



**WEST BENGAL STATE ELECTRICITY DISTRIBUTION COMPANY LIMITED
(A Government of West Bengal Enterprise)**

**Distribution Head Quarters
Vidyut Bhavan (1st Floor); Block -D;
Bidhannagar, Salt Lake, Sector -II; Kolkata- 700091
CIN: U40109WB2007SGC113473**

**INVITATION TO BID FOR
(DOMESTIC COMPETITIVE BIDDING)**

**SETTING UP OF ANY TIME PAYMENT (ATP) TOUCH SCREEN KIOSKS ON
BUILD, OWN, OPERATE & MAINTAIN (BOOM) BASIS FOR COLLECTION OF
PAYMENT OF ENERGY BILLS AT VARIOUS 150 NOS. OFFICE LOCATIONS OF
WBSEDL IN WEST BENGAL FOR A PERIOD OF (3) THREE YEARS**

A large, semi-transparent watermark of the WBSEDL logo is centered on the page, appearing as a faint watermark.

E-Tender Notice No.: WBSEDL/ EDD/ NIT / 150 KIOSK (BOOM) / 2026 / 35 Date: 09/01/2026

TENDER ID: 2026_WBSEDL_986369_1

A handwritten signature in blue ink, appearing to read 'P.P. Dutta' and the date '01.01.2026', is placed above the title.
**Executive Director (Distribution)
WBSEDL**



WEST BENGAL STATE ELECTRICITY DISTRIBUTION COMPANY LIMITED
(A Government of West Bengal Enterprise)

Distribution Head Quarters
Vidyut Bhavan (1st Floor); Block -D;
Bidhannagar, Salt Lake, Sector -II; Kolkata- 700091

WBSEDCL invites Technical & Financial e-bids/proposals for the work of setting up of any time payment (ATP) touch screen kiosks on build, own, operate & maintain (boom) basis for collection of payment of energy bills at various 150 office locations of WBSEDCL in West Bengal for a period of **3 (three) years** from experienced & bonafidebidders meeting minimum eligibility criteria as specified in the bid document.

E-Tender Notice No.	WBSEDCL/EDD/NIT/150KIOSK(BOOM)/2026/35 dated:- 09/01/2026
Name of the Work :	Setting up of any time payment (ATP) touch screen kiosks on build, own, operate & maintain (boom) basis for collection of payment of energy bills at various 150 office locations of WBSEDCL in West Bengal for a period of 3 (three) years
Estimated project Cost :	Rs. 33.48Crores
Amount of Bid Guarantee to be deposited:	Rs.67 Lakhs in the form of Demand Draft in favour of “West Bengal State Electricity Distribution Company Limited” from any Indian Scheduled Bank, payable at Kolkata.
Publishing date and time:	15/01/2026 at 11.00Hrs.
Document Download Start Date and Time:	15/01/2026 since 12.00 Hrs.
Date of Pre-bid Discussion in presence of bidder's representative:	20/01/2026/2026 at 12.00 Hrs. at Conference room of Distribution H.Q
Bid Submission Start date and Time:	22/01/2026Since 12.00 Hrs.
Bid Submission End date and time:	06/02/20262026 up to 14.00 Hrs.
Physical submission of Bid Guarantee & other documents as per NIT:	On 06/02/2026to 15.00 Hrs. at receive section of Distribution HQ at 1 st Floor “D” Block.
Date of opening of Techno-Commercial Bid and Time and place :	On 09/02/2026 at 11.00 Hrs.
Date and opening of Financial Bid :	Will be intimated later on to the Techno–Commercially Qualified bidders
Website for downloading Bid documents, corrigendum and addendum :	www.wbSEDCL.in and www.wbTenders.gov.in
Validity of Bid :	180 (One hundred eighty) days from the date of opening of Techno Commercial Bid.

DISCLAIMER

This Tender Document is not an agreement and is not an offer or invitation by to any Bidder other than 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 that has been provided. In such cases, the potential Bidders are solely responsible to seek the information required for, at their own price, reserve 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, the potential Bidder may conduct his own study and analysis, as may be necessary.

WBSEDCL's 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. WBSEDCL may, in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this Tender Document. WBSEDCL is not bound to accept any or all the tenders and reserves the right to reject any or all tenders without assigning any reasons. No applicant shall have any cause of action or claim against WBSEDCL or its officers, employees, advisors, agents, successors or assignees for rejection of tender.

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SECTION - I:

INSTRUCTION TO THE BIDDER (ITB)

ITB.1. WBSEDCL invites Technical & Financial e -bids/proposals for the work of setting up of any time payment (ATP) touch screen kiosks on Build, Own, Operate & Maintain (BOOM) basis for collection of payment of energy bills at various 150 office locations of WBSEDCL in West Bengal for a period of 3(three) years from experienced & bonafidebidders meeting minimum eligibility criteria as specified in the bid document.

ITB.2. ELIGIBILITY OF BIDDERS:

Following are the credentials for eligibility of Bidders:

ITB.2.1. Average annual Turn Over of the bidder for last three financial years i.e. for year 2022-23, 2023-24 and 2024-25 must be at least **Rs. 15Crores**. Separate certificate of auditor and tax auditor has to be submitted.

ITB.2.2. The bidder should have the experience in the business of operation& maintenance of **at least 100 numbers ATP Kiosk machines** during the last 3 years as **principle vendor/sub-vendor** with satisfactory performance certificate from the authorized officials of the private/public company placing the LOA for operation and maintenance and /or supply and installation of KIOSKS last three financial years i.e. for year 2022-23, 2023-24 and 2024-25.

ITB.2.3. Consortium amongst two numbers of bidderswill also be allowed to participate in the tendering process in that case either the lead partner solely or both the consortium partners jointly should have business experience in the business of operation & maintenance of 100 numbers ATP machines in total during the last 3 years or at any private/public company last three financial years i.e. for year 2022-23, 2023-24 and 2024-25. However experience as sub vendor from the part of lead partner or minor partner will not be considered in this instant case.

IB.2.4 In case of consortium participation, registered consortium agreement should be executed before participation in the tendering process, mentioning the Lead Partner and minor partner in clear terms.

ITB.2.5. In case of consortium participationthe total average annual Turn Over of both lead bidder and minor bidder for last three financial years i.e. for year 2022-23, 2023-24 and 2024-25 must be at least **Rs. 15.00 Crores**. Separate certificate of auditor and tax auditor has to be submitted.

ITB.2.6. The bidder/bidders or the Proprietor / Managing Partner(s) should not be blacklisted or debarred from any Govt. organization across India on the closing date of submission of the tender documentand undertaking in this regard has to be provided by the authorized signatory of the bidderin the prescribed format under the **Annexure – X& XI**. During contract period if the undertaking submitted by the bidder is found to be false, the order issued to the bidder shall be terminated with the forfeiture of the BG.

ITB.2.7. The bidder/bidders or the Proprietor / Managing Partner(s) should submit the declaration in the prescribed format under the **Annexure - XI** in their letter head regarding no legal litigation against WBSEDCL is pending in any court /Forum against /by the bidder or its Sister Concern/Director/Partner/Proprietor by the authorized signatory of the bidder. If any type of legal litigation /arbitration against WBSEDCL is pending in any court/forum against /by the bidder or its Sister Concern/Director/Partner/Proprietor, then WBSEDCL reserves the right to

reject their bid/termination of the contract. During contract period if the undertaking submitted by the bidder is found to be false, then the order issued to the bidder shall be terminated with the forfeiture of the BG.

ITB.2.8. The bidder/bidders should be an IT solution integrator and shall have a capacity of in- house software development team or for the required business solution or can be capable enough to acquire the same from any well-established solution provider as per requirement. An undertaking in this regard shall be provided by the authorized signatory of the bidder.

ITB.2.9. The bidder must have site office in West Bengal with Phone and address, if formal order is received.

ITB.2.10. Bidder must submit the following documents:

1. Provident Fund registration certificate. In case of vendor PF registration is outside of the state then the vendor has to take WB Provident fund registration, if LOA awarded.
2. GST Registration certificate.
3. PAN and copy of ITR for last three years.
4. 3CA/ 3CB along with 3CD for the financial year 2022-23, 2023-24 & 2024-25.
5. Profession Tax Registration Certificate.
6. ESI registration certificate: If ESI registration not available, the bidder must submit ESI Registration Certificate within one month from the date of issuance of LOA, if the bidder is awarded.
7. Trade license of the company.
8. Registration no. of the company.
9. Labour License as per Contract Labour (Regulation and Abolition) Act.
10. In case of consortium participation both the bidders separately must submit all the requisites documents as stated above.

ITB.2.11. Intending Bidders desirous to participate in the tender have to log in to the website <http://wbtenders.gov.in>.

ITB.3. RESPONSIBILITY OF BIDDERS:

ITB.3.1. It shall be the sole responsibility of Bidders to determine and to satisfy themselves by suchmeans as they consider necessary or desirable for all matters pertaining to this contractincluding all factors that may affect the cost, duration and execution of the work.

ITB.3.2. It must be understood and agreed that such factors have properly been investigated and considered while submitting the bid. **Any claim, whatsoever, including those for financial adjustments to the contract, once awarded under these documents will not be entertained.** Neither any change in time schedule of the contract nor anyfinancial adjustments, arising thereof, shall be permitted by, which are based on the lack ofsuch clear information of its effect.

ITB.3.3. Any evidence of unfair trade practices, including overcharging, price fixing, cartelization etc. on behalf of the bidders, as defined in various statutes will automatically disqualify the bidders. Evidence of such occurrence of above tender may also be viewed seriously by the authority and penal measures, as deemed fit, would be imposed on such bidders.

ITB.3.4. The bid shall include all the information as per bid document.

ITB.3.5. The bidder shall have to bear all the costs associated with the preparation and submission of bid and in no case WBSEDCL shall be responsible or liable for these costs,regardless of the conduct or outcome of the bidding process.

ITB.4. GENERAL GUIDELINE FOR E-TENDERING:

Instruction/Guidelines for electronic submission of the tender have been mentioned below for assisting the bidders to participate in e-Tendering:

ITB.4.1 Intending Bidders desires of participating in the tender have to log on to the website <http://wbtenders.gov.in> for the tender. The bidder can be search by typing in the search box of the website and will have to be enrolled & registered with the e-Procurement system.

ITB.4.2 Bidders willing to take part in the process of e-tendering are required to obtain Digital Signature Certificate (DSC) in the 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 the Class 2 or Class 3 Digital Signature Certificate (DSC) from the approved Certifying Authority they are required to register the fact of possessing the Digital Signature Certificates through the registration system available in the website.

ITB.4.3 Tenders are to be submitted online and intending bidders have to download the tender documents from the website stated above, directly with the help of the e-Token provided. This is the only mode of collection of tender documents. Details of submission procedure are given in “Instructions to Bidders”.

ITB.5. KEY DATES:

Schedule of Dates for e-Tendering:

Sl.	Activity	Date & Time
1	Publishing Date	15/01/2026 at 11:00 Hrs
2	Document Download start date	15/01/2026 since 12:00 Hrs.
3	Date of Pre-bid Discussion in Presence of bidder's representative	20/01/2026 at 12:00 Hrs. at Conference room 1st Floor, D Block, Vidyut Bhawan, WBSEDCL.
4	Bid submission start date	22/01/2026 Since 12.00 Hrs.
5	Bid submission end date	06/02/2026 up to 14.00 Hrs. at 1st Floor “B” Block.
6	Last date of physical submission of Bid Guarantee and other documents as per NIT	06/02/2026 up to 15.00 Hrs. at 1st Floor, D Block, Vidyut Bhawan, WBSEDCL.
7	Technical Bid opening date	09/02/2026 at 11.00 Hrs.
8	Financial Bid opening date	The date & time will be intimated to the Techno-Commercially qualified bidders

N.B : If any “Strike or “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.

ITB.6. PRE BID DISCUSSION:

ITB.6.1 Pre bid discussion will be held at as per schedule indicated in “Key Dates Clause” above to clarify the queries, if any, from the bidders in respect of tender. Bidders may participate (maximum two persons) in the said meeting for any such clarification.

ITB.6.2 Non-attendance at the pre- bid discussion will not be a cause for disqualification of the bidder.

ITB.7. CLARIFICATION OF BIDDING DOCUMENTS:

If there be any discrepancy or obscurity in the meaning of any clause of the bid document, such queries must be sent to the Executive Director (Distribution), in written/ e-mailed prior to the date of Pre-bid discussion. Such query received from vendors prior to pre bid discussion shall only be discussed in the pre bid discussion. If any changes are decided in pre-bid meeting the same will be uploaded in the website official website i.e. <http://wbtenders.gov.in> and no other communication shall be made afterwards on the issues discussed in the pre bid meeting. The clarification given in pre-bid discussion shall be final and binding on the bidder.

ITB.8 AMENDMENT / ADDENDA OF BIDDING DOCUMENTS:

At any time, prior to the deadline of submission of Bid, WBSEDCL may, for any reason, modify the Bidding Documents by issuing Addendum / Amendments/ Corrigendum and the same will be uploaded in the website(<http://wbtenders.gov.in>) only in due time. WBSEDCL shall not have any obligation to inform the bidder through any other mode of communication. Such Addendum / Amendments/ Corrigendum shall be binding on bidders and will be given due consideration by the bidders while submitting their offer with enclosing such Addendum / Amendments/ Corrigendum.

ITB.9. LANGUAGE OF THE BID:

The bid so prepared by the bidder and all other correspondences and documents relating to the bid, exchanged by the bidder and shall be written in British English Language only.

ITB.10. PERIOD OF VALIDITY OF BID:

The bid shall remain valid for acceptance up to 180 (One hundred eighty) days from the date of opening of Techno-Commercial bid of the tender. The bidders may be requested to extend Validity of their bid beyond 180 (One hundred eighty) days if required so, without any change in their offer.

ITB.11. BID GUARANTEE:

The amount of Earnest Money Deposit (EMD) shall be deposit as prescribed hereinafter. The bidder shall select the tender to bid and initiate payment of EMD.

Following payment options are available for paying EMD amount through online mode:

- a. Net-banking through Payment Gateway.
- b. 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 the pre-filled

information to make RTGS/NEFT payment using his bank account. Once the payment is made, the 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.

- c. Submission of EMD through Bank Guarantee (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 the EMD exemption document upload section. Bank Guarantee (BG) should be drawn on any Scheduled Bank drawn as per the Proforma of Bank Guarantee for Bid Guarantee, given with this tender documents vide **Annexure-VI** with initially valid for upto180(One hundred and eighty) days from the due date of submission of tender and with claim period of another thirty (30) days, subject to further extension if required, in favour of West Bengal State Electricity Distribution Company Limited payable at Kolkata.

Physical copy of BG shall be submitted at the office of tender inviting authority as per respective clauses of NIT before the bid closure date.

For submission of EMD / Security Deposit in the Form of BG, the particulars of the Banker of Distribution Head Quarter Department, WBSEDCL are given below:-

Bank Name: **Punjab National Bank**
 Branch: **Mayukh Bhavan**
 Cash Credit A/c No. **1096250031718**
 IFSC Code: **PUNB0109620**
 MICR Code: **700024307**

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.

All bids must be accompanied with a refundable Earnest Money Deposit (EMD), as “Bid Guarantee”. The bid shall be considered non responsive if the Bid Guarantee is not submitted along with the bid.

ITB.11.2 The Bid Guarantee is to be submitted in the form of irrevocable Bank Guarantee of **Rs. 67,00,000/-** issued by any Branch of any Scheduled Bank in India, in favour of ‘**West Bengal State Electricity Distribution Company Limited**’ as per prescribed format as annexed as **Annexure-VI**. The Bank Guarantee shall be interest free & shall remain valid initially for a period of 180 days from the date of opening of Techno Commercial Bid of the bid document, with a claim period of 90 days thereafter.

ITB.11.3 The Bid Guarantee of the unsuccessful Bidder/ Bidders will be returned against their written claim within one month from the date of placement of order on the successful Bidder/ Bidders.

ITB.11.4 The Bid Guarantee, of the successful Bidder/ Bidders, will be returned within 30 (thirty) days from the date of acceptance of Performance Guarantee to be submitted as per Performance Guarantee Clause of bid document.

ITB.11.5 No interest shall be payable on above Bid Guarantee.

ITB.11.6 **The Bid Guarantee shall be forfeited for any of the following reasons:**

ITB.11.6.1 If during the period of bid validity, the bidder withdraws or modifies the bid in part or as a whole.

ITB.11.6.2 If the successful Bidder/ Bidders fails/fail to accept the order unconditionally as per “Acceptance of Order” clause of bid document or fails/fail to furnish the Performance Bank Guarantee as stipulated in PBG clause of bid document.

ITB.11.6.3 If the successful bidder/ bidders fail to extend the validity period of Bid Guarantee as per “Bid Guarantee” Clause of bid document.

ITB.11.6.4 If any cartel is formed by the bidder in their quotation.

ITB.11.6.5 In case of failure to supply and/or install the Kiosks during the stipulated period.

ITB.12. MANDATORY CONDITION:

The bidder shall provide documentary evidence, satisfactory & acceptable, to establish that they have the requisite credential, capability and experience to handle the contract and meet requirements of all the Mandatory Conditions indicated in **ANNEXURE-IV & V**

ITB.13. SUBMISSION OF BID:

Bids shall be submitted as under:

ITB.13.1 Bids are to be submitted online through the website <https://wbtenders.gov.in>. All the documents uploaded by the Tender Inviting Authority form an integral part of the contract. The bidders are required to upload all the tender documents along with the other documents, as asked for, in the tender portal, through the above website within the stipulated date and time as given in the Tender. Tenders are to be submitted in two folders - One is **Technical Proposal** and the other is **Financial Proposal**. The bidders shall carefully go through the documents and prepare the required documents and upload the scanned documents in Portable Document Format (PDF) to the portal in the designated locations of Technical Bid.

ITB.13.2 The bidder needs to download the Forms/Annexures, fill up the particulars in the designated Cell and upload the same in the designated location of Technical Bid.

ITB.13.3 The documents uploaded shall be virus scanned and digitally signed using the Digital Signature Certificate (DSC). The bidders should take note of all the addendum/corrigendum related to the tender and upload the latest documents as part of the tender.

ITB.13.4. TECHNICAL PROPOSAL:

The Technical Proposal shall contain scanned copies and/or declarations in the following standardized formats in two covers (folders).

ITB.13.4.1 **Folder-1:** Scanned copy of Bank Guarantee (BG) towards Bid Security as prescribed in NIT along with under takings (**ANNEXURE-I & ANNEXURE-II**) and also original Bid proposal (**ANNEXURE -III**) are to be submitted in details in **Folder-1**.

ITB.13.4.2 **Folder-2:** Credentials and documents in support of mandatory conditions as well as enclosed format vide **ANNEXURE-IV** and **ANNEXURE-V** must be filled & submitted in folder-2.

ITB.13.5 FINANCIAL PROPOSAL:
The financial proposal should contain the following documents in one cover (folder) named as Financial Proposal Folder. Pro-forma is enclosed as **Annexure-VIII** for reference; **please do not quote in the pro-forma.**

ITB.13.6 BILL OF QUANTITIES (BOQ):
The bidder has to quote the Price online through computer in the space marked for Quoting Price in the BOQ.

ITB.14. Submission of original copies of documents of Bid Security:

ITB.14.1 MODE OF PAYMENT:
Bid security/EMD must be submitted in the form of Bank Guarantee (BG) of any scheduled Bank in India. Payment in any other form will not be accepted. Format of undertaking as per **Annexure-I** also to be submitted along with bid Guarantee.

ITB.14.2 PLACE OF SUBMISSION:
The original copies of the BG, towards Bid security shall be submitted in the following office:
**Office of the Executive Director (Distribution),
Distribution Head Quarters,
West Bengal State Electricity Distribution Company Limited,
Vidyut Bhavan, 1st Floor, D-Block,
Salt Lake, Sector-II, Kolkata – 700091.**

ITB.14.3 TIME OF SUBMISSION:
The original copies of BG towards EMD shall be submitted in a sealed envelope in the office as stated above within the date and time as specified in the NIT. If the bidder fails to submit the original copies within the due date and time his tender will not be opened and his bid will stand rejected.

ITB.14.4 Conditional and incomplete tenders are liable to summary rejection.

ITB.14.5 No price preference will be allowed to any bidder based on the size of the industry or its geographic location. Co-operative Society will not be considered with separate status.

ITB.14.6 LATE SUBMISSION OF BID:
Bidder shall take all possible measures to submit the bid within the schedule date & time at specified location prescribed elsewhere in the bidding document. Late submission of bid for whatever reason shall not be accepted.

ITB.15 OPENING AND EVALUATION OF TENDER

ITB.15.1. OPENING OF TECHNICAL PROPOSAL:
Technical proposals will be opened by the Tender Inviting Authority or his authorized representative electronically from the website stated above, using their Digital Signature Certificate.

ITB.15.1.1 Technical proposals for those bidders, whose original copies of BG towards Bid security or copies of RTGS/NEFT/Net Banking have been received, will only be evaluated. Proposals corresponding to which original copy of BG towards Bid Security has not been

received, will not be opened and will stand rejected.

ITB.15.1.2 All bids found to be responsive as regards **Clause ITB.14** will be examined in respect of “Mandatory Condition” & other qualifying requirements as detailed in the bid document. Bids which do not satisfy the “Mandatory Condition” and qualifying requirements will not be considered for technical evaluation.

ITB.15.1.3 Techno-Commercial Evaluation: Only those techno commercial bids, qualifying the requirements of previous clauses **ITB.15.1.2** will be opened. Decrypted (transformed into readable formats) documents in the folder will be downloaded for the purpose of evaluation. These bids will be examined and assessed for the techno-commercial, performance and management capability of the bidder.

ITB.15.1.4 The bidder shall not take any commercial deviation from the stipulation of Bid document. If the bidder takes any commercial deviation, his Bid may be liable for rejection.

ITB.15.1.5 The summary list of bidders, whose bids will be found techno-commercially eligible, will be uploaded in the web portals. Date of opening of financial bid will be intimated to the techno-commercially qualified bidders.

ITB.15.2. OPENING OF FINANCIAL PROPOSAL (PRICE BIDS):

ITB.15.2.1 Financial proposals submitted by the bidders in the prescribed BOQ and declared techno-commercially eligible, will be opened electronically by the Tender Inviting Authority from the web portal stated above on the prescribed date.

ITB.15.2.2 No deviation in any form in the price-bid sheet is acceptable.

ITB.15.2.3 The encrypted copies will be decrypted and the rates will be read out to the bidders remaining, if present at that time.

ITB.15.2.4 After opening of the financial proposal the preliminary summary result containing inter-alia, name of bidders and the rates quoted by them will be uploaded.

The Tender Accepting Authority may ask any of the biddersto submit analysis of their quoted rate.

ITB.15.2.5 For any discrepancy in the amount of figures and words, the quoted amount in Figurewill prevail.

ITB.15.3. EVALUATION AND COMPARISON OF BIDS (PRICE BIDS)

ITB.15.3.1 L1 will be determined regarding whose bid has been qualified in the Tender Processing and Evaluation (TPE).

ITB.15.3.2 Rate to be quoted inclusive of all taxes except GST, which will be paid extra as per prevailing applicable rate.

ITB.15.3.3. The bidder shall indicate the above prices clearly in the respective price schedule i.e. in BOQ.

ITB.15.3.4. Conditions, if any, offered by any Bidder shall be outside the purview of commercial Terms& Conditions and shall not be considered during Bid evaluation.

ITB.15.3.5. No separate charge will be paid extra. Any variation, up or down, in taxes & duties or any newly introduced, in subsequent to bid opening will not be considered for

comparison of bids.

ITB.16

TIME SCHEDULE:

The basic consideration and the essence of the Contract shall be strict adherence to the time schedule as it will be specified in the contract for supply & services in LOA (Letter of Award) to be issued from as per table appended below. The entire activity as per scope of work shall be completed by you within stipulated from zero date. Date of issue LOI (Letter of Intent)/LOA(Letter of Award) shall be considered as zero date.

ITB.16.1

INSTALLATION SCHEDULE:

All the KIOSK must be installed at respective locations, commissioned and start its commercial operation in consultation with the representatives of WBSEDCL at respective site (as to be provided by WBSEDCL) within **120 (One hundred Twenty) days from the date of issue of the Letter of Award (LOA).**

ITB.16.2.

TOTAL CONTRACT PERIOD:

Period of contract shall be 3(three) years from the date of placement of LOA with a provision of one-year extension as per same rates terms and condition. Performance of the work will be assessed every year for vendor rating.

ITB.17.

PRICE:

Price to be quoted by the bidder exclusively on rate per transaction

ITB.17.2

Price offer shall be submitted in the prescribed format annexed as per BOQ.

ITB.17.3

No deviation in any form in the Price Bid Sheet is acceptable.

ITB.17.4

The Rate per transaction shall remain firm for the entire contract period.

ITB.17.5

The rate per transaction will be inclusive of all taxes except GST which will be paid extra as applicable.

ITB.18.

TAXES, DUTIES AND OTHER LEVIES:

The bidder shall be solely responsible for the taxes that may be levied on the bidder'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. The Company shall not take any responsibility whatsoever regarding taxes under Income Tax Act, for the contractor or his personnel.

ITB.18.2.

Quoted rate shall include all the taxes & duties excepting GST. GST shall be payable by over & above the contracted rate on submission of documentary evidence, as per applicable rules&procedure.

ITB.19.

STATUTORY OBLIGATIONS:

Statutory obligations as per law of the land are to be complied. The bidder shall submit necessary PF Registration number and ESI Registration number to the ordering authority.

ITB.19.1

The Contract Labour (Regulation and Abolition) Act 1970 and rules & Regulations and amendments made thereunder and other Labour Laws applicable.

ITB.19.2 The EPF & Miscellaneous Provisions (MP) Act,1952 and Rules & Regulations and amendments made there under.

ITB.19.3 The Employees' Compensation Act, 1923 and Rules and Regulations and amendments made there under.

ITB.19.4 The ChildLabour Prohibition & Regulation Act,1956 and Rules &Regulations and amendments made there under.

ITB.19.5 The Minimum Wages Act, 1948 and Rules and Regulations and Employees' State Insurance Act, 1948 and Rules and Regulations and amendments made there under.

ITB.19.6 The Payment of Bonus Act,1965 and Rules and Regulations and amendments made there under.

ITB.19.7 The Payment of Wages Act,1936 and Rules and Regulations and amendments made there under.

ITB.19.8 **P.F. Code No. &Labour License:** The successful bidder shall submit to the respective Divisional Managers of necessary PF code no. and labour license from Govt. of West Bengal and they shall take ESI registration (where ESI is applicable) including individual labour wise registration after obtaining order / engagement of labour for the day to day operation &maintenance of collection KIOSKs.

ITB.20. ISSUE OF LETTER OF AWARD (LOA):

WBSEDCL will award the contract to the successful bidder whose bid has been qualified in the Tender Processing and Evaluation (TPE), mentioned in Section-II, which has been eventually determined to be substantially responsive, provided further that the bidder is determined to be qualified to perform the contract satisfactorily. WBSEDCL shall be the sole judge in this regard.

ITB.21. ACCEPTANCE OF LOA:

The successful bidder shall 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.

ITB.22. RIGHT TO REJECT BIDS:

WBSEDCL reserves the 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 or bidders or any obligation to inform the affected bidder or bidders the reason for such action.

ITB.23. SETTLEMENT OF DISPUTES:

All disputes concerning question of act arising under the contract shall be decided by the owner/company on receipt of written appeal by the contractor. Any dispute or differences arising out of or in connection with this contract shall to the extent possible be settled amicably and where settlement cannot be reached then such disputes shall be subject to settlement under the jurisdiction of Hon'ble High Court,Calcutta.

ITB.24. COMMUNICATION:

The successful bidder for communicating regarding this job may use the following modes:
Telephone: (033) 2359 - 1902/05/18, 23197/286/287/297/612,
e-mail: ed.dist@wbsedcl.in / hra.dhq@wbsedcl.in

ITB.25. REPRESENTATIVE OF BIDDER:

ITB.25.1. The successful bidder is required to nominate one officer exclusively for this project from commencement to completion as a Nodal Officer to be stationed at Kolkata, with whom WBSEDCL will contact on all matters related to this order.

ITB.25.2 The bidder has to specifically furnish to WBSEDCL, the name, designation, Telephone no. including mobile no., email address of such person.

ITB.26. RESERVE THE RIGHTS:

To take care of unexpected circumstances, WBSEDCL shall reserve the rights for the following:

ITB.26.1 Extend the closing date for submission of the bid proposals.

ITB.26.2 Amend the bidding requirements at any time prior to the closing date, with the amendment being notified to prospective bidders, in the WB tender portal.

ITB.26.3 Allow a bidder to change its Technical proposal if the same opportunity is given to all bidders.

ITB.26.4 To accept any bid not necessarily the lowest, reject any bid without assigning any reasons and accept bid for all or anyone or more of the Kiosks for which bid has been invited.

ITB.26.5 Terminate or abandon the bidding procedure or the entire project whether before or after the receipt of bid proposals.

ITB.26.6 Seek the advice of external consultants to assist WBSEDCL in the evaluation or review of proposals.

ITB.26.7 Make enquiries of any person, company or organization to ascertain information regarding the bidder and its proposal.

ITB.26.8 Reproduce for the purposes of the procedure the whole or any portion of the proposal despite any copyright or other intellectual property right that may subsist in the proposal.

Note: Direct or indirect canvassing on the part of the bidder or his representative would be a disqualification.

ITB.27. MONITORING OF CONTRACT:

ITB.27.1 An officer or a committee of officers named Contract Monitoring Committee (CMC) may be nominated by tendering authority to monitor the progress of the contract during its delivery, installation & commissioning period.

ITB.27.2 During the delivery period, the CMC shall keep a watch on the progress of the contract and shall ensure that quantity of goods and service delivery is in proportion to the total delivery period given if it is a severable contract in which the delivery of

the goods and service is to be obtained continuously or is batched. If the entire quantity of goods and service is to be delivered in the form of completed work or entire contract like fabrication work, the process of completion of work may be watched and inspections of the supplier's or service provider's premises where the work is being completed, may be inspected.

ITB.27.3 If delay in delivery of goods and service is observed a performance notice would be given to the selected bidder to speed up the delivery.

ITB.27.4 Any Change in the constitution of the firm, etc. shall be notified forth with by the vendor in writing to the ordering authority and such change shall not relieve any former member of the firm, etc., from any liability under the contract.

ITB.28. SUB-LETTING OF CONTRACT:

No new partner/ partners shall be accepted in the firm by the selected bidder in respect of the contract unless he/ they agree to abide by all its terms, conditions and deposits with the tendering authority through a written agreement to this effect. The bidder's receipt for acknowledgement or that of any partners subsequently accepted as above shall bind all of them and will be sufficient to discharge for any of the purpose of the contract.

The selected bidder shall not assign or sub-let his contract or any substantial part thereof to any other agency without the permission of tendering authority.

ITB.29. RE-INVITATION OF TENDERS/ BIDS:

Re-invitation of bids would generally be avoided by the tendering authority. However, in case, higher prices than prevalent market rates have been received in the bidding process or considerable changes in specifications, terms and conditions are required to be made as a result of discussion in pre-bid conference or otherwise, re-invitation of bids shall be done.

ITB.30. SIGNATURE OF BIDDER:

ITB.30.1 The bid must contain the name, address and place of business of the person or persons making the bid and must be signed and sealed by the Bidder under his usual signature. The name(s) of all the persons signing should also be typed or printed below the signature.

ITB.30.2 Bid by a partnership must be furnished with full names of all partners and be signed with the partnership firm name, followed by the signature (s) and designation (s) of the authorized partner (s) or other authorized representative (s).

ITB.30.3 Bids by corporation/ company must be signed with the legal name of the corporation/ company by the President, Managing Director or by the Secretary or other person or persons authorized to bid on behalf of such corporation/company in the matter.

ITB.30.4 A bid by a person who affixes to his signature the word 'President', 'Managing Director', 'Secretary', 'Agent' or other designation without disclosing his principal will be liable to be summarily rejected. Satisfactory evidence of authority of the person

signing on behalf of the Bidder shall be furnished with the bid.

ITB.30.5 The Bidder's name stated on the proposal shall be exact legal name of the firm.

ITB.30.6 To be qualified for evaluation and finalization of contract, Bidder/ Bidders shall submit a written power of attorney, authorizing the signatory of the Bid to act on behalf of the Bidder.

ITB.30.7 Erasures or other changes in the bid documents shall bear the initials of the person signing the bid. Bids not conforming to the above requirements of signing shall be disqualified.

ITB.30.8 Change of Nomenclature or Corporate structure of the successful bidder is to be communicated with proper documents to the Ordering authority/ Controlling Officer well in advance for continuance of the contract.

ITB.31. OWNERSHIP OF ATP KIOSK:

The vendor will be the owner of all 150nos. ATP KIOSKS for the entire Contract period and the vendor, at his own cost shall dismantle & take back in his possession all the ATP KIOSKS installed in the designated locations of WBSEDCL, with due permission by the competent authority, after the expiry of contract period / termination of contract.

SECTION: II **TENDER PROCESSING AND EVALUATION (TPE)**

TPE.1.

PROCEDURE OF EVALUATION:

The selection of bidder for setting up of any time payment (ATP) touch screen kiosks on build, own, operate & maintain (boom) basis for collection of payment of energy bills at various 150 nos. office locations of WBSEDCL shall follow the Quality and Cost Based Selection (QCBS) method. The evaluation shall be carried out in three stages:

1. Pre-Qualification Evaluation (mandatory screening based on mandatory condition).
2. Technical Evaluation (based on marks).
3. Financial Evaluation (of technically qualified bidders only).

TPE.2.

THE SELECTION PROCESS WILL BE AS UNDER:

TPE.2.1.

Screening based upon Pre-Qualification:

As a first step, the Evaluation Committee will conduct a screening of all bids to ensure compliance with the Pre-Qualification (PQ) criteria based on mandatory condition.

Only those bidders who fulfill all the mandatory requirements (as mentioned in **Annexure-IV & Annexure V**) shall be shortlisted for further evaluation. Bidders failing to meet any of these conditions will be disqualified at this stage and will not be considered for the Technical and Financial Evaluation.

The bidders who are meeting with the minimum basic criteria should also possess basic documents for participation in tender such as PF No., PAN no., GST no., etc.

TPE.2.2.

Technical Evaluation:

Bidders who qualify in the Pre-Qualification stage shall be eligible for Technical Evaluation.

- The Technical Evaluation shall carry 100 marks, equivalent to 60% weightage in QCBS scoring process.
- A bidder must obtain at least 70 marks out of 100 in the Technical Evaluation to be considered technically qualified.
- Only technically qualified bidders shall proceed to Financial Evaluation.

TPE.3. The technical proposals will be evaluated based on the following criteria:

Technical Scoring Criteria (QCBS for ATP Kiosk Operation):

Sl. No.	Parameter	Allotment of Marks	Max Score	Required Eligible documents										
1.	Average Annual Turn Over for last three financial year's i.e. for year 2022-23, 2023-24 & 2024-25 must be at least Rs. 15 Crores.	<table border="1"> <tr> <td>Upto 25 Cr.</td> <td>05</td> </tr> <tr> <td>25Cr. to 30 Cr</td> <td>10</td> </tr> <tr> <td>Above 30Cr.</td> <td>15</td> </tr> </table>	Upto 25 Cr.	05	25Cr. to 30 Cr	10	Above 30Cr.	15	15	Copies of certified audited Balance sheet / Profit & Loss statement OR Certificate from the statutory auditor.				
Upto 25 Cr.	05													
25Cr. to 30 Cr	10													
Above 30Cr.	15													
2.	No. of Power utility where the ATP Kiosk Implementation & Operation projects are/were in operation for a continuous period of One year during the last Three financial years i.e. for year 2022-23, 2023-24 & 2024-25.	<table border="1"> <tr> <td colspan="2">Power utility covered</td> </tr> <tr> <td>Covered upto 2 utility</td> <td>10</td> </tr> <tr> <td>From 03 to 05 nos. utility</td> <td>15</td> </tr> <tr> <td>More than 05nos.utility</td> <td>20</td> </tr> </table>	Power utility covered		Covered upto 2 utility	10	From 03 to 05 nos. utility	15	More than 05nos.utility	20	20	LOA of the Projects		
Power utility covered														
Covered upto 2 utility	10													
From 03 to 05 nos. utility	15													
More than 05nos.utility	20													
3.	The Bidder executed ATP Implementation projects in Power Sectors in multiple states including West Bengal in last three financial year's i.e. for year 2022-23, 2023-24 & 2024-25.	<table border="1"> <tr> <td>Other states</td> <td>10</td> </tr> <tr> <td>Only West Bengal</td> <td>10</td> </tr> <tr> <td>More than one states including West Bengal</td> <td>15</td> </tr> </table>	Other states	10	Only West Bengal	10	More than one states including West Bengal	15	15	LOA of the Projects				
Other states	10													
Only West Bengal	10													
More than one states including West Bengal	15													
4.	Bidder should have past experience in supply, implementation and Operation of at least One hundred of Any Time Payment (ATP) in a single project of any DISCOMs of India during the last three years i.e. for year 2022-23, 2023-24 & 2024-25.	<table border="1"> <tr> <td colspan="2">No. ATP Kiosk between</td> </tr> <tr> <td>100 to 150</td> <td>10</td> </tr> <tr> <td>150 to 200</td> <td>15</td> </tr> <tr> <td>201 to 250</td> <td>20</td> </tr> <tr> <td>Above 250</td> <td>25</td> </tr> </table>	No. ATP Kiosk between		100 to 150	10	150 to 200	15	201 to 250	20	Above 250	25	25	LOA of the Projects
No. ATP Kiosk between														
100 to 150	10													
150 to 200	15													
201 to 250	20													
Above 250	25													
5.	The Bidder should have deployed at least 100 manpower engaged in only Any Time Payment (ATP) Kiosk operation Projects during the last 3 years. i.e. for year 2022-23, 2023-24 & 2024-25.	<table border="1"> <tr> <td colspan="2">Number of manpower deployed in ATP Kiosk operation projects</td> </tr> <tr> <td>100 to 150</td> <td>10</td> </tr> <tr> <td>151 to 200</td> <td>15</td> </tr> <tr> <td>201 and 250</td> <td>20</td> </tr> <tr> <td>251 and above</td> <td>25</td> </tr> </table>	Number of manpower deployed in ATP Kiosk operation projects		100 to 150	10	151 to 200	15	201 and 250	20	251 and above	25	25	Self Declaration and LOA against the proof of engagement by Bidder to be submitted supported with the PF challan/Return and ESIC challan/ Return as evidence
Number of manpower deployed in ATP Kiosk operation projects														
100 to 150	10													
151 to 200	15													
201 and 250	20													
251 and above	25													

Financial Proposals of only technically qualified bidders will be opened. The Financial Score (FS) shall be calculated as follows:

$$FS = (L / F) \times 100$$

Where: -

L = Lowest Financial Bid among the technically qualified bidders

F = Financial Bid under consideration

The Financial Evaluation carries 100 marks, equivalent to 40% weight Power utility age in the QCBS scoring process.

TPE.4.

Combined Final Score:

The Final Score (S) shall be calculated using the following formula:

$$S = (\text{Technical Score} \times 0.60) + (\text{Financial Score} \times 0.40)$$

The bidder with the highest Final Score (S) will be selected for award of contract.

Evaluation of bidders will be done in the following steps:

TPE.4.1.

Evaluation of Technical Proposal

- I. While evaluation, the Tender Inviting Authority or his authorized representative may summon the bidders and seek clarification / information or additional documents or original hard copy of any of the documents already submitted and if these cannot be produced within the stipulated timeframe, their proposals will be liable for rejection.
- II. The summary list of bidders, whose bids will be found techno-commercially eligible, will be uploaded on the web portals. Date of opening of financial bid will be intimated to the techno-commercially qualified bidders.
- III. All Technical proposal documents as specified in the tender will be examined and assessed for the techno-commercial, performance and management capability of the bidder.
- IV. The bidder shall not take any commercial deviation from the stipulation of Bid document. If the bidder takes any commercial deviation, his Bid may be liable for rejection.

TPE.4.2.

Evaluation of price bid:

- I. Evaluation of Price Bid will include all the relevant taxes as applicable.
- II. The bidder shall indicate the above prices clearly in the respective price schedule.
- III. Any variation, up or down, in taxes & duties or any new levy introduced subsequent to bid opening will not be considered for comparison of bids.

SECTION: III **SCOPE OF WORK (SW)**

GENERAL DESCRIPTION:-

West Bengal State Electricity Distribution Co Ltd. [hereinafter to be referred to as WBSEDCL] invites offers from competent agencies for entering into the work of “Setting up of any time payment (ATP) touch screen kiosks on build, own, operate & maintain (boom) basis at various 150 office locations of WBSEDCL in West Bengal for a period of 3(three) years” to facilitate its consumer to deposit their energy bills or other charges on the 150 exclusive centers across the state, so as to improve consumer satisfaction & cash flows. The agency shall deploy the requisite infrastructures at its own cost and will be paid the transactioncharges on per transaction basis. The ATP application shall be integrated with the existing data base (SAP-PI) of SAP-ISU billing system. The ATP system shall fetch latest details of the bill from data base on online mode using SAP-PI of SAP-ISU system.

SW.1. DETAILED SCOPE OF WORK:

The scope of the work is sub categorized in following activities:

Sl.No.	Name of activity
1.	Setup of Administrative office at Kolkata in West Bengal
2.	Deployment of ATP Kiosks at the prescribed WBSEDCL's Premises/hired premises as specified at Annexure II
3.	Deployment of manpower
4.	Setup of software for ATP Administration
5.	Payment Collection, Remittance & Reconciliation
6.	MIS/Output report generation & distribution

SW.1.1. SETUP OF ATP COLLECTION CENTERS AND ADMINISTRATIVE OFFICE

- a. The agency shall have to operate designated ATP collection centers at location specified in **Annexure-XII**.
- b. The agency shall have to maintain an administrative office at Kolkata, in West Bengal.
- c. The suitable collection centre accommodation with free raw power, LAN connectivity and other items like cable required for networking, cables for power supply, fire extinguisher, earthing, chair for operator & fans shall be provided by WBSEDCL.
- d. Maintenance of ATP collection centre like cleaning and lighting shall be the responsibility of the agency.

- e. The agency has to pay rent and electricity charges against hired premises, if any.
- f. The ATP collection centers are primarily for collection of electricity bills. However, may use these counters for extending other services of WBSDCL.
- g. The ATP collection centers shall have a prominently placed glow signed board of 2' x 4' size, which shall be provided by the vendor as per the prescribed description of WBSEDCL.
- h. **Timings of ATP collection center:**

All ATP KIOSK will be opened from **8 AM to 10 PM /day for all the days in a week including holiday & Sundays.**

SW.1.2. DEPLOYMENT OF ATP KIOSKS

SW.1.2.1. The agency shall deploy Any Time Payment (ATP) machines with following specifications and features:

SW.1.2.1.1. Detailed Specification for ATP Kiosk machine via Cash/Cheque/UPI:

The machine should be designed for collection of payment from Customers by Cash and Cheque, UPI against the utility bill. **The ATP machine should be brand new rugged and tamper-proof and under no circumstances second hand or old use machine can be deployed by the agency.** These are also meant for a 24 hour duty cycle.

A. The ATP machines shall provide following functionalities:

- (a) Provision to accept input from consumer via touch screen.
- (b) Scan bar code.
- (c) Read Magnetic Ink Character Recognition (MICR) fields.
- (d) Dot matrix printer with auto cutter, for printing the receipt.
- (e) Issue receipt on every payment made, in case, receipt cannot be printed for any reason, and consumer should be informed prior to making the payment.
- (f) Record consumer details on back of Cheque, in case of Cheque payments.
- (g) The on-screen display should be available in Bengali and English, with user having the option to switch between the languages.
- (h) Audio announcement on all payment steps.
- (i) UPS power for the machine with adequate power backup of minimum two hours.
- (j) The agency shall maintain & upgrade the developed software onsite, as & when required during the entire contract period and no extra cost. The agency shall have to upgrade the software and install the same in all the installed Kiosks, within 15 days after getting written instruction from the ordering authority regarding the changes/modifications to be incorporated in the software.

However, prior to installation of the same, the agency shall get the changes/modifications incorporated in the software certified by the ordering authority for its completeness and correctness. All subsequent modification/alteration of the software developed by the concerned agency required for providing service to consumers of WBSEDCL in future during the contract period shall be installed onsite

by the agency at no extra cost.

- (k) The status/reports can be generated remotely from a central server.
- (l) Integrated web-cam (data storage up to 7 days).
- (m) Provision of auto-shutdown/auto-lock in case devices sense suspicious activity. In addition, an alarm should be triggered at the central server/maintenance administrator.
- (n) Keyboard and mouse inside main cabinet for service purposes.
- (o) Safety chest inside the enclosure, for depositing the Cash/Cheque accepted by the machine. The chest should have mechanical as well as Software Controlled Electronic Locking arrangement.
- (p) UPS with adequate power backup.
- (q) Anti-glare screen for visibility during high sunlight.

B. The main components of the ATP machine:

The ATP machine shall consist of following hardware components on the minimum. However, if higher versions/addition of any hardware is required for proper operation of the ATP system, the same shall be supplied without any additional cost.

(a) Central Processing Unit:

- Mother Board with Intel I7 or above processor, 4 GB RAM, 350 GB UDMA/SATA HDD or higher appropriate for 7 days storage of integrated web cam feed, DVD Drive with Multimedia and Speakers, 4 Serial Ports and 2 Parallel Ports and Windows OS with antivirus software.
- A Key Keyboard and Mouse, inside the main cabinet for service purposes.
- User Interface: 17" or above LCD Display with Capacitive Touch Screen.

(b) Barcode Scanner:

- Barcode Scanner for automatic capture of data from the barcode on the vouchers or bills presented by the customer.
- It should be capable of reading barcodes of all popular symbolizes, including code 128, with up to 36 characters.
- It should be suitably mounted in the front panel of the machine such that it is not physically accessible to the Customers.
- A receptacle should be provided below it, for placing the bill, with proper directions for alignment of the barcode, so that the bill placed by the Customer can be scanned.
- An alignment diagram should be provided in the receptacle to assist the Customer to properly place the bill in the receptacle.

C. Cash Payment Module:

- The module should be configurable to accept all denominations of Indian currency against cash payments from the customers.
- The module should be capable of identifying and rejecting fake currencies as per

the rules defined which could be further configured/enabled/disabled/updated by the administrator.

- There is no requirement of collecting coins. The customer should be able to pay in excess (rounded off to nearest Rs. 10/-).
- In case of cash payment, it shall be collected amount to be deposited automatically in the relevant storage area in the KIOSK chest and no human intervention will be accepted in between process. The deposited amount needs to be recognized automatically by the system based on the cash received through cash acceptor. The hardware & software should capable to support all new variants of currency notes as well as new denominations, if any issued subsequently by RBI.

D. Cheque Payment Module:

- In case of Cheque payment, the machine should read the MICR Characters & Cheque number printed in the Cheques offered by the Customers using the inbuilt MICR Reader. The consumer ID, transaction ID & mobile no. of the consumer should be recorded on the backside of the Cheques which are accepted by the machine, prior to being deposited in the Safety Chest.
- Cheque/Draft payment will be restricted by the system against the consumers who are having Cheque dishonored history in corresponding last one year.

E. Payment Module through UPI

The ATP Kiosk module should be configurable to accept payment through UPI mode along with the arrangement of Payment Gateway either at the free of cost or at the cost of the agency.

F. Receipt Printer:

- An Alphanumeric dot matrix printer, with Auto Cutter, should be provided for printing and delivering receipt to customer, as a record for remittance of payment.
- Unique receipt number needs to be issued to identify each valid transaction uniquely.
- The issuance of receipt numbers should maintain the normal sequence process against each KIOSK.
- As per the essence of the contract all valid KIOSK transactions must be updated in the designated central SAP-ISU system of WBSEDCL on real time mode synchronously.

G. Safety Chest (SC):

A Safety Chest (SC) for depositing the Cash/Cheques accepted by the machine. Safety Chest (SC) should have Mechanical as well as Software Controlled Electronic Locking arrangement.

H. Networking:

KIOSK will be connected to through Internet connectivity KIOSKs will not be allowed to connect with the WBSEDCL's own LAN/WAN.

- i. ATP KIOSK Collection software should be integrated with WBSEDCL system through one centralized System to control it centrally. All the transactions will be routed through that centralized System only.
- ii. The transactions will be based on Server to Server Communication. The exchange of transaction related information between the KIOSK Application Software of the Service Provider and WBSEDCL's SAP-ISU system will be made only through the web services developed and hosted at the SAP-ISU system of WBSEDCL and consumed at the relevant centralized System of the Service Provider to implement this collection facility.
- iii. Consumer master and billing/quotation information should be fetched from WBSEDCL system in online mode.

The network connectivity will be used for following purpose:

- Fetching of billing data from billing system in real time.
- Posting of transaction detail to WBSEDCL billing system / ATP system upon success.
- Pushing software updates/patches to ATP from the central server/system.
- Monitoring status from central server/system.
- Generating MIS reports.

The agency should not expose the said Network to public or any other bay due to security reason. Proper fire wall system should be installed to protect WBSEDCL database and information and unauthorized intervention in the system.

I. ATP System Operation

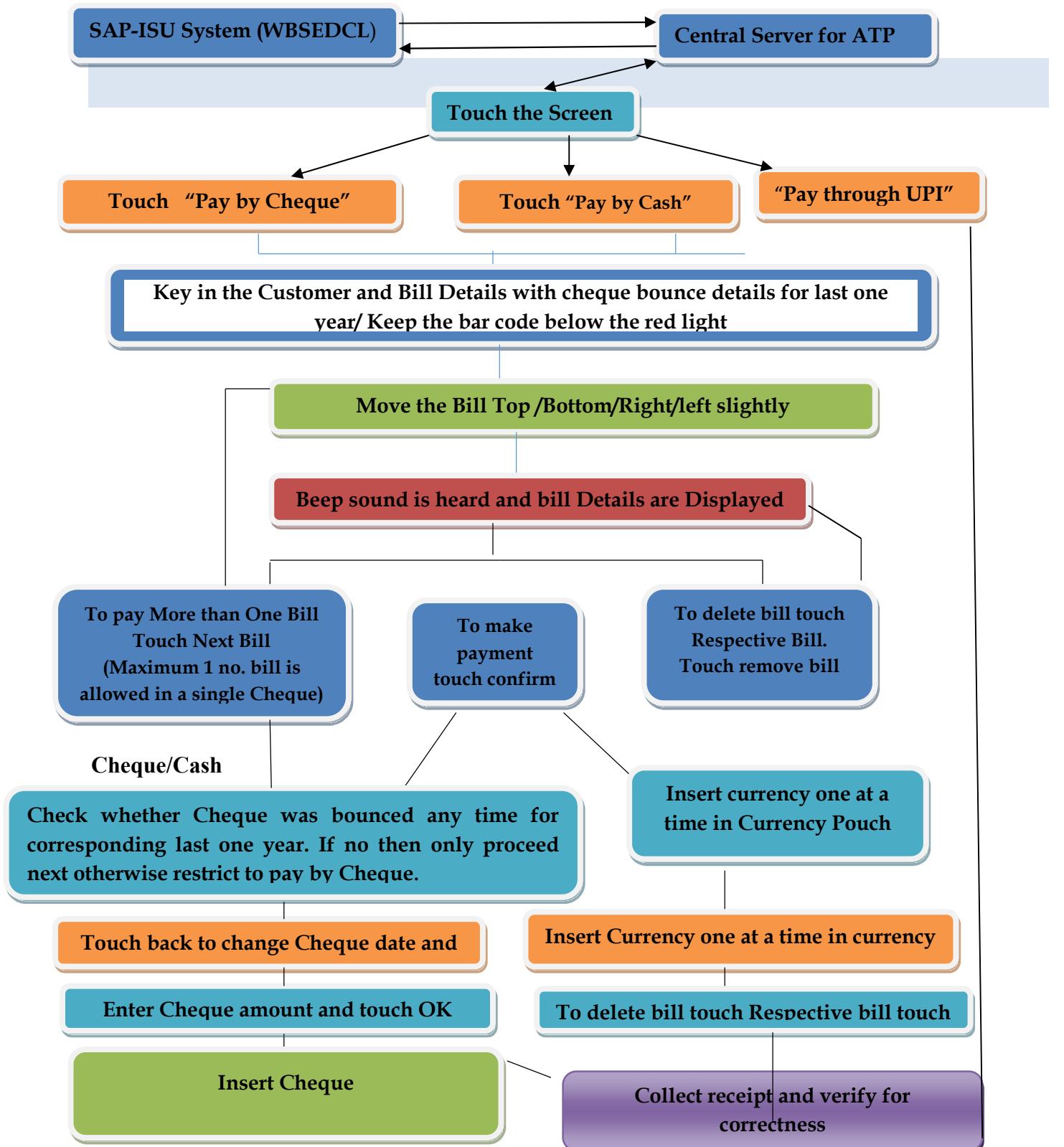
The machine should normally be in the Sleep Mode. The device should get automatically started when Customer inputs via touch screen.

- a) To select where the payment is a Normal/Single Payment or in Batch (single bill in single Cheque) Payment.
- b) To prompt the User for selecting the Mode of Payment he or she wishes to do for paying the bill either by Cash/Cheque/UPI. Whether normal payment or multiple bill batch payment.
- c) Customer ID will be inserted manually or by scanning of bar code in the bill and accordingly the software will fetch the payment parameter.
- d) Once the parameters are displayed in the Monitor, the field where the amount that is to be paid is displayed will flash. The machine then prompts "Please enter amount". The Customer reconfirms the amount by entering the same through Touch Screen Keypad and pressing <Enter>.
- e) There should be a provision to cancel the amount entry at any point, prior to pressing <Enter>. Once the amount is entered and confirmed by the Customer, the machine will prompt "Please select payment mode Cash/Cheque/UPI". The Customer then selects the payment mode and then inserts the Cash /Cheque through the de-signatory slots. Diagram on how to insert the Cash/Cheque/debit card/credit card should be printed below this slot. The Cheque is automatically

taken in by a transport mechanism and parameters such as Cheque Number etc. are ready from the MICR fields. These parameters are displayed in the pre-designated fields in the Monitor. Cheques that could not be read properly will be returned to the customer and the machine will prompt “Cheque not read properly”. Once the Cheque/debit card/credit is read properly and accepted or Cash is accepted payment record shall be sent to (SAP-ISU) and machine will print a receipt of the payment and deliver to the consumer as per approved format of WBSEDCL.

N.B. A Certificate from the Station Manager of the respective Customer Care Centre and the Asstt. Manager/Manager (HR&A) and the Asstt. Engineer/Divisional Engineer(IT&C) /In-Charge of the Divisional Computer Centre in ANNEXURE – XIII should be submitted before the Executive Director(Distribution) against each of the ATP Kiosk.

J. Illustrative flow of ATP Payment Process:



K. Enclosure Design, Safety and Security:

The cabinet design should be rugged and tamper proof. All fastening should be done from the interior of the cabinet such that none of these fasteners are accessible from outside. If anybody tries to force open the door, without taking the machine into the supervisory/MaintenanceMode, after entering Supervisory/Maintenance Login Name and Password, there should be a loud Audio Alarm to attract the attention of the Supervisor or the Public. Machine should upload the details of the tamper to the designated Server. The cabinet locks should be fool proof the cabinet locks should be fool proof and flush with the body of the cabinet. There should not be any levers projecting out. There should be provision of sounding hooter/siren/alarm for tamper events.

L. Installation & Commissioning:

Agency shall be responsible for installation and configuration of ATP supplied to the satisfaction of the WBSEDCL. This shall include but not be limited to:

Installation of ATP machines with ready infrastructure at all ATP collection centers across the WB.

- Installation of hardware, networking devices and other supporting infrastructure at ATP collection centers, including connectivity necessary to run the collection software and maintained by the agency. The facility shall be exclusively for WBSEDCL's use and not on shared basis.
- Demonstration of all features of the ATP system.
- Acceptance testing of the system thus implemented to the WBSEDCL's satisfaction.
- Installation of any other supporting software/tools.
- System administration at server level. Comprehensive maintenance of system including regular and emergency maintenance.
- Complete integration with WBSEDCL billing system for fetching billing data and posting payment record.
- Installation and configuration of ATP supplied to the satisfaction of the WBSEDCL. This shall include but not be limited to:
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- Installation of hardware, networking devices and other supporting infrastructure at ATP collection centers, including connectivity necessary to run the collection software and maintained by the agency. The facility shall be exclusively for WBSEDCL's use and not on shared basis.
- Demonstration of all features of the ATP system.
- Acceptance testing of the system thus implemented to the WBSEDCL's satisfaction.
- Installation of any other supporting software/tools.

- System administration at server level. Comprehensive maintenance of system including regular and emergency maintenance.
- Complete integration with WBSEDCL billing system for etching billing data and posting payment record.

SW.1.3. The WBSEDCL shall also arrange for furniture or fixtures required for these machines.

SW.1.4. The agency shall maintain these equipment's under good running conditions for the entire contract period and ensure prompt support in case of any machine failure.

SW.1.5. The agency shall be liable to ensure proper maintenance support for these devices for entire duration of the contract. If required the agency must enter into a maintenance contract with the OEM qualified and professional equipment service companies.

SW.1.6. The agency shall be liable to the system during the contract period i.e. up-to 3 years, which includes regular and emergency maintenance of these devices.

SW.1.7. **Deployment of personnel:**

SW.1.7.1. The agency at their own cost will depute Customer Support Personnel near each kiosk for minimum specified Hours (8 AM to 10 PM) on all the seven days in a week to help customers for making payments (Any revision of timings will be specified to agency duly).

SW.1.7.2. If on a particular date no. of transactions become considerably poor, or nil, the site would immediately be attended by WBSEDCL personnel to see the condition of the machine. After physical inspection a call would be docketed immediately, if the machine is found faulty. The agency must maintain 24x7 centralized call registration system and acknowledge each & every call with a unique docket no. which is to be used for further reference

SW.1.7.3 If the minimum required number of man power seems insufficient at any time during the work, the agency will have to depute extra manpower accordingly without any extra cost to WBSEDCL.

SW.1.7.4. The agency has to arrange for training of its man power on the ATP system on its own cost.

SW.1.7.5. This job assignment is a customer interface process involving image of the WBSEDCL and therefore the employees deployed by the agency shall be adequately qualified, presentable and with I-Card, and of high integrity.

SW.1.7.6. The ATP operator shall be conversant with both manual and automatic modes of ATP operation and may be asked to operate in manual mode as per the requirement.

SW.1.8. **SETUP OF SOFTWARE FOR ATP ADMINISTRATION:**

- a. The agency shall provide an interface to WBSEDCL to monitor all the ATP machines from a common console.

- b. The software will enable administrator to receive alerts on various events related to the ATP operations.
- c. The software will provide real time reports of all the ATP machines in functions.
- d. Various controls like locking and unlocking of any ATP shall be achieved.
- e. Software needs to be modified/ updated as per requirement of WBSEDCL or due to change of WBERC /any other Regulations.

SW.1.8.1.

Integration with WBSEDCL system

- a. Each ATP KIOSK will be identified by one unique designated KIOSK ID across the WBSEDCL. Collection software in Kiosk should be integrated with WBSEDCL system.
- b. The design of User Interface and integration need to be carried as per the requirement of WBSEDCL. The communications with the centralized SAP ISU system will be by means of designated web service calls only.
- c. All the ATP KIOSKS need to be time synchronized with the centralized SAP-ISU System of the WBSEDCL.
- d. The Collection Application Software will be controlled centrally. All transactions need to be routed through that centralized server. All the transactional level activities will be based on Server to Server integration process.
- e. The Collection Application Software need to be designed to capture the Start-Up and Shut-Down events with automatic real time insertion of one record to the SAP ISU system containing time stamp of the event, Kiosk ID, Last receipt number, type of event (Start Up or Shut Down) etc. through designated web service call.
- f. Consumer master and billing (along with other outstanding charges, if any), quotation information should be fetched from WBSEDCL system in online mode.
- g. Payment information should also be updated in WBSEDCL system in online mode.
- h. In case of any failure of posting of payment information (both for current and previous days) in WBSEDCL system due to link or other issues, that payment information need to be inserted in WESEDCL system at the earliest through a program which will be triggered automatically in every 15 minutes or before fetching of billing/quotation information for the next transaction, whichever will be earlier. The Collection Software will not be able to initiate the next transaction until successfully inserting the previous payment transaction into the SAP ISU system. But the Collection Software running at the KIOSK end will be allowed to push/insert any valid payment transaction through this process up to $T + 4$ days, where T is the actual payment date. The number of days as stated above may be changed as per the requirement of WBSEDCL. Beyond that limit the payment will be rejected from the SAP ISU system.
- i. At the day's end just before shutdown of the Kiosk m/c, each and every payment information will be auto checked from Kiosk using a program if any non-posted payment information found in WBSEDCL system that payment need to be updated in WBSEDCL system.

- j. On the next day, the program as mentioned in the previous clause will again auto check all payment information and update non-posted payment information ,if any, found against collection of the previous day just before initiation of next day's collection.
- k. **Allowable Limit on Amount for Accepting Payment i.r.o Energy Bill Receivable:**
 - The application system in the Collection Kiosk need to be designed to accept payment against billing amount fetched from the WBSEDCL SAP-ISU system and the minimum allowable payment amount will be to the tune lower multiple of Rs 10/- of the bill amount. If payment received less than lower multiple of Rs 10/- of the bill amount then there will be a message in the receipt to intimate the consumer regarding forfeit of rebates and issuance of defaulter notice against short payment of the bill amount.
 - The maximum allowable limit for the payment amount against the billing amount fetched from the WBSEDCL SAP-ISU system need to be restricted to the tune of next higher multiple of Rs 100/- of the bill amount with a suitable message to guide the operator/user. In case excess insertion of further denomination, the same will be reverted back by the system automatically.
 - As per Section 269ST of the **Income Tax Act, 1961**, receiving not more than Rs 2,00,000/- in cash from a person in a day or in a single transaction or transaction related to single event or occasion , should be abide by and necessary modality should be incorporated in collection software
- l. **Allowable Limit on Amount for Accepting Payment i.r.o Non-Energy Bill Receivable:**
 - The application system in the Collection Kiosk need to be designed to accept payment against Non-Energy Bill Quotation (i.e., New Connection Quotation, Load Enhancement Quotation, Security Adequacy Quotation etc.) amounts fetched from the WBSEDCL SAP-ISU system on real time basis and under no circumstances payment amount less than the fetched quotation amount will be accepted by the system. If payment received less than the quotation amount then there will be a message in the receipt to indicate the connection/enhancement will not be processed due to short payment of quotation amount.
The payment amount needs to be the exact quotation amount or to be restricted to the tune of next higher multiple Rs 10/- of the exact quotation amount with a suitable message to the operator/ user.

SW.2.

PAYMENT COLLECTION, REMMITTANCE & RECONCILATION

- a. The payment may be accepted in various modes - Cash/Cheque/DD.
- b. In manual mode, the ATP operator will collect the Cash/Cheque/DD and complete the payment process through the machine.

- c. Immediately after a transaction is completed, receipt is generated automatically. This receipt shall be printed as per format of WBSEDCL. The receipt for acceptance of Cheque/DD shall be issued as 'subject to realization'.
- d. **The receipt shall be printed on stationary approved by WBSEDCL. The stationary & printing consumables expenses to generate receipt are on the part of Bidder.**
- e. The collection operator shall verify its accounts and generate MIS at end of the day.
- f. The money collected on day (T) shall have to be deposited to the WBSEDCL's bank account on the next working day (T+1) at the earliest. In case next day is holiday the collection amount shall be deposited day after. Before such deposition the amount is to be verified with the data from WBSEDCL system by the concerned authorized person of WBSEDCL at the attached location of the Kiosk.
- g. The collected Cheques/ Demand drafts are to be sent to respective CCC/ Divisions for realization on T+1 day. Before such submission the amount is to be verified with the data from WBSEDCL system by the concerned authorized person of WBSEDCL at the attached location of the Kiosk.
- h. The total Collected amount received from ATP Kiosk system through UPI Mode against transactions Pushed (entered) to the centralized SAP IS-U System on Data Entry date (E) needs to be transferred to the designated Bank Account of Dist HQ as applicable for different ATP Kiosk Agency on very next working day (ie, E +1). (E is payment Entry Date).
If there is any scenario where fund transfer requires to be made for more than one Data Entry date, then separate Bank transactions corresponding to the Amount involved for each Entry Date are to be made(by the agent or Gateway) for the better payment reconciliation activities
- i. Separate MIS File (as per **Annexure XIV**) also needs to be submitted to the Dist HQ Revenue Wing for each Data Entry Date (system date on which transactions have been pushed to the IS-U) in E+2 days and that MIS file must tally with the Amount credited to the designated Bank Account of WBSEDCL.
In the MIS file, only the transactions which are successfully inserted on E date needs to be included on E + 1 Day. Accordingly, Fund transfer amount on E + 1 date should be matched with the amount involved against the records successfully inserted on E date.
- j. **ATP Kiosk Report:** Separate Report needs to be generated from ATP Kiosk and submitted to the respective Site Offices, for the transactions happened through UPI mode and non-UPI mode for the sake of reporting and reconciliation by the Site Offices under their scope
- k. The agency shall track the payment realization for each transaction and shall take suitable actions in case of defaults.
- l. The agency shall investigate if the amount paid by consumer has not been

remitted.

- m. All payment related issues should be directly handled by the agency and issues should be resolved within 4 working days. A monthly MIS report should be submitted to WBSEDCL on the customer issues count, pending issues and resolved issues. All stationary charges shall be borne by the agency.
- n. The agency shall have to receive daily verification of payments after reconciliation by the Cashier or any other designated authority.
- o. The vendor shall depute competent personnel who shall generate & maintain Daily Reports, Cash and its details, Cheque/ DD and data as specified by WBSEDCL and handover the same to WBSEDCL Office on day to day basis.
- m. The vendor shall prepare machine-generated daily and periodic reports in formats, specified by WBSEDCL and handover the same to WBSEDCL daily and periodically.
- n. The vendor shall preserve the payment details of customers in their custody for a minimum period of two months. After two months vendor shall destroy the same with intimation to & clearance from WBSEDCL.
- o. WBSEDCL will not have any liability towards receipt of any fake note through the vendor's kiosk and the vendor will have to replace the fake notes, if any, collected through their machines.

SW.3. BUSINESS MODEL:

SW.3.1. KIOSK will be operated on BOOM basis.

SW.3.2 Vendor shall arrange for all sort of hardware and software of ATP KIOSK. The Intending vendor shall make their own arrangements, for supply, testing, installation, commissioning and maintenance of ATP KIOSK. WBSEDCL will provide location adjacent to its site office including infrastructure & electricity facility. Agency will have to pay the rent and electricity charges against hired premises, if any.

SW.3.3. Vendor shall maintain & upgrade the developed software onsite and KIOSK machine will be operated on online mode.

SW.3.4. Payment to the vendors shall be made per transaction basis.

SW.3.5. WBSEDCL will provide a suitable network connection and appropriate bandwidth at each KIOSK to access data using web service of WBSEDCL data base (SAP-PI) of SAP-ISU billing system.

SW.3.6. Bill data to be fetched from WBSEDCL data base on online mode using SAP-PI of SAP-ISU system.

SW.3.7. Payment details against each receipt shall be uploaded online on real time basis to the WBSEDCL data base using web service of SAP-PI.

SW.3.8. In case of any sort of discrepancies related to payment, vendor shall settle the issue within 4(Four) days from date of occurrence.

SW.3.9. If payment is not done in WBSEDCL data base same will not be treated as valid transaction.

SW.3.10. Payment receipt to be provided to the consumers against each transaction and receipt are to be numbered serially against transaction, no receipt with duplicate serial numbers will be allowed.

SW.3.11. Vendors at their own cost will have to supply all consumables, printing stationary & issue receipts for the payments made by customers as per format approved by and quality certified by WBSEDCL.

SW.3.12. Vendor shall have to deploy manpower for specified duty hours to facilitate consumers to pay their bills within stipulated time.

SW.3.13. Vendor would be liable for collecting the deposited amounts (both cash & Cheque) from Kiosks regularly at a pre-fixed time slab & to deposit the same in bank & handover the documents to the concerned unit of WBSEDCL within specified period.

SW.3.14. All the Cash Collection KIOSK must remain open at least from 8 am to 10 pm without break for all days in the week including holidays and Sundays.

SW.3.15. For any loss of collected amount prior to deposition to WBSEDCL Bank account, vendor will be responsible and vendor will be liable to compensate the amount within 48 hours from time of occurrence of such loss/damages

SW.3.16. Vendor shall arrange insurance for cash in chest, cash in transit insurance and fidelity insurance for persons dealing with collected cash and all other insurances as required to cover the amount being handled by vendor, if required, at his own cost and risk.

SW.3.17. WBSEDCL will have every right to check the cash in chest at any time when required.

SW.3.18. Necessary Raw power only will be provided by WBSEDCL.

SW.3.19. In the event, any of the machines found defective due to faulty design, bad workmanship, bad materials used or otherwise not in conformity with the requirements, the WBSEDCL shall either reject the materials / equipment or ask the Contractor in writing to rectify the same. The Contractor on receipt of such notification shall either rectify or replace the defective materials/equipment free of cost to the Purchaser.

SW.3.20. WBSEDCL shall reserve the right to discontinue collection on getting information of mal-function or fraudulent activity in any Kiosk.

SECTION: IV

GENERAL CONDITIONS OF CONTRACTS [GCC]

GCC.1. Any agency willing to take part in the process of e-Tendering will have to be enrolled & registered with the Government e-Procurement System, through logging on to <http://www.wbtenders.gov.in> (the web portal) the contractor is to click on the link for e-Tendering site as given on the web portal.

GCC.2. The bidders will have to quote their rates in Indian Rupees in the enclosed BOQ.

GCC.3. Prices indicated in the schedule of prices deemed to include all the levies/duties/taxes/Cess & all other incidentals payable as per statute. The estimated cost is exclusive of GST. It will be paid to the appropriate authority/agency as per prevailing rates and rules in force.

GCC.4. WBSEDCL, who do not bind itself to accept the lowest tender, reserves the 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 or bidders or any obligation to inform the affected bidder or bidders the reason for WBSEDCL's action.

GCC.5. Canvassing in connection with tenders is strictly prohibited and the tenders submitted by the contractors, who resort to canvassing, will be liable to rejection.

GCC.6. Bid security as per "Notice Inviting Tender" should be submitted with the tender in the form of Bank Guarantee in the prescribed form of WBSEDCL.

GCC.7. **GUARANTEE:** The entire system/ Software's should be guaranteed for satisfactory operation and good workmanship at least for a period of 3(three) year from the date of final installation / commencement of actual operation and acceptance. Successful bidder shall furnish documents related to the hardware and license certificates of the standard software an undertaking for the above, as well as all the related documents of the custom software, if any.

GCC.8. **Performance Guarantee/Security Deposit:**
As Contract Guarantee, the successful bidder has to furnish initially a Performance Guarantee in the form of Bank guarantee from any Schedule Bank in India amounting to **10% of the contract value** for 150 numbers of KIOSK. For any failure towards satisfactory performance on the part of the vendor, the Bank Guarantee will be liable to encashment and forfeiture.

- Additional Performance Security equal to 10% of the ordered value for bid of the items having variation of (-) 20% to (-) 50% of the estimated rate should be furnished within 30 days from the date of issuance of the Purchase Order.
- Additional Performance Security equal to 20% of the ordered value for bid of the items having variation of (-) 50% to (-) 80% of the estimated rate should be furnished within 30 days from the date of issuance of the Purchase Order.

The following points are mentioned below regarding Performance Guarantee:

- a) Performance Guarantee furnished in any other form will not be accepted.
- b) Performance Guarantee will not carry any interest.
- c) The above Performance Guarantee is to be submitted within fifteen (15) days from the date of issue of the order and shall remain valid up to ninety (90) days after end of the contract period, with a further claim period of 90 days.
- d) In case the contract is renewed, the successful bidder has to extend the validity of the Performance Bank Guarantee for a further period of ninety (90) days from the end of the renewed contract Period, with a further claim period of 90 days.
- e) **In case of joint venture, PBG to be submitted by Joint venture company positively.**

GCC.9.

DEFINITION OF TERMS:

- a. In writing these General Conditions of Contract, Specification and Bill of quantity/bidding schedule (schedule of work) the following words shall have normally the meanings here-in-after indicated unless there is something in the subject matter of content inconsistent with such construction
- b. The Company/Department shall mean the WEST BENGAL STATE ELECTRICITY DISTRIBUTION COMPANY LTD, having its Office at VidyutBhavan, Block-DJ, Sector-II, Kolkata-700091.
- c. The Controlling Officer shall mean the person deployed by the Company for the purpose of this contract.
- d. Company's representative shall mean any person or persons of WBSEDCL appointed by the Company to supervise, inspect, test and examine workmanship and materials of the work under this scope.
- e. The Contractor/vendor/agency shall mean the Bidder who will be awarded with the contract by the Company and shall include the contractor's executor's administrators, successors and permitted assignees.
- f. The work 'Site' shall mean the site of proposed work as detailed in the specification or any other place where the work is to be executed under the contract.
- g. 'Date of Contract' shall mean the date on which notification of award of contract/letter of award (LOA) has been issued.
- h. **'Zero Date' will be reckoned from the date of placement of LOA.**

GCC.10.

GENERAL REQUIREMENT:

- i. The bidder has to visit the site before submission of tender. The bidder shall inspect and examine the site and its surroundings and shall satisfy himself before submission of his tender as to nature of the site, the quantities and nature of work and the material necessary for the completion of the work and the means to access to the site, the accommodation he may require and in general shall himself obtained all necessary information as to risks, contingencies and other circumstances which may influence and effect his tender.
- ii. **Cost of bidding:** The Contractor shall bear all cost associated with the preparation and submission of their bid and WBSEDCL in no case shall be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.
- iii. **Correctness and sufficiency of rates quoted in the tender:** The bidder shall be deemed to have satisfied himself before tendering as to the correctness and sufficiency of his tender for work and the rates and prices stated in the schedule of the items. The rates and prices quoted shall cover all obligation of the bidder under the contract and all materials etc. necessary for the proper completion and maintenance of the work.
- iv. The agency shall execute, complete and maintain the work as per direction of the Controlling Officer of the work or his representative.
- v. **Agency to submit programme:** Within 14 (fourteen) days from the date of issue of letter of intent/ award the contractor shall submit a programme showing the order, procedure and method in which he proposes to carry out the work.
- vi. **Agency's staff at site:** The agency shall provide at site his authorized representative duly approved by the Controlling officer (approval may be withdrawn for a particular person, if necessary). The agency and/or his authorized representative has to constantly on the work and shall give whole time supervision of the same. Such authorized agent or representative shall receive (on behalf of the contractor) direction's and instructions from the Controlling Officer or his representative.
- vii. **Removal of person employed at site:** The Controlling Officer/ his representative shall be at liberty to ask the contractor to remove from the site any person, employed by the contractor in the execution of the work, who in the opinion of the Controlling Officer/ his representative his representative misconducts himself or is incompetent or negligent in the proper performance of his duties and such persons shall not be again employed upon the work without the permission of the Controlling Officer/ his representative.
- viii. **Setting out:** The agency shall be responsible for setting up camp office at work site.
- ix. **Protection of work:** The agency shall in connection with the work provide and maintain at his own cost all lights, guards, fencing and watching when

and where necessary if required by the Company or by any competent authority or statutory or other authority for the protection of the work or for the safety and convenience of the public or others.

- x. **Care of works:** From the commencement to the completion of the installation work, the contractor shall take full responsibility for the care thereof and of all temporary work and in case of any damage, loss or injury to work or to any part thereof or to any temporary work due to any cause whatsoever shall at his own cost repair and make good the same, so that at completion the work shall be in good order and conditions and in conformity in every respect with the requirements of the contract. The contractor shall take every practicable precaution not to damage or to cause injury to any adjoining or other properties or to any person. However, even if any damage or injury occurs, the contractor shall be responsible in meeting the necessary claims and demands as may be required.
- xi. **Workmen's compensation for accident or injury to any-workmen:** The Company shall not be liable for damages or compensation payable as per provision of law in respect or consequence of any accident or injury to any workmen or other person in the employment of the contractor. The contractor shall have to pay all claims, demands, preceding costs charges and expenses whatsoever in respect thereof or in relation thereto. Insurance Policy covering provisions for workmen's compensation for all the workmen to be engaged by the contractor is to be made by him.
- xii. **Facilities for other contractors:** The contractor shall afford all reasonable facilities for any other contractor employed by the company in execution on or near the site of any work not included in the contract.
- xiii. **Clearing site on completion:** On completion of the installation work the contractor shall clear away and remove from the site all constructional plant, surplus materials, rubbish and temporary work of every kind and leave the whole of the site and work clean and in a good and tidy condition to the satisfaction of the controlling officer/ his representative.
- xiv. **Labour License:** Contractor will have to obtain Labour License in respect of the above work as per Contract Labour (Regulation & Abolition) Act, 1970(as required) as early as possible.
- xv. **Compliance of labour laws:** The contractor shall comply all statutory labour laws to protect the laborers engaged by them.

GCC.11.

VARIATION, OMISSION, ADDITION & ALTERATION:

The Contractor shall not modify the work except under direction in writing by the Company. The quantities provided in the Schedule of work are provisional only, which may vary up to any extent or may be deleted altogether. The quoted rate of each item shall remain firm till completion of contract. The owner reserves the right to increase or decrease the ATP collection centers or the equipment required as specified in the accompanying technical specifications as may be necessary, at the time of award of

contract or during the execution of the contract. It is intimated that all the consumers under the various site office included in this specification are to be handled by the agency. In case, if any new ATP collection center is proposed during the tenure of contract, the agency has to deploy requisite infrastructure & manpower without any extra cost to WBSEDCL.

The Company reserves the right to alter, amend, and omit or otherwise vary the quantities as may be necessary but such variation will be limited to $\pm 25\%$ (plus or minus twenty five percent) of the contract price. Payment shall be made as per actual execution.

GCC.12. TERMS OF PAYMENT:

The invoices shall be correctly prepared in quadruplicate in the name of consignee(s)/ designated officer and shall be submitted as under: -

The agency shall furnish the monthly bills for bill collection to the designated officer, by 7th of each month for the work carried out during the last month, which after verification the same will send to AGM (F&A), Dist. HQ. The payment shall be paid on or within 45 days from the date of submission of bills as per the prevailing payment policy in WBSEDCL.

Following documents shall be submitted along with the bills:

- i. A certificate/undertaking to the effect that proof of Goods & Service Taxes (GST) at actual as has been claimed and other relevant documents for reimbursement of charges paid by the supplier on behalf of the purchase, may be enclosed with the original invoice, if required.
- ii. Necessary MIS/output reports i.e. Monthly transaction report (Hardcopy and softcopy), etc.
- iii. Copies of Statutory documents (Proof of PF, ESI, and Minimum Wages etc. It is intimated that in case the vendor shall not try to adjust his due payment towards the service charges from the deposited bill amount, in such happenings the same shall be considered as embezzlement.

GCC.13. COMPLETION OF CONTRACT:

All works under the contract must be completed by period of completion mentioned in NIT while portions of work as per program settled in consultation with the Controlling Officer shall be completed by the date stipulated in the said programme.

GCC.14. MATERIALS AND WORKMANSHIP:

All the tools, tackles, machineries, and instruments whatever necessary to install the Kiosks will be provided by the Vendor.

GCC.15.

EXTENSION OF TIME:

An extension of time without imposition of liquidated damage, may be granted for delay in execution of work provided there is no fault whatsoever on the part of the contractor. Such extension may only be granted on the basis of application to be submitted by the contractor who has to establish that the extension of time required by him is not due to his fault.

GCC.16.

LIQUIDATED DAMAGE:

If the contractor shall fail to perform the work within the time prescribed, following liquidated Damages are applicable:

- i. Delay in commencement of commercial operation i.e cash collection work(for ATP collection centers): Rs. 1,000/- per day per unit subject to maximum of Rs 3,00,000/-per unit.
- ii. For Delay in deposit of collected amount / updation of payment information beyond specified time limit, LD @ 3% of the un-deposited amount shall be levied per day or part thereof for the total days of default without any ceiling limit on amount. This is also applicable for the payment through UPI mode.
- iii. **PENALTY ON DELAY IN OPENING OR EARLY CLOSURE OF THE ATP COLLECTION CENTER (DAILY OPERATION):** Rs 500/- per day per ATP collection center or part thereof.
- iv. **PENALTY FOR INTERRUPTION IN SERVICE:** If the bill collection services are affected more than 24 hours due to breakdown of machines only, a penalty of Rs 200/- per hour per ATP collection shall be applicable. However in case of interruption of services, other than any cause related to machine breakdown, a penalty of Rs 200/- per hour shall be applicable.
- v. **PENALTY ON DELAY IN RECTIFICATION OF ERROR:** In case of delay in rectification of software or hard ware related issue on the part of vendor as per instruction of WBSEDCL that must be settled within 15 days from the date of written instruction received. In case of failure beyond stipulated time penalty @ Rs 2000/- per day will be charged.
- vi. **LIQUIDATED DAMAGE** in respect of Cl. iii to v shall not exceed **20% of the total monthly invoices for a particular month of the respective Kiosk.**
N.B:-Waiver of Liquidated Damage- Ordering authority will have power to waive penalty on satisfactory ground.

GCC.17.

RESPONSIBILITY:

GCC.17.1.

The agency shall be fully responsible for safeguarding entire facility, infrastructure, equipment and its manpower at the ATP collection centers. The agency shall assess the safety and security requirements of these centers by its own and take adequate majors to maintain the same.

GCC.17.2.

The vendor will be responsible for any loss/ defalcation of collected amount (Cash) prior to deposition to WBSEDCL's Bank or Cheque/ D.D to the respective unit of

WBSEDCL and will be liable to compensate the same amount within 48(forty eight) hours from the time of occurrence of loss/ damage, otherwise the same amount will be realized from the pending bill(s) or Performance BG lying with WBSEDCL. Vendor shall take necessary action for insurance compulsorily, in this respect at his own cost and risk.

GCC.17.3. **PENALTY:** In case of non-deposition of the amount within 48 hours from the date of occurrence 10% penalty shall be imposed per day on defalcated / non-deposited amount per day and penalty shall not exceed the amount equal to amount lost.

GCC.18. COMPANY'S RIGHT TO TERMINATE THE CONTRACT:

If the contractor neglects or fails to commence the service within the scheduled time of completion of the work or fails to complete the work within scheduled time for completion or within the extended time approved by the Company, the Company shall have right to terminate the order/letter of intent after giving notice in writing to the contractor. If the contractor fails, after 14(fourteen) days' of such notice, to proceed with the work in the manner notified, the Company shall terminate the contract.

In addition, such action by the owner as aforesaid shall not relieve the contractor of his liability to pay liquidated damages for delay in completion of works. The termination of the contract under this clause shall not entitle the contractor to reduce the value of the performance bank guarantee nor the time thereof. The performance guarantee shall be valid for the full value and for the full period of the contract.

GCC.19. FALL BACK ARRANGEMENT:

Provision shall be made in the agreement that in the event of failure of the Agency to fulfill its obligations, duties and responsibilities as per the agreement terms, WBSEDCL shall interalia have the right, at any time to resort to fall back arrangement. Under this plan, WBSEDCL shall take charge of all facilities and systems whether in operation or under execution after giving suitable notice as provided in the agreement and can recover from the security deposit the losses suffered due to such failure. If the security deposit is insufficient, the Agency shall pay the difference to WBSEDCL, failing which WBSEDCL shall have right to recover the sum through legal or other means.

The WBSEDCL shall have the right in such circumstances to manage the system itself after taking charge of the facilities as above or through any other agency as it may deem fit and no claim of Agency for compensation in this respect shall be entered.

GCC.20. HANDING OVER ON TERMINATION:

Upon termination of the agreement, the agency's authority to act in the area shall immediately cease. The agency shall be liable to vacate the site with all materials & gadgets in all respect within 7 (seven) days from the date of termination notice. Upon termination the contract the agency shall transfer the cash/ financial instruments/ data/document in soft or hard copies to competent authority of WBSEDCL.

GCC.21.

QUALITY OF WORK:

The contractor shall arrange and provide all necessary facilities along with necessary manpower for inspection of work at any time at his own cost. The entire work shall be inspected by WBSEDCL representative from time to time at site as necessary. The contractor shall provide all facilities for such inspection free of cost. Notwithstanding any inspection of the site, WBSEDCL shall have the right to reject any work not conforming to the Specification without being liable for any explanation or compensation. The authorized representative of WBSEDCL shall have the free access to the work site, contractor site office and store.

GCC.22.

FORCE MAJEURE:

The Department shall not be responsible or liable to pay any compensation for any interruption in your work at the site due to strike, lockout, riot, earthquake, flood, cyclone or civil commotion or any other force of accident due to any reason beyond control. The Department shall not be held responsible to or liable to pay for any interruption in your work at the site arising out of resistance from the local public due to any resistance towards work. WBSEDCL will not take any additional liability towards enhanced taxes, duties and price variation due to force majeure condition.

GCC.23.

DECISION:

Controlling Officer's decision is final in respect of all matters which are left to the decision of the Controlling Officer including the granting or with-holding of certificates.

If, in the opinion of the contractor, a decision made by the Controlling Officer is not in accordance with the meaning and intent of the contract, the contractor may file with the Controlling Officer, within 7 (seven) days after receipt of the decision, a written objection to the decision. Failure to file an objection within the allotted time will be considered as an acceptance of the Controlling Officer's decision and the decision shall become final and binding.

GCC.24.

LANGUAGE AND MEASUREMENT:

All documents pertaining to the contract including specifications, schedule notices, correspondences, operating and maintenance instruction, drawings or any other writings be written shall be in English language. The metric system measurement shall be used exclusively in this contract.

GCC.25.

COMPLETION OF WORK:

Completion of the work means completion of the work in totality and acceptance/takeover of the same by the Company. Partial or phase wise completion will have no bearing towards consideration of guarantee/defect liability period.

GCC.26.

IDLE LABOUR:

Whatever the reasons may be no claim for idle labour, additional establishment cost, hire and labor charges of tools & plants would be entertained by the Company, under any circumstances.

GCC.27.

ARBITRATION & LEGAL JURISDICTION:

All disputes concerning question of act arising under the contract shall be decided by the owner/company on receipt of written appeal by the contractor.

Any dispute or differences arising out of or in connection with this contract shall to the extent possible be settled amicably and where settlement cannot be reached then such disputes shall be subject to settlement under the jurisdiction of Calcutta High Court.

GCC.28.

REPORTING OF ACCIDENT:

All accidents, major or minor, must be reported immediately to WBSEDCL and the contractor will provide first aid to the injured person immediately and submit a report to the Site-In-charge.

GCC.28.1

SERIOUS INJURIES:

In case of serious injuries, the following procedure shall be adopted by the contractor.

- To provide first aid at his own First Aid Station.
- To take the injured person to the hospital.
- To report the accident to WBSEDCL

GCC.28.2.

FATAL ACCIDENT:

Fatal accidents must be reported immediately to WBSEDCL as well as to the Police.

Penal Measure:

Failure to observe the Safety Rules will make the contractor liable to penalty by way of suspension of work and termination of contract. Adequate arrangement for proper lighting & guarding shall be made at the work site.

It must be clearly understood that WBSEDCL is indemnified by the contractor against payment of any compensation or award on account of any accident, injuries, and damages and if any such payment has to be made by WBSEDCL under order of appropriate authorities, the same shall be recovered from the contractor.

The Agency shall be liable for and shall indemnify the WBSEDCL in respect of all injury to person or damage to property resulting from the negligence of the Agency or his workman or from defective work but not from any other cause.

Provided that the Agency shall not be liable for any loss or profit or loss of Contract or any other claim made against the WBSEDCL not already provided for in the contract, not for any injury or damage caused by or arising from the acts of the WBSEDCL or of any other person or due to circumstances over which the agency has no control, not shall his total liability for loss, damage or injury under this clause exceed the total value of the Contract.

The Agency will indemnify and save harmless the WBSEDCL against all actions, suits, claims, demands, costs, or expenses arising in connection with injuries (other

than such as may be attributable to the WBSEDCL or his employees) suffered prior to the date when the work shall have been taken over hereof by persons employed by the agency on the work, whether at common law or under the Workmen's Compensation Act-1923 or any other statute in force at the date of contract relating to the question of the liability of employees for injuries suffered by employees and will if called upon to do so take out the necessary policy or policies of insurances to cover such indemnity.

GCC.29. CONFIDENTIALITY:

GCC.29.1 Information relating to the examination, evaluation, comparison, and post qualification of bids, and recommendation of contract award, shall not be disclosed to bidders or any other persons not officially concerned with such process until publication of the Contract award.

GCC.29.2 Any attempt by a bidder to influence the tendering authority or other officials in the examination, evaluation, comparison, and post qualification of the bids or Contract award decisions may result in the rejection of his bid.

GCC.29.3 From the time of bid opening to the time of Contract award, if any bidder wishes to contact the tendering authority on any matter related to the bidding process, he is allowed to do so in writing.

GCC.30. CORRECTION OF ARITHMETIC ERRORS:

GCC.30.1 Provided that the bid is substantially responsive, the competent Procurement Committee shall correct arithmetical errors on the following basis:

- i. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected, unless in the opinion of the tendering authority there is an obvious misplacement of the decimal point in the unit price, in which case the total price as quoted shall govern and the unit price shall be corrected;
- ii. If there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected; and
- iii. If there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail subject to point (i) and (ii) above.

GCC.31. DEDUCTION FROM CONTRACT PRICE:

All costs, damages or expenses which the company may have paid, for which under the contract, the company is liable, will be claimed by the company. All such claims shall be billed by the owner to the contractor regularly as and when they fall due. Such bills shall be supported by appropriate and certified vouchers or explanations, to

enable the contractor to properly identify such claims. Such claims shall be paid by the contractor within fifteen (15) days of the receipt of the corresponding bills and if not paid by the contractor within said period, the owner may then deduct the amount, from any payment due or becoming due by him to the contractor under the contract or may be recovered by actions of law or otherwise, if the contractor fails to satisfy the owner of such claims.

GCC.32.

GRAFTS AND COMMISSIONS ETC.:

Any graft, commission, gift or advantage given, promised or offered by or on behalf of the contractor or his partner, agent, officers, director, employee or servant or any one on his or their behalf in relation to the obtaining or to the execution of this or any other contract with the owner, shall be, in addition to any criminal liability which it may incur, subject of any loss or damage to the owner resulting from any cancellation. The owner shall then be entitled to deduct the amount so payable from any moneys otherwise due to the contractor under the contract.

GCC.33.

SAFETY OF SYSTEM:

The Agency shall be fully responsible for upkeep, operation, maintenance, security and safety of collection records, hardware, software, documents, data, other documents and records transferred to it and developed later. These documents and records shall be maintained in updated condition and handed over back to WBSEDCL in good working order on completion of the contract or time to time as per scope of works as and when required by the WBSEDCL. Agency shall compensate WBSEDCL any loss suffered by it due to default of the agency in this respect.

GCC.34.

CONDUCT OF AGENCY'S STAFF:

If any of the Agency's employees shall in the opinion of WBSEDCL is guilty of any misconduct or incompetence or negligence, then if so directed by WBSEDCL, the Agency shall at once remove such employee and replace him by a qualified and competent substitute. It is clarified that all field persons/collection agent deployed by agency shall be in uniform (to be prescribed by agency) with badge & shall have identity card to be issued by agency. The collection agents shall only be deployed after back ground verification of last two years by competent agency and acknowledgement be sent thereof to WBSEDCL

GCC.35.

LIEN:

In case of any lien or claim pertaining to the work and responsibility of the agency for which WBSEDCL might become liable, it shall have right to recover such claim amount from the agency.

GCC.36.

COMPLETENESS OF CONTRACT:

The contract shall be considered completed on termination of the contract period after

full handing over of data, documents or material as per **HANDING OVER ON TERMINATION** clause and clearing all dues towards the agency.

GCC.37. INSPECTIONS AND TESTING:

The following clauses shall be applicable as per the requirement of this tender:

GCC.37.1.

The Representative of WBSEDCL and his duly authorized representative shall have at all reasonable times access to the contractors premises of works and shall have the power at all reasonable time to inspect the facility. The contractor shall obtain for the nodal officer/ representative of WBSEDCL and for his duly authorized representative permission to inspect contractor's own premises.

GCC.37.2.

The nodal officer/ representative of WBSEDCL shall on giving seven days notice in writing to the contractor setting out any grounds of objections which he may have in respect of the work not in accordance with the contract or are in his opinion detrimental to WBSEDCL's reputation for any reason whatsoever, be at liberty to take suitable action against the agency.

GCC.37.3.

Before commencement of operation, the WBSEDCL shall verify the facility, infrastructure and equipment of ATP collection center as per the contract terms and specification subsequent to intimation by the agency about readiness of ATP collection center.

GCC.38. WBSEDCL's PERSONNEL:

GCC 38.1 Site-In-Charge: Divisional Manager of the respective Division.

GCC 38.2 Controlling Officer: Executive Director (Distribution), WBSEDCL.

GCC.38.3 Paying Authority: Manager (F&A), Distribution Head Quarters.

GCC.38.4 Verifying Officer(Statutory compliance): Manager (HR&A) Distribution HQ.

GCC.37.5 Nodal Officer:SE(E), IT &C Cell, VidyutBhaban

GCC.39. DEATH/ BANKRUPTCY ETC.:

GCC.39.1.

If the contractor shall die or dissolve or commit any act or bankruptcy or being a corporation commence to be wound up except for reconstruction purpose or carry on his, business under a receiver, the executors successors, or other representatives in law of the state of the contractor or any such receiver,. Liquidator, or any persons to whom to the contract may become vested shall Forth with given notice thereof in writing to the purchaser and shall for one (1) month during which he shall take all reasonable steps to prevent stoppage of the work have the option of carrying out the contractor subject to his or their providing such guarantee as may be required by the purchaser but not exceeding the value of the work for the time being remaining relieve unexecuted provided however that nothing above said shall be deemed to relieve the contractor or his successors of his or other their obligations under the contract under any circumstances. In the event of stoppage of the work the period of the option under this clause shall be seven (7) days only. Provided that, should the above option be not exercised, the contract may be terminated by the purchaser by notice in writing to the contractor and the same power and provisions reserved to the purchaser in Handing

Over on Termination of Clause in the event of taking the work out of the contractor's hand's shall immediately become operative.

GCC.39.2 Change of name of the bidder at any stage after tendering, the purchaser shall deal with the contractor only in the name and at the address under which he has submitted the tender. All the liabilities/ responsibilities for due execution of the contract and if in circumstances he shall be relieved of any obligation under the contract. The purchaser may, however at his description deal with Agents/ Representatives/ Distributors/ Manufacturers/ Associates Principals/ Sister Concerns and such dealing shall not absolve the supplier(s) from his responsibilities/ obligations/ liabilities so the purchaser under the contract. Any change/alteration of name/ constitution/ organization of the supplier shall be duly notified to the purchaser, and the purchaser reserves the right to determine, the contract, in case of any such notification in the event of such determination the purchaser may affect the purchase of the material not supplied from elsewhere at the risk and cost of the bidder.

GCC.40. EFFECTING RECOVERIES:

Any loss, arising due to non-fulfillment of this contract or another contract, will be recovered from the Security & Performance Deposit/ Guarantees held and or any other amount due to the agency from the WBSEDCL from this Contract as well as from other contracts.

GCC.41. INSURANCE

GCC.41.1. Agency shall arrange insurance for cash in chest, cash in transit insurance and fidelity insurance for persons dealing with collected cash and all other insurances as required to cover the amount being handled by vendor.

GCC.41.2. Total sum assured value of insurance coverage will be Rs. 1 Crore With a single carrying limit of Rs. 4,00,000/- per KIOSK from any nationalized insurance company duly approved by IRDA.

GCC.41.3. As a custodian of equipment and material vendor shall be responsible to take safety measures against theft and burglary and shall report to WBSEDCL in writing about the action taken by them. Vendor will arrange for material insurance and in that case WBSEDCL will be first party

GCC.41.4. Agency shall report to the Ordering Authority in writing, loss or damage to the materials under their custody without any delay and with adequate details. Vendor shall instantly prefer insurance claims of loss or damage to the materials during custody

GCC.42. LOCATIONS FOR KIOSK:

The detail locations for installation & operation of 150 nos. KIOSKS in the WBSEDCL's premises is enclosed vide Annexure-XII. The above locations are tentative and may be changed within the respective Districts on exigencies, as per discretion of the WBSEDCL.

SECTION: V
LIST OF ANNEXURE:

1	Annexure-I	Proforma for undertaking to be submitted by the bidder.
2	Annexure-II	Format of Letter for submission of Bid
3	Annexure-III	Format of bid proposal
4	Annexure-IV& V	Format of mandatory Condition.
5	Annexure-VI	Format of Bank Guarantee for bid Guarantee
6	Annexure-VII	Format for Bank Guarantee for contract performance
7	Annexure-VIII	Price Bid Format
8	Annexure-IX	Performance Certificate
9	Annexure-X	Declaration for Blacklisting / debarment
10	Annexure-XI	Declaration for having no litigation
11	Annexure-XII	Locations of 150nos. KIOSK to be installed
12	Annexure-XIII	ATP Kiosk Installation Certificate

PROFORMA FOR UNDERTAKING TO BE SUBMITTED BY THE BIDDER

(To be submitted in a Non-Judicial stamp paper of Rs. 10/-)

(For genuineness of the information furnished on-line and authenticity of the documents produced before Tender Committee for verification in support of his eligibility)

I, -----, Partner/Legal Attorney/Accredited

Representative of M/S -----, solemnly declare that:

1. We are submitting Tender for the Work -----against Tender Notice No. -----dt-----
2. None of the Partners of our firm is relative of employee of ----- (Name of the Company)
3. All information furnished by us in respect of fulfillment of eligibility criteria and qualification information of this Tender is complete, correct and true.
4. All documents/ credentials submitted along with this Tender are genuine, authentic, true and valid.
5. If any information and document submitted is found to be false/ incorrect any time, department may cancel my Tender 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.

Signature of the Bidder

Dated-----

Annexure-II

Format of Letter for submission of Bid

LETTER HEAD OF BIDDER (AS ENROLLED ONLINE ON e-Tendering PORTAL OF NIC)

To

The Executive Director(Distribution),
Distribution Head Quarters,
West Bengal State Electricity Distribution Company Limited,
1st Floor, Block'D', VidyutBhavan,
Bidhannagar,Kolkata- 700 091.

Sub: Letter for submission of Bid for the work

Ref:

1. NITNo. dated.....
2. Tender Id No.

Dear Sir,

We offer to execute the work as per our offered bill of quantity in accordance with the conditions of the NIT document as available in the website. The details of the Bid Guarantee and cost of bid, Power of attorney & Undertaking being submitted by us in hard copies, which have been furnished on-line also.

This Bid and your subsequent Letter of Acceptance/ Work Order shall constitute a binding contract between us.

We hereby confirm our acceptance of all the terms and conditions of the NIT document unconditionally.

Thanking you,

Yours faithfully,

.....

Tender Notice No: **WBSEDCL/EDD/NIT/150 KIOSK (BOOM)/2026/35 dated 09/01/2026**

BID PROPOSAL

From :

Bidder's Name and Address :
Contact person :
Designation
Telephone No. - (L/L & mobile) :
e-mail id :
Tender Reference :

To,

The Executive Director (Distribution),
Distribution Head Quarters
West Bengal State Electricity Distribution Company Limited,
1st Floor, Block'D', VidyutBhavan.,
Bidhannagar, Kolkata- 700 091.

Subject: Invitation to bid for setting up of any time payment (ATP) touch screen kiosks on Build, Own, Operate & Maintain (BOOM) basis for collection of payment of energy bills at various 150 office locations of WBSEDCL in West Bengal for a period of 3 (three) years

Dear Sir,

1. We the undersigned Bidder(s), having read and examined in details the specifications and other documents of the subject Bid, do hereby propose to execute the contract as per specification as set forth in your Bid-Document.

2. PRICES AND VALIDITY :

2.1. All prices and other terms and conditions of this proposal are valid for a period of 180 (one hundred eighty) days from the date of opening of the bids (Cover-1). We further declare that prices stated in our proposal are in accordance with your bidding and prices are firm.

2.2. We confirm that our bid prices include all other taxes and duties and levies applicable on bought out components, materials, equipments and other items and confirm that any such taxes, duties and levies additionally payable shall be to our account.

3. BID GUARANTEE: We have enclosed a Bid Guarantee in the form of Bank Guarantee fromdrawn in favour of WBSEDCL for an amount of ₹ 67,00,000/- & valid upto..... with further claim period of 90 days.

4. Format of undertaking: We have enclosed format of undertaking as per annexure -I.

5. DEVIATIONS: We declare that contract shall be executed strictly in accordance with the specifications and documents.

6. WORK SCHEDULE: If this proposal is accepted by you, we agree to provide services and complete the entire work, in accordance with schedule indicated in the proposal, we fully understand that the work completion schedule stipulated in the proposal is the essence of the Contract, if awarded. The completion schedule of the various major key phases of the work will be as per time Schedule submitted by us and approved by in order to maintain the completion time schedule of bid documents.

7. CONTRACT PERFORMANCE GUARANTEE: We further agree that if our proposal is accepted, we shall provide a Contract Performance Guarantee of value, equivalent to 10% of the contract value for 150 numbers of KIOSKS as stipulated in Bid document in the form of Bank Guarantee in your favor within stipulated time as mentioned in bid from the date of placement of Letter of Award and undertake to enhance the same, as required, as to be informed time to time.

Dated.....this.....day of.....2020

Thanking you, we remain,

Yours faithfully,

Date _____

Place _____

(Signature)

(Printed Name) _____

(Designation) _____

(Common Seal) _____

Business Address:

Name & Address of Authorized Signatory:

Annexure-IV**MANDATORY CONDITION**

Sl No.	Requisite Credential	Requisite Supporting document	Submitted Yes/No
1.	Average annual Turn Over for each of last three financial years i.e for year 2022-23, 2023-24&2024-25 must be at least Rs 15 Crores as per clause ITB 2.1 Or ITB 2.5	Provide copy of Audit Report in case of a Company registered under The Companies Act 2013/ The Companies Act 1956 & Tax Audit Report for bidders other than Company along with 3CA/ 3CB along with 3CD for the financial year 2022-23, 2023-24 & 2024-25	
2	Capability to develop, maintain and update time to time as per requirement maintain application Software and hardware.	No of Technical expertise to handle hardware as well as software or satisfactory supportive documents to substantiate the capability of the firm	
3.	Must comply with all statutory obligations.	Provide the following required nos. in a separate sheet (as per Annexure-V) duly attested by and with following supporting documents. i. Copy of PAN Card ii. GST Registration Certificate. iv. Registration no of the company v. PF & ESI Registration Certificate.	
4	The bidder should have been in the business of supply, operation & maintenance of ATP machines during the last 3 financial years (or) should have installed at least 100 Nos. of ATP machines during the last 3 financial years	i. The bidder shall submit the documentary proof of orders received. iii. Certificate mentioning order reference from Ordering Authority with satisfactory completion/ongoing during last three years. (above details as per Annexure-V)	

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

Annexure-V**Tender Notice No. WBSEDCL/EDD/NIT/150 KIOSK (BOOM)/2026/35 Dated 09/01/2026**

Details of information to be provided in support of Mandatory condition (copy of supporting document to be submitted with the bid)

Sl.	Item Details	Details		
1	Contact Person with Telephone No., Mobile No., E-mail ID and FAX No. of the Bidder			
2	Communication details.			
3	PF and ESI Registration No.			
4	Permanent Account No. (PAN)			
5.	GST Registration No.			
6	Company Identification No.			
7	Average Turn Over for last three financial years must be at least Rs. 15 Crore.	1st yr. (in ` crore)	2nd yr. (in ` crore)	3rd yr. (in ` crore)
8	Orders received and executed by the bidder	Organization where worked with Contact Telephone No. and FAX No.	Order No. and Date with Value of the Order	Completion / ongoing Certificate with date (indicating order reference no.)

Signature of the Bidder with Seal

Proforma of Bank Guarantee for Bid Guarantee

(To be stamped in accordance with Stamp Act)

Tender Notice No. WBSEDCL/EDD/NIT/150 KIOSK (BOOM)/2026/-- dated --/--/----

Ref. No. :

Date :

To

The Executive Director (Distribution),,
Distribution Head Quarter
WBSEDCL
1stFloor,Block 'D',Vidyut Bhavan
Bidhannagar, 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 _____ having validity of initially for 180 days from the date of opening of techno commercial bid with claim period of 90 days 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 Ltd. 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 Ltd. under this Guarantee shall be forfeited and the Bank shall be relieved and discharged from all liabilities there under unless brings any suit or, section to enforce a claim under this Guarantee against the Bank within six 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 eighty days (180)days and may be extended from time to time.

PROFORMA FOR BANK GUARANTEE FOR CONTRACT PERFORMANCE

(To be stamped in accordance with Stamp Act)

Ref No. _____

Bank Guarantee No. _____

Date : _____

To,
The Executive Director (Distribution),
Distribution Head Quarters
WBSEDCL,
1st Floor, Block'D', VidyutBhavan.,
Bidhannagar, Kolkata- 700091.

Dear Sirs,

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 Letter of Award No. _____ dated _____ valued at _____ for providing service to operate the Zonal Call Center and various field units of _____ Zone through a development of suitable manpower vide scope of Contract and the Contractor having agreed to provide a Contract Performance Guarantee of Rupees _____ only for the faithful performance under the entire 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 and /or all moneys payable by the Contract to the extent of _____ as aforesaid at any time up to (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 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 provisions 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.

All rights of WBSEDCL under this guarantee shall be forfeited and the Bank shall be relieved and discharged from all liabilities there under unless the WBSEDCL enforce a claim under this guarantee against the Bank within six months from the above mentioned date or from the extended date.

Notwithstanding anything contained herein above our liability under this guarantee is restricted to _____ and shall remain in force upto and including _____ and shall be extended from time to time for such period, as may be desired by M/s. _____ to whose behalf this guarantee has been given unless a demand or claim is lodged on us within and including we shall be discharged from all liabilities, thereafter.

Dated this _____ day of _____ 20 ____ at _____

Witness:

(Signature)

(Signature)

(Name)

(Name)

(Official address)

(Designation with Bank Stamp)

Attorney as per Power of

Attorney No. _____

Date _____

WEST BENGAL STATE ELECTRICITY DISTRIBUTION COMPANY LIMITED

Tender Notice No.WBSEDCL/EDD/NIT/150 KIOSK (BOOM)/2026/35 Dated 09/01/2026

PRICE SCHEDULE FOR SETTING UP OF ANY TIME PAYMENT (ATP) TOUCH SCREEN KIOSKS ON BUILD, OWN, OPERATE & MAINTAIN (BOOM) BASIS FOR COLLECTION OF PAYMENT OF ENERGY BILLS AT VARIOUS 150 LOCATIONS IN WEST BENGAL UNDER THE JURISDICTION OF WBSEDCL FOR A PERIOD OF (3) THREE YEARS

(NOT TO BE QUOTED, PLEASE REFER BOQ AS PER TERMS OF NIT)

Sl. No.	Job Description	Rate per transaction excludingGST (In INR') (Both in figure & words)
1.	Transaction base services through automated cash collection KIOSK	

The above rate includes all taxes, duties except Goods & Service Tax (GST).

Goods & Service Taxes (GST) shall be payable by over & above the contracted rate on submission of documentary evidence.

N.B:- Clause no. ITB.15.2 of the tender document may be followed while quoting the rates

ANNEXURE-IX

FORMAT OF PERFORMANCE CERTIFICATE

This is to certify that M/S _____ has carried out operation & maintenance of -----numbers ATP Kiosk machines as principle agency under the LOA bearing no..... dated of the for operation and maintenance and /or supply and installation of KIOSKS under _____ from ___/___/___ to ___/___/___ with full satisfaction of the authority.

.....
**Signature by Authorised Signatory
with Company's Seal**

ANNEXURE-X

Format of Letter for submission with the Bid

LETTER HEAD OF BIDDER (AS ENROLLED ONLINE ON E-Tendering PORTAL OF NIC)

DECLARATION OF NOT BEING BLACKLISTED/DEBARRED/ PUT ON HOLIDAY LIST

This is to 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 Bidder:

Designation:

Seal of the Company:

Date:

Format of Letter for submission with the Bid

LETTER HEAD OF BIDDER (AS ENROLLED ONLINE ON E-Tendering PORTAL OF NIC)

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 Bidder:

Designation:

Seal of the Company:

Date:

Annexure-XII

SL No	Name of the Zone	Name of the Division	Place of installation	Consumer Strength
1	Kolkata	BARUIPUR	Baruipur	49056
2			Mahinagar	46701
3			Champahati	39522
4		Jaynagar	Jaynagar	51355
5			Garia	44165
6		Garia	Rajpur	67764
7			Bidhannagar-I	22682
8		BIDHANNAGAR-I	Bidhannagar-II	24155
9			Bidhannagar-III	26994
10		Bidhannagar-II	Rajarhat	68988
11			Krishnapur	56956
12			Baguihati	66278
13			Birati	24838
14			Tegharia	31751
15		HOWRAH-I	Andul-Mouri	46557
16			Dasnagar	51197
17			Bally	47839
18		BEHALA	Budge Budge	53330
19			Pailan	52561
20			Amtala	62950
21			Bakrahat	68495
22		HOWRAH-II	Udaynarayanpur	56678
23			Munshirhat	70631
24			Salap	59026
25			Domjur	66121
26		BARRACKPUR	Rahara	38743
27			Sodpur	43010
28			Arabindanagar	39487
29		Barasat	Barasat	38747
30		Basirhat	Basirhat	61428
31			Hasnabad	55685
32		Baduria	Baduria	45494
33			Kholapota	69605
34		Habra	Habra	38517
35			Ashoknagar	64194
36		Uluberia	Uluberia	41984

37	SINGUR-HARIPAL	Haripal	52860
38	KALNA	KALNA	47262
39	Memari	Memari	61786
40		CHANDANNAGAR-I	19239
41		CHANDANNAGAR-II	18804
42	CHANDANNAGAR	CHANDANNAGAR-III	15701
43		Pipulpatti	27929
44		Bandel	20730
45		Mogra	44619
46	Mogra	Somrabazar	52783
47		Pandua	48299
48	Serampur	Nabagram	24059
49		Rajbalhat	25882
50		Masat(Seakhala)	28991
51	TARAKESWAR	Jangipara	47603
52		Dhanekhali	69396
53		Tarakeswar	47458
54	BURDWAN (South)	Burdwan Sec-II	20795
55		Burdwan Sect-IV	30146
56	DURGAPUR	Benachity	62574
57		Andal	36698
58	ASANSOL	Raniganj	45958
59		Asansol-I	73729
60		Asansol-II	69319
61	RAMPURHAT	Muraroi	42011
62		Nalhati	59401
63		Rampurhat	62399
64	SURI	Sainthia	35919
65		MD Bazar	36865
66		Commercial Complex	32079
67		Suri East	54839
68		Dubrajpur	52252
69	BOLPUR	Bolpur	41379
70		Labpur	41626
71		Ahmedpur	36074
72		Kirnahar	57335
73	TAMLUK	Panskura	71211
74		Tamluk	69257
75	Egra	Egra	28423
76	CONTAI	Digha	60495
77		CONTAI	40337
78	HALDIA	Chaitanyapur	46209
79		Manjushree Market/Durgachak	39147

Burdwan

Midnapore

80	Malda	Jhargram	Jhargram	44010
81		GHATAL	C K Town	61242
82		MIDNAPUR	B R Sector	22282
83		KHARAGPUR	Ballichak	44975
84			Malancha	26573
85			KHARAGPUR	42203
86		BISHNUPUR	Sonamukhi	58433
87			Kotulpur	58611
88			Bishnupur	48865
89		BANKURA	Saltora	25121
90			Barjora	38280
91			Patpur	25494
92			Schooldanga	30669
93			Chhatna	33327
94		Khatra	Khatra	28229
95		PURULIA	Jilla Parishad Building	42636
96			Jhalda	62504
97	Siliguri	MALDA	MALDA DM OFFICE	40865
98		CHANCHAL	Chanchal	45664
99		GAZOL	Gazol	64562
100		Balurghat	Balurghat	66466
101		Islampur	Kanki	62728
102			Islampur	88603
103			Dalkhola	31423
104		RAIGANJ	RAIGANJ	75476
105			Kaliagaunj	77379
106		JALPAUGURI	Belakoba	36092
107			Ukilpara Sector	64282
108			NBPPSector	56659
109			Moynaguri	65962
110		Mal	Malbazar	24936
111		ALIPURDUAR	AlipurduarNew Town	51168
112			Kalchini	43752
113			Puran Bazar	56724
114			Birpara	40099
115			Falakata	60454
116		Mathabhanga	Changrabandha	35926
117			Haldibari	35938
118			Mathabhanga	73810
119		COOCHBEHAR	Khagrabari	42024
120			NewTown	73933
121			Tufanganj	71665
122			CoochbeharMain	40105

123	BERHAMPUR	SILIGURI SUBURBAN	Dinhata	Dinhata	66703
124			Matigara		42898
125			Bagdogra		22351
126			Shibmandir		31999
127			Kharibari		32190
128		SILIGURI TOWN	Subhaspally		41110
129			Siliguri Town		11158
130			Milanpally		37076
131			Power House		44803
132			NJP Gate Bazar		30205
133		JIAGANJ	Lalgola		49237
134			M M T		51350
135		BERHAMPUR	Berhampur		66978
136			Rejinagar		41057
137			Khagra		27368
138			Gorabazar		20857
139			Cossimbazar		22445
140		KRISHNANAGAR	Krishnanagar Power House Sector		61491
141			Swarupgnj		29611
142		TEHATTA	Tehatta		54138
143			Panchdhar Avoynagar		47863
144		KALYANI	Chakdah(West)		40581
145			Chakdah(East)		47001
146			East Bishnupur		34890
147			Kalyani		52610
148		Ranaghat	Aranghata		59666
149			Santipur		31868
150			Ranaghat(N/S)		33525

N.B: The above locations are tentative and may be changed within the respective Districts on exigencies, as per discretion of the WBSEDCL.

ATP KIOSK INSTALLATION CERTIFICATE**Name of CCC****Name of Division****Kiosk ID****ATP Installation Date**

The ATP Kiosk machines should be new, rugged and tamper-proof. These ATP Kiosk machines should also be meant for a 24-hour duty cycle.

- **The ATP Kiosk machine shall provide following functionalities:**

1. Provision to accept input from consumer via touch screen.
2. Scan bar code.
3. Read Magnetic Ink Character Recognition (MICR) fields.
4. Dot matrix printer with auto cutter, for printing the receipt.
5. Issue receipt on every payment made, in case, receipt cannot be printed for any reason, and consumer should be informed prior to making the payment.
6. Record consumer details on back of Cheque in case of Cheque payments.
7. The on-screen display should be available in Bengali and English, with user having the option to switch between the languages.
8. Audio announcement on all payment steps.
9. UPS power for the machine with adequate power backup of minimum two hours.
10. Integrated web-cam (data storage upto 7 days).
11. Provision of auto-shut-down/auto-lock in case device senses suspicious activity. In addition, alarm should be triggered at central server/maintenance administrator.
12. Keyboard and mouse inside main cabinet for service purposes.
13. Safety chest inside the enclosure, for depositing the Cash/Cheques accepted by the machine. The chest should have mechanical as well as Software Controlled Electronic Locking arrangement.

- **The main components of the ATP Kiosk machine**

1. **Central Processing Unit:**

- A. Mother Board with Intel I7 or higher processor, 8 GB RAM (DDR4 or higher), 350 GB UDMA/SATA HDD or higher appropriate for 7 days storage of integrated webcam feed, DVD Drive with Multimedia and Speakers, 4 Serial Ports and 2 Parallel Ports and Windows OS with antivirus software.
- B. A Key Keyboard and Mouse, inside the main cabinet for service purposes.
- C. User Interface: 17" LCD or higher Display with Capacitive Touch Screen.

2. **Barcode Scanner:**

Barcode Scanner for automatic capture of data from the barcode on the vouchers or bills presented by the consumers.

3. CashPaymentModule

The module should be configurable to accept various feasible denominations of Indian currencies against cash payments from the Consumers

4. ChequePaymentModule:

In case of Cheque payment, the machine should read the MICR Characters & Cheque nos. printed in the Cheques offered by the Consumers using the inbuilt MICR Reader. The consumer I.D, transaction I.D & mobile no. of the consumer should be recorded on the backside of the Cheques which are accepted by the machine, prior to being deposited in the Safety Chest

5. ReceiptPrinter:

An Alphanumeric dot matrix printer, with Auto Cutter, should be provided for printing and delivering receipt to Consumers, as a record for remittance of payment

6. SafetyChest (SC):

A safety chest for depositing the Cash/Cheques accepted by the machine. SC should have Mechanical as well as Software Controlled Electronic Locking arrangement

7. Networking:

KIOSK will be connected through Internet connectivity. KIOSKs will not be allowed to connect with WBSEDCL's own LAN/WAN.

8. Payment Module through UPI

The ATP Kiosk module should be configurable to accept payment through UPI mode along with the arrangement of Payment Gateway either at the free of cost or at the cost of the agency

Station Manager.....Customer Care Centre with Remark, if any

.....
Signature of Station Manager & Date

.....
Asstt. Manager/Manager(HR&A).....Division

.....
Asstt. Engineer (IT&C) /Divisional Engineer (IT&C)/ In-Charge of Divisional Computer Centre.....

ANNEXURE XIV

Format of MIS:

1.	Payment Gateway (as per the existing of Agency Code e.g KIOSKW, KIOSKWN)	
2.	Payment Mode ("UPI")	
3.	Kiosk generated receipt number	
4.	Transaction ID/ UTR Number	
5.	Payment Date	
6.	Payment Data Entry date (Pushing date from Kiosk to IS-U)	
7.	GUID (Acknowledgement sent to Kiosk System against each successful payment data pushing)	
8.	Consumer Id	
9.	Payment Amount	
10.	Fund Transfer Date	