



WBSEDCL

WEST BENGAL STATE ELECTRICITY DISTRIBUTION COMPANY LIMITED

(A Govt. of West Bengal Enterprise)

Office of the Chief Engineer : Procurement & Contract Department

Vidyut Bhaban (4th Floor) : Bidhannagar : Block-DJ, Sector-II, Kolkata-700 091

Phone No. 033-2359-8397 : Fax No. 033-2359-1921 / e-mail - procurementdept@wbasedcl.in

CIN- U40109WB2007SGC113473, website: www.wbasedcl.in GSTIN No.19AAACW6953H1ZX

NOTICE INVITING TENDER

N.I.T No. – P&C/Estb./e-tender/P-25/2025-26

dtd: 22.07.2025

Tenders are invited by the Chief Engineer, Procurement & Contract Department, WBSEDCL, Vidyut Bhavan (4th Floor), Bidhannagar, Block-DJ, Sector-II, Kolkata-91 through electronic tendering (e-tendering) from reputed vendors for performing the job of E-Tender, Reverse auction and allied activities through portal of NIC, for the Office of the Chief Engineer, Procurement & Contract Department, WBSEDCL.

Sl. No	Name of work	Estimated Value (Rs.)	EMD Value (Rs.)	Period of Contract
1.	Tender for finalization of agency to provide one helpdesk personnel in the office of the Chief Engineer, Procurement & Contract Department, Vidyut Bhavan, 4th Floor (B-Block) Salt Lake, Kolkata-91, for performing the job of e-tendering process, preparation and uploading/opening of tender, registration of DSC, creation of NIT, processing for Reverse Auction, Providing the Officers and Bidders necessary assistance and other related jobs as per direction of the Engineer in charge.	3,94,800.00	9,870.00	02 years (extendable up to 1 year upon satisfactory performance)

1) SCOPE OF WORK:-

To provide one helpdesk personnel in the office of the Chief Engineer, Procurement & Contract Department, Vidyut Bhavan, 4th Floor (B-Block) Salt Lake, Kolkata – 91, for performing the job of e-tendering process, preparation and uploading/ opening of tender, registration of DSC, creation of NIT, processing for Reverse Auction, Providing the Officers and Bidders necessary assistance and other related jobs as per direction of the Engineer in charge.

2) ELIGIBILITY CRITERIA:-

Bidders should submit copies of the following documents duly self attested with official seal with the Bid Sheet :-

- The bidders should have sufficient job experience in the related field in any Govt./Public sector/ reputed Institutions.
- They should have GST Registration/ PAN Registration/ P. Tax Registration.
- Vendors have to furnish last two years GST Return.
- Income Tax Return for last three assessment years i.e. 2024-25, 2023-24, 2022-2023 need to be submitted.
- The selected bidders must have its offices in West Bengal. They should submit the proof of office Address.
- Profit & Loss account of last 3 F.Y certified by CA.
- MSME certificate (if any)
- Valid Trade license.
- PF & ESI Registration certification and latest Challan.

3) EARNEST MONEY DEPOSIT:-

- The fixed Earnest money deposit of Rs 9,870.00 as indicated in e-Tender indicates the amount of EMD to be submitted by the Bidders.
- If the offer is submitted with inadequate Earnest Money as mentioned above, the bid will not be opened.
- No interest shall be payable on above EMD.

Schedule of Dates for e-Tendering:

Sl. No.	Activity	Date & Time
1	Publishing Date	28.07.2025 at 12.30 Hrs.
2	Document Download start date	28.07.2025 at 12.30 Hrs.
3	Date of Pre-bid Meeting	30.07.2025 at 12.30 Hrs.
4	Bid submission start date	01.08.2025 from 12.30 Hrs.
5	Bid submission end date	21.08.2025 upto 14.30 Hrs.
6	Technical Bid opening date	25.08.2025 at 12.30 Hrs.
7	Financial Bid opening date	To be intimated after evaluation of Technical Proposal

Intending bidders desirous of participating in the tender are to log on to the website <https://wbtedders.gov.in> for the tender. The tender can be searched by typing WBSEDCL in the search engine provided in the website.

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

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

Terms & conditions of the Tender Notice :

1. The tenderer or their duly authorized representative may attend the Pre-bid Meeting at the stipulated date and time.
2. Following payment options are available for paying EMD amount through Online mode:
 - i. **Net-banking** through Payment Gateway.
 - ii. **RTGS/NEFT Payment:** On selection of RTGS/NEFT as the payment mode, the e-Procurement portal will show a pre-filled challan having the details to process RTGS/NEFT transaction. The bidder will print the challan and use 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.
In case actual EMD amount as per NIT is more than the one shown in e-tender portal, the bidder shall mandatorily opt for NEFT/RTGS (Challan mode). In that case, the total actual EMD amount is to be paid only through NEFT/RTGS mode (Challan mode). Challan, thus generated will contain the amount which has been mentioned in e-tender portal. However, for payment of actual amount calculated as per NIT, bidders shall **strike out** the amount in Challan and **manually put actual EMD amount** while following the due payment procedure at respective Bank.
3. Partial payment through online mode is not allowed.
4. General Instructions for Online Payment:
 - i. The bidder will have to mandatorily pay through Net-banking facility once Net-banking mode is opted for payment.
 - ii. Status of NEFT/RTGS payment through Challan for a bid may take time to be 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.
 - iii. In case actual EMD amount as per NIT is more than the one shown in e-tender portal, the bidder shall mandatorily opt for NEFT/RTGS (Challan mode). In that case, the total actual EMD amount is to be paid only through NEFT/RTGS mode (Challan mode).

- iv. 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.

5. **Refund/Settlement of EMD Amount:**

- i. For unsuccessful bidders EMD amount submitted against the tender shall be refunded automatically, through an automated process, by NIC portal on receipt of updated status of any bid.
- ii. For successful bid(s), EMD will be refunded from WBSEDCL authority after completion of tendering process and following due procedures.

a. **Performance Guarantee Deposit:**

Performance Guarantee @ 10% of the contract value shall be deposited in the form of DD/Pay Order/ Banker's Cheque or BG from any Nationalized Bank in favour of WBSEDCL within 15 days of award of work. The Security money shall bear no interest and the security money shall be refunded after successful completion of the contract as well as the contract period.

- b. 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.
- c. For any queries related to payments and refunds, bidders will have to communicate with ICICI Customer Support, viz, 033-40267512/13 since payment gateway facility used by E-tender portal is maintained by ICICI.
- iii. Successful bidder(s) shall have to mandatorily **create vendor id through WBSEDCL Vendor Corner**, if not created earlier. This is an essential step for accounting of EMD in SAP ERP system.
- iv. No agent is allowed to participate in the Tender.
- v. If the offer is submitted without or inadequate Earnest Money, the bid will not be opened.
- vi. The offer shall remain valid for a minimum period of 120 days from the next day of opening of the tender.
- vii. Any evidence of unfair Trade Practices including over charging, price fixing, cartel etc. as defined in various statutes, will automatically disqualify the bidders.
- viii. WBSEDCL is not bound to accept the lowest tender and reserves the right to cancel any or all the tenders unilaterally.
- ix. Any bidder against whom FIR/Complaint is lodged with Police by WBSEDCL shall not be eligible to participate in the bidding process.
- x. Other information as well as terms and conditions, which are not covered above, will be available in Instructions to Bidders, General Conditions of Contract of this tender and the Revised Purchase Policy of WBSEDCL.
- xi. Any further information along with WBSEDCL's Revised Purchase Policy may be had from the website **www.wbsedcl.in** and the following office:

*Office of the Chief Engineer (Procurement & Contract),
West Bengal State Electricity Distribution Company Limited,
Vidyut Bhavan, 4th Floor,
Bidhannagar, Kolkata - 700091.
Phone No. 033-2321-0152.*

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INSTRUCTION TO BIDDERS

01. Introduction:

The bidders, in their own interest are requested to read very carefully these instructions and the terms and conditions as incorporated in General Conditions of contract before filling the bid form.

Submission of the bid shall be deemed to be the conclusive proof of the fact that the bidder firm had acquainted themselves and is fully conversant with all the instructions, terms and conditions governing the specification, unless otherwise specifically indicated/commented by him in his bid.

02. Qualifying requirements for bidders:

Qualifying Requirements for bidders shall be as per "Eligibility criteria" as per clause No.2 of the Detailed Notice Inviting Tender.

03. Submission of pre requisite/ documents:

The bidders should submit following documents with Copies of certificates related with qualifications:-

- i. The agency should have valid registration for recruiting/ hiring/ outsourcing manpower resources to other establishments.
- ii. The bidders should have sufficient job experience in the related field in any Govt./Public sector/ reputed Institutions.
- iii. They should have GST Registration/ PAN Registration/ P. Tax Registration.
- iv. Income Tax Return for last three assessment years i.e. 2024-25, 2023-24, 2022-2023 need to be submitted.
- v. The selected bidders must have its offices in West Bengal. They should submit the proof of office Address.
- vi. All Intending Registered Professional Agency shall ensure that all pre-requisites as mentioned above and in the Tender Specifications are duly fulfilled by them and if there be any deficiency regarding non-submission of any document, the WBSEDCL reserves the right to cancel the Tender unilaterally.
- vii. Even though the bidder submitted above documents, they are subject to be disqualified, if they have :-
 - i. Made misleading or false representation in the forms, statements and attachments, submitted in proof of qualification requirements and/or
 - ii. Record of poor performance such as not properly completing the contract, inordinate delay in completion time, litigation history or financial failure etc.
- viii. Profit & Loss account of last 3 F.Y certified by CA.
- ix. MSME certificate (if any)
- x. Valid Trade license.
- xi. PF & ESI Registration certification and latest Challan.

04. General guidance for e-Tendering:

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

05. Registration of bidder:

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>.

06. Digital Signature certificate (DSC) :

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

The bidder can search and download NIT & Tender Documents electronically from the website mentioned in Clause 4 using the Digital Signature Certificate. This is the only mode of collection of Tender Documents.

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07. **Submission of Tenders:**

7.1 General process of submission

Tenders are to be submitted online through the website <https://wbtenders.gov.in>. All the documents uploaded by the Tender Inviting Authority form an integral part of the contract. Tenderers 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. Tenders are to be submitted in two folders - one is Technical Proposal and the other is Financial Proposal. The tenderer 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.

The bidder needs to download the Forms / Annexures, fill up the particulars in the designated Cell and upload the same in the designated location of Technical Bid. He needs to download the BOQ, fill up the rates of items in the BOQ in the designated Cell and upload the same in the designated location of Financial Bid.

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.

7.2 Technical Proposal

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

A. Folder Cover (My Document)

(a) To be submitted in "Annexures" folder

- i. Application for Tender (*Vide Annexure -I*)

(b) To be submitted in "NIT" folder

- i. Notice Inviting Tender (NIT)
- ii. Addendum/Corrigendum: if published.

(c) Company Details: Vide Annexure – I, Annexure – II and Annexure – III.

(d) Certificates:

- i. PAN Card details.
- ii. GSTIN registration certificate. Vendors have to furnish last two years GST Return.
- iii. Current Professional Tax Challan.
- iv. Self undertaking i.r.o. NO FIR against the vendor.
- v. Last 3 F.Y Financial Statements or turnover certificate (depicting last 3 FY turnover) duly certified by CA.
- vi. MSME certificate, if any.
- vii. Valid trade license.
- viii. PF & ESI Registration certification and latest Challan.

(e) Credential:

- i. Scan copies of documents in support of JOB CREDENTIALS in earlier occasions in Govt./Public sector/ reputed Institutions.

Note: Bidders are to keep track of all the Addendum/Corrigendum issued with a particular tender and upload all the above digitally signed along with the NIT. Tenders submitted without the Addendum/Corrigendum will be treated as informal and liable to be rejected.

Note : Failure of submission of any one of the above mentioned documents will render the tender liable to summary rejection.

7.3 Financial Proposal

The financial proposal should contain the following documents in one cover (folder).

Bill of Quantities (BOQ)

The bidder is to quote the rate online through computer in the space marked for quoting rate in the BOQ. (*Only downloaded copies of the above documents are to be uploaded, virus scanned and digitally signed by the bidder*).

8. **Conditional and incomplete tender:**

Conditional and incomplete tenders are liable to summary rejection.

9. **Validity of Tender and Offer:**

The offer against tender should remain valid for a minimum period of 120 days from the next day of opening of the tender.

The contract will be initially for a period of two years which may be extended for a further one year on the basis of satisfactory performance.

10. **Earnest Money Deposit (EMD) :**

- a) Amount of earnest money deposit shall be 2.5% (two and half percent) of the **estimated value specified in the NIT.**
- b) Tenderer shall not claim any interest on Earnest Money Deposit.
- c) Earnest money will be refunded as per of Terms & Conditions of the Tender NIT.
- d) Earnest Money submitted will be liable to forfeiture:
 - i. Revocation of Bid or alternation in quoted rates in Price Bid or any change in the terms and conditions of the bid after its opening without being asked by the Tender Inviting Authority.
 - ii. If the successful tenderers fail to accept Purchase Order issued within their offered validity period.
 - iii. For failure to submit specified Security Deposit within time limit indicated in the P.O.
 - iv. If any cartel is formed by the tenderer in their quotation.

11. **Opening and evaluation of tender:**

11.1 **Opening of Technical Proposal**

- i. Technical proposals will be opened by the Tender Inviting Authority or his authorised representative electronically from the website stated above, using their Digital Signature Certificate.
- ii. Technical proposals for those tenders whose EMD have been received or payment **successfully** received through Net- Banking & RTGS/NEFT as described before will **only** be opened. If the offer is submitted with **inadequate Earnest Money, the bid will not be opened.**
- iii. Intending tenderers may remain present if they so desire.
- iv. Cover (Folder) for documents will be opened first. If there is any deficiency in the documents, the tender will summarily be rejected.
- v. Decrypted (transformed into readable formats) documents of the Statutory and Non- statutory Covers will be downloaded for the purpose of evaluation.

11.2 **Techno-commercial Evaluation of Tender**

- i) While evaluation, the Tender Inviting Authority or his authorised representative may summon the tenderers and seek clarification / information or additional documents or original hard copy of any of the documents already submitted and if these cannot be produced within the stipulated timeframe, their proposals will be liable for rejection.
- ii) The summary list of tenderers, 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 tenderers.

11.3 **Opening and evaluation of Financial Proposal**

- i. Financial proposals of the tenderers declared techno-commercially eligible, will be opened electronically by the Tender Inviting Authority from the web portal stated above on the prescribed date.
- ii. The encrypted copies will be decrypted and the rates will be read out to the bidders remaining present at that time.
- iii. 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.
- iv. The Tender Accepting Authority may ask any of the tenderers to submit analysis to justify the rate quoted by that tenderer.
- v. Revision/withdrawal of Financial Proposal by the bidder after opening of Technical Proposal of the tender will not be allowed if it is not sought by the Tender Inviting Authority.

12. Acceptance of Tender

Lowest valid rate should normally be accepted. However, the Tender Accepting Authority does not bind himself to do so and reserves the right to reject any or all the tenders, without assigning any reason what so ever.

13. Purchase Order

WBSEDCL will communicate acceptance of tender to the successful bidder by a Purchase Order. The successful tenderer shall communicate the acceptance of the purchase order.

14. Concession

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

15. Holiday Listing

Holiday Listing will be applicable according to the "Holiday Listing" policies of the Revised Purchase Policy, which is posted in website of WBSEDCL (www.wbsedcl.in).

GENERAL CONDITIONS OF CONTRACT

1. QUALITY ASSUARANCE:

The supplier must ensure quality work at all times. The helpdesk should remain manned during the working hours on all working days, throughout the entire period of contract. Prompt replacement of personnel should be provided within 24 hours in case of absence of helpdesk personnel, without compromising the quality of work or interest of WBSEDCL.

Compliance of Statutory Provisions and timely payment to the deployed outsourced skilled personnel as per provisions of the Work order and in line with the notifications of Govt. of West Bengal as well as Govt. of India is to be treated as an essence of the contract.

2. PAYMENT TERMS:

Bills shall be submitted in triplicate. 100% payment along with 100% GST will be made within 45 days from the date of submission of bills along with:-

- a) Attendance sheet duly signed by the Nodal Officer of the respective office as well as the acquaintance roll duly signed by the supervising officer.
- b) All payments shall be made subject to of TDS (Tax deduction at Source) as per the income-Tax Act, 1961, as amended from time to time and any other taxes if applicable. GST (at present @ 18%) will be paid extra against submission of requisite documents.

3. PAYING AUTHORITY:

Addl. General Manager (F&A), Procurement and Contracts Department, WBSEDCL, Vidyut Bhavan (4th Floor), Kolkata- 700 091 will be the Paying Authority.

4. LEGAL JURISDICTION:

If any dispute or difference arises pertaining to this order or any other terms and conditions of the order including its execution, such dispute/difference shall be subject to settlement under the jurisdiction of Courts in Kolkata only.

5. FORCE MAJEURE:

The supplier shall be under no liability if he is prevented from carrying out any of his obligations by reason of war, invasion, act of foreign country, hostilities (whether war declared or not), riots, civil commotion, mutiny, insurrection, rebellion, revolution, accident, earthquake, fires, floods Govt. order and/or restrictions (except power supply restriction) delay or inability to obtain materials due to import or other statutory restriction and other cause beyond the reasonable control of the supplier. However, such force majeure circumstances are to be intimated immediately and to be established subsequently with proper documents/proofs to the entire satisfaction of the purchaser.

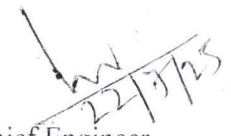
6. RISK PURCHASE:

In the event of not meeting contractual obligation, WBSEDCL reserves the right to procure or avail the service from an alternative source if the original service provider fails to meet the tender agreement.

7. CANCELLATION / TERMINATION OF ORDER (if placed):

Providing quality and continuous helpdesk services shall have to be treated as the essence of the contract. WBSEDCL reserves the right to repudiate the contract if the above term is not strictly adhered to. In the event of failure in completing the service, the P.O may be cancelled on submission of notice of 15 (fifteen) days in this regards and security deposit will be forfeited.




Chief Engineer
Procurement & Contract Department
WBSEDCL

ANNEXURE-I

APPLICATION FOR TENDER

To,
The Chief Engineer (Procurement & Contract),
West Bengal State Electricity Distribution Company Limited,
Vidyut BhaVan (4th Floor),
Bidhannagar, Block - DJ, Sector - II,
Kolkata-700 091.

Tender No:- P&C/Estb./e-tender/_____ dtd: _____

Dear Sir,

Having examined the Statutory, Non-statutory & NIT documents, I/we hereby like to state that I/we wilfully accept all your conditions unconditionally as per Tender No. stated above.

Dated this _____ day of _____ 20__

Full name of applicant: _____

Signature: _____

In the capacity of: _____

Duly authorized to sign bids

For & on behalf of (Name of Firm): _____
(In block capitals or typed)

Office address:
Telephone no(s) (office): _____

Mobile No: _____

Fax No: _____

E mail ID: _____

.....
SIGNATURE OF THE TENDERER WITH OFFICE SEAL.

ANNEXURE -II

DECLARATION SHEET

I.....

Certify that all the above typed in data and information pertaining to this specification are correct and are true representation of the materials covered by our formal proposal number dated. I hereby certify that I am duly authorised representative of the Firm/verifier whose name appears above my signature.

We also certify that:-

- a) We have never been issued notice for failure to submit deliverables and cancellation of Service Contract by any government and / or semi government entities/ any other organization.
- b) We have never been barred from engagement by any Government and / or semi government entities /any other organization.

Professional Agency's Name:

Authorised Representative's Signature:

Professional Agency's Intent: The Professional Firm hereby agrees to fully comply with the requirements and intent of this specification for the Price indicated.

.....

Authorized Representative's Signature

PROFORMA OF DECLARATION OF BLACK LISTING
HOLIDAY LISTING

In the case of a Proprietary Concern:

I hereby declare that neither I in my personal name or in the name of my Proprietary concern M/s..... which is submitting the application for enlistment nor any other concern in which I am proprietor nor any partnership firm in which I am involved as a managing Partner have been placed on black list or holiday list declared by WBSEDCL, WBSETCL or any central/ state power utility services, except as indicated below:

(Here give particulars of blacklisting or holiday listing and in absence thereof state "NIL")

In the case of a Partnership Firm:

We hereby declare that neither we, M/s..... submitting the application for enlistment nor any partner involved in the management of the said firm either in his individual capacity or as proprietor or managing partner of any firm or concern have or has been placed on black list or holiday list declared by WBSEDCL, WBSETCL or any central/ state power utility services except as indicated below:

(Here give particulars of blacklisting or holiday listing, and in absence thereof state "NIL")

In the case of a Company:

We hereby declare that we have not been placed on any holiday list or black list declared by WBSEDCL, WBSETCL or any central/ state power utility services, except as indicated below:

(Here give particulars of blacklisting or holiday listing, and in absence thereof state "NIL")

It is understood that if this declaration is found to be false in any particular WBSEDCL, WBSETCL or is Administrative Ministry, shall have the right to reject my/ our enlistment/ bid and if the bid has resulted in a contract, the contract is liable to be terminated.

Signature with date & seal of the Bidder

CERTIFICATE

(To be provided on letter head of the firm)

I hereby certify that the above institution / organisation is neither blacklisted by any Central / State Government / Public Undertaking / Institute nor is any criminal case registered / pending against the organisation / institution or its owner / partners anywhere in India.

I also certify that the above information is true and correct in any every respect and in any case at a later date it is found that any details provided above are incorrect, any contract given to the above firm may be summarily terminated and the firm blacklisted.

Date:

Place:

Bidder's Official Seal:

Authorized Signatory

Name:

• Designation:

Contact No.: