

West Bengal State Electricity Distribution Company limited
(A Govt. of West Bengal Enterprise)



Invitation of e-tender

for

**Renovation & Modernization of Area Load Despatch Center
of WBSEDCL at Salt Lake, Kolkata
(Package-2: IT, CCTV and AV System)**

Estate Management Department
Vidyut Bhavan, Salt Lake, Kolkata – 700091



West Bengal State Electricity Distribution Company Limited

(A Government of West Bengal Enterprise)

Estate Management Department

Vidyut Bhavan (3rd Floor, A-Block), Salt Lake, Kolkata-700091

CIN: U40109WB2007SGC113473

Website: www.wbsecl.in

Phone: (033)2359-1920

E-mail: ce.emd@wbsecl.in

NOTICE INVITING E-TENDER

NIT No.: WBSEDCL / CE / EMD / 2025-26 / e-tender / 48

Date: 06.03.2026

The Chief Engineer, Estate Management Department invites e-tenders for the following work:

Name of Work	Renovation & Modernization of Area Load Despatch Center of WBSEDCL at Salt Lake, Kolkata (Package-2: IT, CCTV and AV System)
Estimated Amount	Rs. 7772050.00 (Rupees Seventy seven Lakhs seventy two thousands and fifty only)
Earnest Money	Rs. 1.55 lakh (Rupees one point five five lakh only)
Completion Time	3 (Three) months from the date of hand over of site in each phase

Terms & Conditions

1. Techno-Commercial Requirements for Eligibility of Bidder (Must Conditions):

- PAN, GSTIN, ESI registration.
 - GST returns of last 2 (two) years (FY 2023-24, 2024-25).
 - IT returns of last 3 (three) years (FY 2022-23, 2023-24, 2024-25).
 - Successful completion of similar works in last 5 (five) years from the date of issue of NIT, with executed value \geq ₹31 lakh (Rupees thirty one lakh only) excluding GST in a single contract under any Govt./ Semi-Govt./ Private Client (Only work of IT equipment and/ or networking shall be considered as 'Similar work').
 - This Invitation for bids, issued by WBSEDCL is open to all firms including company (ies), Government owned Enterprises registered and incorporated in India as per Companies Act, 1956, barring foreign companies and those bidders with whom business is banned by WBSEDCL.
 - Bidder should not have been blacklisted or involved in any forgery/data leak from any Government or reputed private organization across India in last three years and undertaking in this regard should be provided by the authorized signatory of the bidder. During contract period if the undertaking submitted by bidder is found to be false then the order issued to bidder shall be terminated and BG will be forfeited.
2. Necessary documents as specified in IB.8 of this bid document shall have to be uploaded with the bid for substantiating the eligibility criteria as above.
3. For e-filling of bids, intending bidder shall download bid documents from the website: <https://wbetenders.gov.in> directly with the help of Digital Signature Certificate. Both Techno-commercial Bid and Price Bid are to be submitted concurrently, duly digitally signed, in the same website within time schedule given below.
4. Earnest Money Deposit shall be mandatory deposited online through the website <https://wbetenders.gov.in> via Net-banking via Payment Gateway or RTGS/NEFT Payment or through BG, as elaborated in the Section "Instructions to Bidders" of the bid document. There is no option for offline submission of EMD through DD/Pay order/Banker's cheque etc. There is no tender cost for this tender.

5. GST is not included in the estimated cost and shall not be considered in the quoted rate of the bidders. It shall be payable extra as per prevailing rules. 1% labour cess under BOCWWC Act 1996 shall be deducted from the contractor's bills. It shall not be paid extra and shall have to be included in the quoted rate of the bidders.
6. JV & consortium will not be allowed. No employee of WBSEDCL and its consultant (V Bridge) shall be attached with the bidder as a proprietor/ partner/ Board member etc. that may invite conflict of interest.
7. WBSEDCL doesn't bind itself to accept the lowest bid and reserves the right to reject any or all the bids or part thereof and also the right to split the work at its discretion without assigning any reason whatsoever.
8. Date and Time Schedule for Tendering:

Sl. No.	Particulars	Date & Time
1	Publishing date of NIT in news paper	10.03.2026
2	Documents downloading start (Online)	03.04.2026 at 10:00 Hrs.
3	Pre bid Meeting (Offline)	10.04.2026 at 11:00 Hrs.
4	Bid submission starting (Online)	21.04.2026 at 14:30 Hrs.
5	Bid submission closing (Online)	11.05.2026 at 12:00 Hrs.
6	Last date of Submission of earnest money (online)/BG hard copy Submission	11.05.2026 at 12:00 Hrs.
7	Techno-commercial bid opening (Online)	13.05.2026 at 14:30 Hrs.
8	Techno-commercially qualified bidders' list uploading (Online)	To be intimated later
9	Price bid opening (Online)	

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

Sd/-
(S. K. Guha)
Chief Engineer
Estate Management Department

Memo No. WBSEDCL / CE / EMD / 2025-26 / e-tender / 48 /

Date: 02.04.2026

Copy to:

1. The Dir (Dist), WBSEDCL, Vidyut Bhavan, Kolkata -700091.
2. The Chief Engineer, IT , WBSEDCL, for information.
3. The Addl. CE, ALDC , WBSEDCL , for information,
4. The Addl. CE, Tech-I /II , EMD,WBSEDCL
5. The AGM (HR&A), Corporate Communication – For uploading in Company's website as per norms.
6. The Dy. CE , EMD , WBSEDCL
7. The Sr. Mgr (HR&A), , EMD,WBSEDCL
8. The Sr. Mgr(F&A), , EMD,WBSEDCL
9. The SE (E), , EMD,WBSEDCL
10. Notice Board / Case file / Office Copy.


Chief Engineer
Estate Management Department

INSTRUCTION TO BIDDERS

1. Brief Description

West Bengal State Electricity Distribution Company Limited (WBSEDCL), one of the leading Power Utilities in the country, has its Area Load Despatch Center (ALDC) situated besides M-III 33/11KV Sub-Station at Block-JC, Sector-III, Salt Lake, Kolkata-700098. The Company desires to comprehensively renovate & upgrade it to turn into a 'State-of-the-art' facility, both functionally and aesthetically. The existing ALDC building is a two-storied structure, with approx. 3500 sqft floor area in each floor. Both the floors along with the roof are considered for the intended modernization job after dismantling the existing structures & installations and rebuilding as per approved plan.

The entire project is divided into 3 (three) packages, being tendered separately. The instant package (Package-2) is for IT, Networking, CCTV and AV System, as elaborated in the enclosed BoQ and bid conditions.

Invitation for the Bids:

- a) Tenders are invited by Chief Engineer, Estate Management Department, WBSEDCL, Vidyt Bhavan (A Block 3rd Floor), Bidhannagar, Block-DJ, Sector-II, Kolkata-91 through electronic tendering (e-tendering) process for renovation and up gradation of IT, CCTV & AV System in the ALDC Building.
- b) Intending bidders desiring to participate in this tender shall log on to website <https://wbtenders.gov.in>. The tender can be searched by typing WBSEDCL in search engine provided in the website
- c) Bidders willing to take part in the process of e-tendering shall obtain Digital Signature Certificate (DSC) in name of person who will sign the tender, from any authorized Certifying Authority (CA) under CCA, Govt. of India (viz. n Code Solution, Safe script, e-Mudhra). DSC is given as a USB e-Token. After obtaining Class 2 or Class 3 DSC from approved certifying authority, intending bidders shall register the fact of possessing DSC through registration system available in the website.
- d) Bids shall be submitted online and intending bidders shall download tender documents from website stated above, directly with the help of the e-Token provided. This is only mode for collection of tender documents. Details of submission procedure are given in "Submission of Tenders".

The Vendor shall comply with the ISO-27001:2022 controls specified by WBSEDCL. Upon termination of the contract, the Vendor shall securely delete and certify the destruction of WBSEDCL data in a manner that ensures the data cannot be forensically recovered. Biometric templates and data shall be encrypted both in transit and at rest, with access strictly limited to duly authorized personnel. The Vendor must provide written undertakings and periodic evidence of compliance.

2. Eligibility of Bidders

As stated in the NIT

3. Responsibility of Bidders:

- a. It shall be sole responsibility of bidders to determine and satisfy themselves by such means as they consider necessary or desirable for all matters pertaining to this contract including, in particular, all factors that may affect cost, duration and execution of contract.
- b. It must be understood and agreed that all factors have properly been investigated and considered while submitting the bid. Any claim, whatsoever, including those for financial adjustments in the contract, once awarded under these documents will not be entertained by WBSEDCL. Neither any change in time schedule of the contract nor any financial adjustments, arising thereof, shall be permitted by WBSEDCL, which are based on the lack of such clear information of its effect.
- c. The bid must include all information as per bid document. Submitted documents need to be specific as per requirements; irrelevant documents shall not be uploaded by bidder.
- d. Bidder shall bear all kind of cost associated with preparation and submission of bid and WBSEDCL in no case shall be responsible or liable for these costs, regardless of the conduct or outcome of bidding/tendering process.
- e. One bidder can submit only one bid in response to this tender document. No bidder is allowed to submit two or more bids.
- f. Sub-contracting or outsourcing of this contract is strictly not allowed.

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

4. Submission of Tenders:

a. General process of submission:

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

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

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

5. Earnest Money Deposit

- a) A bidder desirous of taking part in a tender invited by offices of WBSEDCL shall login to the e-Procurement portal of Government of West Bengal <https://wbtenders.gov.in> using his login Id and password.
- b) 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:
- i. Net-banking through Payment Gateway
 - ii. RTGS/NEFT Payment: On selection of RTGS/NEFT as the payment mode, the e-Procurement portal will show a pre-fired 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.
 - iii. Submission of EMD through BG: For submission of EMD in the form of BG, bidders will have to opt for EMD Exemption in e-tender portal and upload scanned copy of BG in the EMD exemption document upload section. Physical copy of BG shall be submitted at the office of tender inviting authority as per respective clauses of NIT.
- c) EMD amount can be paid either in online mode or submitted through Bank Guarantee (BG) in full. Partial payment through online mode and remaining submission through BG is not allowed.
- d) General Instructions for Online Payment:
- The bidder will have to mandatorily pay through Net-banking facility once Net banking mode is opted for payment.
 - Status of NEFT/RTGS payment through Challan for a bid may take time for bank settlement which is updated in 24 Hrs. (approx.). As such bidders opting to pay through NEFT/RTGS mode shall make payment well before 24 Hrs. to avoid any Complication.
 - In case actual EMD amount as per NIT is more than the one shown in E-tender portal, bidders will have to opt for NEFT/RTGS mode (challan mode). In that case the total actual EMD amount is to be paid only through NEFT/RTGS mode (challan mode).
 - The bank account used for payment of EMD by the bidders shall be maintained operative until the completion of tendering process. All refunds will be made mandatorily to the Bank A/c from which the payment of EMD has been initiated.

e) Refund/ Settlement of EMD Amount:

- For unsuccessful bidders, EMD amount submitted against the tender shall be refunded automatically, through an automated process, by NIC portal on receipt of updated status of any bid.
- For successful bid(s), EMD will be refunded from WBSEDCL authority after completion of tendering process and following due procedures.
- The bank account used for payment of EMD by the bidders shall be maintained operative until the completion of tendering process. All refunds will be made mandatory to the Bank A/c from which the payment of EMD has been initiated.
- For any queries related to payments and refunds, bidders will have to communicate with ICICI Customer Support, viz. 033_40267512/13 since payment gateway facility used by E-tender portal is maintained by ICICI.
- Successful bidder(s) shall have to mandatorily create vendor id through WBSEDCL Web Portal Vendor Corner, if not created earlier.

f) Forfeiture of EMD Amount:

WBSEDCL reserves the right to forfeit the EMD of the successful bidder, in the event of his failure within the period stipulated in the bid document, to -

- ✓ Accept LOI/order unconditionally.
- ✓ Submit contract performance guarantee within the allotted time.
- ✓ Submit and/or sign contract agreement & indemnity bond within the allotted time.
- ✓ Execute and complete the work proportionate to the time schedule, specification and requirements of WBSEDCL.

At any stage of tendering and evaluation thereof, earnest money of participating bidders shall be liable for forfeiture if the uploaded documents are found to be false or fraudulent and/ or any of the bidders is found to indulge in any unfair means, in addition to the contents of clause no. IB.25 (Corrupt and Fraudulent Practices)

6. Time Schedule

Date of handover of each phase of site to the contractor shall be considered as the zero date and the entire work under the contract shall have to be completed within 3 (three) months from such zero date for each phase, with further 03 years defect liability period from the date of handover of the total scope of work.

Site will be handed over in phases and the work will be done inside a running office under restricted conditions, often beyond office hours and on Sundays/ Holidays. All such eventualities shall be deemed to be covered in the bidder's quoted rate. No claim for extra payment and/ or claim for idle labour or material shall be entertained. Time is the essence of the contract and the entire work shall be completed within the stipulated completion time.

ALDC functions 24x7, 365 days a year. All rules and restrictions applicable to the premises will have to be followed without any extra claim, with least possible disturbance, sound, duct & dirt to the office.

7. Quoted Rate to be Inclusive

Rate is to be quoted in the attached BOQ, in 'Item-rate' mode.

The bidders have to Quote the rates in BOQ, in its entirety, for the complete work and not part wise. In a situation when a bidder quotes for part work or does not quote for all the items for the entire work contained in BOQ and leaves any or some of the items unquoted, the bidder is liable to be rejected in such cases. Major part of the job may have to be executed

within restricted time slots and/ or beyond the normal office hours and on weekends & holidays, without any separate charges. The bidder's quoted must take into account all such eventualities.

The bidder's quoted rate shall be deemed to include and cover all costs, expenses and liabilities of every description and all risks of every kind to be taken in executing, completing and handing over the work to WBSEDCL by the contractor. The quoted rate shall be deemed to include and cover the cost of all equipment, temporary work materials, labour, insurance, fuel, consumables, stores and appliances to be supplied by the contractor for execution of the work or any portion thereof.

The bidders' quoted rate shall also include all kinds of taxes, duties, levies and incidental charges, except GST which shall be paid extra as per prevailing rules.

No exemption or reduction of customs duties, excise duties, sales tax, tax on works contract, cess or any port dues, transport charges, stamp duties or Central or State Government or local Body or Municipal Taxes or duties, taxes or charges (from or of any other body) (except sanction fees levied by Municipal authority/WBF&ES/ Power Utility for issue of sanction in the name of WBSEDCL, which are to be borne by WBSEDCL) will be granted or obtained. All such expenses shall be deemed to be included in and covered in the contractor's quoted rate. The contractor shall also obtain and pay for all permits or other privileges necessary to complete the work.

8. Documents to be uploaded for substantiating Techno-commercial eligibility

The intending bidder must upload the following documents with the e-tender for substantiating their techno-commercial eligibility as required as per the NIT:

- a. Valid copy of PAN card, GST registration certificate, ESI registration certificate.
- b. GST returns for latest two years (FY **2023-24, 2024-25**), IT returns for latest three years (FY **2022-23, 2023-24, 2024-25**).
- c. Work completion certificates along with copy of order/LoA & BoQ. The completion certificate must have reference of the order/ LoA (main and revised if any), amount of work executed, period of execution and performance of the contractor.
- d. Bidder should not have been blacklisted or involved in any forgery/data leak from any Government or reputed private organization across India in last three years and undertaking in this regard should be provided by the authorized signatory of the bidder. During contract period if the undertaking submitted by bidder is found to be false then the order issued to bidder shall be terminated and BG will be forfeited.

9. Bid Document

The bid shall contain the following documents in two covers (folders):

(a) Statutory Cover:

1. Bid document as uploaded by WBSEDCL.
2. Document confirming deposition of EMD.
3. Price bid.

(b) Non-statutory Cover:

1. Valid PAN, GSTIN, ESI Registration no.
2. GST returns of last two years, IT returns of last three years.
3. Copy of orders with work completion to establish work experience as required.
4. Other essential documents as stated in IB.8.

Failure to submit any of the above documents will render the bidder liable to be rejected for both statutory & non-statutory cover.

The above non-statutory documents should be arranged in the following manner:

Click the check boxes beside the necessary documents in the My Document list and then click the Tab 'Submit Non-Statutory Documents' to send the selected documents to Non-Statutory folder. Next, click the tab "Click to Encrypt and upload" and then click the "Technical" Folder to upload the Technical Documents.

Sl. No	Category Name	Sub- Category Description	Details
A.	Certificate(s)	Certificate(s)	Valid PAN, GSTIN, ESI reg. document, GST return of last 2 years, IT returns of last 3 years.
B.	Credentials	Credential(s)	Self-attested copies of orders with work completion documents to establish work experience. Other essential documents as stated in IB.5.

Price bid should contain the priced "Bill of Quantities" (BOQ) in one cover (folder).

10. Bid Validity

Bids shall remain valid for a period of 180 (one hundred & eighty) days from the scheduled or extended deadline of bid submission, whichever is later. Prior to the expiry of such bid validity period, WBSEDCL may request the bidders for a suitable extension of validity of their bids. A bidder may refuse such request without forfeiting his bid security. Bidders agreeing to such request will neither be required nor be permitted to modify their respective bids, but will be required to extend the validity of their bid securities correspondingly. The provisions of the relevant clause regarding discharge and forfeiture of bid security shall continue to apply during the extended period of bid validity.

11. Bid Currency

All prices shall be considered in Indian Rupees only.

12. Pre-Bid Meeting

The bidders are invited to attend a pre-bid meeting at the specified venue, date and time to discuss the detail scope of work and any other issues related to the proposed project. The bidders may submit their queries/ deviation proposals in writing, at least 2 (two) days before the date of pre-bid meeting.

Acceptance or non-acceptance of the same shall be the exclusive discretion of WBSEDCL. Non-attendance at the pre-bid meeting will not cause disqualification of the bidder, but the non-attending bidder shall be deemed to have accepted the outcome of the pre-bid meeting unconditionally.

WBSEDCL may make any amendment of the bid document, if becomes necessary as a result of the pre-bid discussion and upload in the web portal, but not later than 5 (five) days prior to the deadline for bid submission. Such amendment shall be final and binding on the bidders and shall have to be uploaded online as an integral part of the bid. No further queries/deviation proposals from the bidders shall be entertained in any subsequent stage of the bidding procedure or during contract period.

13. Zero deviation

Bidders shall note that submission of bids shall be purely based on the terms & conditions of the bid document, together with amendments, if any, issued by WBSEDCL based on the outcome of the pre-bid meeting. Bids with any deviation to the bid conditions shall be liable for rejection.

14. Amendment of Bid Document

WBSEDCL reserves the right to modify the bid document at any time by issue of addenda/corrigendum and uploading in the web portal, but not later than 5 (five) days prior to the deadline for submission of bids. Such addenda/corrigendum shall be binding on the bidders and shall have to be submitted as an integral part of the bid. In order to afford prospective bidders reasonable time to take the addenda/corrigendum into account while preparing their bids, WBSEDCL may, at its discretion, extend the deadline for bid submission.

15. Bid Submission

Bids shall be submitted online within the stipulated deadline. WBSEDCL may at its discretion, extend the deadline of bid submission by issuing an amendment. In that case all rights and obligations of WBSEDCL & the bidders previously subject to the original deadline shall thereafter be applicable to the extended deadline too.

16. Bid Withdrawal/Modification

The bidder may modify or withdraw his bid after submission only within the deadline of bid submission. Modification/withdrawal of bid by any bidder after expiry of deadline of bid submission shall result into forfeiture of their earnest money.

17. Bid Opening & Evaluation

Opening of Technical Proposal

- i. Technical proposals will be opened by the Tender Inviting Authority or his authorized representative electronically from website stated above, using Digital Signature Certificate (DSC).
- ii. Technical proposals for bids where original copies of BG towards EMD, in case EMD has been paid through BG, have been received will only be opened. Proposals corresponding to which original copy of BG towards EMD has not been received, will not be opened and will stand rejected.
- iii. Intending bidders may remain present, if they desire.
- iv. Decrypted (transformed in to readable formats) documents of statutory and non-statutory covers will be downloaded for the purpose of evaluation.

Evaluation of Technical Proposals

- I. In this stage, the Technical Proposal will be evaluated on the basis of Bidder's experience, its understanding of SOW and SLA, proposed methodology and Work Plan. etc. as mentioned in this NIT. Technical Evaluation will be made based on the information provided by the bidders against the Annexure of this NIT. Only technically qualified Bidders as per the Technical evaluation criteria shall be declared as qualified for evaluation of their Financial Proposals.
- II. While evaluation, tender inviting authority or his authorized representative may summon bidders and seek clarification/information or additional documents or original hard copy of any of the document already submitted and if these cannot be produced within the stipulated time frame, their proposals will be liable for rejection.
- III. Summary list of technically qualified bids will be made available in e-tender portal. Date of opening of financial bid will be intimated to techno-commercially qualified bidders.

Opening of Financial Proposal

- I. Financial proposals submitted by the bidders in prescribed format (ANNEXURE-V) and declared technically eligible, will be opened electronically by tender inviting authority from e-tender portal stated above on prescribed date.
- II. Encrypted copies will be decrypted and rates will be read out to bidders remaining present at that time of the financial bid opening.
- III. Tender inviting authority, if feels appropriate, may ask any of the bidders to submit analysis for justification of rate quoted by that bidder. Deviation in any form in price-bid sheet will be unacceptable. For any discrepancy in amount of figures and words, quoted amount in figure will prevail.
Revision/withdrawal of financial proposal by bidder after opening of technical proposal will not be allowed unless and until it is sought by the tender inviting authority.

Evaluation of Financial Proposal.

- I. In this stage, the financial evaluation will be carried out of the technically qualified bidders. Each Financial Proposal will be checked and The Lowest Financial Proposal will be marked as L1.
- II. Bid positions shall be determined based on total landed price of the bidders

Signing of Bids.

- I. Bid should be downloaded from website www.wbtenders.gov.in and signed by a person(s) duly authorized by the bidder.
- II. To be qualified for evaluation and finalization of contract, bidder(s) shall submit a written power of attorney, authorizing the signatory of the bid to act on behalf of the bidder in the form and manner which is acceptable by WBSEDCL.
- III. All pages of the bid and where, entries/amendments have been made, should be signed by the person/persons signing the bid.
- IV. Complete bid should be without alterations, interlineations or erasers, except those to accord with instructions issued by WBSEDCL or as necessary to correct errors made by bidders. Such corrections should be initialed by the person(s) signing the bid. Bids which are not duly signed will be treated as cancelled.
- V. Techno-commercial bids shall be opened online on the stipulated date of opening, and thereafter, scrutinized offline together with the status of EMD. After that, the 'Technical Evaluation Summary' shall be published in due course in the web portal, showing the list of techno-commercially qualified bidders and the date & time of price bid opening.
- VI. Subsequently, price bids of such qualified bidders shall be opened online on the stipulated date and thereafter, scrutinized offline. . After that, the 'Financial Evaluation Summary' showing the respective bid position of the bidders shall be published in the web portal. WBSEDCL may, at its discretion, extend the key dates of the bid or cancel the entire bidding process.

18. Cost of Bidding

The bidder shall bear all costs associated with the preparation and submission of his bid and WBSEDCL in no case shall be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process. Before submitting the bid, the bidders may visit the site, at their own cost, risk & responsibility and obtain all information that may be necessary for preparing the bid.

19. Formation of Cartel

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

20. Liability of Government

It is expressly understood and agreed by and between bidder/Contractor and WBSEDCL that WBSEDCL is entering into the agreement solely on its own behalf and not on behalf of any other person or entity. In particular, it is expressly understood and agreed that the Government of India/Government of West Bengal is not a party to the agreement and has no liabilities, obligations or rights hereunder. It is expressly understood and agreed that WBSEDCL is an independent legal entity with power and authority to enter into contracts solely on its own behalf under the applicable Laws of India/State of West Bengal and general principles of Contract Law. The Bidder/ Contractor expressly agree, acknowledge and understand that WBSEDCL is not an agent, representative or delegate of the Government of India/Government of West Bengal. It is further understood and agreed that the Government of India/Government of West Bengal is not and shall not be liable for any acts, omissions, commissions, breaches or other wrongs arising out of the Contract. Accordingly, Bidder/Contractor hereby expressly waives, releases and foregoes any and all actions or claims, including cross claims, impleader claims or counter claims against the Government of India/Government of West Bengal arising out of this Contract and covenants not to sue to Government of India/Government of West Bengal as to any manner, claim, cause of action or thing whatsoever arising of or under this agreement.

21. WBSEDCL's Right to Accept or Reject Bids

The right to accept the tender will rest with WBSEDCL, who does not bind themselves to accept the lowest bid, and reserves the right to reject any or all the bids received, without assigning any reason whatsoever. WBSEDCL also reserves the discretion to award the work to one bidder or to split the same between more than one bidder. The quoted rate of the bidder shall hold good for such eventualities.

Bids where any of the particulars and prescribed information are missing or are incomplete in any respect and/or the prescribed conditions are not fulfilled are liable to be rejected. The bid containing uncalled for remarks or any additional conditions are liable to be rejected.

Canvassing in connection with tenders is strictly prohibited and bids submitted by the bidders who resort to canvassing will be liable to rejection.

WBSEDCL reserves the right to accept or reject any bid, and to annul the bid process and reject any or all the 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 bidders or bidder of the grounds for WBSEDCL's action.

22. Legal Jurisdiction: The necessary judicial affairs and/or Court Case will be exclusively within the jurisdiction of Calcutta High Court only.

23. Communication: Successful vendor, for communicating with WBSEDCL, for this job may use following modes.
Email ce.emd@wbasedcl.in

Representatives of Successful Bidder:

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

24. Award of Contract

After approval of bid evaluation by WBSEDCL, it may, at its' sole discretion, invite the successful bidder for a pre-award discussion. After such pre-award discussion and prior to the expiry of validity of bid of the successful bidder, WBSEDCL will notify the successful bidder of acceptance of their bid in writing by issuing a Letter of Award (LOA)/Order.

25. Process to be Confidential

The information relating to the examination, clarification, evaluation and comparison of tenders and recommendations for the award of a contract shall not be disclosed to bidders or any other persons not officially concerned with such process.

The contractor shall not communicate or use in advertising, publicity in any other medium photograph or other reproduction of the works under this contract, or other information, concerning the works.

All documents, correspondence, decisions and other matters concerning the contract shall be considered of confidential and restricted nature by the contractor and he shall not divulge or allow access to these to any unauthorized persons.

26. Generation of Vendor Id

The successful bidder, upon receipt of intimation from WBSEDCL regarding acceptance of his bid, shall have to self-generate his vendor id under WBSEDCL through the web portal: www.wbasedcl.in under the tab 'Vendor Corner' and email it to the Tendering authority for confirmation, towards the process to be followed for issuance of PO.

27. Corrupt and Fraudulent Practices

It is the WBSEDCL's policy to require that bidders observe the highest standard of ethics during the selection and execution of such contracts. In pursuance of this policy, the WBSEDCL:

- (a) defines, for the purposes of this provision, the terms set forth below as follows:
 - (i) "Corrupt practice" means offering, giving, receiving, or soliciting of anything of value to influence the action of a public official in the selection process or in contract execution; and
 - (ii) "Fraudulent practice" means misrepresentation of facts in order to influence a selection process or the execution of a contract to the detriment of the WBSEDCL, and includes collusive practices among consultants (prior to or after submission of proposals) designed to establish prices at artificial, noncompetitive levels and to deprive the WBSEDCL of the benefits of free and open competition.
- (b) will reject a proposal for award if it determines that the firm recommended for award has engaged in corrupt or fraudulent activities in competing for the contract in question;
- (c) will cancel the firm's contract if it at any time determines that corrupt or fraudulent practices were engaged in by representatives.
- (d) will declare a firm ineligible, either indefinitely or for a stated period of time, to be awarded a WBSEDCL contract if it at any time determines that the firm has engaged in corrupt or fraudulent practices in competing for, or in executing, a WBSEDCL contract; and
- (e) will have the right to get the firm audited by auditors appointed by the WBSEDCL.
- (f) will cancel the contract if at any stage it comes to know that the firm has any relation with any of the employees of the WBSEDCL.

Bidders shall not be under a declaration of ineligibility for corrupt and fraudulent practices issued by the WBSEDCL. Bidders shall furnish information as described in the Bid document on commissions and gratuities, if any, paid or to be paid to agents relating to this proposal, and to execute the work if the firm is awarded the contract. Bidders shall be aware of the provisions on fraud and corruption stated in the Contract under the clauses indicated in the bid document.

General Conditions of Contract (GCC)

GCC.1.General Terms:

GCC.1.1.WBSEDCL reserves right to review bidder's capability and capacity to perform the

Work before awarding Contract, without assigning any reason whatsoever.

GCC.1.2.The bidder has to furnish all the information as required regarding their offer.

GCC.1.3.Quotation from any sub-vendor will not be entertained.

GCC.1.4.Any form of consortium/ Joint ventures will not be allowed.

GCC.1.5.The bidder shall satisfy WBSEDCL with his ability to perform the procurement and AMC service activities.

GCC.1.6.All correspondence, documents and Bid, exchanged between the Bidder and WBSEDCL shall be written in English language. Failure to comply with this request may disqualify a bidder.

GCC.1.7. WBSEDCL reserves right to cancel the tender during its processing without showing any reason whatsoever.

GCC.1.8.Decision of WBSEDCL on all matters will be final & binding on the bidders.

GCC.1.9.The Bidder Must have an office establishment in Kolkata, West Bengal or agree to establish office in Kolkata within 3 months if selected.

GCC.2.Statutory Obligations:

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

GCC.3. Risk Purchase/Performance

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

GCC.4. Limitation of liability

GCC.4.1. Neither Party shall be liable to the other Party for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the bidder to pay liquidated damages to WBSEDCL, and

GCC.4.2 .Except in cases of gross negligence or willful misconduct, the aggregate liability of Bidder to WBSEDCL, whether under the Order, in tort, or otherwise, shall not exceed the amount specified in the Contract Price .Provided that this limitation shall not apply to the cost of repairing or replacing defective equipment/solutions with respect to patent infringement.

GCC.5. Contract Period:

GCC.5.1. The contract will remain valid for the period of 03 Years from the completion date of the total scope including the defect liability period.

GCC.5.2. Warranty period: The date of start of Warranty of Newly procured H/W and starting date of Comprehensive warranty support shall commence after completion of the project .

GCC 5.3 Service Level Agreement (SLA)

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

Service related calls will be logged by WBSEDCL officials/selected AMC vendor in WBSEDCL's Incident Management System. Details of the calls also to be registered in the Incident Management System . Selected bidder must resolve the incidents in accordance to the SLA by managing and responding to the incidents in WBSEDCL's Incident Management system./Help desk system.

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

WBSEDCL may issue a show cause notice to the Bidder. Bidder should reply to the notice within three working days.

If WBSEDCL authorities are not satisfied with the reply, WBSEDCL may initiate termination process as mentioned in the "Cancellation/ Termination of Order" Clause.

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

GCC 5.4 Liquidated Damages (LD) : In case of deviation from SLA owing to Lapses on part of contractor , for the Penalty/LD imposed if any, the amount calculated shall be deducted/adjusted from any pending bills or from Performance Bank Guarantee of the bidder. In case of termination of LOA as per "Cancellation/ Termination of Order" clause, WBSEDCL will engage third party for the maintenance of items and related service. The difference in cost of procurement and CAMC for engagement of third party will be deducted from outstanding bill /BG lying/to be lying with WBSEDCL.

If the bidder fails to complete the work as indicated in SOW, WBSEDCL may recover from Bidder @0.143% of the order value as Liquidated Damage per day of delay or part thereof as Liquidated Damage. The maximum value of LD would be 10% (ten percent) of the order value.

GCC. 6. Price:

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

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

GCC.6.3. Price evaluation will be made on individual items's price as submitted by the bidder in the BOQ (as per Annexure-V format)

GCC.7. Taxes, Duties and other levies:

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

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

GCC. 8. Cancellation/Termination of Contract

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

Non-acceptance of LOA as per "Acceptance of LoA" clause.

Non-submission of Performance BG/ Additional Performance BG within time mentioned.

If supply, Delivery, Installation of the IT Items are not done within specified timeline as mentioned in the LOA.

If failed to perform the repair work or to manage warranty with OEM.

If Sufficient key experts/Manpower not provided during the work execution.

In each above cases 15days 'termination notice shall be issued prior to

Termination of LOA.

If conflict to fine rest found.

If NDA not agreed and signed by the bidder.

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

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

GCC.9. Performance Bank Guarantee:

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

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

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

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

GCC.9.5. The above Performance Guarantee shall be submitted before hand over of the site to contractor. Validity of PBG will be up to the end of defect liability period with a claim period as further 3 months Performance Guarantee will carry no interest.

GCC.10. Additional Performance Bank Guarantee:

GCC.10.1. An additional performance guarantees equivalent to 10% of the tendered amount has to be submitted by successful bidder if the bid is in the range of -20% to - 80% of the estimated rate.

GCC.10.2. The additional performance guarantee shall be submitted in the form of a Bank Guarantee from any scheduled bank of RBI as per the format enclosed in Annexure VIII. BG shall be issued under SFMS Platform. WBSEDCL Beneficiary Name: West Bengal State Electricity Distribution Company Limited (WBSEDCL)

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

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

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

GCC.10.6. Additional performance guarantee shall be submitted before issuance of the PO. It shall remain valid up to the completion time of the project. Claim period of the bank guarantee with a claim period as further 3 months

GCC.10.7. WBSEDCL will intimate successful bidder(s) regarding submission of additional performance guarantee after completion of financial evaluation process of the tender.

GCC.10.8.The PBG/ Additional PBG shall be submitted to:

The Chief Engineer , EMD, 3rd Floor, 'A 'Block, Vidut Bhavan, WBSEDCL.

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

GCC.12.NDA & third part access security policy

Agreement for third party access security policy of WBSEDCL as per Annexure-X shall be properly filled-in, signed and submitted. Signed Annexure-XI for Non-Disclosure Agreement (NDA) shall be submitted. Additionally, the successful bidder needs to sign Non-Disclosure Agreement (NDA) as per Annexure-XI with WBSEDCL before commencement of the work.

GCC.13. Indemnity Bond

The contractor shall have to submit an indemnity bond to WBSEDCL on non-judicial stamp paper of Rs.100/- in prescribed format as annexed with the bid document within 7 (seven) days from the date of issue of the order. All the costs for execution of indemnity bond shall be borne by the contractor.

GCC 14. Drawings

The work is to be carried out as per the drawings issued by WBSEDCL, who reserves the right to modify the drawings during progress of work. The contractor shall have to accept such modifications unconditionally without any extra claim. WBSEDCL reserves to ask the contractor to make detail drawings as per actual site requirements and get it approved by them, without any extra charges. After completion of the work the contractor shall submit as built drawings of the entire system to the controlling officer without any extra charges.

GCC 15. Measurement of works

The Contractor shall take joint measurement of the executed work at site regularly with the representative of WBSEDCL and record the same in the computerized measurement sheets in approved template (MS excel) of WBSEDCL. WBSEDCL shall have every right to check & verify physically as many items as they desire at any or every level during checking and this shall be binding on the Contractor.

Should the Contractor not attend or neglect or fail to send his representative in taking joint measurements at site, measurement taken by the representative of WBSEDCL shall be final & binding to the Contractor. No objection shall be entertained for such recording of unilateral measurement at site.

It shall be ensured that the method of measurement is in accordance with the contract and as laid down in the PWDSOR/ IS Code. Any points of disagreement with the Contractor pertaining to measurements shall be promptly referred to the decision of the Competent Authority of WBSEDCL.

All incidentals and men & equipment required for measurements and checking of measurements shall have to be arranged by the Contractor and costs thereof shall have to be borne by the Contractor. No extra payment shall be made in this regard.

GCC 16. Defect Liability Period

Defect Liability Period shall be 03 Three years from the date of satisfactory completion of the entire work and acceptance by WBSEDCL. The entire work shall be under comprehensive warranty support by the contractor for this period including all materials. During this period, the contractor shall be responsible for repair/ replacement of any defective part or damage to any part of the work at his own cost and responsibility. The contractor will be responsible for trouble shooting of the entire delivered

project in terms of goods and services by coordinating and collaborating with the OEMs, Time allowed by the Controlling Officer to make good the defects shall be mandatory, failing which the loss or extra cost incurred by WBSEDCL for such delay/non-performance shall be deducted from the contractor's security money.

For all items with OEM warranty more than 1 (one) year, the vendor must handover the original warranty documents/ purchase documents to WBSEDCL along with an indemnity bond for latent defects as per the format given at the end of this bid document, at least 3 (three) months before expiry of defect liability period. Otherwise their contractual obligation will not be completed and WBSEDCL will have the right to forfeit/ liquidate the contract performance guarantee.

GCC 17. Establishment of site office

Successful bidder should establish an site office at Kolkata for continuing the service from Kolkata within one month from the placement of LOA if not available already.

GCC.18.Terms of payment:

GCC.18.1.For Procurement of IT Equipment:

A) GCC.18.1.1.No mobilization advance and secured advance shall be admissible.

GCC.18.1.2.Payment shall be made in Indian Rupee only.

GCC.18.1.3. Full payment against new IT equipment with GST will be made after supply, delivery, installation of PCs, CCTVs, other Hard Wares for the associated systems & Access Control etc i.e. all the set up as detailed meticulously mentioned in the BOQ along with submission of documents, licenses, Software CDs (if any), and installation certificates and on submission of valid PBG.

GCC.18.1.4.The bills should be submitted to the controlling officer of the project i.e. ACE, ALDC, WBSEDCL. in triplicate.

GCC.18.1.5. R/A bill may be allowed by the controlling officer of the project from time to time based on the progress of the composite project, for a minimum bill value of 20% (Twenty percent) of the contract price based on reasonable progress of the work and accordingly certified bills from the end of the controlling officer needs to be submitted to the Sr. Manager(F&A) EMD for needful action .

GCC.18.1.6.The R/A bills & final bill should be submitted by the controlling officer of the project to the Sr. Manager (F&A) EMD in triplicate form.

GCC.18.1.7.The bills must accompany certificates from the supervising officer of the functional area and countersigned by the controlling officer.

GCC.19 Price variation

The rate quoted by the bidder shall remain firm throughout the entire contract period including extended period, if any. No price variation shall be allowed for any reasons whatsoever.

GCC 20. Work Programme

The Contractor shall submit a work programme to the Controlling Officer within 7 (seven) days of issue of the order for his approval and the approved programme shall be strictly followed. However, such approval shall not relieve the Contractor from any obligation under the contract.

GCC 21 Contractor's Workmen

The contractor shall depute a suitable site supervisor to monitor the work and to receive instructions from the Controlling Officer and/ or his representative and it shall be ensured that he/ she is regularly available at site. Name, address & contact details of the contractor's supervisor & workmen shall be communicated in writing to the Controlling Officer before commencement of work to obtain his permission. Any instruction or notice given to the Contractor's such representatives shall be deemed to have been given to the contractor. The Controlling Officer reserves the right to ask the contractor to remove any of their workmen and replace with suitable substitute(s).

Prior permission shall have to be obtained before engaging the workmen. The contractor shall also provide photo-identity cards to his supervisor & workmen at his cost.

GCC 22. Materials

WBSEDCL shall not supply any material, tools & tackles etc., which shall have to be supplied by the Contractor for the entire job. The materials shall be of specified quality & make/brand as applicable as per the bid specification/approval of WBSEDCL. Sample approval may have to be obtained from the Controlling Officer, if asked for, at the contractor's expenses.

If the Controlling Officer finds an item to be not of the specified quality or unfit for the work, he shall be at liberty to instruct for removal of such items. The Contractor shall remove the same within 24 hours after such instruction. If the Contractor fails to remove them within such time, the Controlling Officer may remove them anywhere at the Contractor's risk and any cost incurred in doing so shall be deducted from the dues to the Contractor under the contract.

The contractor shall be the custodian of all materials etc. during execution of the job, but WBSEDCL shall have the liberty to inspect the materials any time during the period of contract and give instructions as to their use etc. WBSEDCL will bear no responsibility for the safety & security of the materials and men of the contractor.

GCC 23. Supervision

No work shall be carried out without the knowledge, prior intimation, approval and checking by WBSEDCL's official/consultant. Else, WBSEDCL shall have the right to reject such work or accept such work or part thereof with non-admissibility of payment. Recurrence of such incident may attract penal measures on the Contractor as may be decided by WBSEDCL.

For execution of concealed works, the Contractor shall give due notice to WBSEDCL whenever any work is to be buried in the earth, concrete or in the bodies of walls or otherwise becoming inaccessible later on, so that the work can be inspected and correct dimensions can be taken before such burial. In default, the same shall be either opened up for measurement at the Contractor's expense or else, no payment shall be made for the same.

In the event any work carried out by the Contractor is found defective or not in conformity with the specification and/or drawings, WBSEDCL shall reject the work and ask the Contractor to rectify/ replace/reconstruct the same free of cost to the Owner. If the Contractor fails to do so, the Owner may:

- a) Rectify/replace/reconstruct such defective work and recover the cost involved from the Contractor, or,
- b) Terminate the contract, with penal measures.

GCC 24. Quantity Variation during Execution

The quantities of various items shown in the schedule of work are provisional. During execution of work, WBSEDCL reserves the right to increase or decrease the quantities of individual items upto any extent, with total variation of the contract price upto (\pm) 25% (twenty five percent), without change in unit price or other terms and conditions. The Contractor shall not vary or alter any of the work, without written instruction of the Controlling Officer

GCC 25. Supplementary Items

If any item(s) not included in the schedule of work is required to be executed during execution of work under instruction of the Controlling Officer, payment of such item(s) shall be made as under:

- i. Rates of all extra items shall be decided from the existing rates of the instant BoQ on pro-rata basis as far as practicable. and in a situation When SI no. i, is not applicable, rates of extra items shall be analyzed based on the prevailing market rates of different components, based on supporting documents to be submitted by the contractor and accepted by WBSEDCL, with contractor's profit @10%, overhead @5% and labour cess @1%.
- ii. WBSEDCL's decision regarding rates of extra items shall be final and binding upon the contractor.

GCC 26. Electricity & Labour Accommodation

WBSEDCL shall not provide any space for accommodation of the contractor's workmen. The contractor shall arrange for accommodation for his labours outside the compound. Construction power may be provided by WBSEDCL on chargeable basis based on meter reading at applicable rates. If separate generator is to be arranged to maintain progress of work, the contractor shall arrange the same at his cost.

GCC 27. Making Good Defects

The Contractor shall make good at his own cost and to the satisfaction of WBSEDCL all defects which may appear within the defect liability period. In case of the Contractor's failure, WBSEDCL may employ other agencies to make good such damages and expenses consequent thereon or incidental thereto shall be borne by the Contractor and such damages, loss and expenses shall be recoverable from the Contractor by WBSEDCL. In the event of the security/retention money being insufficient, WBSEDCL may recover the balance amount from any the Contractor's dues under WBSEDCL.

GCC 28. Action and Compensation in case of bad work

If WBSEDCL finds any portion of executed work not as per Specification & Schedule of Works, WBSEDCL shall reject the work and ask the Contractor in writing to rectify/replace/reconstruct such portion of work within a specified time frame, which shall be binding on the Contractor. No payment against such portion of work shall be made unless such rectification/replacement/reconstruction has been properly done to the satisfaction of WBSEDCL. In case of failure of the Contractor to do the same within the specified time frame, WBSEDCL reserves the right to do the same through other agency with recovery of cost from the Contractor, and also to terminate the Contract for such default. Decision of WBSEDCL in this respect shall be final and conclusive.

GCC 29. Clearing the Site

During execution and after completion of work, the work site should be cleaned regularly and kept in tidy condition. No dismantled items, rubbish etc. and/or surplus materials shall be stacked unnecessarily inside the compound. The contractor must remove the same immediately out of the compound and dispose off as per applicable Municipal rules. Else WBSEDCL shall remove the same through other agency and cost thereof plus 20% penalty shall be deducted from the contractor's dues. On completion of the work, the Contractor shall remove all surplus material & equipment and leave the whole site in clean and tidy condition to the satisfaction of the Controlling Officer.

GCC 30. Night and Holiday Work

The Contractor may have to work at night, beyond WBSEDCL's normal office hours and also on Sundays & Holidays with prior permission of the Controlling Officer, at no extra claim.

GCC 31. Language and Measurement

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

GCC 32. Other Agencies working at Site

The Contractor shall have to execute the work in such place and conditions where other agencies may have been engaged for other works. No claim shall be entertained due to work being executed in the above circumstances and in the above manner.

GCC 33. Idle Labour/Machinery

No claim for idle labour and machinery, additional establishment cost, hire and labor charges of tools & plants would be entertained under any circumstances.

GCC 34. Notice

Any "Notice" (except regular correspondences or daily instructions related to the site works) to the agency by WBSEDCL under terms of the contract shall be served by post/speed post/courier/email or registered mail or by hand at the contractor's office or site office and vice versa.

GCC 35. Completion of contract

Unless otherwise terminated under the provisions of any other relevant clause, this contract shall be deemed to have completed on expiry of the defect liability period.

GCC 36. Liability of Accidents and Damage

The Contractor shall be responsible for the loss, damage or depreciation of the Company's property, materials, documents, drawings etc. while in their custody and until the same is taken over by the Company. Until the completed work is taken over by WBSEDCL, the Contractor shall be liable for and shall indemnify WBSEDCL in respect of all injury to person or damage to property resulting from the negligence of the contractor or his workmen or sub-contractor or from defective workmanship etc.

GCC 37. Indemnity

If any action is brought before a Court, Tribunal or any other Authority against WBSEDCL or an officer or Consultants (engaged by WBSEDCL for the Project) or representative of WBSEDCL, for the failure, omission or neglect on the part of the Contractor to perform any acts, matters, covenants or things under the Contract, or damage or injury caused by the alleged omission or negligence on the part of the Contractor, his agents, representatives or his Sub-Contractor's (if allowed to engage by WBSEDCL) in connection with any claim based on lawful demands of Sub-Contractor's workmen suppliers or employees, the Contractor, shall in such cases indemnify and keep WBSEDCL and/or their representatives harmless from all losses, damages, expenses or decrees arising out of such action.

GCC 38. Tests & Validations

WBSEDDCL has the liberty to direct the contractor to arrange for inspections , at manufacturer's works or test site of the Contractor/Sub-contractor/test laboratory as per stipulation of relevant Indian Standard in presence of Controlling Officer or his authorized representative, at the cost, risk & responsibility of the contractor. The Contractor, except where otherwise specified, shall arrange such labour, material, fuel, water, stores and testing apparatus as may be reasonably required to carry out such tests efficiently, without any extra charge.

Any defect detected shall have to be promptly rectified and further tested by the Contractor. Cost of all such testing operation including repeat tests (if required) shall be deemed to be included in the contractor's quoted rate and no extra payment in this regard shall be allowed. If the work or any portion thereof fails to pass the Tests, WBSEDCL may require such tests to be repeated on the same terms and conditions until it is accepted by WBSEDCL. All costs of such retesting will be borne by the Contractor.

GCC 39. Compliance of Laws

The Contractor shall, in all matters arising in the performance of the Contract, comply with in all respects, give all notices and pay all fees required by the provisions of any National or State statute, ordinance or other law or any regulation or bye-law of any duly constituted authority. The Contractor shall adhere to the Statutory Provisions under Payment of Minimum Wages Act, Contract Labour (Regulation & Abolition) Act, Employee's Provident Fund & Miscellaneous Provisions Act, Workmen's Compensation Act and other relevant Statutes. Non-compliance of the statutory provisions i.r.o. Contract labour engaged in the job may attract penal action against the Contractor from the Law Enforcing Authorities. All liabilities arising out of the non-compliance of the Law of the Land will have to be borne by the Contractor and WBSEDCL will not be responsible in any manner whatsoever for the same.

GCC 40. First-Aid and Industrial Injuries

The Contractor shall maintain first-aid facilities for their men and those of the sub-contractor. They shall make outside arrangements for ambulance service and for the treatment of industrial injuries. Names of those providing these services shall be furnished to Owner.

All critical industrial injuries shall be reported promptly to Owner, and a copy of Contractor's report covering each personal injury requiring the attention of a physician shall be furnished to WBSEDCL.

GCC 41. Dismantling and General safety

In respect of all labour employed in the work the Contractor shall, at their expense, arrange for all the safety provisions as per safety codes of CPWD, the Electricity Act and all such other Acts as applicable. The Contractor shall not employ men below the age of 18 years.

When workers are employed on electrical installations which are already energized, insulating mats, wearing apparel, such as gloves, sleeves, and boots as may be necessary should be provided. The workers shall not wear any rings, watches and carry keys or other materials which are good conductors of electricity. To ensure effective enforcement of the rules and regulations relating to safety precautions, the arrangements made by the Contractor shall be open to inspection by the Controlling Officer/ Safety Officer of WBSEDCL.

Notwithstanding the above clauses there is nothing in these to exempt the Contractor for the operations of any other Act or rules in force in the Republic of India. The work throughout including any temporary works shall be carried out in such a manner as not to interfere in any way whatsoever with the traffic on any roads or footpath at the site or in the vicinity thereto or any existing works whether the property of the Administration or of a third party. In addition to the above, the Contractor shall abide by the safety code provision as per CPWD. Safety codes and Indian Standard Safety Codes from time to time.

GCC 42. Detail Address of Service Locations:

Area Load Despatch Center (ALDC) under WBSEDCL situated besides M-III 33/11KV Sub-Station at Block-JC, Sector-III, Salt Lake, Kolkata-700098.

GCC 43. WBSEDCL Personnel for Liaison:

GCC.43.1.Controlling Officer: Addl Chief Engineer, ALDC,WBSEDCL

GCC.43.2.Supervising & Nodal Officer: Site In-charge as nominated by Addl. CE WBALDC.

GCC.43.3.Paying Authority: Sr. Manager (F&A),EMD, WBSEDCL.

Scope of work (SW)

Scope of this bid is intended for complete supply, delivery, installation, testing & commissioning of Package-2 of comprehensive renovation & modernization of Area Load Dispatch Center (ALDC) of WBSEDCL located at Salt Lake, Kolkata covering IT items, Networking, CCTV, Access control, AV System and etc etc, defect liability period as detailed in the attached schedule of work and terms & conditions of this instant tender. The scope includes all materials, labour, tools & tackles, carriage, loading, unloading etc and its also includes all taxes, duties, levies, cess etc. except GST, as required to complete the job in all respects mentioned point wise below:

Dismantling the existing items of ALDC ,if any, shifting and storage as per direction of the controlling officer will be within the purview of the scope of the contract without any extra charges.

SW 1. Supply & Delivery of Items:-

Transport, on site supply, delivery, installation & commissioning of IT items i.e. PC & accessories including system software in ALDC, WBSEDCL.

The on-site Installation and Configuration of Client PCs/laptops (O.S. & other system software) and printers and all others accessories in detailed BOQ .

Installed O.S. & other system software for Client PCs and other equipment may be re-installed & re-configured without any extra cost to WBSEDCL if it is required during entire contract period.

Integration & tuning of the entire system for optimum performance and trouble-free operation at each location .

Necessary CD media and instructions i.r.o. Antivirus Software shall be provided by WBSEDCL. Successful bidder would install & configure Antivirus Software, Microsoft office etc at each Client PC at each location at the time of installation. Media i.r.o. OS need to be handed over to WBSEDCL.

Performance test run of the PC/Printers and others accessories as noted in BOQ system for fine tuning.

Maintenance of the entire system, in totality during warranty period at the desired location .

SW2. Documents to be supplied:

All the software (including O.S.) to be supplied by the Contractor must be in CD/DVD media.

Paper license of all the software to be installed

OEM Certification indicating machine serial Number.

MAF /warranty Cards/ undertaking by bidders for 03 years comprehensive service

SW3. Overhauling & Maintenance

1.)Maintenance of all the equipment mentioned in **Annexure XVII** shall be covered under Comprehensive warranty support by the bidder for a period of 03 (three) years and manage the processes and procedures to ensure reliable, safe and effective operation at ALDC. Uptime is defined as per overall uptime for DC as well as DRC.

2.) Respond to emergency calls, provide site attendance within the call-out time, and take all the necessary corrective actions to restore the service within the time specified in the SLA (annexure XVII)

The bidder shall be responsible for maintenance of all the systems as per scope of work (SW) with services rendered as per LOA issued by WBSEDCL.

3.) The bidder shall be solely responsible for providing all the AMC support services-under this three year warranty support and WBSEDCL will not be liable to interact with any of OEMs (Original Equipment Manufacturer).

4.) The bidder will provide a toll-free number or one dedicated land line number and registered mail id for communication from WBSEDCL. Also the bidder shall provide one or two mobile number for emergency service calls. At the end of the working

hours total call docketed must be sent in the email of ace.wbaldc.wbsecl.in by the bidder in daily basis for calculation of SLA and down time .

5.) The bidder shall provide adequate resources for Manage, Response, handling calls/ incidents registered in via email/ online docketing system and also for attending the calls. The scope of work under this contract covers providing comprehensive warranty support of the Hardware as mentioned in annexure XVII under WBSEDCL for 3 years.

6.) This support shall be provided by trained and experienced personnel of the bidder.

7.) The bidder shall be liable to provide free Spare sets for all hardware of the entire project.

8.) All kinds of Installation of OS will be in the scope of the vendor. Antivirus License will be provided by WBSEDCL SLA Based Support. All the service related calls will be logged by WBSEDCL at registered mail id of vendor/ online docketing system. Bidder shall have to use the same registered mail id for updating the status of the calls/incidents reported.

9.) The Details of the calls is required to be registered in the registered mail id of bidder/ online docket generating system. Selected bidder must have adequate resources for managing and responding to the incidents registered in the mail id. And after work completion bidder must attach a completion certificate and reply in mail

SW 4. Supply, Installation and Commissioning: The bidder shall supply, install, rack-mount, power-connect, patch and commission all equipments & accessories as per the BOQ at the designated site. This includes structured patching, interconnection of devices and integration with the existing network infrastructure.

SW 5. Configuration and Integration: The bidder shall carry out initial configuration, software setup, policy configuration (where applicable), and integration of all supplied devices with the existing IT/network environment to ensure seamless functionality.

SW 6. Patch Management and Firmware Updates: During the project duration, the bidder shall ensure periodic firmware/software updates, security patching and configuration optimization for all supplied equipment in accordance with OEM recommendations.

SW 7. Project Management and Documentation: The bidder shall provide complete documentation (01 set of hard copy and 01 set in soft copy in Pen Drive) including network diagrams, configuration details, asset inventory, IP addressing scheme, and installation report after commissioning. Any configuration changes during the project duration must also be documented.

SW 8. Operations, Maintenance and Support: The bidder shall ensure the operational support for all supplied components throughout the project duration through OEM warranty/contractor warranty support, including fault resolution, replacement coordination, and technical assistance, what so ever needed.

SW 9. Training: The bidder shall provide two days of hands-on training for the designated personnel (5) covering system overview, configuration basics, monitoring, troubleshooting procedures, and routine operational activities.

SW 10. OEM Authorization and Compliance: The bidder shall submit OEM Manufacturer Authorization Form (MAF) for all major supplied equipment where applicable. All products supplied must be genuine, sourced through authorized channels, and supported by the respective OEM.

SW 11. Product Life-cycle Compliance: All equipment supplied must be new and not end-of-sale (EOS) or end-of-life (EOL) at the time of supply and must remain supported by the OEM during the project duration.

SW 12. Confidentiality and Security: The bidder shall maintain strict confidentiality of all configuration details, network architecture, credentials and operation information accessed during installation and support activities. In no condition, Such information shall strictly not be disclosed in any condition without written authorization by WBSEDCL.

SW 13. Miscellaneous : All accessories Required for mounting the devices in the rack must be provided by the bidder & also the devices provided must be rack mountable.

i. All the devices provided must be rack mountable and the accessories required for mounting the devices in the rack will be in the bidder's scope and will be provided by the bidder.

ii. LAN wiring & maintenance and day to day activity of the site to be in bidder scope

iii. LAN Cable Laying and replacement work pertaining to day to day maintenance activities in the site will be in bidder's scope.

iv. SLA (service level agreement) & LD (Liquidated Damages) record keeping must be maintained and updated using Helpdesk of WBSIEDCL, for which access duly authenticated and permitted, will be provided to the support staff of bidder.

v. Undertaking has to be provided by the successful bidder for background verification and credibility of deployed personnel who should also be aware of ISO 27001:2022 latest standard

vi. NDA & Access security policy. (To be signed by bidder) as attached with the tender

vii. The bidders are required to sign the NDA (Non disclosed agreement) & Access Security policy as attached with the tender.

SW 14. Detail Technical Specification:

Sl. No.	Items	Technical Specification
1.	CCTV Cameras	2MP or higher, CMOS, IP Dome Camera, Fixed Lens, 2.8mm, 1080P, WDR, night vision with motion sensor, IR 20m, 12V DC, PoE, with recess-mount bracket. 2MP, Full HD, 1/2.8" CMOS image sensor, fixed lens 3.6mm/4mm, H.265/H.264 & MJPEG triple-stream encoding, Max. IR LED range 25m, IP66 rated, 25/30fps @ 1080P (1920x1080), supporting ICR for day & night vision with motion sensor, Alarm In/Out 1/1, Vandal-proof, complete with all accessories for wall or ceiling mounting — Bullet Camera.
2.	NVR for CCTV cameras	64-Channel NVR (HD, OnVIF), 1Gbps, at least two ports, recording capability of 320 Mbps, capacity of recording @ 1080P, 30fps for minimum 90 days data for all connected cameras, with minimum 2 SATA interfaces, ANR, H.265/H.265+/H.264+/H.264 compression, client software. NVR shall support/provide sufficient ports for minimum 3 display outputs.
3	Access Control System	Centralised attendance monitoring and access-status display software integrated with face-recognition/RFID/password-based access control system for 2 control room doors, with 4 devices in total (2 per door for entry/exit). Software shall interface with centralised access control server over segregated network, process entry/exit transactions for live occupancy status, and display personnel name/ID, entry/exit status, date & time on 3 designated display units. Includes dashboard monitoring, search, filtering, log retrieval, user/device mapping, report generation, all required hardware Biometric lock and attendance system of capacity minimum 500 faces, supporting face detection, RFID cards and password-based locking, card capacity minimum 500. IP65/IP66 and PoE compatible, recognition time <1 sec, FAR ≤0.001%, FRR ≤1%. Stores transaction logs locally (minimum 180 days) and synchronises automatically to centralised server/controller. Centralised system acts as primary database/controller. Dashboard for access monitoring and management. TCP/IP, minimum 2.4" TFT colour display, professional door access control connector
4.a	8-Port Managed L2 PoE Network Switch	As per Annexure XVII
4.b	8-Port Managed L2 Network Switch 1 Gbps	As per Annexure XVII
4.c	24-Port Managed L2 Network Switch, 1 Gbps	As per Annexure XVII
5	Display monitor	CCTV surveillance display monitor (32-inch) Ultra Wide FHD (2560x1080) IPS Monitor with AMD FreeSync™, 100Hz, 1ms, HDR10, On-Screen Control and Dual Controller, 3-side virtually borderless design, Dynamic Action Sync; including Keyboard and Mouse 86" 4K UHD interactive flat panel LED display, minimum 20-point multi-touch, native resolution 3840x2160. Android 13 or higher OS. Features: 4mm toughened anti-glare glass, min. 8 GB RAM, min. 64 GB storage, Miracast for up to 4 devices simultaneously, annotation tools, contrast ratio 1200:1, response time ≤8 ms, viewing angle ≥178°, brightness min. 350 nits. Connectivity: min. 3xHDMI (with ARC), 4xUSB, LAN, Wi-Fi, Bluetooth, audio output, OPS slot. Integrated speakers 15Wx2. Supplied with wall mount/accessories. 65" 4K UHD interactive flat panel LED display, 20-point multi-touch, resolution 3840x2160. Android 13 with optional Windows via OPS slot. Features: 4mm toughened glass, 4 GB RAM, 32

Sl. No.	Items	Technical Specification
		GB storage, Miracast for up to 4 devices, annotation tools, contrast ratio 1200:1, response time 8ms, viewing angle $\geq 170^\circ$. Connectivity: 3xHDMI, 2xUSB, audio output 15Wx2.
		43" 4K Ultra HD smart LED display (3840x2160, 60Hz) with HDR10, HLG, Dolby Vision, MEMC, VRR, ALLM, Dolby Digital, Google Assistant, screen mirroring. Connectivity: 3xHDMI (1 eARC), 2xUSB, Wi-Fi 2.4G/5G, Bluetooth 5.3, Ethernet, earphone jack, optical SPDIF, RF input, AV input. Audio: 24W with Dolby Atmos. Viewing angle 178°, contrast 4000:1, 2 GB RAM, 16 GB storage. Includes HDMI 2.0 cable as per site plan.
6	LED television	43" 4K Ultra HD smart LED television (3840x2160, 60Hz) with HDR10, HLG, 16:9, Bluetooth, Wi-Fi, 3xHDMI, 1xUSB, 1xVGA, 1xAV input, 1xAV output, 1xRF slot. AI acoustic tuning, 20W sound output, tabletop stand. Includes HDMI 2.0 cable as per site plan.
7	LED/LCD monitor	32-inch LED/LCD monitor, Full HD (1920x1080), anti-glare, wide viewing angle, min. 60Hz refresh rate. Minimum 1xHDMI + 1xVGA/DisplayPort, in-built power supply, tilt-adjustable stand, wall-mount compatible. Supplied with power cord, HDMI cable and all accessories
8	HDMI splitter	HDMI splitter 1-input x 4-output, HDMI 2.0 with HDCP 2.2, resolutions up to 4Kx2K @ 60Hz, 1080p, 3D, EDID control and automatic resolution scaling. Audio compatibility: LPCM, Dolby AC-3, DTS 7.1, DSD, Dolby TrueHD, DTS-HD Master Audio.
9	Webcam system	Webcam system with 5x HD zoom, motorised pan ($\pm 25^\circ$) and tilt ($\pm 15^\circ$), FOV 120° diagonal / 113° horizontal / 80.7° vertical, 3 camera position presets, RightSight auto-framing. Resolutions: 4K UHD @ 30fps (USB 3.0), 1080p @ 30fps, 720p @ 30fps. 3-element beamforming microphone array, 4m pickup range, AEC, VAD, noise suppression. Integrated speaker up to 95 dB SPL @ 0.5m. Bluetooth, RF remote, low-light compensation, human figure detection.
10.a	Desktop PC	As per Annexure XVI Type A
10.b	Workstation	As per Annexure XVI Type B
11	Hard Drive	4TB External SSD – USB 3.0, compatible with Windows, with 3-year Data Recovery Services, Portable Hard Drive supporting USB 2.0 and 3.0.
12	Printer	A3 colour multifunction network printer with print, scan & copy facility, up to A3 size, RJ45 Ethernet, automatic duplex printing, flatbed and ADF scanning/copying, minimum 512 MB memory, compatible with Windows 11.
13	Communication System	On-Premises Hybrid PBX System — modular, scalable architecture, up to 100 analog CLI extensions via FXS, minimum 200 users, 60 concurrent calls. Min. 8 FXO/BRI ports, modular support for E1/T1/J1 digital trunks, GSM/3G/4G gateways. Centralized call recording (searchable/exportable via FTP/network storage), real-time monitoring (listen, whisper, barge-in), CDR. Features: FSK/DTMF Caller ID, multi-level IVR, automated call routing, ring/hunt groups, multi-party conferencing. Rack-mountable, line-powered for analog CLI telephones. All required hardware included.
		Professional-grade desktop corded landline telephones — back-lit LCD (min. 16-digit), CLI with FSK/DTMF dual system auto-detection, min. 10 dedicated one-touch memory keys, two-touch storage for up to 100 numbers, full-duplex speakerphone, CID log for 50 incoming/20 outgoing records, line-powered (no external adapter), dual-mode tabletop/wall-mount. RJ-11 PBX compatible. BIS, CE, RoHS certified. Operating range 0°C–50°C.
14	Conference Audio System	Conference discussion system control unit — input supply 230 VAC 50 Hz, 24V DC to connected units. Min. 50 contribution units, min. 2 trunk outputs, selectable discussion modes, min. 2–6 simultaneous active microphones. Frequency response 125 Hz–12.5 kHz, THD <1%, SNR >50 dB, mic input sensitivity ≤ 1 mV, aux input sensitivity 100 mV. Chairman priority override, automatic mic switch-off, master volume control, headphone monitoring, audio I/O for PA and recording. Complete with all required accessories.
		Conference chairman audio input unit with priority button, optional chime tone facility, built-in loudspeaker (muted when mic active), two 3.5mm stereo headphone sockets with volume control, mic on/off button with red LED indicator, light ring on mic stem. Nominal acoustic input 85 dB SPL, frequency response 400 Hz–10 kHz. Tabletop mounting with flexible stem mic. Make: Bosch CCSE-CML CCS700 or higher version.
		Conference delegate audio input unit with flexible stem microphone and illuminated light ring. Built-in loudspeaker (centrally controlled, auto-muted when mic active), two 3.5mm stereo headphone sockets with volume control, mic on/off button with red LED indicator. Nominal acoustic input 85 dB SPL, frequency response 400 Hz–10 kHz. Mic length from base of stem: 488mm. Tabletop mounting.
		Audio amplifier with inbuilt Bluetooth and USB pen drive playback, 4 mic/line inputs, additional music source input, 1 BGM input, single-zone output. Option to use as pre/power amplifier, optional 2-tone chime for input 1. Output power 120W, loudspeaker output 100V. Frequency response 80 Hz–18 kHz, distortion $\leq 1\%$ @ rated output, bass and treble controls ± 8 dB, SNR ≥ 70

Sl. No.	Items	Technical Specification
		dB, headroom >25 dB.
		20W ceiling-mounted coaxial full-range loudspeaker with poly cone tweeter. PHC tested per IEC 60268-1 & 5 (100 hrs continuous). Max. power 30W, rated power (PHC) 20W, power taps @ 100V (20W/10W/5W/2.5W), SPL 89 dB ±3 dB @ 1 kHz/1W/1m, frequency range 70 Hz–20 kHz.
		Handheld wireless microphone with RF level switch (1mW–10mW), powered by 2×AA batteries (up to 10 hours), bottom on/off switch, anti-rolling ring on grille, power and battery status LED, six colour identification rings. SNR 110 dB, frequency response 60 Hz–15 kHz, impedance 150Ω, operating voltage 18V.
		Online streaming webcam with Ultra HD 4K @ 30fps and Full HD 1080p @ 60fps, 70% larger pixels for enhanced clarity. Advanced autofocus, AI-enhanced image quality, auto-exposure, auto white balance, HDR, manual adjustments for ISO/shutter speed/tint/vibrance. Dual beamforming noise-reducing microphones (pickup range up to 1.2m). 4× digital zoom, detachable USB-C to USB-C cable (USB 3.0).
15	Fire TV Stick	Fire TV Stick with Alexa Voice Remote (including TV and app controls) for UHD streaming.
16	Rodent Repellent System	Microprocessor-based Master Controller for Rodent Repellent System — 128×64 graphic LCD display, 4 ultrasonic frequency band spectrums, supports up to 20 transducers in dedicated connections and 24 transducers in single loop @ 500 sq. ft each. Networkable on RS-485, Modbus BMS integration. UL- and CE-approved transformers.
		Ultrasonic repellent speaker — power output 800 mW, sound output 50–110 dB, operating frequency above 20 kHz
17	Windows Shuttering System	Galaxy 24-Zone 4016 GSM Control Panel
		Digital Multi-Function Detector
		Sounder 12V
		12V 7Ah Battery.

SPECIAL NOTE:

All CCTV footage must be stored for a minimum period of 90 (ninety) days on NVR/storage, as per the Physical Security Manual of WBSSEDCL.

The Vendor shall comply with the ISO-27001:2022 controls specified by WBSSEDCL. Upon termination of the contract, the Vendor shall securely delete and certify the destruction of WBSSEDCL data in a manner that ensures the data cannot be forensically recovered. Biometric templates and data shall be crypted both in transit and at rest, with access strictly limited to duly authorized personnel. The Vendor must provide written undertakings and periodic evidence of compliance for Provision of Ancillary Components and Accessories required for the complete and satisfactory operation of the project, irrespective of whether such items are explicitly specified in the Bill of Quantities (BoQ) or tender documents.

No additional payment shall be made for the provision of such items, and any omission in the BoQ shall not relieve the Bidder of the responsibility to deliver a fully operational system in accordance with the specifications and intended use.

SL No	Description	
1	ANNEXURE-I: Bid Proposal	
2	ANNEXURE-II: Bid Details	
3	ANNEXURE-III: Manufacture's Authorization Form (MAF) format	
4	ANNEXURE-IV :Service Level Agreement (SLA)	
5	ANNEXURE-V: Unpriced BOQ Format	
6	ANNEXURE-VI: PROFORMA OF BANK GUARANTEE FOR BID GUARANTEE (Earnest Money)	
7	ANNEXURE-VII: Proforma for Bank Guarantee for Contract Performance	
8	ANNEXURE-VIII: Format of Bank Guarantee for Additional Performance Security Deposit	
9	ANNEXURE-IX: Declarations	
10	ANNEXURE-X: Agreement for Third Party Access Security Policy of WBSIEDCL	
11	ANNEXURE-XI: NON-DISCLOSURE AGREEMENT (NDA)	
12	ANNEXURE-XII: Contract Agreement	
13	ANNEXURE-XIII: Escalation Matrix	
14	ANNEXURE-XIV: Declaration Form regarding provision of OEM Parts/Spares/Support	
15	ANNEXURE-XV: Techno Commercial Deviation Sheet	
16	ANNEXURE-XVI	Type A: Detailed Specification of Premium Office Desktop PC (12 Nos.)
		Type B : Detailed Specification of High-End Professional Workstation (6 Nos.)
17	ANNEXURE-XVII: Technical Specification of Switches	
18	ANNEXURE-XVIII	A) CCTV Network Diagrammatic Presentation
		B) Professional Stacked Switch Network Diagram for PC, ALDC
		C) Diagram of Network through SLDC

ANNEXURE-I
West Bengal State Electricity Distribution Company Limited
Tender Notice No: WBSSEDCL/CE/EMD/2025-26/e-tender/48 dt :-06/03/2026
BID PROPOSAL

From

Bidder's Name and Address :
Contact person :
Designation :
Telephone No (Land Line & mobile) :
Fax :
Tender Reference :

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

Sub: Selection of vendor Supply, Delivery, Installation & Commissioning and Synchronization OF IT Equipments networking CCTV Access control etc including warranty period 3 years at ALDC Salt Lake.

Dear Sir,

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

1 Prices & Validity:

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

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

2 Bid Guarantee:

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

3 Deviations:

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

4 Contract Performance Guarantee and Additional Contract Performance Guarantee:

We further agree that if our proposal is accepted, we shall provide a Contract Performance Guarantee of value, equivalent to 3 (three)% of the Contract Price as stipulated in Bid document in the form of Bank Guarantee in your favor and enter into a formal agreement with you within 45 (forty-five) days from the date of placement of Letter of Award. Additionally, if applicable, we shall provide an additional Contract Performance Guarantee equivalent to 10 (ten)% of tendered amount as per terms and conditions stipulated in NIT.

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

Thanking you, we remain,

Yours faithfully,

Date _____

Place _____

(Signature) _____

(Printed Name) _____

(Designation) _____

(Common Seal) _____

Business Address:

Name & Address of Authorized Signatory:

1 Deviations:

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

2 Contract Performance Guarantee and Additional Contract Performance

Guarantee: Wefurtheragreethatfourproposalisaccepted,weshallprovideaContract PerformanceGuaranteeofvalue,equivalentto10(Ten)%oftheContractPriceas stipulated in Bid document in the form of Bank Guarantee in your favor and enter into a formal agreement with you within 45 (forty-five) days from the date of placement of LetterofAward.Additionally,ifapplicable,weshallprovideanadditionalContract Performance Guarantee equivalent to 10 (ten)% of tendered amount as per terms and conditions stipulated in NIT.

Dated.....this.....dayof.2026

Thanking you,

Yours faithfully,

Date _____

Place _____

(Signature) _____

(Printed Name) _____

(Designation) _____

(Common Seal) _____

Business Address:

:

ANNEXURE-II**West Bengal State Electricity Distribution Company Limited****Tender Notice No: WBSSEDCL/CE/EMD/2025-26/e-tender/48 dt :-06/03/2026****Bid Details****(Instruction: It will be treated as reference for technical evaluation of bid. Incomplete or improperly submitted bid detail may lead to rejection of bid.)**

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

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

Legal Details of the Company

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

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

Signature of the bidder with Office Seal

Date-----

ANNEXURE-III

West Bengal State Electricity Distribution Company Limited

Tender Notice No: WBSEDCL/CE/EMD/2025-26/e-tender/48 dt :-06/03/2026

Manufacture's Authorization Form (MAF)

Date: _____

Tender Reference No.& Tender ID. _____

Dear Sir,

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

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

_____ (OEM) will, within the scope of its agreement with its authorized channels, provide product warranty services and technical support for _____ (OEM) products obtained through its authorized channels for a defect liability period mentioned in the Tender document referred above, from the date of installation at _____ (Work-site name).

_____ (OEM) certify that, the equipment being sold would not be declared End of Sale (EoS) within defect liability period and that _____ (OEM) shall supply suitable substitute in case EoS of equipment. Also _____ (OEM) certifies that the products being sold would be covered under Warranty/Technical Support and technical support will be available for defect liability period from the date of installation at _____ (Work-site name).

If you need any additional information, please contact Mr./Ms. _____ at _____ (Mobile No.) of _____ (E-mail ID).

Yours faithfully,

Name of the person:

For and on behalf of M/s.

Designation:

Contract Details:

Date:

Place:

(Name of Original Equipment Manufacture- OM) (Seal of OEM)

ANNEXURE-IV

West Bengal State Electricity Distribution Company Limited

Tender Notice No: WBSSEDCL/CE/EMD/2025-26/e-tender/48 dt :-06/03/2026

Service Level Agreement

The purpose of this SLA is to clearly define the levels of service to be provided by bidder to WBSSEDCL for the duration of this contract or until this SLA has been amended. The SLA parameters are given in SLA table mentioned hereunder: -

SLA TABLE

Sl. No.	Process/ Incident Description	Clock Type	Priority details		SLA/ Penalty
			Priority	Business working days to resolve	
1	Rectification of All Kinds of Desktop / Laptop and other accessories of the project as Mentioned in the BOQ	Business Days	P1	3-5 days	Penalty will be imposed by the controlling Officer and may be deducted from the BG.

Note*If estimated down time exceeds more than 2 days then bidder must be capable to provide spare PC /other equipment's of similar spec. for temporary functioning for that time period to the user.

- a. **Penalty Deduction:** - In case of SLA/Penalty imposed if any, the amount calculated from the above table shall be deducted/adjusted from any pending bills or from Performance Bank Guarantee of the bidder. In case of termination of LOA as per termination clause, WBSSEDCL will engage third party for the maintenance of items and related service.
- b. **Downtime Calculation within the Warranty period :** The recording of downtime shall commence at the time of registering the incident in mail/online docket generating system for any downtime situation for the equipment. Downtime shall end when the problem is rectified. Down time will not be considered for Pre-scheduled preventive maintenance and health checks (if any).
- c. **Breach of SLA:** In case the Supplier does not meet the service levels mentioned as mentioned above for three (3) continuous times WBSSEDCL will treat it as a case of breach of SLA. The following steps will be taken in such a case: -
 - i) WBSSEDCL will issues a show cause notice to the Bidder.
 - ii) Bidder should reply to the notice within three working days.
 - iii) If WBSSEDCL authorities are not satisfied with the reply, the controlling officer of the WBSSEDCL will impose penalty .

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

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

(SIGNATURE OF THE TENDERER WITH OFFICE SEAL)

Dated-----

ANNEXURE-V

West Bengal State Electricity Distribution Company Limited

TenderNoticeNo: *WBSEDCL/CE/EMD/2025-26/e-tender/48 Dated 06/03/2026*

BOQFormatunpricedcondition

Validate Print Help

Item Rate BoQ

Tender Inviting Authority: Chief Engineer, IT & C Cell, WBSEDCL

Annexure-V

Name of Work: Selection of vendor for the Procurement of IT Infrastructure (PC/Printers/ Scanners etc.) with 03 years comprehensive warranty and Renewal of CAMC of existing IT Infrastructure (PC/Printers etc.) Installed at Vidyal Bhavan /Data Centre /Disaster Recovery Centre of WBSEDCL for the period of 03 years.

Contract No: WBSEDCL/IT&C/S3.10 (J)S09

Dated : 11.11.2024

Bidder Name :

PRICE SCHEDULE
(This BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevant columns, else the bidder is liable to be rejected for this tender. Bidders are allowed to enter the Bidder Name and Values only)

NUMBER # Sl No.	TEXT # Item Description	NUMBER # Quantity	TEXT # Units	NUMBER # UNIT RATE To be entered by the Bidder Re. P	NUMBER # GST (%)	TEXT # HSN / SAC Code	NUMBER # TOTAL AMOUNT With Taxes with 03 years warranty / AMC	TEXT # TOTAL AMOUNT In Words
1	Procurement of Desktop PCs (As per specification detailed in NIT)	50	No				0.00	INR Zero Only
2	Procurement of Printer cum Scanners(As per specification detailed in NIT)	10	No				0.00	INR Zero Only
3	Procurement of Laptop PCs (As per specification detailed in NIT)	3	No				0.00	INR Zero Only
4	Procurement of External SSD of 2 TB (As per specification detailed in NIT)	3	No				0.00	INR Zero Only
5	Yearly AMC Charges of Desktop PC	120	No				0.00	INR Zero Only
6	Yearly AMC Charges of Printer	14	No				0.00	INR Zero Only
7	Mention GST (%) and HSN/ SAC Code Properly							
Total in Figures							0.00	INR Zero Only
Quoted Rate in Words						INR Zero Only		

NOT TO BE QUOTED HERE

West Bengal State Electricity Distribution Company Limited
Tender Notice No: WBSSEDCL/CE/EMD/2025-26/e-tender/48 dt :-06/03/2026
PROFORMA OF BANK GUARANTEE FOR BID GUARANTEE (Earnest Money)

(To be stamped in accordance with Stamp Act)

Ref. No. :

Date:

To

The West Bengal State Electricity Distribution Company Limited

Vidyut Bhawan

DJ Block, Sector - II

Salt Lake, Kolkata - 700 091

Dear Sirs,

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

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

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

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

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

In witness whereof the Bank, through its authorized Officer, has set its hand and stamp on this _____ day of _____ 2022 ___ at _____.

WITNESS:

(Signature)

(Name)

(Official address)

(Signature)

(Name)

(Designation with Bank Stamp)

Attorney as per Power of

Attorney No. _____

Date _____

ANNEXURE-VII

West Bengal State Electricity Distribution Company Limited
Tender Notice No: WBSEDCL/CE/EMD/2025-26/e-tender/48 dt :-06/03/2026
Proforma for Bank Guarantee for Contract Performance
(To be stamped in accordance with Stamp Act)

Bank Guarantee No. _____

Ref No. _____

Date: _____

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

Dear Sir,

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

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

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

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

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

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

Dated this _____ day of _____ 2022 ___ at _____

Witness:

(Signature)

(Name)

(Official address)

(Signature)

(Name)

(Designation with Bank Stamp)

Attorney as per Power of

Attorney No. _____

Date _____

ANNEXURE-VIII

West Bengal State Electricity Distribution Company Limited
Tender Notice No: WBSSEDCL/CE/EMD/2025-26/e-tender/48 dt :-06/03/2026
Format of Bank Guarantee for Additional Performance Security Deposit

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

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

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

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

NOW THEREFORE we..... (indicate the name of the bank & branch) hereby affirm that we are the Guarantor and responsible to you on behalf of the Contractor, upto a total of Rs.(amount of guarantee)(in words). We undertake to pay you, upon your first written demand and without cavil of argument, a sum within the limits of.....(amount of guarantee) as aforesaid without your needing to prove or to show grounds or reasons for your demand for the sum specified therein.

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

We..... (indicate the name of the bank and branch) further agree to pay to you any money so demanded notwithstanding any dispute or disputes raised by the contractor(s) in any suit or proceeding pending before any court or Tribunal.....the present absolute and unequivocal. The payment so made by us under this bond shall be a valid discharge of our liability for payment there under and the contractor(s) shall have no claim against us for making such payment, We (indicate the name of the bank and branch) further agree that no change or addition to or other modification of the terms of the Contract or of the works to be performed there under or of any of the Contract documents which may be made between you and the Contractor shall in any way release us from any liability under this guarantee, and we hereby waive notice of any such change, addition or modification. We..... (indicate the name of the bank and branch) lastly undertake not to revoke this guarantee except with the previous consent of you in writing.

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

Signed and sealed thisdayof 2022.....at

SIGNED, SEALED AND DELIVERED

by:

For and on behalf of the BANK

(Signature)

(Name)

(Designation),

(Code Number),

Address

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

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

ANNEXURE-IX

West Bengal State Electricity Distribution Company Limited

Tender Notice No: WBSSEDCL/CE/EMD/2025-26/e-tender/48 dt :-06/03/2026

Declarations

From

Bidder's Name and Address :

Contact person :

Designation :

Telephone No (Land Line & mobile) :

Fax :

Tender Reference :

To

The Chief Engineer, EMDCell

West Bengal State Electricity Distribution Company Limited

3rd Floor, Block 'D', Vidyut Bhavan

Bidhannagar

Kolkata- 700 091

Sub: Supply, Delivery, Installation & Commissioning and Synchronization OF IT Equipments networking CCTV Access control etc at ALDC Salt Lake

Dear Sir,

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

1. M/s ----- (Name of the bidder) has not been blacklisted or involved in any forgery/data leak from any Government or reputed private organization across India in last three years.
2. M/s ----- (Name of the bidder) has a valid ISO 9001:2015 for Information Security Management as on bid submission date.
3. All documents/information/Credentials submitted by Ms/----- (Name of the bidder) along with this bid are genuine, authentic, correct true and valid.
4. None of the Partners of our firm is relative of employee of ----- (Name of the Company).
5. If any information and document submitted is found to be false/ incorrect any time, WBSSEDCL may cancel my bid and action as deemed fit may be taken against us, including termination of the contract, forfeiture of all dues including Earnest Money and banning / delisting of our firm and all partners of the firm etc.
6. We, M/s _____ declare that, will establish a project management office at Kolkata (if not available) for continuing the service from Kolkata within 3 months from the placement of LOA.

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

Dated.....this.....day of.....2022

Thanking you, we remain,

Yours faithfully,

Date _____

Place _____

(Signature) _____

(Printed Name) _____

(Designation) _____

(Common Seal) _____

Business Address:

Name & Address of Authorized Signatory:

ANNEXURE-X

West Bengal State Electricity Distribution Company Limited
Tender Notice No: WBSEDCL/CE/EMD/2025-26/e-tender/48 dt :-06/03/2026
Agreement for Third Party Access Security Policy of WBSEDCL

Organization Name & Address:	Date:
First Name Middle Name Last Name	Department:
Designation:	

Third Party Access Security Policy

- User shall access only the appropriate physical area of the premises and appropriate information resource.
- Users shall not access any information resources of WBSEDCL, without prior authorization of the concerned officials of WBSEDCL.
- User shall not carry any Personal storage media like USB, Hard drives, Mobile phones, DVD/CDs into secured zones like Data Centre, Disaster Recovery Centre, SCADA Centers, Smart Grid Control Centre, etc.
- Users shall not access any information resources without the presence of WBSEDCL's authorized personnel.
- Any passwords and access privileges given shall not be disclosed to anyone inside and outside WBSEDCL's physical and logical boundaries.
- Users shall not engage in abusive or improper use of information resources, which includes, but is not limited to, misuse of resource/ privileges, tampering with resource and unauthorized removal of resource components.
- User shall not conduct or permit "hacking" activities. User shall not run "packet sniffers". Users shall not distribute computer viruses, Trojan horses, worms, or any other malicious software.

I hereby declare that I have understood the information security practices followed at WBSEDCL, and I shall adhere to the procedures.

(Signature of the Bidder)

Date:
Name of the Bidder:

ANNEXURE-XI

West Bengal State Electricity Distribution Company Limited

Tender Notice No: **WBSEDCL/CE/EMD/2025-26/e-tender/48 dt :-06/03/2026**

NON-DISCLOSURE AGREEMENT

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

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

AND

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

Purpose

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

Disclosure of Confidential Information

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

Confidentiality

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

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

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

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

Ownership of Material/No Warranty

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

Term

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

Return of Confidential information

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

General

(a) This Agreement shall be governed by and construed in accordance with the applicable laws of India.
(b) Either Party agrees that breach of the provisions of this Agreement by any Party will cause the other Party and irreparable damage for which recovery of money damages would be made in court of law' is Kolkata inadequate. Receiving Party and its Representatives hereby irrevocably and unconditionally consent to submit to the exclusive jurisdiction of the courts of Kolkata, West Bengal for any actions, suits or proceedings arising out of a relating to this Agreement and the transactions contemplated hereby (and agree not to commence any action, suit or proceeding relating thereto except in such courts), and further agree that service of any process, summons, notice 'or document by registered mail or tracked courier service to the address set for the above shall be effective service of process for any action, suits or proceeding brought against Receiving Party and its Representatives in any such court.

(c) Neither party may assign any of its rights or obligations under this Agreement without the prior written consent of the other party. This Agreement shall be binding upon and inure to the benefit of the parties permitted successors and assigns.
(d) This Agreement may be amended or supplemented only by a writing that is signed by duly authorized representatives of both parties.
(e) No terms or provision hereof will be considered waived by either party, and no breach excused by it, unless such waiver or consent is in writing signed an authorized representative of the non-breaching party. No consent to, or waiver of, a breach by a party, whether express or implied, will constituted a consent to, waiver of, or excuse of any other, different, or subsequent breach.
(f) If any part of this Agreement is found invalid or unenforceable, that par will be amended to achieve as nearly as possible the same economic and legal effect as the original provision and the remainder of this Agreement will remain in full force.
(g) This Agreement constituted the entire agreement between the parties relating to this subject matter and supersedes all prior or simultaneous representations, discussions, negotiations, and agreements, whether written or oral, in the instant subject matter.

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

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

Authorized signature with designation and seal

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

Authorized signature with designation and seal

ANNEXURE-XII
West Bengal State Electricity Distribution Company Limited
Tender Notice No: WBSEDCL/CE/EMD/2025-26/e-tender/48 dt :-06/03/2026
Contract Agreement

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

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

And

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

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

Reference:

1. Supply, Delivery, Installation & Commissioning and Synchronization OF IT Equipments networking CCTV Access control etc at ALDC Salt Lake on M/ s vide Memo No WBSEDCL/EMD/33.10(i) /XXXX Dated. XX.XX. XXXX

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

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

In the presence of(Witness)

(1)

(2)

Signed, sealed and delivered by the within named M/s..... by the hands of Its authorized signatory

In the presence of(Witness) (1)

(2)

Signed,sealedanddeliveredbythe within named WBSEDCL by the hands of its authorized signatory

ANNEXURE-XIII

West Bengal State Electricity Distribution Company Limited

TenderNoticeNo: WBSSEDCL/CE/EMD/2025-26/e-tender/48 Dated 06/03/2026

Escalation Matrix

Level of Escalation	Name of the Associate	Designation	Contact No	Email	Requirements
Single Point of Contact (SPOC)					Project Support engineer, should be available during business day with dedicated phone number and e-mailid for call docketing and support
Level 1 Escalation					Should be at least one step higher than Project Support engineer
Level 2 Escalation					Should be at least two step higher than Project Support engineer

Dated.....this.....day-of..... 2024

Thanking you,

Yours faithfully,

we remain, Date _____

Place _____

(Signature) _____

(Printed Name) _____

(Designation) _____

(Common Seal) _____

Business Address:

Name & Address of Authorized Signatory:

ANNEXURE-XIV
West Bengal State Electricity Distribution Company Limited
TenderNoticeNo: WBSSEDCL/CE/EMD/2025-26/e-tender/48 Dated 06/03/2026

Self-Declaration Form regarding provision of OEM Parts/Spares/Support

Date: _____

Tender Reference No.& Tender ID. _____

Dear Sir/Madam,

I, [Your Name], representing [Bidder's Company Name], solemnly affirm and declare that we understand the significance of providing uninterrupted support and maintenance services throughout the contract period of 3 years as stipulated in the tender document. We acknowledge the necessity of ensuring the availability of OEM parts, spares, and support of the same/similar or higher configuration (compatible with the existing H/W) during this duration.

In accordance with this understanding, where by assure the following:

1. Provision of OEM Parts/Spares: We undertake to maintain a sufficient stock of genuine OEM parts and spares required for the maintenance of total project. This stock will encompass all necessary components to facilitate swift replacements and repairs as and when needed.
2. Maintenance of Stock Levels: We pledge to continuously monitor and replenish our inventory to ensure that it meets or exceeds the specified levels outlined in the contract agreement. This proactive approach will guarantee that there are no disruptions in the availability of essential parts and spares throughout the warranty period(3 years).
3. Timely Delivery: We commit to providing timely delivery of OEM parts and spares to the designated location(s) to strictly maintain the SLA Mentioned in the NIT. Our logistical capabilities and supply chain management processes will be optimized to expedite the procurement and distribution of required components, thereby minimizing any downtime associated with maintenance activities.
4. Quality Assurance: We guarantee that all OEM parts and spares supplied will meet the required standards of quality, authenticity, and compatibility with the full project. These components will be sourced directly from authorized manufacturers or their approved distributors to ensure reliability and performance consistency.

By submitting this self-declaration, we affirm our unwavering commitment to fulfilling our contractual obligations by maintaining sufficient stock levels of OEM parts, spares, and support services throughout the entirety of the contract duration.

Yours faithfully,

[Signature]
[Name of Signatory]
[Position/Title]
[Bidder's Company Name]
[Contact Information]

ANNEXURE-XV

West Bengal State Electricity Distribution Company Limited
TenderNoticeNo: WBSSEDCL/CE/EMD/2025-26/e-tender/48 Dated 06/03/2026
Techno Commercial Deviation Sheet

1. If the proposal has got any deviation from the **Technical specification**, the bidder shall tabulate those deviations clause by clause.

SINo	ClauseNo	Description	Deviationoffered	Remarks:(+)ve/(-)ve

2. If the proposal has got any deviation from the **commercial terms**, the bidder shall tabulate those deviations here clause by clause.

SINo	ClauseNo	Description	Deviationoffered	Remarks:(+)ve/(-)ve

Signature of Authorized Signatory with office seal

:

Note: When there is no deviation, this sheet is to be submitted with the offer duly signed with an endorsement indicating "No Deviation". Deviations not indicated here will not be taken into consideration.

ANNEXURE-XVI — DETAILED SPECIFICATIONS & COMPUTERS & OTHER ACCESORIES

ALDC Configuration Reference — Detailed Comparison: Type A (Premium Desktop) vs Type B (High-End Workstation)

Sl.	Parameter	TYPE A — Premium Office Desktop PC (12 Nos. ALDC)	TYPE B — High-End Professional Workstation (6 Nos. ALDC)
1	Intended Usage	High-performance enterprise desktop	Professional engineering / compute workstation
2	Quantity	12 Nos.	6 Nos.
3	OEM Requirement	HP / Dell / Lenovo	HP / Dell / Lenovo
4	Form Factor	Microtower / SFF enterprise desktop	Full tower workstation
5	Processor Class	Intel Core i7 14th Gen / Ryzen 7	Workstation-class multi-core CPU — minimum 24 physical cores (Intel i9-class / Xeon W / AMD Threadripper PRO class equivalent)
6	CPU Benchmark	≥ 35,000 PassMark	≥ 58,000 PassMark
7	CPU Architecture	Multi-core x86 enterprise processor	Workstation-grade chipset with OEM BIOS and ISV compatibility assurances
8	CPU Core Count	Standard i7 cores	≥ 24 cores
9	RAM Capacity	32 GB DDR5 (factory fitted)	64 GB DDR5 (factory fitted) — expandable to 256 GB or higher
10	RAM Speed	≥ 5600 MHz	5600 MHz or higher; ECC support preferred (platform dependent)
11	RAM Expandability	Expandable to ≥ 64 GB (support for additional DIMMs)	Up to 256 GB or more
12	Memory Technology	DDR5	DDR5 with ECC
13	Primary Storage	1 TB PCIe Gen4 NVMe M.2 SSD (factory fitted)	2 TB PCIe Gen4 (or Gen5) NVMe M.2 SSD (factory fitted)
14	Secondary Storage	Additional NVMe / SATA bays for future expansion	Additional NVMe / SATA capacity for data archive (configurable)
15	Storage Speed Class	NVMe Gen4 SSD	NVMe Gen4 / Gen5
16	Graphics	Integrated processor graphics capable of driving multiple 4K displays	Discrete professional-class GPU — NVIDIA RTX 4070 Ti or RTX 4080 (16–24 GB class GPU memory depending on selected card)
17	GPU Type	Integrated processor graphics	RTX 4070 Ti / RTX 4080
18	GPU Memory	Shared system RAM	16–24 GB GDDR6/GDDR6X (as per chosen GPU model)
19	Monitor Size	24" LED / IPS with anti-glare coating	27" IPS (consumer-pro / professional) panel; factory calibrated option recommended
20	Monitor Resolution	FHD (1920×1080) or QHD (2560×1440); ≥ 99% sRGB	QHD or 4K as per budget; ≥ 99% DCI-P3 and sRGB for colour-sensitive work

21	Colour Accuracy	99% sRGB	99% DCI-P3 & sRGB
22	Wireless Connectivity	Wi-Fi 6E	Wi-Fi 7 / Wi-Fi 6E
23	Bluetooth	Bluetooth 5.3+	Bluetooth 5.4
24	Ethernet	Integrated Gigabit Ethernet (1 GbE)	2.5 GbE (minimum) or 10 GbE as a configurable option
25	USB Ports & I/O	Minimum 8 USB ports total; ≥ 2× USB 3.2 Gen2 (Type-A or Type-C) on front; audio in/out; video outputs for dual displays	Ample high-speed I/O: multiple USB 3.2 Gen2/Gen2×2 Type-A and Type-C, Thunderbolt (optional), multiple PCIe slots for expansion
26	Security Hardware	TPM 2.0 + chassis intrusion alert	TPM 2.0 enterprise security
27	Enterprise Manageability	Hardware-based remote management (Intel vPro or AMD PRO class)	Workstation management platform
28	Durability / Certification	Enterprise grade build; compliance with commercial durability standards (vendor test certification)	Enterprise workstation build; OEM serial numbers, warranty cards, MAF, ISV certificates (if claimed), driver media and installation guides
29	Keyboard & Pointing Device	OEM 104-key USB wired keyboard and OEM precision optical mouse	Premium ergonomic keyboard (mechanical-feel optional) and high-DPI precision mouse
30	Operating System	Windows 11 Professional / Latest version of Windows	Windows 11 Professional for Workstations / Latest version of Windows
31	Productivity Suite	Office 365 Business Standard (3 yrs)	Office 365 Business Standard (3 yrs)
32	Power Supply	Standard enterprise PSU	850W–1000W 80 PLUS Gold / Platinum (sizing to suit chosen GPU)
33	Cooling System	Enterprise-class PSU and thermal design suitable for continuous office operation	Advanced thermal solution — multi-fan airflow or liquid AIO for sustained heavy loads
34	Warranty	3-year comprehensive onsite OEM warranty with Next Business Day (NBD) response	3-year onsite priority support
35	Accessories / Deliverables	OS recovery media or USB, software license documentation, OEM certificate of origin/serial numbers, and MAF/warranty cards	OS recovery media, license documentation, OEM serial numbers, warranty cards, MAF, driver media and installation guides
36	ISV & Driver Support	Standard OEM driver support	ISV-certified drivers (where relevant) for CAD, simulation and creative tools

Annexure-XVII

ANNEXURE: TECHNICAL SPECIFICATIONS

Item: Layer-2 Managed Ethernet Switch (8-Port) PoE

1. SCOPE OF SUPPLY

The scope includes the supply and delivery of industrial-grade, Layer-2 Managed PoE+ Ethernet switches. The units must be complete with all necessary firmware, power cables, and mounting hardware (desktop and 19-inch rack-mount brackets) for immediate deployment.

2. TECHNICAL SPECIFICATIONS

Category	Requirement / Feature
Port Configuration	8 × 10/100/1000 Mbps RJ45 ports (Gigabit Ethernet) plus 2 × 1G SFP Uplink ports . All RJ45 ports must support Auto-MDI/MDIX and Auto-negotiation.
PoE Standards	Full compliance with IEEE 802.3af (PoE) and IEEE 802.3at (PoE+) on all 8 copper ports.
PoE Power Budget	Total PoE Power Budget: Min. 125W to 130W . Must support up to 30W per port simultaneously across at least 4 ports, or 15.4W across all 8 ports.
PoE Management	Support for PoE Scheduling, Power Priority (Critical/High/Low), and Remote PoE Port Reset/Power Cycling via management interface.
Architecture	Store-and-forward switching architecture; Non-blocking line-rate performance.
L2 Features	IEEE 802.1Q VLAN (up to 4K IDs), Voice VLAN, IEEE 802.1p QoS (8 queues), Port Mirroring, Link Aggregation (LACP), and IGMP Snooping (v1/v2/v3).
Redundancy	Support for IEEE 802.1D (STP), IEEE 802.1w (RSTP), and IEEE 802.1s (MSTP) for loop-free topology.
Performance	Switching Capacity: Min. 20 Gbps ; Forwarding Rate: Min. 14.8 Mpps ; MAC Address Table: Min. 8K entries .
Management	Fully manageable via Web-based GUI (HTTP/HTTPS), SNMP (v1/v2c/v3), and CLI (Console/SSH); supports Syslog and RMON for remote monitoring.
Security	802.1X Port-based Authentication, RADIUS/TACACS+, DHCP Snooping, IP Source Guard, Port Security, and Access Control Lists (ACLs).
Hardware	Fanless design for high reliability; Durable metal enclosure (IP30 or better); Integrated 6kV surge protection on all PoE ports.
Power & Environment	Operating Voltage: 100V–240V AC, 50/60 Hz (Internal Power Supply); Operating Temperature: 0°C to 50°C.

3. STANDARDS & COMPLIANCE

The equipment must strictly adhere to the following regulatory and industry standards:

- **Ethernet Standards:** IEEE 802.3, 802.3u, 802.3ab, 802.3z, 802.3x.
- **PoE Standards:** **IEEE 802.3af and IEEE 802.3at.**
- **Safety & EMI:** CE, FCC Class A, and RoHS compliance.

•**Certifications:** Must carry **CE** and **FCC** certifications to ensure safety, interoperability, and standards compliance.

ANNEXURE: TECHNICAL SPECIFICATIONS

Item: Layer-2 Managed Ethernet Switch (8-Port)

1. SCOPE OF SUPPLY

Supply and delivery of a Layer-2 managed Ethernet switch with 8 × 10/100/1000 Mbps (Gigabit) RJ45 ports. The unit shall support advanced Layer-2 management, loop prevention, and robust security features. The unit must be housed in a fanless metal enclosure suitable for desktop or rack mounting.

2. TECHNICAL SPECIFICATIONS

Category	Requirement / Feature
Ports	8 × 10/100/1000 Mbps (Gigabit) RJ45 ports; Supporting auto-negotiation and auto MDI/MDIX.
Architecture	Store-and-forward switching architecture.
Layer-2 Features	IEEE 802.1Q VLAN tagging, IEEE 802.1p QoS, port mirroring, link aggregation (IEEE 802.3ad/LACP), and multicast management through IGMP snooping.
Redundancy	Loop prevention via IEEE 802.1D Spanning Tree Protocol (STP), IEEE 802.1w Rapid Spanning Tree Protocol (RSTP), and IEEE 802.1s Multiple Spanning Tree Protocol (MSTP).
Performance	Switching Capacity: 16 Gbps ; Forwarding Rate: 11.9 Mpps ; MAC Table: 8K entries .
Management	Fully manageable through Web GUI, SNMP (v1/v2c/v3), and CLI/SSH; supporting configuration, monitoring, diagnostics, and firmware upgrades.
Security	IEEE 802.1X authentication, port security, DHCP snooping, dynamic ARP inspection (DAI), storm control, and access control mechanisms.
Physical/Power	Fanless metal enclosure with LED indicators for port/activity status; Operates on 230V AC, 50 Hz power supply with low power consumption.
Environmental	Designed for continuous operation in ambient temperatures from 0°C to 40°C (or better).

3. STANDARDS & COMPLIANCE

•**Networking:** IEEE 802.3 (10Base-T), IEEE 802.3u (100Base-TX), IEEE 802.3ab (1000Base-T), and IEEE 802.3x (Flow Control).

•**General:** Applicable IEEE 802.1 and 802.3 series standards.**Regulatory:** Equipment must be **CE, FCC Part 15, RoHS, and IEC/EN 60950-1** (or equivalent) certified for safety, interoperability, and electromagnetic compatibility.

ANNEXURE: TECHNICAL SPECIFICATIONS

Item: 24-Port Layer-2 Managed Gigabit Ethernet Switch (Enterprise Grade)

1. SCOPE OF SUPPLY

Supply and delivery of a 24-port Layer-2 managed Gigabit Ethernet switch featuring 4 × 10G SFP+ uplink ports. The system must support physical stacking of at least 4 units as a single logical switch with a redundant ring topology. The solution must ensure high availability for SD-WAN/firewall uplinks and include all necessary SFP+ modules, LC fiber patch cables, and spare units for maintenance.

2. TECHNICAL SPECIFICATIONS

Category	Requirement / Feature
Ports	24 × 10/100/1000 Mbps RJ45 ports; 4 × 10G SFP+ uplink ports for fiber connectivity.
Stacking	Physical stacking of min. 4 units via dedicated ports/fiber uplinks; 80 Gbps stack bandwidth ; Redundant ring topology with cross-stack LACP support.
Layer-2 Features	IEEE 802.1Q VLANs (port-based/dynamic, 4094 IDs), VLAN trunking, SPAN/RSPAN, and Jumbo Frame support up to 9 KB .
Redundancy	IEEE 802.1D (STP), 802.1w (RSTP), 802.1s (MSTP); Loop protection including BPDU Guard and Root Guard .
Performance	Switching Capacity: 128 Gbps ; Forwarding Rate: 95 Mpps ; MAC Table: 32,000 entries .
Layer-3 Features	Support for IPv4/IPv6 static routing, inter-VLAN routing, and L2-L4 ACLs; Dynamic routing (RIP/OSPF) configurable.
Security	802.1X (port-based/MAC auth/bypass), RADIUS dynamic VLANs, DHCP Snooping, Dynamic ARP Inspection (DAI), and IP/MAC/Port binding.
Management	Centralized stack management (Single IP); CLI, Web GUI, SSH; Role-based access control (RBAC) and NTP synchronization.

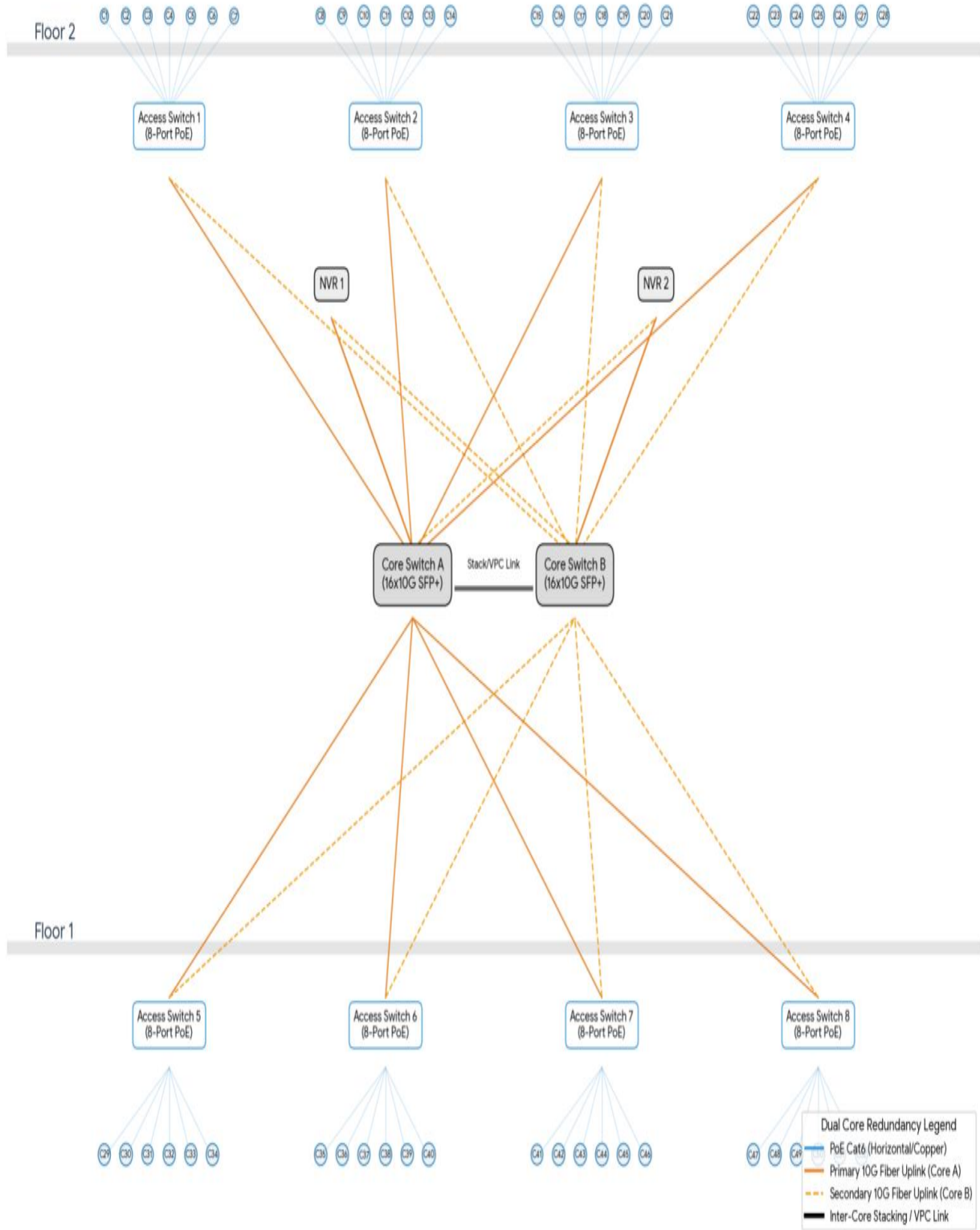
Monitoring	SNMP v1/v2c/v3 with traps, Syslog, NetFlow/sFlow/IPFIX , and RMON statistics.
Physical/Power	Dual hot-swappable power supplies and hot-swappable cooling fans; 1U rack-mountable chassis; MTBF 200,000 hours.
Environmental	Operating temperature: 0°C to 50°C ; Humidity: 10–90% non-condensing.

3. STANDARDS & COMPLIANCE

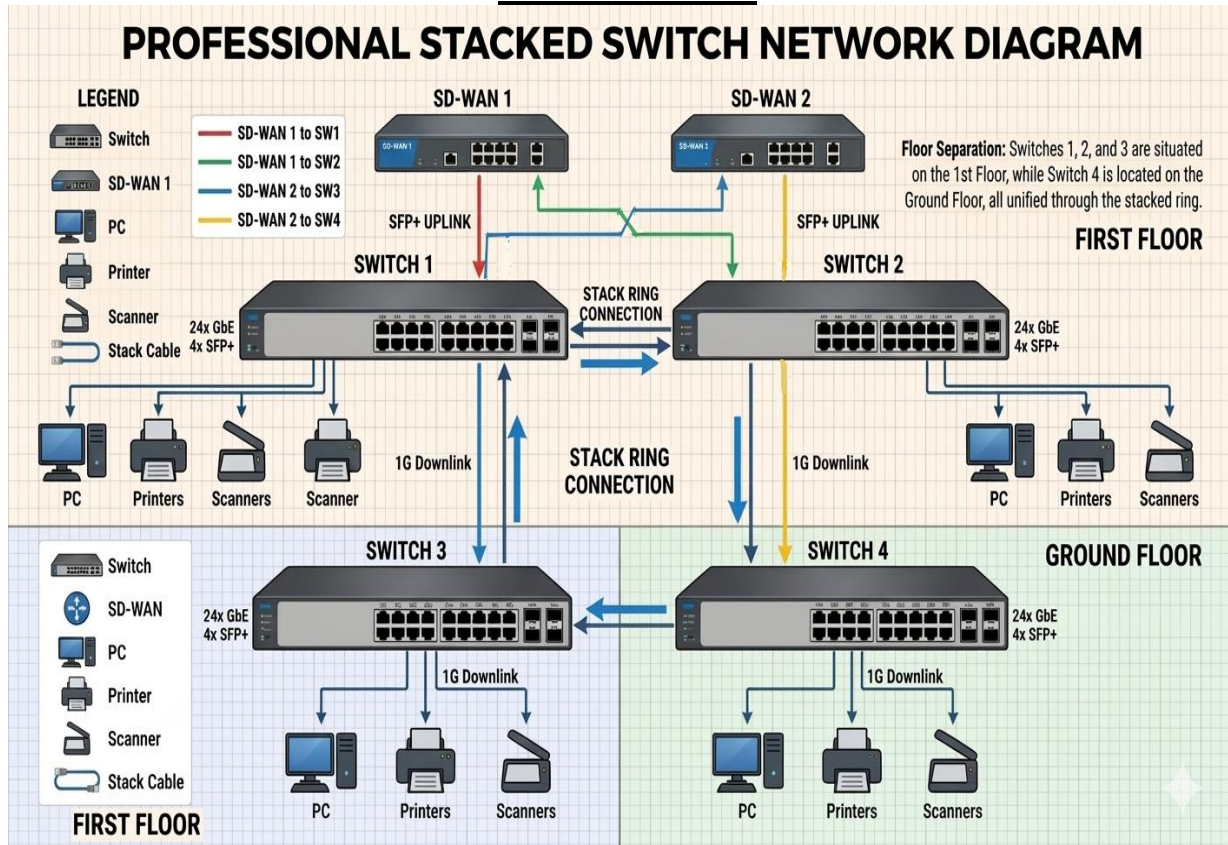
- Networking/Fiber:** IEEE 802.3ae (10G), IEEE 802.3x, and EN 60825 for fiber safety.
 - Quality & Environment:** ISO 9001, ISO 14001, ENERGY STAR, and EPEAT.
 - Regulatory:** Equipment must be **CE, FCC, UL, RoHS, and NEBS** certified; support for **802.1X NAC** compliance with manufacturer certificates provided in the tender.
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Annexure-XVIII A

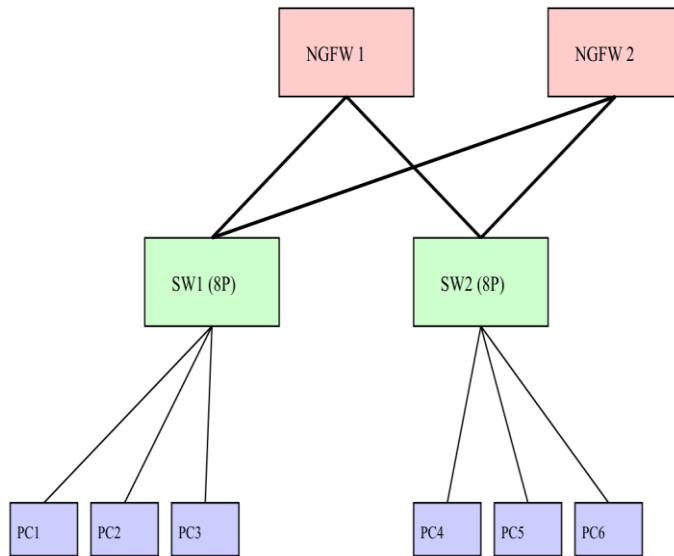
ENTERPRISE CCTV NETWORK: FULL DUAL-CORE REDUNDANCY



Annexure-XVIII B



Annexure-XVIII C



Chief Engineer
Estate Management Department