

**West Bengal State Electricity Distribution Company Limited
(A Government of West Bengal Enterprise)**

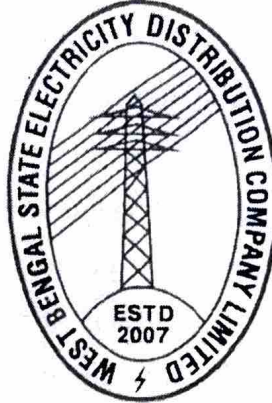
(IT Cell)

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

CIN: U40109WB2007SGC113473



WBSedcl

Notice inviting e-Tender

Annual Maintenance Contract (AMC) of Cisco Routers installed at different site offices under WBSedcl

Estimated Project Cost: INR 60 lakh (Sixty Lakh Only) excluding GST

Tender Notice No: WBSedcl/IT&C/6.10/ 474

Dated: 25.08.2026

[Signature]
25/08/26

**Chief Engineer,
IT & C Cell
WBSedcl**

DISCLAIMER

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

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

CONTENTS

<u>SL. No.</u>	<u>Description</u>	<u>Page</u>
1.	INSTRUCTION TO BIDDER (IB) -- SECTION I	4-17
2.	SCOPE OF WORK -- SECTION II	18-21
3.	GENERAL CONDITIONS OF CONTRACT (GCC)- SECTION III	22-27

SECTION: I
INSTRUCTION TO BIDDER (IB)

IB.1. West Bengal State Electricity Distribution Company Limited herein after referred to as WBSEDCL invites e-tenders for AMC of CISCO 3945,3845,1905,2911 Routers installed at different site offices under WBSEDCL. “Scope of Work” and other terms and conditions furnished in the different clauses of the bid document.

IB.2. Eligibility of Bidders:

Following are the credentials for eligibility of Bidders:

- IB.2.1.** The bidder should be registered in India with the Registrar of Companies/Firms and possess a valid Corporate Identification Number (CIN).
- IB.2.2.** The bidder shall have experience in maintenance of CISCO routers/switches/firewalls in any Govt. organization across India within last 5 years from date of publishing of tender.
- IB.2.3.** The bidder shall have experience of providing AMC of at least 150 numbers routers/switches/firewalls in single or multiple active orders (not more than 5) within last 5 years from date of publishing of tender.
- IB.2.4.** The bidder should have CCNA/CCNP certified engineer assigned in this project.
- IB.2.5.** The bidder should not have been included in any holiday listing from any Govt. organization across India in last three financial years, an undertaking in this regard shall be provided by the authorized signatory of the bidder. During the contract period if the undertaking submitted by the vendor is found to be false, the order issued on vendor shall be terminated with the forfeiture of the BG.
- IB.2.6.** The Bidder must have official Phone Number and official authorized email id for service support. Must have call center at Kolkata. The bidder should have official mail domain through which all kind of official email communication will happen.
- IB.2.7.** The bidder should have a minimum annual turnover of INR 1 crore (Rupees One Crore only) in each of the last three financial years ending on 31.03.2025 (i.e., FY 2022–23, 2023–24, and 2024–25).
- IB.2.8.** The bidder should have a positive net worth in each of the last three financial years ending on 31.03.2025 i.e., FY 2022–23, 2023–24, and 2024–25. Net worth certificate from any Chattered Firm to be submitted.

IB.3. Responsibility of Bidders:

- IB.3.1.** It shall be the sole responsibility of Bidders to determine and to 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 the cost, duration and execution of the work.
- IB.3.2.** It must be understood and agreed that such factors have properly been investigated and considered while submitting the bid. Any claim, whatsoever, including those for financial adjustments to the contract, once awarded under these documents will not be entertained 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 on the cost of the Contract to the Bidder..
- IB.3.3.** The bid should include all the information required in terms of the bid document. Submitted documents need to be specific as per requirements; irrelevant documents should not be uploaded by the bidder.
- IB.3.4.** The bidder shall bear all the costs associated with the 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 the bidding process.
- IB.3.5.** In order to avoid any problem arising out of network error or server error, bidders are advised to submit the bid, well in advance of the last date and time of submission of the bid.
- IB.3.6.** One bidder can submit only one bid in response to this tender document. No bidder is allowed to submit two or more bids.

IB.4. General Guideline for e-Tendering:

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

- IB.4.1. Registration of Bidders :**
Any bidder willing to take part in the process of e-Tendering will have to be enrolled & registered with the e-Procurement system, through logging on to <https://wbtenders.gov.in>.
- IB.4.2. Digital Signature certificate (DSC):**
Each bidder is required to obtain a Class-II or Class-III Digital Signature Certificate (DSC) for submission of tenders.
- IB.4.3.** The bidder can search and download NleT & Tender Documents electronically from the <https://wbtenders.gov.in> website using the Digital Signature Certificate. This is the only mode of collection of Tender Documents.

IB.5. Signing of Bids:

- IB.5.1.** All documents uploaded/downloaded to/from the e-tendering web portal <https://wbtenders.gov.in> need to be digitally signed through class-II or Class-III Digital Signature Certificate (DSC) for submission of tenders
- IB.5.2.** To be qualified for evaluation and finalization of contract, Bidder/ Bidders shall submit a written power of attorney, authorizing the signatory of the Bid to act on behalf of the Bidder in the form and manner which is acceptable by WBSEDCL.
- IB.5.3.** All the pages of the bid and where, entries/ amendments have been made, shall be signed by the person/persons signing the bid.
- IB.5.4.** The complete bid shall be without alterations, interlineations or erasers, except those to accord with instructions issued by WBSEDCL or as necessary to correct errors made by the bidders, in which case such corrections shall be initialled by the person/persons signing the bid. Bids not duly signed shall be treated as cancelled.

IB.6. Formation of cartel & penal Measures:

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

IB.7. Key Dates:

Schedule of Dates for e-Tendering:

Sl. No.	Activity	Date & Time
1	Publishing Date	02.09.2026 at 14.00 Hrs.
2	Document Download start date	02.09.2026 at 14.00 Hrs.
3	Last date of Receiving Pre-Bid Clarification	07.09.2026 at 16.00 Hrs.
4	Date of Pre-bid Discussion in Presence of bidder's representative	09.09.2026 from 14.00 Hrs. at IT Cell
5	Bid submission start date	11.09.2026 at 16.00 Hrs.
6	Bid submission end date	25.09.2026 at 14.00 Hrs.
7	Last date of EMD(Physical) submission	25.09.2026 up to 14.00 Hrs.
8	Technical Bid opening date	29.09.2026 at 14.00 Hrs.
9	Financial Bid opening date	The date & time will be intimated after evaluation of Technical Proposal

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

IB.8. Pre Bid Discussion:

- IB.8.1.** The bidder/OEM or its official representative is invited to attend pre-bid meeting which will take place at WBSEDCL Headquarters, Vidyut Bhawan, Kolkata, on the date and time specified in Clause “**Key Dates**” of Bid documents. The purpose of the meeting will be to clarify the exact scope of work, and any issues regarding the bidding documents in general and the technical specifications in particular which are raised at that stage.
- IB.8.2.** Only those queries which are submitted via mail (as per format Annexure -VII) by the Bidders (To **-network.itcell@wbasedcl.in**) within the timeline specified in the “Key Dates” shall be considered for discussion during the pre-bid meeting. Any queries, clarifications, or issues raised during the meeting that have not been submitted in advance may or may not be taken up, subject to availability of time and at the sole discretion of the Pre-Bid Committee .
- IB.8.3.** Non-attendance at the pre bid discussion will not be a cause for disqualification of the bidders.

IB.9. Clarification of Bidding Documents :

If there be any discrepancy or, obscurity in the meaning of any clauses of the Tender Documents or, if there be any query of the intending Bidder, the same may be clarified during the pre-bid discussion. The clarification given in the pre-bid discussion shall be final and binding on the Bidder and no further queries shall be entertained thereafter.

IB.10. Amendment / Addenda of Bidding Documents:

- IB.10.1.** At any time, prior to the deadline of submission of Bid, WBSEDCL may, for any reason, modify the Bidding Documents by issuing Addendum / Amendments and the same will be uploaded on the website of WBSEDCL i.e. <https://www.wbasedcl.in> as well as website <https://wbtenders.gov.in>.
- IB.10.2.** Bidders should keep a track of any such amendment and it will be assumed that the information contained therein has been taken into account by the bidder in its bid. if any, related to this NIT on the WBSEDCL's website. The downloaded amendment/addenda is to be uploaded at the concerned location mentioned in clause “**Submission of Bid**”.
- IB.10.3.** In order to provide a reasonable time to prospective bidders for taking the amendment into account in preparing their bid, WBSEDCL may, at its discretion, extend the deadline for the submission of bids. In such cases, WBSEDCL will notify about the extended deadline to all the prospective bidders in writing through the e-tendering website (<https://wbtenders.gov.in>).
- IB.10.4.** Such amendments, clarifications, etc., shall be binding on bidders and will be given due consideration by the Bidders while they submit their bids and also invariably submit such documents as mentioned in clause “**Submission of Bid**” part of the bid, which shall form an integral part of the contract.
- IB.10.5.** WBSEDCL shall not have any obligation to inform the vendor through any other mode of communication.

IB.11. Language of the Bid:

The bid prepared by the bidder and all correspondences and documents relating to the bid, exchanged between the bidder and WBSEDCL, shall be written in English language.

IB.12. Period of validity of Bid:

Offered bids (both technical & price) shall remain valid for a period of 180 (One hundred eighty) days after the date set for opening of Bid.

Prior to the expiry of the original validity period, WBSEDCL may request extension in the period of validity to the selected bidder(s) only. Bidders agreeing to that request will not be required nor permitted to modify their respective bids, but will be required to extend the validity of their Bid Securities correspondingly. The provisions of clause “**Earnest Money [Bid Guarantee]**” regarding discharge and forfeiture of Bid Security shall continue to apply during the extended period of bid validity.

IB.13. Earnest money [Bid Guarantee]:

IB.13.1. All bids must be accompanied with refundable earnest money, as “Bid Guarantee”. The bid shall be considered non-responsive if the earnest money is not submitted along with the bid.

IB.13.2. The bidder shall select the tender to bid for and initiate payment of the EMD amounting to Rs. 1,20,000/- (Rupees One Lakh Twenty Thousand only). Following payment options are available for paying EMD amount through online mode:

IB.13.2.1. E-payment can be made on the e-tender website <https://wbtenders.gov.in> through net-banking payment mode.

IB.13.2.2. RTGS/ NEFT Payment: On selection of RTGS / NEFT as the payment mode, the e-Procurement portal will show a pre-filled challan having the details to process RTGS/ NEFT transaction. The bidder will print the challan and use the pre- filled information to make RTGS / NEFT payment using his bank account. Once the payment is made, the bidder will come back to the e Procurement portal to continue the bidding process after expiry of a reasonable time to enable the RTGS/ NEFT process to be completed.

IB.13.2.3. **Submission of EMD through BG:** For submission of EMD in the form of BG issued by any Scheduled Bank of RBI, 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. The Bank Guarantee shall be submitted as per format in ANNEXURE-III and shall remain valid initially for a period of 180 (one hundred eighty) days from the date of opening of bid document mentioned elsewhere in this NIT with a claim period of three (3) months thereafter.

IB.13.3. EMD amount shall 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.

IB.13.4. General Instructions for Online Payment:

- IB.13.4.1.** The bidder can deposit the EMD amount using net-banking mode through any bank available at e-payment gateway of e-tender site. Once Net-banking mode is opted for payment, the bidder will have to mandatorily pay through Net-banking facility.
- IB.13.4.2.** 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 complicity.
- IB.13.4.3.** In case actual EMD amount as per NeIT 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}.
- IB.13.4.4.** 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.

IB.13.5. General Instructions for EMD submission through BG:

- IB.13.5.1.** Earnest Money Deposit may be submitted through an irrevocable Bank Guarantee (BG) prepared in favor of WBSEDCL from any scheduled bank of RBI.
- IB.13.5.2.** Issue date of BG shall be after NIeT publication date.
- IB.13.5.3.** BG shall be submitted as per the format in ANNEXURE-III.

IB.13.5.4. WBSEDCL Bank Details for preparation of BG for EMD are as follows

- i) WBSEDCL Bank Details for preparation of BG for EMD are as follows:

Beneficiary Name: West Bengal State Electricity Distribution Company Limited (WBSEDCL)
Bank: PUNJAB NATIONAL BANK
Branch: MAYUKH BHAVAN Branch
A/C No: 1096202100000241
IFSC code: PUNB0109620

- ii) In case of BG for EMD issued under SFMS Platform, the bank details are as follows:

Beneficiary Name: West Bengal State Electricity Distribution Company Limited (WBSEDCL)
Bank: PUNJAB NATIONAL BANK
Branch: MAYUKH BHAVAN Branch

- IB.13.5.5. Original copy of BG for Earnest Money Deposit shall be submitted at the office address mentioned in Earnest Money Clause (IB section). of tender within the timeline given as per clause “**Key Dates**”. Scan copy of BG for EMD is also uploaded in e-tender site.
- IB.13.5.6. Original BG i.r.o EMD shall be submitted in a sealed envelope at address as stated above within date and time as specified in the NIEt. If bidder fails to submit the original BG within the timeline specified in NIEt, the bid will not be considered for evaluation and hence rejected.
- IB.13.5.7. The EMD in the form of Bank Guarantee (BG) shall be valid for a period of 180 (one hundred and eighty) days from the date of opening of bids with a claim period of three (3) months thereafter. The EMD shall be extended during the course of evaluation of bid, if requested by WBSEDCL.

IB.13.6. Refund/Settlement of EMD Amount:

- IB.13.6.1. The bid guarantee of unsuccessful bidders, if submitted through e-payment or challan generated through e-tender website, will be refunded automatically, through an automated process, by NIC portal on receipt of updated status of any bid from WBSEDCL.
- IB.13.6.2. The Bid Guarantee of unsuccessful bidders, if submitted through Bank Guarantee, will be returned against their written claim, to the Chief Engineer (IT Cell), WBSEDCL, giving the reference to the NIEt, date of tender, amount and mode of Earnest Money deposited – all in a complete form, after placement of an order on the successful bidder/bidders.
- IB.13.6.3. For successful bid(s), EMD will be refunded from WBSEDCL authority after completion of tendering process and submission of Performance Bank Guarantee as per respective clauses in NIEt. Successful bidder shall submit one letter addressed to Chief Engineer (IT Cell), WBSEDCL giving reference of NIEt, date of tender, amount, mode of earnest money deposited and details of Performance Guarantee for requesting refund/return of EMD amount or bank guarantee, as applicable. The selected bidder(s) may have to extend the validity of the Bid Guarantee till the Contract Performance Bank Guarantee is accepted by WBSEDCL.
- IB.13.6.4. The bank account used for payment of EMD by the bidders shall be maintained operative until the completion of the tendering process. All refunds will be made mandatorily to the Bank A/c from which the payment of EMD has been initiated.
- IB.13.6.5. For any queries related to payments and refunds, bidders will have to

communicate with:

emd.eproc-wb@nic.in / sumi.chakraborty@ext.icicibank.com.

- IB.13.7.** Successful Bidder shall have to mandatorily create vendor id through WBSEDCL Web Portal Vendor Corner at www.wbsedcl.in, if not created earlier.
- IB.13.8.** No interest shall be payable by WBSEDCL on the above Bid Guarantee.
- IB.13.9.** The Bid Guarantee shall be forfeited for any of the following reasons:
- IB.13.9.1.** If during the period of bid validity, the bidder withdraws or modifies the bid in part or as a whole.
 - IB.13.9.2.** If the successful Bidder/ Bidders fails/fail to accept the order unconditionally **as per “Acceptance of Order” clause** of bid document or fails/fail to furnish the contract performance guarantee as stipulated in **PBG clause** of bid document.
 - IB.13.9.3.** If the successful bidder / bidders fails to extend the validity period of EMD as per **“Earnest Money” Clause** of bid document.
 - IB.13.9.4.** If any cartel is formed by the bidder in their quotation.

IB.14. Submission of Bid:

Bids shall be submitted as under:

- IB.14.1.** Tender documents are to be submitted online through the website <https://wbttenders.gov.in>. All the documents uploaded by the Tender Inviting Authority form an integral part of the contract. Bidders are required to upload all the tender documents along with the other documents, as asked for, in the tender, through the above website within the stipulated date and time as given in the Tender.
- IB.14.2.** Tenders are to be submitted in two parts - one is **Technical Proposal** and the other is **Financial Proposal**.
- IB.14.3.** Pre-defined .xls format of Price bid under financial proposal is to be submitted at pre-defined folder named:BOQ. Price offered in any other shape or form or any other Folder other than ‘BOQ’ will not be considered and concerned bid submitted by bidder will be liable for cancellation.
- IB.14.4.** The bidders shall carefully go through the documents and prepare the required documents and upload the scanned documents in Portable Document Format (PDF) to the portal in the designated locations of Technical Bid.
- IB.14.5.** The bidder needs to download the Forms / Annexures / BOQ, fill up the particulars in the designated Cell and upload the same in the designated location of Technical bid.
- IB.14.6.** The documents uploaded shall be virus scanned and digitally signed using the Digital Signature Certificate (DSC). Tenderers should take note of all the addendum/corrigendum related to the tender and upload the latest documents as part of the tender.
- IB.14.7.** Original copies of the uploaded documents may be submitted for physical verification if required by the Tender Inviting Authority at the time of technical

evaluation.

IB.14.8. Bidder shall quote price for each model of routers separately.

IB.14.9. Technical Proposal (Part 1):

The Technical Proposal shall contain scanned copies and/or declarations in the following standardized formats in two covers / folder:

A. Statutory Cover: Fee/Pre qualification /Technical (All signed Copy is to be submitted)

Under Statutory Cover/folder, there will be another four folders for submission of the technical documents.

I. To be submitted in “**Drafts**” folder- Earnest Money Deposit (EMD): If EMD is submitted through Bank Guarantee (BG), the following details are to be submitted:

II. Scanned copy of Bank Guarantee (BG) towards EMD in the format as prescribed in Annexure III of NIT, in favour of WBSEDCL payable at Kolkata from any scheduled Bank of RBI. The issue date of BG shall be after NIT publication date. This clause will be applicable only for cases where Earnest Money Deposit (EMD) has been submitted through BG.

III. To be submitted in “**Annexures**” folder-

General Annexures-

- a. Bid Proposal (Vide Annexure-I).
- b. Bid Details (Vide Annexure-II).
- c. Earnest Money Deposit- Scanned copy BG (Vide Annexure -III) if EMD paid through BG.
- d. No Deviation Sheet (Vide Annexure-IV).
- e. Blank Format of Proforma for bank guarantee for contract performance (Vide Annexure-V).
- f. Format of the Bank Guarantee for additional performance security Deposit (Vide Annexure-VI).
- g. Pre-BID Query Format(Vide Annexure-VII).
- h. Blank BOQ (Vide Annexure-VIII).
- i. Non Disclosure Agreement (Vide Annexure-IX).- To be submitted on normal paper during the technical evaluation stage of the tender. Upon placement of the Letter of Award (LOA)/during POC invitation, the same documents will be executed on non-judicial stamp paper as mentioned in Annexure.
- j. Contract Agreement (Vide Annexure-X).-To be submitted on normal paper during the technical evaluation stage of the tender. Upon placement of the Letter of Award (LOA), the same documents will be executed on non-judicial stamp paper as mentioned in Annexure.
- k. Mandatory Condition (Vide Annexure-XI).
- l. Access security Policy (Vide Annexure-XII).- be submitted on normal paper during the technical evaluation stage of the tender. Upon placement of the Letter of Award (LOA), the same documents will be executed on non-judicial stamp paper as mentioned in Annexure.

- IV. To be submitted in “NIT” folder-
 - a) Singed Notice Inviting e-Tender (NIeT)
 - b) Signed Addenda/Corrigenda: if published.
- V. To be submitted in “Forms” folder-
 - a. Schedule of Bid-The bidder needs to download the form for “Schedule of Bid” (Vide Form-I), fill up the particulars in the designated Cell and upload the same in the designated location of Technical Bid. Submission of incomplete “Schedule of Bids” will render the tender liable to summary rejection.
 - b. Check List (Vide Form-II).
 - c. Summary statement (Vide Form-III) of annual turnover for a period of the last three financial years i.e. for financial year 2022-23, 2023-24 & 2024-25 as per certified copy audit report in respect of bidders.
 - d. Proforma for undertaking to be submitted by the Bidders (Vide Form-IV & VIII).
 - e. Declaration of not being Blacklisted/Debarred/ Put on Holiday list (Vide Form-V).
 - f. Self-declaration by Proprietor of the Bidding Company for not being Blacklisted/Debarred/ Put on Holiday list (Vide Form-VI).
 - g. Declaration regarding no litigation against WBSEDCL (Vide Form-VII)
 - h. Format of Letter of Bid (Vide Form-IX)

Note: Bidders are to keep track of all the Addendum/Corrigendum issued with this particular tender and upload all the above digitally signed along with the NIeT.

B.Non-Statutory Cover (My Document): All Certificates are to be self-attested by the signing authority

- a) Copy of CIN (Corporate Identification No) & Certificate of Incorporation.
- b) Power of attorney for being signing authority of the bid.
- c) Copy of Valid copy of PAN Card.
- d) Copy of Valid Goods and Services Tax (GST) Registration certificate
- e) Copy of GST returns for the years 2023-24 & 2024-25 are to be submitted by the bidder.
- f) Audited financial statements for all three financial years (2022–23, 2023–24, and 2024–25)
- g) Certified CA certificate from any chartered firm to be submitted -The bidder should have a minimum annual turnover of INR 1 crore (Rupees One Crore only) in each of the last three financial years ending on 31.03.2025 (i.e., FY 2022–23, 2023–24, and 2024–25).
- h) Certified CA certificate from any chartered firm to be submitted -The bidder should have a positive net worth in each of the last three financial years ending on 31.03.2025 i.e., FY 2022–23, 2023–24, and 2024–25.

IB.14.10. Financial Proposal-(Part-2)

- IB.14.10.1. The financial proposal needs to be submitted as per the pre-defined standardized formats in one folder named “BOQ” under the main

folder “Finance”. The bidder is to upload the downloaded predefined Price Bid (MS Excel format) only with filled-up amounts in specified fields. The bidder will not be allowed to upload any Techno-commercial terms and conditions in the ‘Price Bid’ offer/ BOQ. Any deviation taken in the Price part shall not be accepted. The bidder is to quote the rate in the blank spaces marked for quoting rate in the BOQ. Only downloaded copy of the BOQ is to be filled up, virus scanned, uploaded and digitally signed by the bidder. Any deviation in the format, content (Other than entry of the quoted price at the desired blank spaces) of the Price bid/BOQ will lead to rejection of the tender.

IB.14.10.2. Conditional and incomplete tenders are liable to summary rejection.

IB.14.10.3. No price preference will be allowed to any bidder based on the size of the industry or its geographic location. Co-operative Society will not be considered with separate status.

IB.15. Late Submission of Bid:

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

IB.16. Opening and evaluation of tender:

IB.16.1. Opening of technical proposal:

IB.16.1.1. Technical proposals will be opened by the Tender Inviting Authority or his authorized representative electronically from the website stated above, using their Digital Signature Certificate.

IB.16.1.2. Technical proposals for those tenderers whose original copies of BG towards EMD 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.

IB.16.1.3. Cover (Folder) for Statutory Documents will be opened first and if found in order, Cover (Folder) for Non-statutory Documents will be opened. If there is any deficiency in the Statutory Documents, tender may be liable to be summarily rejected.

IB.16.1.4. Decrypted (transformed into readable formats) documents of the Statutory and Non-statutory Covers will be downloaded for the purpose of evaluation.

IB.16.1.5. The bidder shall not take any techno-commercial deviation from the stipulation of Bid document. If the bidder takes any techno-commercial deviation, his Bid may be liable for rejection.

IB.16.2. Evaluation of technical proposal:

IB.16.2.1. While evaluation, the Tender Inviting Authority or his authorized representative may summon of the bidders and seek clarification / information or additional documents or original hard copy of any of the documents already submitted and if these cannot be produced within the stipulated timeframe, their proposals will be liable for rejection.

IB.16.2.2. All Technical proposal documents as specified at the tender will be examined and assessed for the techno-commercial, performance and management capability of the bidder.

IB.16.2.3. The summary list of bidders, whose bids will be found techno-commercially eligible, will be uploaded in the web portals. Date of opening of financial bid will be intimated to the techno-commercially qualified bidders.

IB.16.3. Opening of financial proposal:

IB.16.3.1. Financial proposals submitted by the bidders in the prescribed BOQ format and declared techno-commercially eligible, will be opened electronically by the Tender Inviting Authority from the web portal stated above on the prescribed date.

IB.16.3.2. No deviation in any form in the price-bid sheet is acceptable.

IB.16.3.3. After opening of the financial proposal the preliminary summary result containing inter-alia, name of bidders and the rates quoted by them will be uploaded.

IB.16.3.4. The Tender Accepting Authority may ask any of the bidders to submit analysis to justify the rate quoted by that bidder.

IB.16.3.5. For any discrepancy in the amount of figures and words, the quoted amount in figure will prevail.

IB.16.4. Evaluation of financial proposal:

IB.16.4.1. Financial Evaluation of bid shall be made on the total price of all the items, clubbed together. This will however not encroach the right of WBSEDCL to go into further processes for item wise evaluation, if required. Total price shall be calculated on the basis of quantity indicated in the NIeT/BOQ.

IB.16.4.2. Price offer shall be submitted in the prescribed format only.

IB.16.4.3. No deviation in any form in the Price Bid Sheet is acceptable.

IB.17. Taxes, Duties and other levies: GST and/or any other tax applicable tax as per law of land shall be paid extra. The GST/Tax will be paid, on production of original documentary evidence.

IB.18. Statutory Obligations:

Statutory obligations as per law of the land are to be complied.

IB.18.1. Compliance of Labour Laws: The bidder shall comply with all the statutory labour laws to protect the employees/workers engaged by them.

IB.18.2. Statutory obligations as per law of land are to be complied.

IB.19. Period of Contract:

The Contract Period shall be one (1) year commencing from the date of placement of the Letter of Award (LoA).

WBSEDCL may increase the period of contract for maximum 1 (One) year depending upon the performance during the project period of the successful bidder at the same terms and conditions as in the Letter of Award (LOA) placed on successful bidder and which shall be accepted by the bidder without imposing any conditions.

IB.20. Issuance of LOA :

WBSEDCL will award the contract to the successful bidder whose bid has been determined to substantially responsive and has been determined the lowest evaluated bid, provided

further that the bidder is determined to be qualified to perform the contract satisfactorily. WBSEDCL shall be the sole judge in this regard.

IB.21. Acceptance of LOI/LOA:

The successful bidder shall submit written unconditional acceptance of LOI/LOA within 15 (Fifteen) days from date of issuance of the same. Submission of conditional acceptance of LOI/LOA shall be treated as non-compliance of this clause. In case of non-compliance, WBSEDCL reserves the right to cancel the LOI/LOA placed on you.

IB.22. Right to reject Bids:

WBSEDCL reserves the right to accept or reject any bid and to annul the bidding process and reject all bids at any time prior to award of Contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders the reason for WBSEDCL's action.

IB.23. Conflict of Interest:

The Bidder shall not have a Conflict of Interest that may affect the Tendering Process. Any Bidder found to have a Conflict of Interest as per the following reasons, shall be disqualified. In the event of disqualification, the Bid Security of the bidder shall be forfeited for the time; cost & effort of the Authority including consideration of such Bidder's Proposal, without prejudice to any other right or remedy that may be available to the Authority hereunder or otherwise

Any bidder will be found to have a conflict of interest if his near relative is posted as an employee/ officer in any capacity in WBSEDCL, who is associated with the Tender inviting Authority or vice versa.

Any bidder will be found to have a conflict of interest if any employee of the bidding firm/company has or develops a financial or other interest with any employee / officer of WBSEDCL associated with the Tender inviting Authority during the execution of the Contract or vice versa.

Any bidder has a relationship with another bidder/bidders directly or through common third parties that puts them in a position to have access to each other's information about or to influence the tendering processes of either or each of the other bidder, will be found to have conflict of interest.

IB.24. Settlement of Disputes:

In case of any dispute arising out the contract, the same should be settled through meeting process between the WBSEDCL and the contracting agency at the appropriate level. The unsettled/unresolved issues/disputes shall be adjudicated by the competent court within the jurisdiction of Hon'ble High Court, Calcutta, if approached by either party.

IB.25. Mandatory Condition:

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

Clarification of Bids:

To assist in the examination, evaluation and comparison of bids, WBSEDCL may ask the bidder individually for clarifications of his bid at the appropriate stage of evaluation. The

request for clarification and the response thereof shall be in writing but no change in the price or substance of the bid shall be sought, offered or permitted.

IB.26. Communication:

For communicating with WBSEDCL, for this job may use the following modes. Mail-id-network.itcell@wbasedcl.in.

Communication for letter: Chief Engineer, IT Cell, Vidyut Bhavan, 3rd Floor, D Block, Block-DJ, Sec-II, Kolkata-700091

IB.27. Representative of Vendor:

IB.27.1. Bidder have to nominate one personnel exclusively for this project from commencement to completion as a Nodal Officer to be stationed at Kolkata, with whom WBSEDCL will contact on all matters related to this order.

IB.27.2. Bidder have to specifically furnish to WBSEDCL, the name, designation, Telephone no. including mobile no., email address of such person.

IB.27.3. Bidder have to allocate personnel at WBSEDCL office as assigned by controlling officer of this project for monitoring.

SECTION: II
Scope of Work [SW]

A. Scope of Work [SW]

The scope of the work includes onsite maintenance of 700 Nos. Cisco routers installed at different site offices under the jurisdiction of WBSEDCL. The details of the work are mentioned below:

1. Successful bidder will have to provide on-site maintenance and support of the Cisco 3945 Routers-103 Nos., Cisco 3845 Routers-46 Nos., Cisco 1905 Routers - 550 Nos. and Cisco 2911 Router- 1 No. installed at different site offices in AS IS condition under WBSEDCL.
2. Successful bidder will have to provide support for 24 x 7 Hours.
3. The faults (hardware or software) of the above-mentioned routers are to be rectified within a period of 72 hours from the time of call docket.
4. For support service one personnel needs to be provided by successful bidder, who should be posted at Vidyut Bhawan for daily monitoring, reporting of call docket, Preventive Maintenance (PM) and others job related to it during office hours of WBSEDCL. The personnel will be provided access of WBSEDCL call docket system. Service Level Agreement (SLA) will be calculated based on WBSEDCL call docket system. A separate spreadsheet of call dockets and PM needs to be maintained by the personnel.
5. The successful bidder shall submit an undertaking certifying that the personnel deployed at HQ:
 - a. Possess valid company-issued ID cards.
 - b. Have undergone background verification.
 - c. Have adequate knowledge and experience in handling Cisco routers.
 - d. Are aware of ISO/IEC 27001:2022 requirements and information security practices.
 - e. Shall comply with all information security policies, procedures, and confidentiality requirements of the organization throughout the contract period.
6. If the assigned personnel is absent, alternate personnel should be assigned and must fulfill the same criteria as mentioned in point no. 5 and also should be aware of present status of the project, otherwise would be treated as absent.
7. Once Router is changed the personnel will inform WBSEDCL team over phone and /or email immediately, update the same in call docket and provide weekly reports of router changed with serial no and location details.
8. All necessary spare parts for the Router need to be kept for maintenance purpose.

- 9.** Schedule preventive maintenance (PM) must be made once in a 6(six) months to avoid breakdown / failure in the system and a gap of at least 120 days shall be maintained between two successful preventive maintenance dates. The start date of PM will be from date of issuance of LoA. Schedule maintenance of entire system shall be done and PM certificate must be duly signed with seal by the Site in-charge / representative. During Scheduled preventive maintenance work proper maintenance equipment like blower, duster, brush needs to be carried. The maintenance personnel should have valid ID card and background verification of the personnel should be done by the bidder. If during Schedule preventive maintenance or repair process, any physical damage is done the same must be taken care by the successful bidder. If Schedule preventive maintenance (PM) is not done accordingly then the same may be treated as non-satisfactory performance.
- 10.** The successful bidder shall ensure that, after completion of each Preventive Maintenance (PM) activity, the signed PM report is submitted by the site personnel to the bidder's designated personnel stationed at WBSEDCL premises. The personnel shall upload the PM report in the WBSEDCL's Incident Management System. The date of incident closure/recording in the Incident Management System shall be considered as the PM completion date and shall be used for SLA measurement and compliance.
- 11.** Further, all router fault complaints (hardware or software or firmware) shall be logged and tracked through the Incident Management System. The bidder's deployed personnel shall be responsible for monitoring, updating, and resolving such incidents within the stipulated timelines. SLA compliance and performance evaluation shall be based on the incident records maintained in the Incident Management System.
- 12.** All necessary configurations of the Routers related to establishment of the connectivity, security, access control and as per requirement of WBSEDCL to be done by trained personnel of vendors. In any way router configuration information should not be leaked or shared with any other person/organization, otherwise legal action may be taken.
- 13.** The successful bidder shall conduct periodic reviews of router configurations to ensure compliance with ISO/IEC 27001:2022 requirements, cybersecurity best practices, and the Organization's security policies. A detailed configuration review report, highlighting observations, deviations, corrective actions, and compliance status, shall be submitted on a Quarterly/Half-Yearly/Yearly basis, as specified by the Organization. All necessary router configuration changes as and when required by WBSEDCL to be done by successful bidder for all the routers.
- 14.** In the event that a Security Operations Centre (SOC) and/or Security Information and Event Management (SIEM) solution is implemented by the Organization during the contract period, the successful bidder shall ensure integration of router logs with the SOC/SIEM platform. The bidder shall carry out all necessary router configuration changes, including log forwarding, time synchronization, event logging, and other related settings, as required for successful integration and monitoring. Such activities

shall be performed without disruption to services and in coordination with the Organization's SOC/SIEM team, in accordance with security and compliance requirements

15. The successful bidder shall comply with the Digital Personal Data Protection (DPDP) Act, 2023 and rules 2025, applicable Government of India regulations, directions/advisories issued by statutory, regulatory, and security agencies (including CERT-In, where applicable), and WBSEDCLs network security policy and information security policies, guidelines, and procedures, as amended from time to time.
16. The router configuration template, PM report template will be explained to selective vendor personnel once from WBSEDCL end. Further knowledge transfer to other personnel to be done by vendor.
17. Upgradation of IOS to be done as per latest release from Cisco and any issues related to it, to be taken care of by the bidder. Report to be submitted in this regard as and when required.
18. If the vendor is unable to repair the defective hardware within the resolution commitments as mentioned in this document, al and or higher hardware, software, firmware immediately as standby as. Spare router or replaced router or parts of the router provided by the vendor should have same or higher specifications than present router and must be genuine OEM certified device. Replaced router or repaired router should have all the cards/modules as in present router.
19. Required accessories/tools to access or maintain routers like console cable, screw drivers, blowers etc. should be available with vendor personnel at site office.
20. All types of products and services, software or hardware or firmware used during the full AMC process must be genuine.
21. As WBSEDCL provides power throughout West Bengal hence climate and weather conditions may vary at different site offices where routers are in operation. Routers will have to be maintained in same condition and no extra facilities will be provided from WBSEDCL end as the routers are operating in similar condition in past several years.
22. The serial number of routers will be shared to the selected bidder during placement of LOA.

23. WBSEDCL Region wise details of 700 routers (approximate):

<u>Sl no</u>	<u>WBSEDCL Region Office</u>	<u>No of Routers</u>
1	ALIPURDUAR REGION	18
2	BANKURA REGION	31
3	BIDHANNAGAR REGION	20
4	BIRBHUM REGION	46
5	BURDWAN REGION	31
6	COOCHBEHAR REGION	19
7	DAKSHIN DINAJPUR	27
8	DARJEELING REGION	32
9	HOOGLY REGION	41
10	HOWRAH REGION	32
11	JALPAIGURI REGION	21
12	MALDA REGION	29
13	MURSHIDABAD REGION	41
14	NADIA REGION	37
15	NORTH 24 PGS REGION	55
16	PASCHIM BURDWAN REGION	24
17	PASCHIM MIDNAPORE REGION	32
18	PURBA MIDNAPORE REGION	33
19	PURULIA REGION	35
20	RAIGUNJ REGION	18
21	SOUTH 24 PGS REGION	38
22	KALIMPONG REGION	7
23	JHARGRAM REGION	18
24	HEAD QUARTERS	15
Total		700

SECTION: III

General Conditions of Contract [GCC]

GCC.1. General Terms:

- GCC.1.1. The entire project shall be executed on TURN KEY concept.
- 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. The bidder shall satisfy WBSEDCL with his ability to complete the works positively within the stipulated time.
- GCC.1.5. The WBSEDCL reserves the right to reject the contract, even after placement of LoA, if any deviation from tendered specifications is found at any point of time.
- GCC.1.6. The Bidder should be capable of providing service throughout West Bengal.
- GCC.1.7. If the vendor performance of the work which entrusted to you is not found satisfactory of such work in the contract period WBSEDCL reserves the right to divide/split/modify/cancel the entire job without showing any reason whatsoever.
- GCC.1.8. 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.1.9. The Company reserves the right, to reject any or all the tenders, at its discretion, without assigning any reason whatsoever.

GCC.2. Variation:

- GCC.2.1. The provisional quantity of the item shown in the price schedule. WBSEDCL during execution of contract, reserves the right to increase or decrease the quantity of material +/- 25% of the quantity shown in the price schedule without any change in unit price or other terms and condition at the time of placement of the during execution of work.

GCC.3. Force Majeure :

- GCC.3.1. WBSEDCL shall be under no liability if the vendor is prevented from carrying out any of the vendor's obligations by reason of war, Invasion, act of foreign country, hostilities, riots, civil commotion, mutiny, accident, earthquake, fires, floods, orders and / or restrictions and other cause beyond the reasonable control of the vendor. However, such force majeure circumstances are to be intimated immediately and to be established subsequently with proper documents / proofs

to the entire satisfaction of WBSEDCL.

- GCC.3.2.** WBSEDCL will not take any additional liability towards enhanced taxes, duties and price variation due to force majeure condition.

GCC.4. Cancellation/Termination of Order:

WBSEDCL shall have the right to repudiate the contract if the work is not completed within schedule completion time as per “Project Timeline” Clause. The following causes may also lead to cancellation of LOA.

- GCC.4.1.** Non-acceptance of LOA as per “Acceptance” clause.
GCC.4.2. Non-submission of Performance BG within time.
GCC.4.3. If the performance of the work, entrusted to the awardee/contractor/vendor is not found satisfactory.
GCC.4.4. If the vendor fails to implement the project in time.
GCC.4.5. If the vendor is found to have “Conflict of Interest”.

In each above cases 15 days’ termination notice shall be issued prior to termination of LOA.

If the performance of the work entrusted to the successful bidder (L1) is found unsatisfactory and the order is terminated, the L2 bidder may be awarded the LOA for the said job, provided they agree to execute the work at the L1 rate and under the same terms and conditions. If the L2 bidder is unwilling or fails to execute the work, the next eligible bidder will be approached to carry out the job under the same terms and conditions.

GCC.5. Performance Guarantee:

- GCC.5.1.** As contract Performance Guarantee, the successful bidder has to furnish a Performance Guarantee in the form of Bank Guarantee on non-judicial stamp paper of Rs.100/- issued by any Scheduled Bank in India, as per format enclosed (ANNEXURE-V). The performance Guarantee security shall be submitted to the C.E., IT Cell, 3rd Floor, ‘D’ Block, Vidyut Bhawan, WBSEDCL. Performance BG amount is 10% of Total Contract Price excluding Taxes, to be submitted within 30 days from the date of issuance of LOA.

Validity of Performance Guarantee will be 1 years 6 months from the date of issuance of LOA and claim period will be further 3 months.

- GCC.5.2.** In addition to the Performance Security as mentioned above,

i) Additional Performance Security equal to 10% of the ordered value of the bid of the items having variation of of (-)20% to (-)50% of the estimated rate should be furnished in the prescribed format, within a period of 30 days from the date of issuance of LOA.

ii) Additional Performance Security equal to 20% of the ordered value of bid of the items having variation over (-)50% to (-)80% of the estimated rate should be furnished in the prescribed format, within a period of 30 days from the date of issuance of LOA.

- GCC.5.3.** Validity of all Performance Guarantees shall be 1 years and 6 months from the date of issuance of the LOA, with an additional claim period of 3 months.
- GCC.5.4.** Performance Guarantee is intended to secure the satisfactory performance by the contractor of the entire contract. However, it is to be construed as limiting the damages under contract period. No interest will be payable on Performance BG.
- GCC.5.5.** The Vendor shall furnished a copy of the SFMS (Structured Financial Messaging system) message as a proof of issuance,along with the Performance Bank Guarantee.

GCC.6. Legal Jurisdiction:

- GCC.6.1.** During execution of this contract, if any dispute arises thereby, shall be settled amicably between WBSEDCL and vendor to the extent possible.
- GCC.6.2.** Unresolved/unsettled disputes or differences shall be adjudicated only by the competent court of law under the jurisdiction of the Hon'ble High Court at Calcutta, if approached by either party. There shall not be any scope of initiation of arbitration proceedings for resolution of any dispute.
- GCC.6.3.** The necessary legal affairs and / or court case shall be exclusively within the jurisdiction of Calcutta High Court only.

GCC.7. Limitation of Liability:

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

Except in cases of gross negligence or wilful 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.8. Service Level Agreement (SLA):

- GCC.8.1.** If the vendor fails to restore the routers in working condition due to Hardware or software or firmware issue with conditions as mentioned in scope of work, within maximum acceptable downtime of (72 hours), then penalty/deduction at the rate of 0.5 % (Half percent) of the total invoice value (i.e half yearly invoice or bill value) per day will be deducted maximum up to 50% of invoice value.
- GCC.8.2.** If the Vendor fails to complete the scheduled preventive maintenance (PM) within the relevant time span (i,e at an interval of each six months from the issuance of LoA), then penalty/deduction of 10% (Ten Percent) of the invoice value of particular router will be imposed.
Also if 120 days gap is not maintained between successive two PMs then the PM for submitted bill will be treated as not done and penalty/deduction of 10%

(Ten Percent) of the half yearly order value of particular router will be imposed as mentioned above.

GCC.8.3. The assigned personnel will have to report to the controlling officer or any other WBSEDCL official as assigned by the controlling officer. If the assigned personnel is absent without approval from Controlling officer or assigned officer then per day Rs 500 will be deducted from invoice or bill amount. If the personnel is absent continuously for more than 10 working days without any approval then penalty/deduction of 10% (Ten Percent) of total invoice value will be deducted.

GCC.8.4. Any SLA damage, if involved under any of the aforementioned clauses, shall be realizable from any of the pending bills or Bank Guarantee given by you lying with WBSEDCL.

GCC.9. Risk Purchase / Performance:

Adherence to time schedules mentioned in the foregoing clauses shall be deemed as the essence of contract and if the vendor performance of the work which entrusted to bidder is not found satisfactory of such work in the contract order, WBSEDCL shall be entitled to execute the job through the best and nearest substitute available elsewhere on the account and at the risk of the contracting agency or to cancel the contract and the contracting agency shall be liable to compensate for any loss or damage which WBSEDCL may sustain by reason of such failure on the part of the Contracting Agency.

GCC.10. Confidentiality and Contract Agreement:

The Vendor shall agree that they shall keep all information and facts which may come to their knowledge during the term of this contract as confidential information including configuration, data, procedures and any information to which WBSEDCL becomes a party pursuant to this contract or any activities of the WBSEDCL. They shall agree that they shall not disclose such information to any third party directly or indirectly or use the same or permit the same to be used for any purpose whatsoever except for performing obligations, pursuant to this contract. It is further agreed that this does not preclude from disclosing this information to any statutory authorities, government, court or investigation agencies etc. if due notice is served for disclosing such information. However before disclosing such information you shall consult WBSEDCL. In this regard a Non-Disclosure Certificate (Annexure-IX) and Contract Agreement (Annexure-X) to be submitted along with LOA acceptance and undertakings. You shall have to be entered into a Contract Agreement 15 (fifteen) days from the issue of the Letter of Award (LOA) with West Bengal State Electricity Distribution Company Limited (WBSEDCL) for the proper fulfilment of the contract as per Proforma (Annexure -X).

GCC.11. Compliance to ISO 27001:2022 Controls

GCC.11.1. Clause for Project Management-The bidder shall comply with the following key security requirements throughout the project lifecycle:

1. Unique username and password mechanism to be used wherever required in this project.
2. Ensure appropriate access controls are in place to prevent unauthorized personnel from accessing WBSEDCL's data.
3. Ensure that no data or file information is forwarded to any other email accounts other than those of WBSEDCL.

4. Ensure appropriate cryptographic controls are implemented wherever data is stored within the application.
5. Deploy adequate controls on systems supporting WBSEDCL business to protect them from any malicious software or virus attacks.
6. Enable audit trails in this project's device/application/tool as and where applicable.

GCC.11.2. Privacy-related Clause

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

Key data privacy measures include:

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

GCC.11.3. Data Purging Clause-

Upon termination of services, the bidder shall remove WBSEDCL' s data, content, and other assets from the cloud/other environments and certify the destruction of all data related to this project to WBSEDCL. The vendor must ensure that the data cannot be forensically recovered.

GCC.12. Terms of Payment:

- GCC.12.1.** No advance payment will be made against this order in any circumstances.
- GCC.12.2.** Payment will be released on half yearly basis after providing AMC service for that particular half year against the bills submitted by the bidder on half yearly basis after providing satisfactory service for the bill period.
- GCC.12.3.** Bill to be submitted by the successful bidder in triplicate after completion of a half year and bill supported with Preventive Maintenance certificate duly signed by the site officers of WBSEDCL and PM and router fault summary reports as per WBSEDCL Incident Management System. Bill to be submitted in both hard copy and its soft copy.

GCC.13. WBSEDCL personnel for liaison:

- GCC.13.1. Controlling Officer:** Additional Chief Engineer, IT & C Cell. – He/She would issue the successful completion certificate.
- GCC.13.2. Nodal Officer:** Superintending Engineer/Divisional Engineer, IT & C Cell – He/She would supervise & monitor all the activities.
- GCC.13.3. Site In-charge :** Office In-Charge of the respective site offices.
- GCC.13.4. Paying Authority:** Manager/Sr. Manager (F&A), IT Cell, Vidyut Bhavan, WBSEDCL.

BID PROPOSAL**From:**

Bidder's Name and Address :
 Contact person :
 Designation :
 Telephone No. - :
 Fax :
 Tender Reference :

To

**The Chief Engineer,
 IT Cell,
 West Bengal State Electricity Distribution Company Limited,
 3rdFloor, Block-'C' & 'D', VidyutBhavan,
 Bidhannagar,
 Kolkata- 700091**

Sub- Invitation to bid for Annual Maintenance Contract (AMC) of Cisco Routers installed at different site offices under WBSEDCL

Dear Sir,

1. 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 as 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.
 - a) **PRICES AND VALIDITY :**
 - i. 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.
 - ii. GST and/or any other applicable tax in lieu of GST as per law of land and other Levies, if any, applicable on transaction from us to you payable extra by you against production of documentary evidence to be submitted by us. GST and/or any other applicable tax in lieu of GST as per law of land shall be payable on over or above the quoted rate as applicable value and at prevailing rate.
 - b) **BID GUARANTEE :**
 We have enclosed a Bid Guarantee in the form of Bank Guarantee fromdrawn in favour of WBSEDCL/paid through online mode for an amount of Rs.....
 - c) **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 three percent (3%) of the Contract

Price as stipulated in Bid document in the form of Bank Guarantee (Please specify the form of guarantee) in your favour and enter into a formal agreement with you within 30 (Thirty) days from the date of placement of Letter of Award. Additionally, if applicable, we shall provide an additional Contract Performance Guarantee equivalent to 10 (ten) % of tendered amount as per terms and conditions stipulated in NIT.

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

Thanking you, we remain,

Yours faithfully,

Date _____

Place _____

(Signature) _____

(Printed Name) _____

(Designation) _____

(Common Seal) _____

Business Address:

Name & Address of Authorized Signatory:

Annexure-II**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 (on non-judicial stamp paper of appropriate value)		
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	Email Id		
2	Mobile No		
3	Correspondence Address		

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 -V		
	<i>i. Scanned Copy of BG</i>		
	<i>ii. BG Number</i>		
	<i>iii. BG Issue Date</i>		
	<i>iv. Issuing Bank Name</i>		
	<i>v. IFSC of Issuing Bank</i>		
	<i>vi. Email Id of Contact Person from Issuing bank for Confirmation of BG</i>		

Signed Documents as per NIT and corresponding Annexures with Seal of Bidder			
Sl. No	Document Details	Submission Status (Yes/No)	Page No in technical Proposal
1	Signed Copy of Complete NIT with Annexures		
2	Signed Copy of Addenda/Corrigendum, if any		
3	Signed Copy of properly filled Bid Proposal as per Annexure-I		
4	Signed Copy of properly filled Bid Details as per Annexure-II		
5	Signed Copy of properly filled Mandatory Conditions mentioned in Annexure –XI		
6	Signed Copy of properly filled Non Disclosure Agreement as per Annexure IX		
7	Signed Copy of properly filled Contract Agreement as per Annexure X		

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

Financial Statements - Turn Over			
Sl. No	Financial Year	Turn Over (in Lakh INR)	Page No in technical Proposal
1	2024-25		
2	2023-24		
3	2022-23		

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

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

Annexure-III

**PROFORMA FOR BANK GUARANTEE
FOR BID GUARANTEE (EMD)
(To be stamped in accordance with Stamp Act)**

Ref. No.:

Date:

To

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

Dear Sirs,

In accordance with your Notice Inviting e-Tender (NleT) 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 Ltd.(WBSEDCL) 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 upto the period of **180 (one hundred and eighty) days from the date of opening Technical Proposal**. If any further extension of this guarantee is required, the same shall be extended to such required period on receiving instructions from M/s _____ on whose behalf this Guarantee is issued.

All rights of West Bengal State Electricity Distribution Company Ltd.(WBSEDCL) under this Guarantee shall be forfeited and the Bank shall be relieved and discharged from all liabilities there under unless WBSEDCL brings any suit or, section to enforce a claim under this Guarantee against the Bank within six months from the above mentioned expiry date of validity or, from that of the extended date.

In witness whereof the Bank, through its authorised Officer, has set its hand and stamp on this _____ day of _____ 20 ____ at _____.

WITNESS :

(Signature)

(Signature)

(Name)

(Name)

(Official address)

(Designation with Bank Stamp)

Attorney as per Power of Attorney No. _____
Date _____

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

Statement of No Deviation from Terms and Conditions of Bid Document

To,

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

Reference: NleT NoDated.....

Sir,

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

Signature _____

Name:

Designation:

Date:

**PROFORMA FOR BANK GUARANTEE FOR CONTRACT PERFORMANCE
(To be stamped in accordance with Stamp Act)**

Bank Guarantee No. _____

Ref No. _____

Date: _____

To

West Bengal State Electricity Distribution Company Limited,
3rd FLOOR, 'C' & 'D'- BLOCK, Vidyt Bhavan,
DJ Block, Sector – II,
Salt Lake, Bidhannagar,
Kolkata- 700 091.

Dear Sirs,

In consideration of West Bengal State Electricity Distribution Company Ltd (hereinafter referred to as WBSEDCL) which expression shall unless repugnant to the context or meaning thereof include its successors, administrators and assigns having awarded to M/s _____ with its Registered/Head Office at _____ (hereinafter referred to as the 'Contractor') which expression shall unless repugnant to the context or meaning thereof, include its successors, administrators, executors and assigns, a Contract by issue of Letter of Award No./Order No. _____ dated _____ valued at _____ for _____ (Scope of Contract) and the Selected bidder(s) having agreed to provide a Contract Performance Guarantee of Rs. _____ for the faithful performance of the contract. 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 Selected bidder(s). Any such demand made by WBSEDCL on the Bank shall be conclusive and binding notwithstanding any difference between WBSEDCL and the Selected bidder(s) or any dispute pending before any Court, Tribunal or any other Authority. The Bank undertakes not to revoke this guarantee during its currency without previous consent of WBSEDCL and further agrees that the guarantee herein contained shall continue to be enforceable till the WBSEDCL discharges this guarantee.

WBSEDCL shall have the fullest liberty without affecting in any way the liability of the Bank under this guarantee from time to time extend the time for performance of the Contract by the Selected bidder(s). 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 Selected bidder(s) 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 Selected bidder(s) 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 these provisions have the effect of relieving the Bank.

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

Notwithstanding anything contained herein above our liability under this guarantee is restricted to _____ and shall remain in force upto and including _____ and shall be extended from time to time for such period, as may be desired by M/s. _____ to whose behalf this guarantee has been given.

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

Dated this _____ day of _____ 20 ____ at _____

Witness:

(Signature) (Signature)_____
(Name) (Name)_____
(Official address) (Designation with Bank Stamp)_____
Attorney as per Power of

Attorney No. _____ Date

FORMAT OF THE BANK GUARANTEE FOR ADDITIONAL PERFORMANCE SECURITY DEPOSIT

To
The Chief Engineer, IT Cell, WBSEDCL
3rd floor, D Block, Vidyut Bhavan
DJ Block, Sector – II, Salt Lake, Kolkata - 700 091

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 upto 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 202.....at

SIGNED, SEALED AND DELIVERED
by:

For and on behalf of the BANK
(Signature)
(Name)
(Designation),
(Code Number),
Address

NOTEST (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-VII

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

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

Tender Reference no:

Name of the Bidder/OEM:

No. of Personnel's attending Pre Bid:

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

PRICE SCHEDULE (UNPRICED :Not to be quoted here)

Validate

Print

Help

Item Rate BoQ

Tender Inviting Authority: Chief Engineer,IT Cell, WBSEDCL.

Name of Work: Annual Maintenance Contract (AMC) of Cisco Routers installed at different site offices under WBSEDCL

Contract No:

Name of the Bidder/
Bidding Firm /
Company :

PRICE SCHEDULE

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

NUMBER #	TEXT #	NUMBER #	NUMBER #	DATE	NUMBER #	TEXT #
Sl. No.	Item Description	Quantity	BASIC RATE In Figures To be entered by the Bidder Rs. P		TOTAL AMOUNT Without GST	TOTAL AMOUNT without GST In Words
1	2	4	13		53	55
1	Make and model of router for AMC support					

1.01	Cisco 1905	550.000			0.00	INR Zero Only
1.02	Cisco 3945	103.000			0.00	INR Zero Only
1.03	Cisco 3845	46.000			0.00	INR Zero Only
1.04	Cisco 2911	1.000			0.00	INR Zero Only
Total in Figures					0.00	INR Zero Only
Quoted Rate in Words		INR Zero Only				

Non-DISCLOSURE CERTIFICATE
(To be executed on non-Judicial stamp paper of Rs. 100)

Annexure-IX

Ref.-

Date-

To
The Chief Engineer
IT Cell,
Vidyut Bhavan.,
Block-DJ, Sector-I, Kolkata- 700091

Dear Sir(s)

.....(Name of Vendor) [hereinafter referred to as 'Our', 'We' and Us] hereby confirm the terms of our certificate i.r.o confidentiality and non-disclosure of the information to others which WBSEDCL will be making available to us.

WBSEDCL will provide us access to the office premises, network equipment, security devices, associated infrastructure, and all relevant technical and operational information required for execution of this project..

The information may be disclosed to us either in writing or by access to systems or devices or raw data/information. In consideration for WBSEDCL granting this access to the information..... (Name of Vendor) agrees that

1. Subject to clause No. 7 below, we will keep the information strictly confidential and will not disclose it to any third party (other Vendor/Agency/ Bidder or its staff/ media authority / individual/ Company/organization) or any party/person not involved in this project in any form without prior written consent of WBSEDCL.
2. The devices, there configuration or any other WBSEDCL office related information or data will only be disclosed to those personnel of the Vendor who necessarily require or need to know it for the proper performance of their duties/execution of works in relation to this project and then also to the extent reasonably necessary. We will take appropriate steps to ensure that all personnel to whom access to the information is given are aware of its confidentiality.

Where troubleshooting requires support from the respective OEM if required, we may share only the minimum technical information necessary through the OEM's approved secure channels. We accept full responsibility for ensuring that the OEM maintains confidentiality and does not use or disclose the information beyond the purpose of issue resolution.

3. The information disclosed to us by WBSEDCL will be used solely for the purpose of execution of this project.

-
4. We shall comply with the confidentiality and/or obligations set out herein above since inception of the LOA, till the completion of the project and shall share the same only to the authorized personnel of WBSEDCL. We hereby declare that we will not store, upload, transfer, or process WBSEDCL's confidential information on any external cloud platform, AI tool, or third-party system unless expressly approved in writing by WBSEDCL.
 5. The confidentiality shall be maintained during and even after the completion of this project and shall only furnish details upon receipt of written instruction of WBSEDCL. We shall store and handle WBSEDCL's confidential information using industry-standard security controls, including role-based access, encryption, and restricted storage. In the event of any actual or suspected breach of confidentiality, we shall immediately notify WBSEDCL and fully cooperate in all investigation and mitigation measures, in accordance with applicable Government of India laws and prescribed data-protection requirements.
 6. Upon completion or termination of our involvement in this project, and upon receiving written instructions from WBSEDCL, we shall return all information disclosed to us or generated by us within a reasonable period. Except for retention of professional records strictly required by law, we shall securely delete all remaining confidential information. We further certify that all soft copies, backups, logs, configurations, extracted data, and any derivative information have been permanently destroyed in accordance with WBSEDCL's instructions. WBSEDCL shall have the right to verify compliance with confidentiality obligations, including destruction of information, through audit or written confirmation.
 7. The obligation contained above shall not apply to any information which
 - i. is or becomes publicly available (otherwise than through a breach of this certificate)
 - ii. is already in vendor's possession without any obligation of confidentiality.
 - iii. is obtained by vendor from a third party without any, obligation of confidentiality.
 - iv. is independently developed by vendor outside the scope of this certificate.
 - v. Vendor is required to disclose by any legal obligation or by order of a regulatory authority
 8. This certificate shall remain in full force and effect until the occurrence of the following event or the expiry of the following timeline, whichever is later
 - a. Completion of the project or termination of the contract (for any reason whatsoever), and fulfilment of all obligations relating to the return or secure destruction of information as specified in Clause 6; *and*
 - b. Execution of a subsequent agreement between the parties executed for the continuation or extension of the purpose covered under this certificate.
 9. This certificate shall be governed by and constructed in accordance with the laws of India. Any dispute related to this certificate shall be subject to the exclusive jurisdiction of the Honorable High Court at Calcutta.

Anything found in contravention of the above, WBSEDCL may impose penalties, recover damages, blacklist the Vendor, or terminate the contract.

Signature with Office Seal

PROFORMA OF "CONTRACT AGREEMENT"

(To be executed on non-Judicial stamp paper of Rs. 100/-)

This Agreement made this.....day of.....two thousand..... between West Bengal State Electricity Distribution Company Limited, having its head office at Vidyut Bhawan, Bidhannagar, Kolkata – 700 091 (hereinafter referred to as 'Owner' or 'WBSEDCL', which expression shall include its administrators, successors and assigns on one part) and **M/S** ----- (hereinafter referred to as the 'Contractor', which expression shall include its administrators, successors, executors and permitted assigns) on the other part.

AND WHEREAS **M/S** ----- had awarded the Contract on terms and conditions, documents referred to therein, which have been acknowledged by **M/S** ----- resulting into a "Contract".

1) NOW THEREFORE THIS DEED WITNESSETH AS UNDER: -

1.0 Article

1.1 Award of Contract

WBSEDCL awarded the Contract to Contractor **for Annual Maintenance Contract (AMC) of Cisco Routers installed at different site offices under WBSEDCL** on the terms and conditions contained in its Letter of Award No. -----, and the documents referred to therein. The award has taken effect retrospectively from the date of issue of the Award. The terms and expressions used in this Agreement shall have the same meaning as are assigned to them in the 'Contract Documents' referred to in the succeeding Article.

2.0 Documentation

The Contract shall be performed strictly as per the terms and conditions stipulated herein and in the following documents attached herewith (hereinafter referred to as "Contract Documents").

i. LOA No. -----

All the aforesaid Contract Documents shall form an integral part of this Agreement, in so far as the same or any part conform to the Bidding Documents and what has been specifically agreed to by the Owner in its Letter of Award. Any matter inconsistent therewith, contrary or repugnant thereto or any deviations taken by the Contractor in its 'Proposal' but not agreed to specially by the Owner in its Letter of Award shall be deemed to have been withdrawn by the Contractor. For the sake of brevity, this agreement along with its aforesaid Contract Documents shall be referred to as the 'Contract Agreement'.

3.0 Conditions & Covenants

3.1 The scope of Contract, Consideration, Terms of Payment, Taxes wherever applicable, Insurance, Liquidated Damage, SLA, Performance Guarantees, Technical Annexures, Other

Annexure requirements and all other terms and conditions as contained in WBSEDCL's Letter of Award No. ----- shall be read in conjunction with Contract Documents. The Contract shall be duly performed following the Contract Documents.

3.2 The scope of work technical and functional requirements shall also include supply, delivery, installation, maintenance and other activities of all such items which are not specifically mentioned in the Contract Documents, but which are needed for successful, efficient, secure and reliable operation unless otherwise specifically excluded in the specifications under 'exclusions', or 'Letter of Award'.

3.3 The contract performance guarantee furnished by the Contractor is irrevocable and unconditional and the Owner shall have the powers to invoke it notwithstanding any dispute or difference between the owner and the contractor pending before any Court, Tribunal or any other authority.

3.4 This Agreement constitutes full and complete understanding between the parties and terms of the presents. Any modification of the Agreement shall be effected only by a written instrument signed by the authorized representative of both the parties.

4.0 SETTLEMENT OF DISPUTES

4.1 During execution of this contract, if any dispute arises thereby, shall be settled amicably between WBSEDCL and yourself to the extent possible.

4.2 The necessary legal affairs and / or court case shall be exclusively within the jurisdiction of Hon'ble High Court at Calcutta only.

4.3 Notice of Default: Notice of default given by either party to the other party under the Agreement shall be in writing and shall be deemed to have been duly and properly served upon the parties hereto if delivered against acknowledgement or by fax or by registered mail with acknowledgements due addressed to the signatories at the addresses mentioned at Kolkata.

IN WITNESS WHEREOF, the parties through their duly authorized representatives have executed these presents (execution whereof has been approved by the competent authorities of both the parties) on the day, month and year first above mentioned at Kolkata.

(Signature of Ordering Authority with Printed Name, Designation, Office Seal)

(Signature of Contractor with Printed Name, Designation, Company's Seal)

Mandatory Condition

SI No.	Requisite Credential	Requisite Supporting document	Submitted Yes/No	Page Number
1	The bidder should be registered under the Companies Act, 1956 (substituted by Companies Act 2013) or a partnership firm or a firm of individual for more than 5 (Five) years ending with 31.03.2026.	a) Certificate of incorporation as a Company under Companies Act. or a registered partnership deed or trade license as the case may be. b)Memorandum and Articles of Associations should be attached.		
2	The bidder shall have experience in maintenance of CISCO routers/switches/firewalls in any Govt. organization across India within last 5 years from date of publishing of tender.	Copies of the relevant Order(s).		
3	The bidder shall have experience of providing AMC of at least 150 numbers routers/switches/firewalls in single or multiple active orders (not more than 5) within last 5 years from date of publishing of tender.	Copies of the relevant Order(s).		
4	The successful bidder shall submit an undertaking certifying that the personnel deployed at HQ: a. Possess valid company-issued ID cards. b. Have undergone background verification. c. Have adequate knowledge and experience in handling Cisco routers. d. Are aware of ISO/IEC 27001:2022	Signed undertaking.		

SI No.	Requisite Credential	Requisite Supporting document	Submitted Yes/No	Page Number
	requirements and information security practices. e. Shall comply with all information security policies, procedures, and confidentiality requirements of the organization throughout the contract period.			
5	The bidder must have one office in Kolkata, West Bengal for providing necessary support. If office already exists in Kolkata or the details of the office needs to be provided by the selected bidder prior to placement of the LOA (Letter of Award)/ contract.	Certificate copy of the same.		
6	The bidder should not have been blacklisted from any Govt. organization across India in last three years.	a. Relevant Documents supporting the existence of an office in kolkata. b. Declaration signed by the Authorized Signatory to open an office in Kolkata prior to placement of the LOA (Letter of Award)/ contract.		
7	The bidder should have a minimum annual turnover of INR 1 crore (Rupees One Crore only) in each of the last three financial years ending on 31.03.2025 (i.e., FY 2022–23, 2023–24, and 2024–25).	An undertaking in this regard should be provided by the authorized signatory of the bidder.		
8	Must Comply with all statutory obligations.	Provide the turnover in a separate sheet (as per Annexure-II) with Auditor's signature along with following supporting		

SI No.	Requisite Credential	Requisite Supporting document	Submitted Yes/No	Page Number
		document duly attested i. Audited Balance Sheet and tax audit report for last 3 financial years ending with 31.03.2025 as applicable.		
9	The bidder should have a positive net worth in each of the last three financial years ending on 31.03.2025, i.e., FY 2022–23, 2023–24, and 2024–25.	The bidder shall submit the relevant documents duly certified by a Chartered Accountant.		

Signature of the bidder with Office Seal

Access Security Policy

(To be submitted on non-Judicial stamp paper of Rs. 100/-)

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, DVD/CDs into secured zones like Data Centre, Disaster Recovery Centre, Vidyut Bhavan, 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 "hacker" 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 with Office Seal

SCHEDULE OF BIDS

1	Name of the bidder with Registered office address Tel No. ,E-mail address	:	
2	Category of organization/company of the bidder with CIN Number	:	
3	Name of the Authorized Signatory for the Bid	:	
4	a) Earnest Money (Amount and in the form of BG/Online Payment) submitted:	:	
	b) In case EMD is submitted via BG, Branch Name of the Branch, Name of the Bank, Communication Address & IFSC code of the BG issuing bank	:	
5	Goods and Services Tax (GST) registration No.	:	
6	Professional Tax Registration Number	:	
7	Address of Kolkata office and Tel no/Fax no/E.mail address with the name of contact person	:	
8	Valid Trade License Number	:	
9	PAN Card No	:	
10	Offer valid upto	:	180 days from the next date of opening of Tender.
11	The price should be Firm.	:	The Prices are Firm.

(Signature and Seal of Bidder)

CHECK LIST

Bidders are required to upload the scan copy of all the documents, required as per tender specification and NIeT and verify before submission of Tender and also upload the Check list in the following format, duly digitally signed.

Sl. No.	Scanned Copy of Documents to be uploaded	Name of folder	To be submitted in cover	Submitted (Y/N)	Page Number
1	Earnest Money Deposit -Scanned copy BG (Annexure -III) if EMD paid through BG	Drafts	Statutory cover (Technical proposal)		
2	The contact details (communication address, mobile No. and email address) of the branch of the concerned Bank where the Bank Guarantee is issued	Drafts	Statutory cover (Technical proposal)		
3	Bid Proposal (Annexure-I)	Annexures	Statutory cover (Technical proposal)		
4	Price schedule in un-priced condition (Annexure-VIII).	Annexures	Statutory cover (Technical proposal)		
5	Bid Details (Annexure-II)	Annexures	Statutory cover (Technical proposal)		
6	No Deviation Declaration (Annexure-IV)	Annexures	Statutory cover (Technical proposal)		
7	Blank Format of Proforma for bank guarantee for contract performance (Annexure-V)	Annexures	Statutory cover (Technical proposal)		
8	Contract Agreement (Annexure-X) - On stamp paper during LOA placement, during tender on plain paper.	Annexures	Statutory cover (Technical proposal)		
9	Non-Disclosure Agreement (Annexure-IX) and Access Security Policy (Annexure- XII) - On stamp paper during LOA placement, during tender on plain paper.	Annexures	Statutory cover (Technical proposal)		
10	Mandatory Condition (Annexure-XI)	Annexures	Statutory cover (Technical proposal)		
11	Notice Inviting e-Tender	NIT	Statutory cover (Technical proposal)		
12	Addenda / corrigenda, if published	NIT	Statutory cover (Technical proposal)		
13	Schedule of bids duly filled in (Form-I)	Forms	Statutory cover (Technical proposal)		
14	Summary statement of annual turnover (Form-III)	Forms	Statutory cover (Technical proposal)		
15	Declaration of not being Blacklisted/Debarred/ Put on Holiday list (Form-V)	Forms	Statutory cover (Technical proposal)		
16	Self-declaration by Proprietor of the Bidding Company for not being Blacklisted/Debarred/ Put on Holiday list (Form-VI)	Forms	Statutory cover (Technical proposal)		
17	Declaration regarding no litigation against WBSEDCL (Form-VII)	Forms	Statutory cover (Technical proposal)		
18	Proforma for undertaking to be submitted by the Bidders (Form-IV,VIII)	Forms	Statutory cover (Technical proposal)		
19	Format of Letter of Bid (Form-IX)	Forms	Statutory cover (Technical proposal)		
20	Certificate of Incorporation indicating the CIN number	Company details	Non-statutory cover (Technical proposal)		
21	Copy of Valid copy of PAN Card	Certificates	Non-statutory cover (Technical proposal)		
22	Copy of IT Returns of last Three years are to be submitted by the Bidder i.e. for Financial years 2022-23, 2023-24 & 2024-25.	Certificates	Non-statutory cover (Technical proposal)		

Sl. No.	Scanned Copy of Documents to be uploaded	Name of folder	To be submitted in cover	Submitted (Y/N)	Page Number
23	Copy of Valid Goods and Services Tax (GST) Registration certificate	Certificates	Non-statutory cover (Technical proposal)		
24	The bidder should have a minimum annual turnover of INR 1 crore (Rupees One Hundred Crore only) in each of the last three financial years ending on 31.03.2025 (i.e., FY 2022–23, 2023–24 and 2024–25), duly certified by a Chartered Accountant.	Certificates	Non-statutory cover (Technical proposal)		
25	The bidder should have positive net worth in each of the last three financial years ending on 31.03.2025, i.e., FY 2022–23, 2023–24 and 2024–25.	Certificates	Non-statutory cover (Technical proposal)		
26	The bidder must have one office in Kolkata, West Bengal for providing necessary support. If office already exists in Kolkata or The details of the office needs to be provided by the selected bidder prior to placement of the LOA (Letter of Award)/ contract.	Credential	Non-statutory cover (Technical proposal)		
27	Bill of Quantities.	BOQ	Finance cover (Financial proposal)		

NOTE- The order and page numbering of the documents shall be **strictly followed** as mentioned above. In case any document is **not found, misplaced, or submitted out of sequence**, leading to failure in technical evaluation, the **sole responsibility shall lie with the bidder**.

NOTE- Bidders are strictly advised not to submit any documents other than those specifically requested in this RFP. Submission of additional or unsolicited documents may lead to processing difficulties, including jumbling or omission of required documents. Any extra documents submitted shall not be considered for evaluation and will not earn any additional credit.

(Signature and Seal of Bidder)

Certificate regarding Summary Statement of Yearly Turn over

This is to certify that the following statement is the summary of the audit report /tax audit report arrived in favour of for the three consecutive years or for such period since inception of the Firm, if it was set in less than such three year's period.

Sl. No.	Financial		Remarks
	Year	Turnover rounded up to two digits after decimal (Rs. In Lakh)	
1.	2022-23		
2.	2023-24		
3.	2024-25		
Total			

Average Turnover:

Note:

Average turnover is to be expressed in lakh of rupees, rounded upto two digits after decimal.

(Signature and Seal of Bidder)

PROFORMA FOR UNDERTAKING TO BE SUBMITTED BY THE BIDDER

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

I -----, Partner/Legal Attorney/ Accredited Representative of
M/s -----, solemnly declare that:

1. We are submitting Tender for the Work -----
against Tender Notice No. ----- dt. -----
2. None of the Partners of our firm is relative of employee of -----
(Name of the Company).
3. All information furnished by us in respect of fulfilment of eligibility criteria and qualification information of this Tender is complete, correct and true.
4. All documents/ credentials submitted along with this Tender are genuine, authentic, true and valid.
5. If any information and document submitted is found to be false/ incorrect any time, department may cancel my Tender and action as deemed fit may be taken against us, including termination of the contract, forfeiture of all dues including Earnest Money and banning / delisting of our firm and all partners of the firm etc.

(Signature and Seal of Bidder)

Dated-----

(On the Bidder's Letterhead)

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

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

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

Bidder's Name:

Signature of the Tenderer:

Designation:

Seal of the Company:

Date:

(On the Bidder's Letterhead)

Self-declaration by Proprietor of the Bidding Company for not being Blacklisted/Debarred/ Put on Holiday list

I hereby confirm and declare that, none of the other concerns of which I am a proprietor / Managing Partner are blacklisted/ debarred/ suspended or put on holiday list by any Statutory/ Regulatory/ Government Authorities/ State Electricity Utility/ PSU in India.

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

Signature of the Proprietor:

Name:

Designation:

Seal of the Company:

Date:

(On the Bidder's Letterhead)

Declaration regarding no litigation against WBSEDCL

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

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

Bidder's Name:

Signature of the Tenderer:

Designation:

Seal of the Company

Date:

PROFORMA FOR UNDERTAKING TO BE-SUBMITTED BY THE BIDDER

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

I,,Partner/Legal Attorney/Accredited Representative of M/s, solemnly declare that:

1. We are submitting Tender for the Work Against Tender Notice No. dt.....
2. None of the Partners of our firm is relative of employee of (Name of the Company)
3. All information furnished by us in respect of fulfilment of eligibility criteria and Qualification information of this Tender is complete, correct and true.
4. All documents/ credentials submitted along with this Tender are genuine, authentic, true and valid.
5. If any information and document submitted is found to be false/incorrect any time, department may cancel my Tender and action as deemed fit may be taken against us, including termination of the contract, forfeiture of all dues including Earnest Money and banning/delisting of our firm and all partners of the firm etc.

(Signature of Authorized Signatory)

Name:

Designation:

Seal:

Format of Letter of Bid

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

To

The Tender Committee

Sub: Letter of Bid for the work

.....
.....
.....
.....

Ref: 1. NIT No. Dated

2. Tender Id No.

Dear Sir,

We offer to execute the work as per our offered bill of quantity in accordance with the conditions of the NIT document as available in the website. The details of the EMD being submitted by us has been furnished on-line.

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

We hereby confirmed our acceptance of all the items and conditions of the NIT document unconditionally.

(Signature of Authorized Signatory)

Name:

Designation:

Seal: