooting Guide.
- System Maintenance Manual.
- Backup and Recovery Procedures.

6. Service and Support Reports

- Periodic service reports.
- Preventive maintenance reports.
- Incident and fault resolution reports.
- SLA compliance and performance reports.

B. Training and Knowledge Transfer

The Contractor shall conduct comprehensive on-site training and knowledge transfer sessions for a group of 4 to 5 nominated WBSEDCL personnel. The training shall include hands-on demonstrations and relevant training materials in both soft and hard copy formats.

The training program shall cover, but not be limited to, the following topics:

- Overview and architecture of the deployed solution.
- Basics of the supplied hardware, controllers, peripherals, and software components.
- Operation and administration of the installed system.
- Monitoring, event handling, and alarm management.
- Understanding fault alarms, root-cause identification, and corrective actions.
- Preventive maintenance procedures.
- Elementary troubleshooting techniques.
- Service request and support management processes.
- Backup, restoration, and recovery procedures.
- Security best practices and Operational Do's and Don'ts.

The training shall be completed before final acceptance of the project, and all training materials, user guides, manuals, and presentation documents shall be handed over to WBSEDCL as part of the project deliverables.

SOW.5. Compliance:

SL	Requirement	Compliance (Yes/No)	Remark (If any)
1	Building Management Seamless integrating all utilities.		
2	BMS Software Platform requirements- Graphical interface software based on latest MS Windows 11. The software shall be open system architecture type, which facilitates interoperability with other system with complete control and monitoring functions. Software shall be capable of working in a LAN / WEB environment with concurrent client license for min 2 users. Software shall be able to notify critical alarms via SMS & e-mails. Software shall be capable to draw different trends for energy meter (All soft parameters) and temperature/RH for instantaneous, hourly, daily, and monthly and annually through the available field devices. Software shall be capable of generating reports in xml, PDF, excel format & shall be capable to configure a printer & shall support direct printing of reports from software.		

3	DDC / Controller Requirements- Direct Digital Controllers: BACnet/IP Fully programmable Direct Digital Control (DDC) unit, supporting 16 universal inputs/outputs, analog and digital signal processing, BACnet/IP and Modbus communication, real-time control of HVAC, lighting, and energy systems, onboard logic and scheduling, remote monitoring capability, secure access control, and compliant with BIS, IEC, and relevant building automation standards."		
4	Sensors / Field Devices- Inside Temperature + RH sensors for Server Room		
5	Utility Monitoring / Integrations (MODBUS/BACnet/RS485) --- Integrator for Precision AC Units for Server Room on MODBUS RTU protocol. Integration for UPS on MODBUS RTU protocol. Integrator for Energy Meter/ DG Sets on MODBUS RTU Protocol		

NB : To be provided with the bid proposal.

Enclosure:

- 1) Annexure-I -----Bid proposal
- 2) Annexure-II -----Mandatory condition
- 3) Annexure-IIA-----Bid details
- 4) Annexure-IIB-----Financial details
- 5) Annexure-IIC-----STATEMENT OF ORDERS EXECUTED DURING LAST THREE FINANCIAL YEARS
- 6) ANNEXURE-III-----MAF
- 7) ANNEXURE-IV-----Statement of Deviation from terms and condition of Bid documents
- 8) Annexure-V-----SLA
- 9) ANNEXURE-VI-----Unpriced BOQ
- 10) Annexure-VII-----Proforma of bank guarantee (EMD)
- 11) Annexure-VIII-----PBG of contract performance
- 12) Annexure-IX-----Additional PBG
- 13) Annexure-X-----Declaration
- 14) ANNEXURE-XI-----Agreement for Third Party Access Security Policy of WBSEDCL
- 15) ANNEXURE-XII-----NON-DISCLOSURE AGREEMENT
- 16) ANNEXURE-XIII-----Annexure List Submission Status
- 17) ANNEXURE-XIV-----Contract Agreement
- 18) ANNEXURE-XV-----Escalation Matrix
- 19) ANNEXURE-XVI-----Bid Query Format
- 20) ANNEXURE-XVII---
- 21) ANNEXURE-XVIII- Declaration of Not being blacklisted
- 22) ANNEXURE-XIX- Declaration regarding no litigation against WBSEDCL

gana
22/06/26

Chief Engineer, IT & C Cell
WBSEDCL

ANNEXURE-I
West Bengal State Electricity Distribution Company Limited
Tender Notice No: WBSSEDCL/ IT & C /33.10(i)/270 dated 22.06.2026

BID PROPOSAL

From

Bidder's Name and Address :

Contact person :

Designation :

Telephone No (Land Line & mobile) :

Fax :

Tender Reference :

To

The Chief Engineer, IT & C Cell

West Bengal State Electricity Distribution Company Limited

3rd Floor, Block 'D', Vidyut Bhavan

Bidhannagar, Kolkata- 700 091

Sub: Design, Supply, Installation, Testing, Commissioning, Integration, and Migration of the Building Management System (BMS) Application and associated H/W, followed by Five-year Comprehensive Support for the Central Data Center (CDC), Rajarhat, and Disaster Recovery Center (DRC), Berhampore of WBSSEDCL.

Dear Sir,

We the undersigned bidder(s), having read and examined in details the specifications and other documents of the subject tender, do hereby propose to execute the contract as per specification set forth in your Bid-Documents. We have read and examined in details all the clauses mentioned in NIT including representative of the vendor, LD, PBG, Additional PBG, SoW, etc. and unconditionally agree with the same.

1 Prices & Validity:

1.1 The offer against tender will remain valid for a minimum period 180 (One hundred eighty) days from the next day of opening of the tender. We further declare that prices stated in our proposal are in accordance with your bidding and the quoted unit rates will remain firm throughout the period of the contract.

1.2 GST or its substitute tax as per the existing law or substituted law will be payable on over or above the quoted rate as applicable as per the rules prevailing in India.

2 Bid Guarantee:

We have enclosed a Bid Guarantee in the form of Bank Guarantee from drawn in favor of WBSSEDCL / paid through online mode for an amount of Rs.....

3 Deviations:

We declare that contract shall be executed strictly in accordance with the specifications mentioned in the NIT and without any deviations. Further, we agree that additional conditions, deviations, if any, found in the proposal documents, shall not be given effect to.

4 Contract Performance Guarantee and Additional Contract Performance Guarantee:

We further agree that if our proposal is accepted, we shall provide a Contract Performance Guarantee of value, equivalent to 10 (ten)% of the Contract Price as stipulated in Bid document in the form of Bank Guarantee in your favor and enter into a formal agreement with you within 30 (thirty) days from the date of placement of Letter of Award. Additionally, if applicable, we shall provide an additional Contract Performance Guarantee equivalent to 10 (ten)% or 20% (as applicable) of tendered amount as per terms and conditions stipulated in NIT.

Dated.....this.....day of.....2026

Thanking you, we remain,

Yours faithfully,

Date _____

Place _____

(Signature) _____

(Printed Name) _____

(Designation) _____

(Common Seal) _____

Business Address:

Name & Address of Authorized Signatory:

ANNEXURE-II
West Bengal State Electricity Distribution Company Limited
Tender Notice No: WBSSEDCL/ IT & C /33.10(i)/270 dated 22.06.2026

Mandatory Condition

(Instruction: It will be treated as reference for technical evaluation of bid. Incomplete or improperly submitted bid detail may lead to rejection of bid.)

Sl No.	Requisite Credential	Requisite Supporting document	Submitted Yes/No	Page No in technical Proposal
1	Minimum Average Annual Turn Over for last three consecutive financial years i.e. 2022-23, 2023-24, 2024-25, (OR Latest three consecutive financial years) must be at least 05 Crore INR	Provide the turnover in a separate sheet (as per Annexure-IIB) with Auditor's signature along with following supporting document duly attested i. Audited Balance Sheet for consecutive 3 years as mentioned. ii. PL Account for consecutive 3 years as mentioned. iii. Income Tax Return for consecutive 3 years as mentioned.		
2	Financial Capability to handle a single similar project of 30 Lakhs INR in last 3 years. Or Two similar projects having total project value of 15 Lakhs INR each in last 3 years. Or Three similar projects having total project value of 10 Lakhs INR each in last 3 years.	i) Statement of orders executed during last five financial years (Vide Form-IIC) i.e for financial years, 2022-23, 2023-24, 2024-25, (OR Latest three consecutive financial years) regarding IBMS implementation. ii) Work order/PO/LoA/Completion Certificate/Mail Confirmation mentioning order reference, value and completion/ongoing from Ordering Authority as supporting document regarding IBMS implementation.		
3	Bidder must Have Company Registration, Certificate of incorporation, PAN Card, GST certificate, Last two years GST return statement	(as per Annexure- IIA) duly attested with following supporting documents. i. Copy of PAN Card ii. GST certificate iii. Registration of the company iv. Certificate of incorporation v. Last two years GST return statement		
4	Net worth should be positive	CA Certificate & self-declaration		

Sl No.	Requisite Credential	Requisite Supporting document	Submitted Yes/No	Page No in technical Proposal
5	Bidder must have valid ISO 9001:2015, ISO 14001:2015 & ISO 27001:2022 certifications (or Latest certifications)	Relevant valid ISO 9001:2015 or latest, 27001:2022 or latest 14001:2015 or latest Certification as on bid submission date.		
6	Must have back to back agreement with the OEMs for entire contract period.	MAF/ OEM certification from OEM is required along with self-declaration of the bidder confirming the support for entire contract period. If the bidder is OEM then self-certification is required. MAF should be in the format of mentioned annexure-III		
7	The vendor shall maintain sufficient stock of spares parts in West Bengal/ Kolkata at his own cost for a total contract period.	Self-declaration.		
9	The Bidder must have office facility available in Kolkata, WB or bidder to establish an Office in Kolkata within one months after placement of LOA. The Bidder must have a Toll Free Numbers / contact nos. for service support.	i. Supporting Documents against Address of Kolkata Office or declaration should be given by the bidder to establish an office in Kolkata within one months from the placement of LOA. ii. Supporting Documents against Toll Free phone no/ contact no.		
	The bidder shall have a minimum of ten (10) technically qualified professionals on its direct payroll with relevant experience for IBMS in DC DRC, or SCADA Centre	Self declaration		
10	Must comply to the Conflict of Interest clause as mentioned in the tender.	Self-declaration		

N.B.: Each page of all the documents/copy of certificates should be submitted with attestation by the authorized signatory and with seal & date.

Signature of the bidder with Office Seal
Date-----

ANNEXURE-IIA

West Bengal State Electricity Distribution Company Limited
Tender Notice No: WBSEDCL/ IT & C /33.10(i)/270 dated 22.06.2026

Bid Details

(Instruction: It will be treated as reference for technical evaluation of bid. Incomplete or improperly submitted bid detail may lead to rejection of bid.)

Sl. No	Power of Attorney from Bidder		Page No in technical Proposal
1	Name of the Bidder (Company Name)		
2	Power of Attorney		
3	Person Issuing Power of Attorney		
4	Signing Authority/Person for this bid		

Sl. No	Correspondence Details (will be used for communications related to this NIT)		Page No in technical Proposal
1	Contact Person		
	Email Id		
	Mobile No		
2	Telephone No		
	Correspondence Address		
3	Address of Kolkata office with Telephone No		

Legal Details of the Company			
Sl. No	Document Name	Number	Page No in technical Proposal
1	Corporate Identification Number (CIN)		
2	PAN No		
3	GST Registration No		
4	PF Registration No		
5	Company Registration No		

ISO Certification					
Sl. No	Name of Certificate	Name of Issuing Authority	Issued on Date	Valid Up to Date	Page No
1	ISO 9001 :2015 or latest				
2	ISO 14001:2015 or latest				
3	ISO 27001:2022 or latest				

Sl. No	Payment Confirmation for EMD (Earnest Money Deposit)		Page No in technical Proposal
1	Payment Mode (NEFT/RTGS/E-Challan/Bank Guarantee)		
2	UTR No/ Challan No/BG Number		
3	Scanned Copy (Payment Receipt)		
4	BG Details (will be used confirmation of BG from Issuing bank) as per Annexure -VI		
	i. Scanned Copy of BG		
	ii. BG Number		
	iii. BG Issue Date		
	iv. Issuing Bank Name		
	v. IFSC of Issuing Bank		
	vi. Email Id of Contact Person from Issuing bank for Confirmation of BG		

Whether agreed to Following (YES/NO):		
Sl. No	Name of the Clause	Yes/No
1	Terms of Payment	
2	Earnest Money clause	
3	Risk purchase clause	
4	Liquidated damage/ SLA clause	
5	Conflict of interest clause	
6	Price should be firm	
7	Offer valid up to 180 days from the date of opening of Technical Part of the Tender	

Signature of the bidder with Office Seal

Date-----

ANNEXURE-IIB
West Bengal State Electricity Distribution Company Limited
Tender Notice No: WBSSEDCL/ IT & C /33.10(i)/270 dated 22.06.2026

Financial Details

(Instruction: It will be treated as reference for technical evaluation of bid. Incomplete or improperly submitted bid detail may lead to rejection of bid.)

Financial Statements - Balance Sheet			
Sl. No	Fiscal Year	Net Worth (in Lakh INR)	Page No in technical Proposal
1	2024-25		
2	2023-24		
3	2022-23		

Financial Statements - Profit & Loss Statement			
Sl. No	Fiscal Year	Profit & Loss Statement Submission Status (Yes/No)	Page No in technical Proposal
1	2024-25		
2	2023-24		
3	2022-23		

CA Certificate for Net Worth			
Sl. No	Fiscal Year	Net Worth (in Lakh INR)	Page No in technical Proposal
1	2024-25		
2	2023-24		
3	2022-23		

CA Certificate for Liquid Asset			
Sl. No	Fiscal Year	Liquid Asset (in Lakh INR)	Page No in technical Proposal
1	2024-25		
2	2023-24		
3	2022-23		

Income Tax Return			
Sl. No	Fiscal Year / Assessment Year	Submission Status (Yes/No)	Page No in technical Proposal
1	2024-25/2025-26		
2	2023-24/2024-25		
3	2022-23/2023-24		

S I. N o .	Certificate regarding Summary Statement of Yearly Turnover		Remarks
	Financial Year	Turnover rounded up to two digits after decimal (Rs. In Lakh)	
1	2024-25		
2	2023-24		
3	2022-23		
Total			
Average Turnover			

1. Average turnover is to be expressed in lakh of rupees, rounded up to two digits after decimal.
2. Average turnover for 3 years is to be obtained by dividing the total turnover by 3.0.

Signature of the bidder with Office Seal

Date-----

ANNEXURE-IIC
West Bengal State Electricity Distribution Company Limited
Tender Notice No: WBSEDCL/ IT & C /33.10(i)/270 dated 22.06.2026

STATEMENT OF ORDERS EXECUTED DURING LAST THREE FINANCIAL YEARS
(Instruction: It will be treated as reference for technical evaluation of bid. Incomplete or improperly submitted bid detail may lead to rejection of bid.)

Work Experience Details (Only relevant orders are to be listed)						
Sl. No	Duration in Year	Work Description	Order No with Date & Page No in technical Proposal	Name of Ordering Authority details & Details of Assignment	Order Value in INR.	Scanned Copy of Scanned Copy of LoA/ PO/ Successful Completion of the Order / Project Ongoing Certificate/ Confirmation Mail from order issuing authority submitted (YES/NO)
1	{e.g., Jan.2023-Apr.2024}		{e.g., LOA/PO No.}		{e.g., INR}	
2						
3						

NB: Scanned Copy of LoA/ PO/ Successful Completion of the Order / Project Ongoing Certificate/ Confirmation Mail from order issuing authority needs to be attached for each of the above order.

Signature of the bidder with Office Seal

Date-----

ANNEXURE-III
West Bengal State Electricity Distribution Company Limited
Tender Notice No: WBSEDCL/ IT & C /33.10(i)/270 dated 22.06.2026
Annexure-III
Manufacture's Authorization Form (MAF)

Date: _____

Tender Reference No. & Tender ID. _____

Dear Sir,

We _____ (OEM) who are established and reputed manufacturers of _____ (Equipment) having Factories at _____ and _____ confirms that, M/s. _____ (Name and address of Bidder herein after called as partner) wishes to participate the Bid or Project stated above and enter into agreement for the purchase and resale of _____ (OEM) Products and, Service. The Partner is entitled and authorized to the following.

- (a) Resale, and/or distribute _____ (OEM) products and/or services in India to end users within that Territory.
- (b) Bid, negotiate and conclude a contract with _____ for the above products/services manufactured or supplied by _____ (OEM). _____ (OEM) will, within the scope of its agreement with its authorized channels, provide product warranty services and technical support for _____ (OEM) products obtained through its authorized channels for a defect liability period mentioned in the Tender document referred above, from the date of installation at _____ (Work-site name). _____ (OEM) certify that, the equipment being sold would not be declared End of Sale (EoS) within defect liability period and that _____ (OEM) shall supply suitable substitute in case EoS of equipment. Also _____ (OEM) certifies that the products being sold would be covered under Warranty/Technical Support and technical support will be available for defect liability period from the date of installation at _____ (Work-site name). If you need any additional information, please contact Mr./Ms. _____ at _____ (Mobile No.) of _____ (E-mail ID).

Yours faithfully,

Name of the person:
For and on behalf of M/s.

Designation:
Contract Details:
Date:
Place:
(Name of Original Equipment Manufacture- OM) (Seal of OEM)

ANNEXURE-IV

West Bengal State Electricity Distribution Company Limited
Tender Notice No: WBSEDCL/ IT & C /33.10(i)/270 dated 22.06.2026

Statement of Deviation from Terms and Conditions of Bid Document

To,

The Chief Engineer, IT Cell
West Bengal State Electricity Distribution Company Limited
3rd FLOOR, 'C' & 'D'- BLOCK, Vidyut Bhavan
DJ Block, Sector - II, Salt Lake, Bidhannagar, Kolkata- 700 091.

Reference: NIET NoDated..... Sir,

There are no deviations (null deviations) from the terms and conditions of the Bid document. All the terms and conditions and all other clauses of the Bid document are acceptable to us.

Signature:

Name:

Designation:

Date:

ANNEXURE-V
West Bengal State Electricity Distribution Company Limited
Tender Notice No: WBSEDCL/ IT & C /33.10(i)/270 dated 22.06.2026
Service Level Agreement

The purpose of this SLA is to clearly define the levels of service to be provided by bidder to WBSEDCL for the duration of this contract or until this SLA has been amended.

The SLA parameters are given in SLA table mentioned hereunder: -

SLA TABLE

Sl. No.	Process/ Incident Description	Effect on the system/ Impact	Clock Type	Priority details		Liquidated Damage/ Penalty
				Priority	Business working hours/days proposed	
1	Problem in BMS Application/HW/ controller of DC & DRC	High Impact,	24X 7 Clock	P1	4 hours	0.5% of the Yearly support charge (please refer BOQ) for every hour beyond stipulated time (4 hours) or part thereof of delay until resolved subject to a maximum of 10% support charges of one year.
NB : The LD will be calculated by considering all the incident occurred in a quarter. Maximum aggregated value of LD will not exceed 10% of the Yearly support charges of one year..						

- Bidder shall provide service as defined in Scope of Work, in accordance with the other clauses of the tender document.
- Validity of SLA**:-This SLA shall be valid for entire period of contract (5 years) or until it will be amended. SLA may be reviewed and revised according to the need of WBSEDCL.
- The SLA will be measured on Quarterly basis.
- Service related calls will be logged by WBSEDCL officials/ selected bidder in CA Helpdesk/ E-mail. Details of the calls to be registered in the CA Helpdesk/ E mail.
- Downtime Calculation**: The recording of downtime shall commence at the time of registering the call in CA helpdesk/ Incident Management tool/ Availability report from ITSM tool /MIS reports / or Via E-mail for any downtime situation for the equipment. Downtime shall end when the problem is rectified. Down time will not be considered for Pre-scheduled preventive maintenance and health checks (Scheduled Downtime).

Exclusions: - Bidder will be exempted from any delays or slippages on SLA parameters due to any reason from WBSEDCL's side. Any such delays will be notified immediately to WBSEDCL.

We hereby confirm our acceptance of all terms and conditions of the above SLA.

(SIGNATURE OF THE TENDERER WITH OFFICE SEAL)

Dated-----

ANNEXURE-VI
West Bengal State Electricity Distribution Company Limited
Tender Notice No: WBSEDCL/ IT & C /33.10(i)/270 dated 22.06.2026
BOQ Format

Unpriced BoQ

SL No	DESCRIPTION	UNIT	QTY
	Building Management System		
1	Proposed Integrated Software for BMS (Graphic Software) - (Both for DC and DRC)	Set	2
	Third Party Integration.		
2	Integrator for PAC for Server room/power Room on MODBUS RTU PROTOCOL, Integrator for UPS on MODBUS RTU PROTOCOL, Integrator for ENEGEY METERS/DG Set on MODBUS RTU PROTOCOL (Both for DC and DRC)	Set	2
	Direct Digital Controllers: BACnet/IP		
3	DDC with Networkable 32 Bit DDC Controllers with I/O points (Both for DC and DRC)	Set	2
4	Temperature and RH sensor for server and power room (Both for DC and DRC)	Nos	20
5	Cable and Conduit and other accessories (Both for DC and DRC)	LS	1
6	Installation, Testing, Commissioning, Integration, and Migration Charges	LS	1
7	CMAC/Support charges for 5 years (Both for DC and DRC)	LS	1

NOT TO BE QUOTED HERE

ANNEXURE-VII

West Bengal State Electricity Distribution Company Limited
Tender Notice No: WBSSEDCL/ IT & C /33.10(i)/270 dated 22.06.2026
PROFORMA OF BANK GUARANTEE FOR BID GUARANTEE (Earnest Money)

(To be stamped in accordance with Stamp Act)

Ref. No. :

Date:

To

The West Bengal State Electricity Distribution Company Limited

Vidyut Bhawan

DJ Block, Sector - II

Salt Lake, Kolkata - 700 091

Dear Sirs,

In accordance with your Notice Inviting Tender (NIT) under your Specification No. _____ M/s _____ having its Registered Head Office at _____ (hereinafter called the Bidder) wish to participate in the said Tender for _____.

As an irrevocable Bank Guarantee against Bid Guarantee for an amount of _____ is required to be submitted by the Bidder as a condition precedent for participation in the said Tender, which amount is liable to be forfeited on the happening of any contingencies mentioned in the Tender Documents.

We, the _____ Bank at _____ having our Head Office at _____ (Address of Bank) guarantee and undertake to pay immediately on demand by West Bengal State Electricity Distribution Company Limited the amount of _____ (in words and figures) without any reservation, protest, demur and recourse. Any such demand made by said Purchaser shall be conclusive and binding on us irrespective of any dispute of difference raised by the Bidder.

This Guarantee shall be irrevocable and shall remain valid up to **. If any further extension of this guarantee is required, the same shall be extended to such required period on receiving instructions from M/s _____ on whose behalf this Guarantee is issued.

All rights of West Bengal State Electricity Distribution Company Limited under this Guarantee shall be forfeited and the Bank shall be relieved and discharged from all liabilities there under unless WBSSEDCL enforce a claim under this Guarantee against the Bank within three months from the above mentioned expiry date of validity or, from that of the extended date.

In witness whereof the Bank, through its authorized Officer, has set its hand and stamp on this _____ day of _____ 2026 at _____.

WITNESS:

(Signature)

(Signature)

(Name)

(Name)

(Official address)

(Designation with Bank Stamp)

Attorney as per Power of

Attorney No. _____

Date _____

** This date should be initially for one hundred eighty (180) days and may be extended from time to time.

ANNEXURE-VIII

West Bengal State Electricity Distribution Company Limited
Tender Notice No: WBSEDCL/ IT & C /33.10(i)/270 dated 22.06.2026
Proforma for Bank Guarantee for Contract Performance
(To be stamped in accordance with Stamp Act)

Bank Guarantee No. _____
Ref No. _____

Date: _____

To
The West Bengal State Electricity Distribution Company Limited,
Vidyut Bhavan, Salt Lake,
DJ Block, Sector-II,
Kolkata -700 091 (India).

Dear Sir,

In consideration of West Bengal State Electricity Distribution Company Limited (hereinafter referred to as WBSEDCL) which expression shall unless repugnant to the context or meaning thereof include its successors, administrators and assigns having awarded to M/s _____ with its Registered/Head Office at _____ (hereinafter referred to as the 'Contractor') which expression shall unless repugnant to the context or meaning thereof, include its successors, administrators, executors and assigns, a Contract by issue of Order No. _____ dated _____ valued at _____ for _____ (Scope of Contract) and the Contractor having agreed to provide a Contract Performance Guarantee for the faithful performance of the entire Contract equipment to *-----(percent) of the value of the entire system vide Order No. _____ date _____ (reference of original order), against Contract to WBSEDCL.

We _____ (Name and Address) having its Head Office at _____ hereinafter referred to as the 'Bank') which expression shall, unless repugnant to the context or meaning thereof include its successors, administrators, executors and assigns do hereby guarantee and undertake to pay WBSEDCL, on demand any and all moneys payable by the Contractor to the extent of _____ as aforesaid at any time upto (day/month/year) without any demur, reservation, contest recourse or protest and or without any reference to the Contractor. Any such demand made by WBSEDCL on the Bank shall be conclusive and binding notwithstanding any difference between WBSEDCL and the Contractor or any dispute pending before any before any Court, Tribunal or any other Authority. The Bank undertakes not to revoke this guarantee during its currency without previous consent of WBSEDCL and further agrees that the guarantee herein contained shall continue to be enforceable till the WBSEDCL discharges this guarantee.

WBSEDCL shall have the fullest liberty without affecting in any way the liability of the Bank under this guarantee from time to time extend the time for performance of the Contract by the Contractor. WBSEDCL, shall have the fullest liberty, without affecting this guarantee to postpone from time to time the exercise of any powers vested in them or of any right which they might have against the Contractor and to exercise the same at any time and any manner, and either to enforce or to forbear to enforce any covenants, contained or implied in the Contract between WBSEDCL and the Contractor or any other course of remedy or security available to WBSEDCL. The Bank shall not be released of its obligations under this presents by any exercise by WBSEDCL of its liberty with reference to the matters aforesaid or any of them or by reason or any other acts of omission or commission on the part of WBSEDCL or any other indulgence shown by WBSEDCL or by any other matter or thing whatsoever which under the law would but for this provision have the effect of relieving the Bank.

The Bank also agrees that WBSEDCL at its option shall be entitled to enforce this guarantee against the Bank as a Principal debtor, in the first instance without proceeding against the Contractor and notwithstanding any security or other guarantee that WBSEDCL may have in relation to the contractor's liabilities.

This Guarantee shall be valid upto..... it comes into force with immediate effect and shall remain in force and valid for a period up to the time of completion of the work under the stated contract plus claim period of Six months for the Bank Guarantee.

Notwithstanding anything mentioned above our liability against this guarantee is restricted to Rs. (Rupees.) and unless a claim in writing is lodge if with us within the validity period i.e. upto..... of this guarantee all our liabilities under this guarantee shall cease to exist.

Dated this _____ day of _____ 2026 at _____

Witness:

(Signature)

(Name)

(Official address)

(Signature)

(Name)

(Designation with Bank Stamp)

Attorney as per Power of

Attorney No. _____
Date _____

ANNEXURE-IX
West Bengal State Electricity Distribution Company Limited
Tender Notice No: WBSSEDCL/ IT & C /33.10(i)/270 dated 22.06.2026
Format of Bank Guarantee for Additional Performance Security Deposit

To
The West Bengal State Electricity Distribution Company Limited,
Vidyut Bhavan, Salt Lake,
DJ Block, Sector-II,
Kolkata -700 091 (India).

WHEREAS..... (name and address of "the Contractor") Contractor) (hereafter called "the Contractor") has undertaken, in pursuance of Contract no. Dated..... to execute..... (name of Contract and brief description of Works (hereinafter called "the Contract").

AND WHEREAS it has been stipulated by you in the said Contract that the Contractor shall furnish you with a Bank Guarantee by a Scheduled Commercial Bank for the sum specified therein for 'ADDITIONAL PERFORMANCE SECURITY DEPOSIT' for compliance with his obligation in accordance with the Contract;

NOW WHEREAS we.....(indicate the name of the bank and branch) have agreed to give the Contractor such a Bank Guarantee.

NOW THEREFORE we..... (indicate the name of the bank & branch) hereby affirm that we are the Guarantor and responsible to you

on behalf of the Contractor, upto a total of Rs.(amount of guarantee)(in words). We undertake to pay you, upon your first written demand and without cavil of argument, a sum within the limits of.....(amount of guarantee) as aforesaid without your needing to prove or to show grounds or reasons for your demand for the sum specified therein.

We (indicate the name of the bank and branch) hereby waive the necessity of your demanding the said debt from the contractor before presenting us with the demand.

We..... (indicate the name of the bank and branch) further agree to pay to you any money so demanded notwithstanding any dispute or disputes raised by the contractor(s) in any suit or proceeding pending before any court or Tribunal.....the present absolute and unequivocal.

The payment so made by us under this bond shall be a valid discharge of our liability for payment there under and the contractor(s) shall have no claim against us for making such payment, We (indicate the name of the bank and branch) further agree that no change or addition to or other modification of the terms of the Contract or of the works to be performed there under or of any of the Contract documents which may be made between you and the Contractor shall in any way release us from any liability under this guarantee, and we hereby waive notice of any such change, addition or modification.

We..... (indicate the name of the bank and branch) lastly undertake not to revoke this guarantee except with the previous consent of you in writing.

This Guarantee shall be valid upto..... it comes into force with immediate effect and shall remain in force and valid for a period up to the time of completion of the work under the stated contract plus claim period of Six months for the Bank Guarantee. Notwithstanding anything mentioned above our liability against this guarantee is restricted to Rs. (Rupees.) and unless a claim in writing is lodge if with us within the validity period i.e. upto.....of this guarantee all our liabilities under this guarantee shall cease to exist.

Signed and sealed thisdayof 2026.....at

SIGNED, SEALED AND DELIVERED

by:

For and on behalf of the BANK

(Signature)

(Name)

(Designation),

(Code Number),

Address

NOTE (1) The bank guarantee should contain number of the officer(s) signing the guarantee.

The address, telephone number and other details of the Head Office of the Bank as well as of issuing Branch should be mentioned on the covering letter issuing Branch.

ANNEXURE-X
West Bengal State Electricity Distribution Company Limited
Tender Notice No: WBSEDCL/ IT & C /33.10(i)/270 dated 22.06.2026
Declarations

From

Bidder's Name and Address :

Contact person :

Designation :

Telephone No (Land Line & mobile) :

Fax :

Tender Reference :

To

The Chief Engineer, IT & C Cell
West Bengal State Electricity Distribution Company Limited
3rd Floor, Block 'D', Vidyut Bhavan
Bidhannagar
Kolkata- 700 091

Sub: Design, Supply, Installation, Testing, Commissioning, Integration, and Migration of the Building Management System (BMS) Application and associated H/W, followed by Five-year Comprehensive Support for the Central Data Center (CDC), Rajarhat, and Disaster Recovery Center (DRC), Berhampore of WBSEDCL..

Dear Sir,

We the undersigned Bidder (s), having read and examined in details the specifications and other documents of the subject tender, do hereby propose to execute the contract as per specification set forth in your bid-document. In this regard we solemnly declare and agree to following points: -

1. M/s ----- (Name of the bidder) has not been blacklisted or involved in any forgery/data leak from any Government or reputed private organization across India in last three years.
2. M/s ----- (Name of the bidder) has a valid ISO 27001:2022 for Information Security Management as on bid submission date.
3. All documents/information/Credentials submitted by Ms/----- (Name of the bidder) along with this bid are genuine, authentic, correct true and valid.
4. None of the Partners of our firm is relative of employee of ----- (Name of the Company).

5. If any information and document submitted is found to be false/ incorrect any time, WBSEDCL may cancel my bid and action as deemed fit may be taken against us, including termination of the contract, forfeiture of all dues including Earnest Money and banning / delisting of our firm and all partners of the firm etc.
6. We, M/s _____ declare that, will establish a project management office at Kolkata (if not available) for continuing the service from Kolkata within one months from the placement of LOA.

Non-compliance of any of the above, if comes in the notice of WBSEDCL, may invite imposition of penal measures (like black-listing, forfeiture of EMD BG or PBG, etc.) as deemed fit by WBSEDCL

Dated.....this.....day of.....2026

Thanking you, we remain,

Yours faithfully,

Date _____

Place _____

(Signature) _____

(Printed Name) _____

(Designation) _____

(Common Seal) _____

Business Address:

Name & Address of Authorized Signatory:

ANNEXURE-XI
West Bengal State Electricity Distribution Company Limited
Tender Notice No: WBSEDCL/ IT & C /33.10(i)/270 dated 22.06.2026
Agreement for Third Party Access Security Policy of WBSEDCL

Organization Name & Address:			Date:
First Name	Middle Name	Last Name	Department:
Designation:			
Third Party Access Security Policy			
- User shall access only the appropriate physical area of the premises and appropriate information resource. - Users shall not access any information resources of WBSEDCL, without prior authorization of the concerned officials of WBSEDCL. - User shall not carry any Personal storage media like USB, Hard drives, Mobile phones, DVD/CDs into secured zones like Data Centre, Disaster Recovery Centre, SCADA Centers, Smart Grid Control Centre, etc. - Users shall not access any information resources without the presence of WBSEDCL's authorized personnel. - Any passwords and access privileges given shall not be disclosed to anyone inside and outside WBSEDCL's physical and logical boundaries. - Users shall not engage in abusive or improper use of information resources, which includes, but is not limited to, misuse of resource/ privileges, tampering with resource and unauthorized removal of resource components. - User shall not conduct or permit "hacking" activities. User shall not run "packet sniffers". Users shall not distribute computer viruses, Trojan horses, worms, or any other malicious software.			
I hereby declare that I have understood the information security practices followed at WBSEDCL, and I shall adhere to the procedures.			
(Signature of the Bidder)			
Date: Name of the Bidder:			

ANNEXURE-XII
West Bengal State Electricity Distribution Company Limited
Tender Notice No: WBSEDCL/ IT & C /33.10(i)/270 dated 22.06.2026
NON-DISCLOSURE AGREEMENT

This Non-Disclosure Agreement ("Agreement") dated Date, Month, Year ("Effective Date") is entered
BETWEEN

WBSEDCL a company incorporated under the provisions of Companies Act, 1956 and having its principal place of business at thereafter referred to as " " which expression shall mean and include its executions, administrations, subsidiaries and assigns).

AND

M/s a company incorporated under the provisions of Companies Act, 2013/1956 and having its principal place of business at thereafter referred to as which expression shall mean and include its parent, affiliates subsidiaries and assigns) WBSEDCL and collectively referred as parties.

Purpose

WBSEDCL embarked on implementing information Security Management System (ISMS) which involves disclosure of application Landscapes of WBSEDCL which are presently hosted at Data Centre and Data Recovery Centre. Such information is sensitive and confidential in nature. To protect the said confidential information both the parties desire to sign this Non-Disclosure Agreement.

Disclosure of Confidential Information

Either party may disclose to the other party either orally or in any recorded medium, information comprising or relating to its/ or its subsidiaries or franchisees techniques; schematics; designs; contracts; financial information; ERP information; SAP Modules; client data; business affairs; operations; strategies; inventions; methodologies; technologies; employees; subcontractors; pricing; service proposals; methods of operations; procedures; products and / or services (Confidential Information). Confidential Information shall include all nonpublic information furnished, disclosed or transmitted regardless its source.

Confidentiality

Either party shall use the Confidential Information solely in furtherance of the actual potential business relationship between the parties. The parties shall not use the Confidential Information in any way that is directly or indirectly detrimental to the other party and shall not disclose the Confidential Information to any unauthorized third party.

Parties shall ensure that access to Confidential Information is granted only to those of its employees or agents ("Representatives") who have a demonstrated need to know such information in order to carry out the business purpose of this Agreement. Prior to disclosing any Confidential Information to such /Representatives, party shall inform them of the confidential nature of the information and their obligation to refrain from disclosure of the Confidential Information. Each party and its Representatives will take all reasonable measures to maintain the confidentiality of the Confidential Information, but in no. event less than the measures it uses for its own information of similar type. Parties and its Representatives shall not disclose to any person including, without limitation, any corporation, sovereign, partnership, limited liability company, entity or individual(i) the fact that any investigations, discussions or negotiations are taking place concerning the actual or potential business relationship between the parties, (ii) that it has requested or received Confidential information, or (iii) any of the terms, conditions or any other fact about the actual or potential business relationship.

Each party and its Representatives will immediately notify the other party of any use of disclosure of the Confidential information that is not authorized by this Agreement. Each party and its Representatives will use its best efforts to assist the other party in remedying any such unauthorized use or disclosure of the Confidential Information Either Party shall implement and follow the rules as laid down in the information Technology (Reasonable Security Practices and Procedures and Sensitive Personal Data or Information) Rules, 2011 as and where apply.

The obligations contained under the agreement will not apply to the extent that either Party can demonstrate that the Confidential information: (a) was part of the public domain at the time of disclosure or properly became party of the public domain, by publication or otherwise; (b) was rightfully acquired by Receiving Party prior to disclosure by Disclosing Party; (c) was independently developed by Receiving Party or its Representatives without reference to the Confidential information; or (d) is required to be disclosed by a government agency or by a proper court of competent jurisdiction; provided; however, that Receiving Party and its Representatives shall provide Disclosing Party prompt prior written notice of such requirement, shall consult with and assist Disclosing Party in obtaining a protective order prior to such disclosure, and shall only disclose the portion of Confidential information which it has been advised by written opinion of counsel is legally required to be disclosed and shall use its best efforts to obtain assurance that confidential treatment will be accorded such information if the protective order is not obtained or if Disclosing Party waives disclosure of such information.

Ownership of Material/No Warranty

Each Party retains all rights, title and interest to its confidential information. No license under any trademark, patent or copyright, or application for same which are now or thereafter may be obtained by the other Party is either granted or implied by the disclosure of confidential information.

Term

This Agreement shall terminate years from the Effective Date. Receiving Party's obligations with respect to confidentiality shall expire after years from the date of disclosure.

Return of Confidential information

Upon written request of either Party, Parties and its Representatives shall promptly return to the other Party all copies of Confidential information in its possession including all copies of any analyses, compilations, studies or other documents prepared by Receiving Party or its Representatives containing or reflecting any Confidential information. Either Party shall clarify in writing that it and its Representatives have returned all such information to the other Party.

General

(a) This Agreement shall be governed by and construed in accordance with the applicable laws of India.

(b) Either Party agrees that breach of the provisions of this Agreement by any Party will cause the other Party and irreparable damage for which recovery of money damages would be made in court of law' is Kolkata inadequate. Receiving Party and its Representatives hereby irrevocably and unconditionally consent to submit to the exclusive jurisdiction of the courts of

Kolkata, West Bengal for any actions, suits or proceedings arising out of a relating to this Agreement and the transactions contemplated hereby (and agree not to commence any action, suit or proceeding relating thereto except in such courts), and further agree that service of any process, summons, notice 'or document by registered mail or tracked courier service to the address set for the above shall be effective service of process for any action, suits or proceeding brought against Receiving Party and its Representatives in any such court.

(c) Neither party may assign any of its rights or obligations under this Agreement without the prior written consent of the other party. This Agreement shall be binding upon and inure to the benefit of the parties permitted successors and assigns.

(d) This Agreement may be amended or supplemented only by a writing that is signed by duly authorized representatives of both parties.

(e) No terms or provision hereof will be considered waived by either party, and no breach excused by it, unless such waiver or consent is in writing signed an authorized representative of the non-breaching party. No consent to, or waiver of, a breach by a party, whether express or implied, will constituted a consent to, waiver of, or excuse of any other, different, or subsequent breach.

(f) If any part of this Agreement is found invalid or unenforceable, that par will be amended to achieve as nearly as possible the same economic and legal effect as the original provision and the remainder of this Agreement will remain in full force.

(g) This Agreement constituted the entire agreement between the parties relating to this subject matter and supersedes all prior or simultaneous representations, discussions, negotiations, and agreements, whether written or oral, in the instant subject matter.

IN WITNESS WHEREOF the parties have executed these presents on the day, month and year first above written.

Signed, Sealed and delivered by:
Shri.....representing
WBSEDCL in presence of:
Witness:
1)

Authorized signature with designation
and seal

Signed, Sealed and delivered by:
Shri.....representing
M/S..... in presence of:
Witness:
1)

Authorized signature with designation
and seal

ANNEXURE-XIII
West Bengal State Electricity Distribution Company Limited
Tender Notice No: WBSEDCL/ IT & C /33.10(i)/270 dated 22.06.2026
Annexure List Submission Status

Signed Documents as per NIT and corresponding Annexures with Seal of Bidder			
Sl. No	Document Details	Submission Status (Yes/No)	Page No in technical Proposal
1	Signed Copy of Complete NIT with Annexures		
2	Signed Copy of Addenda/Corrigendum, if any		
3	Signed Copy of all Annexures (Annexure-I to Annexure XVI)		
4	Signed & filled up Copy of all Annexures (Annexure-I,II,IIA.IIB,IIC,III,(VII,VIII & IX)(as required),X,XIII,XV)		

Dated.....this.....day of.....2026

Thanking you, we remain,

Yours faithfully,

Date _____

Place _____

(Signature) _____

(Printed Name) _____

(Designation) _____

(Common Seal) _____

Business Address:

Name & Address of Authorized Signatory:

ANNEXURE-XIV
West Bengal State Electricity Distribution Company Limited
Tender Notice No: WBSEDCL/ IT & C /33.10(i)/270 dated 22.06.2026
Contract Agreement

This agreement is made at KOLKATA on this _____ day of,(Month) 2026 between:

WEST BENGAL STATE ELECTRICITY DISTRIBUTION COMPANY LIMITED, registered under the Companies Act 1956, having its registered office at "Vidyut Bhavan", Block-DJ, Sector-II, Salt Lake City, Kolkata- 700 091 (hereinafter referred to as WBSEDCL, which term shall be deemed to mean and include its successors and assigns) of the first part

And

M/s(Name of the Company), registered under the Companies Act 1956 as per laws of India, having its registered office at (hereinafter referred to as ".....", which expression shall, unless it be repugnant to the subject or context thereof, mean and include its successors and assigns) of the OTHER PART:

(WBSEDCL and M/s are hereinafter referred to collectively as "Parties" and individually as "Party", wherever the context so admits.)

Reference:

1. Selection of Design, Supply, Installation, Testing, Commissioning, Integration, and Migration of the Building Management System (BMS) Application and associated H/W, followed by Five-year Comprehensive Support for the Central Data Center (CDC), Rajarhat, and Disaster Recovery Center (DRC), Berhampore of WBSEDCL.

NIT No: WBSEDCL/ IT & C /33.10(i)/ dated06.2026

2. Letter of Award (LoA) placed by WBSEDCL on M/ s vide Memo No WBSEDCL/IT&C /33.10(i) /XXXX Dated. XX.XX. XXXX

This agreement is entered into by above mentioned parties for _____ services in WBSEDCL for the period, quantity, terms and conditions guided by above mentioned NIT & LoA.

M/shereby agrees to adhere to all the clauses mentioned in NIT & LoA.

In WITNESS WHEREOF the parties hereto have executed this agreement on the _____ Day of(Month), 2026 herein above mentioned.

In the presence of (Witness)

(1)

(2)

Signed, sealed and delivered by the
within named M/sby the hands of
its authorised signatory

In the presence of (Witness)

(1)

(2)

Signed, sealed and delivered by the
within named WBSEDCL by the
hands of its authorized signatory

ANNEXURE-XV
West Bengal State Electricity Distribution Company Limited
Tender Notice No: WBSEDCL/ IT & C /33.10(i)/270 dated 22.06.2026
Escalation Matrix

Level of Escalation	Name of the Associate	Designation	Contact No	Email	Requirements
Single Point of Contact (SPOC)					Project head
Level 1 Escalation					Should be at least one step higher than project head
Level 2 Escalation					Should be at least one step higher than project head
Level 3 Escalation					Not below the rank of Regional head

Dated.....this.....day of.....2026

Thanking you, we remain,

Yours faithfully,

Date _____

Place _____

(Signature) _____

(Printed Name) _____

(Designation) _____

(Common Seal) _____

Business Address:

Name & Address of Authorized Signatory:

ANNEXURE-XVI
West Bengal State Electricity Distribution Company Limited
Tender Notice No: WBSEDCL/ IT & C /33.10(i)/270 dated 22.06.2026

Pre-BID Query Format (to be submitted in XLSX format only)

NOTE- Queries not submitted in the below format, or without reference to specific clause and page numbers, may not be considered.

Tender Reference no:

Name of the Bidder/OEM:

No. of Personnel's attending Pre Bid:

Sl. No.	Clause No of the Tender Document	Page No of the Tender Document	Text Details	Query Details	Justification of the Query	Remarks
1						
2						
..						
..						

ANNEXURE-XVII
West Bengal State Electricity Distribution Company Limited
Tender Notice No: WBSEDCL/ IT & C /33.10(i)/270 dated 22.06.2026

[Form of Declaration for compliance regarding Information Security in Project Management, Privacy Management, Biometric Data Protection, and Data Purging.]

Project Management: The Contractor/vendor/WBSEDCL shall comply with the following key security requirements throughout the project lifecycle:

1. Applications should include a unique username and password mechanism.
2. Ensure appropriate access controls are in place to prevent unauthorized personnel from accessing WBSEDCL's data.
3. Ensure that applications/tools are restricted from forwarding any data file information in electronic format to any email accounts other than those of WBSEDCL.
4. Ensure appropriate cryptographic controls are implemented wherever data is stored within the application.
5. Deploy adequate controls on systems supporting WBSEDCL business to protect them from any malicious software or virus attacks.
6. Enable audit trails in the application/tool.

Privacy: The Contractor/vendor shall comply with all applicable data privacy and security laws, including, but not limited to, national privacy, security, and data protection laws, rules, and regulations. These include data privacy and security requirements, security breach and identity theft notification laws, and other rules governing the privacy, collection, use, disclosure, storage, and management of Confidential/Personal Information under this agreement.

Key data privacy measures include:

1. The Contractor/vendor shall respect the rights of data subjects, including rights to access, rectify, erase, restrict processing, and object to the processing of their personal data.
2. Appropriate technical and organizational measures shall be implemented to protect personal data against unauthorized or unlawful processing, as well as accidental loss, destruction, or damage.
3. In the event of a data breach, the affected party shall notify the other party without undue delay and take all necessary steps to mitigate the impact.
4. Personal data shall not be disclosed to or processed by third parties without the prior written consent of the data subject, except as required by law. Any third-party processing shall be governed by a written agreement ensuring compliance with this privacy clause.
5. Personal data shall be retained only as long as necessary to fulfill the purposes for which it was collected. Upon termination of this agreement, personal data shall be securely disposed of in accordance with applicable data protection laws and regulations.

Data Purging: Upon termination of services, the Contractor/vendor shall remove WBSEDCL's data, content, and other assets from the cloud/other environments and certify the destruction of Virtual Machines (VMs), content, and data to WBSEDCL. The Contractor/vendor must ensure that the data cannot be forensically recovered. WBSEDCL may seek an undertaking from the Cloud Service Provider (CSP) or Service Provider to confirm compliance.

Safeguarding Biometric Data:

1. Biometric data must be encrypted both in transit and at rest using strong encryption methods.
2. Strict access controls must be implemented to ensure that only authorized personnel with a legitimate need have access to biometric data.

We hereby confirm our acceptance of all terms and conditions of the above.

Signature of the bidder with Office Seal

Date-----

ANNEXURE-XVIII
West Bengal State Electricity Distribution Company Limited
Tender Notice No: WBSEDCL/ IT & C /33.10(i)/270 dated 22.06.2026

(On the Bidder's Letterhead)

Declaration of not being Blacklisted/Debarred/ Put on Holiday list

Certified that our Company, M/s is not blacklisted/debarred/suspended or put on Holiday list by any Statuary/Regulatory/Government Authorities/ State Electricity Utility/ PSU in India.

It is certified that the information furnished above is true to the best of my knowledge and belief.

Bidder's Name:
Signature of the
Tenderer:
Designation:
Seal of the Company:
Date:

(On the Bidder's Letterhead)

Declaration regarding no litigation against WBSEDCL

We hereby declare that, no legal litigation/arbitration is pending/ongoing against WBSEDCL in any court/Forum against/by the bidder or its sister concern/Director/Partner/Proprietor.

If it is found at any stage of tendering, our offer will be rejected and I/We don't have any objection on the same.

Bidder's Name:
Signature of the
Tenderer:
Designation:
Seal of the
Company Date:

Common Acronym /Abbreviation List

SL No	Acronym /Abbreviation	Expanded Form
1	AMC	Annual Maintenance Contract
2	CAMC	Comprehensive Annual Maintenance Contract
3	BOM	Bill of Material
4	BOQ	Bill of Quantity
5	EMD	Earnest Money Deposit
6	LD	Liquidated Damage
7	LOI	Letter of Intent
8	NIT	Notice Inviting Tender
9	NleT	Notice Inviting e-Tender
10	OEM	Original Equipment Manufacturer
11	MAF	Manufacturer Authorization Form
12	PO	Purchase Order
13	SD	Security Deposit
14	FMS	Facility Management Services
15	RFP	Request for Proposal
16	SLA	Service Level Agreement