



WEST BENGAL STATE ELECTRICITY DISTRIBUTION COMPANY LIMITED

(A Government of West Bengal Enterprises)

DISTRIBUTION HEAD QUARTERS

1ST FLOOR, "D" BLOCK, BIDYUT BHAWAN, SALT LAKE, BLOCK: DJ, SECTOR-II, KOLKATA - 700 091

WBSEDCL

1st Extension of time

Subject : 1st Extension of Time for NIT no: WBSEDCL/ EDD/ NIT/ ZCC/ SILIGURI/ TENDER/ 2025/65E Dated: 10/12/2025

Name of work : "SELECTION OF SELECTED BIDDERS FOR PROVIDING SERVICES TO OPERATE ZONAL CALL CENTERS AT SILIGURI ZONE AND TO RUN VARIOUS CALL CENTRE RELATED PROCESSES THROUGH DEPLOYMENT OF SUITABLE MANPOWER AT RESPECTIVE CUSTOMER CARE CENTERS OF SILIGURI ZONE UNDER WBSEDCL FOR A INITIAL PERIOD OF 2(TWO) YEARS"

Ref : Tender Id no : 2025_WBSED_971747_1

Due to insufficiency of bids, the Key Dates of Bid activities as indicated in clause IB13 of Invitation for Bids vide NIT No:WBSEDCL/EDD/NIT/ZCC/ SILIGURI /TENDER/2025/65E Dt: 10/12/2025, is hereby modified as detailed below:

Key Dates:

Sl. No.	Activity	Date & Time
1.	Publishing Date	15/12/2025 at 11.00 Hrs
2.	Document Download start date	15/12/2025 at 12.00 Hrs
3.	Seek clarification start date	15/12/2025, 15:00 hrs.
4.	Seek clarification end date	17/12/2025, 15:00 hrs.
5.	Pre Bid Meeting date	18/12/2025, 12.00 hrs. at Conference room of Distribution H.Q
6.	Bid submission start date	24/12/2025 at 15.00 Hrs
7.	Bid submission end date	21/01/2026 at 13.00 Hrs
8.	Last date of physical submission of Bid Guarantee	21/01/2026 at 13.30 Hrs at 1 st Floor, D Block, Vidyut Bhawan, WBSEDCL.
9.	Technical Bid opening date	27/01/2026 at 12.00 Hrs at 1 st Floor, D Block, Vidyut Bhawan, WBSEDCL.
10.	Financial Bid opening date	To be notified later

All other terms and conditions of Invitation for Bids vide NIT No: WBSEDCL/ EDD/ NIT/ ZCC/ SILIGURI / TENDER/ 2025/65E Dated: 10/12/2025 shall remain unaltered.

(P. P. Dutta)

Executive Director (Distribution)