



BID DOCUMENT

FOR

Selection of service provider for providing services to operate Zonal Call Centre at Siliguri and to run various call centre related processes through deployment of suitable manpower at customer care centers and other field units under Siliguri Zone

NOTICE INVITING TENDER No: CED/ZCC/ 22-23/ SLGZ/26, Dated: 01/09/2022

WEST BENGAL STATE ELECTRICITY DISTRIBUTION COMPANY LIMITED

(A Government of West Bengal Enterprise)

VIDYUT BHAVAN, 1ST FLOOR 'D' BLOCK

SALT LAKE, BLOCK :DJ, SECTOR-II, KOLKATA-700091

CIN: U40109WB2007SGC113473

West Bengal State Electricity Distribution Company Limited

(A Government of West Bengal Enterprise)

Distribution Head Quarter : 1st Floor, 'D'- Block

Vidyut Bhavan: Bidhannagar : Kolkata -700 091

cedist@wbasedcl.in

CIN: U40109WB2007SGC113473

WBSEDCL, a Government of West Bengal Enterprise, invites Technical & Financial e-bids/proposals for providing services to operate Zonal Call Centre at Siliguri and to run various call centre related processes through deployment of suitable manpower at customer care centers and other field units under Siliguri Zone for a period of two (2) years from experienced & bonafide firms meeting minimum eligibility criteria as specified in the bid document.

Name of the Work :	Providing services to operate Zonal Call Centre at Siliguri and to run various call centre related processes through deployment of suitable manpower at customer care centers and other field units under Siliguri Zone for a period of two (2) years. Ref- CED/ZCC/ 22-23/ SLGZ/26, Dated: 01/09/2022
Estimated project Cost :	Rs. 9,10,86,383/-
Amount of Bid Guarantee to be deposited :	Rs. 22.77 Lakhs
Publishing date and time :	06/09/2022 at 11.00 Hrs
Document Download Start Date and Time :	06/09/2022 at 11.00 Hrs
Pre-Bid meeting	12/09/2022 at 11.00 Hrs at Conference Room , Distribution Head Quarter , Vidyut Bhaban, 1st Floor, "D" Block, Salt lake, Sector-II , Karunamoyee, Block-DJ, Kol-91.
Bid Submission Start date and Time :	16/09/2022 at 15.00 Hrs
Bid Submission End date and time	11/10/2022 at 15.00 Hrs
End date and time for physical submission of Bid Guarantee	12/10/2022, at 13.30 Hrs
Date of opening of Techno- Commercial Bid and Time and place :	14/10/2022 at 15.00 Hrs
Date and opening of Financial Bid :	Will be intimated later on to the Technically –Commercially Qualified bidders
Website for downloading Bid documents, corrigendum and addendum :	www.wbasedcl.in and www.wbtenders.gov.in
Validity of Bid :	180 (One hundred eighty) days from the date of opening of Techno Commercial Bid.

(S. Mukherjee)

Chief Engineer (Distribution)

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

Section: 1

Instruction to Bidder

West Bengal State Electricity Distribution Company Limited invites e-tender from bidders for providing services to operate its Zonal Call Center at Siliguri and to run various Call Center related business processes at Customer Care Centers and other units of WBSEDCL under Siliguri Zone through deployment of suitable manpower as per detailed 'Scope Of Work' given in this document.

Eligibility of Bidders:

Following are the credentials for eligibility of Bidders

IB.1 Bidder must have experience of running call center with call center related business process with minimum capacity of 75 personnel in total in a day (in any public or private enterprises including proficiency in consumer handling related software operation during last five years (continuously at least for one year) **prior to the date of floating of e-tender**. Copy of LOA /Order from the ordering authority and certificate of performance of completion or ongoing status from the ordering authority must be submitted as a proof. For the existing Bidders of WBSEDCL in this job, must submit satisfactory performance report from Zonal Managers. **Format of performance certificate is enclosed Annexure-IX.**

IB.2 Minimum average annual turnover should be **Rs. 2.73 Cr.** of the last three consecutive financial years. Audit report, (if the bidder is a company) or Tax audit report (if the bidder is not a company) for the year **FY 2019-2020, 2020-2021, 2021-2022 (and in case Audit report for 21-22 is not ready then FY 2018-2019, 2019-2020, 2020-2021)** should be submitted. However turnover of parent and / or Group Companies will not be considered to decide the eligibility. Minimum annual turnover of any bidder participating in more than one Zone bidding process, will be summation of requisite turnover of respective Zones applied for bidding process.

IB.3 **Bidder must submit following documents :**

1. Provident Fund registration certificate.
2. GST Registration Certificate. GSTIN must be active in between the tendering process. Tender shall be summarily rejected if GSTIN is found deactivated at the time of techno commercial evaluation.
3. PAN and proof of IT return for last three years.
4. Profession Tax registration certificate, if applicable.
5. ESI registration certificate. If not available the bidder must submit ESI Registration Certificate within one month from the date of LOA, if awarded
6. CIN no in case of company, else entity registration no
7. Labour License as per Contract Labour (Regulation and Abolition) Act.

The Bidders must submit details of their credentials as per Annexure-IV & V

IB.4 Self-declaration by any bidder, unless explicitly mentioned anywhere in this document, shall not be given any cognizance. No credential of the bidder shall be accepted by WBSEDCL until & unless those are authenticated with requisite supporting documents

IB.5 **No Consortium and / or Joint Venture /SUB-vendor shall be allowed.**

IB.6 Selected bidders won't be allowed to engage any SUB- vendor for execution of LOA (s).

- IB.7** List of supervising employees of Selected bidder (s) and their experience should be submitted towards successful managing similar business.
- IB.8** The Selected bidder shall have readiness of human resource so that they are available within shortest possible notice for either replacement and / or enhancement of existing manpower.
- IB.9** Personal security, accommodation, transportation etc. for their deployed manpower shall be responsibility of the successful bidder(s) at their own cost and risk. WBSEDCL shall have no obligation in this regard in any matter what so ever.
- IB.10** Bidder should not have been blacklisted from any Govt. organization across India in last three calendar years. Undertaking of authorised signatory of Bidders in the non-judicial stamp paper of Rs 10 with companies common seal.
- IB.11** Bidder must have their registered office in anywhere in India to cater to the operational need for running call center.
- IB.12** **Schedule of Dates for e-Tendering:**

Sl. No.	Activity	Date & Time
1	Publishing Date	06/09/2022 at 11.00 Hrs
2	Document Download start date	From 06/09/2022 at 11.00 Hrs
3	Seek clarification start date	From 06/09/2022 12:00 hrs
4	Seek clarification end date	Upto 09/09/2022 12:00 hrs
5	Date of Pre-bid Meeting	On 12/09/2022 at 11.00 Hrs in at Vidyut Bhawan
6	Bid submission start date	16/09/2022 from 15.00 Hrs
7	Bid submission end date	11/10/2022 upto 15.00 Hrs
8	Last date of physical submission of Bid Guarantee	12/10/2022 upto 13:30 hrs at this office at Manager (HR&A)/DHQ, 1st Floor, "B" Block.
9	Techno commercial Bid opening date	14/10/2022 at 15.00 HRs
10	Financial Bid opening date	To be intimated later

- IB.13** **Pre-Bid meeting:** Prospective bidders may attend a pre submission meeting on 12/09/2022 at 11: 00 hrs. In the Conference room, 1st floor, 'D' Block, Vidyut Bhawan, Kolkata -700091 for having any sort of clarification towards submission of tender. Interested bidders should intimate in writing to the undersigned or intimate through mail on any working day between 10:00 hrs to 17:00 hrs. (Except Saturday) as a prior intimation at least before two days prior to pre-bid meeting.
- IB.14** Any Changes in the Bid documents, if any, shall be made only through website i.e <https://wbtenders.gov.in> and www.wbsedcl.in. As such bidders are requested to go through the website for all updates and relevant information. No other mode of communication will be done in this respect.

IB.15 Receipt & Submission of Bid Document.

IB 15.1 Mode of Receipt from WBSEDCL :

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

IB.15.1.1 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. n-Code Solution, Safe script, 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.

IB.15.1.2 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".

IB.15.1.3 No Bid will be accepted, if it reaches through Post / Courier Service and/or any other means except electronically through <https://wbtenders.gov.in> and WBSEDCL shall no way take any responsibility in such situation.

IB 15.2 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.

IB.15.2.1 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>.

IB.15.2.2 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.15.2.3 The bidder can search and download NIT & Tender Documents electronically from the website mentioned in **www.wbtenders.gov.in** the Digital Signature Certificate. This is the only mode of collection of Tender Documents.

IB 16 Mandatory Condition: The bidder shall provide documentary evidence satisfactory & acceptable to establish that they have the requisite credential, capability and experience to handle the contract and meet requirements of all the Mandatory Conditions indicated in **ANNEXURE-IV & V.**

IB 17 Submission of Bid: Bids shall be submitted as under:

IB.17.1 Tenders are to be submitted online through the website <https://wbtenders.gov.in> only and no other mode of submission of bid will be accepted. 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.

IB.17.2 The bidder needs to download the Forms / Annexure, fill up the particulars in the designated Cell and upload the same in the designated location of Technical Bid.

IB.17.3 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.17.4 Technical Proposal:

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

IB.17.4.1 Folder-1 : NIT & any Corrigendum & Scanned copy of Bank Guarantee (BG) (ANNEXURE-VII) towards Bid Security as prescribed in NIT along with under takings (ANNEXURE-I & ANNEXURE-II) and also original Bid proposal (ANNEXURE -III) are to be submitted in details in folder-1.

IB.17.4.2 Folder-2: Credentials and documents in support of mandatory conditions as well as enclosed format vide ANNEXURE-IV and ANNEXURE-V must be filled & submitted in folder-2

IB.17.5 Financial Proposal:

The financial proposal should contain the following documents in one cover (folder) named as Financial Proposal Folder. A pro-forma is enclosed as Annexure-VI for reference; please do not quote in the pro-forma.

IB.17.6 Bill of Quantities (BOQ):

IB.17.6.1 The bidder is to quote the Price online through computer in the space marked for quoting Price in the BOQ for each respective zone.

IB 18 Bid Guarantee [Earnest money]:

- i. All bids must be accompanied with a refundable Bank Guarantee, as "Bid Security". The offer will not be accepted for evaluation, if the Bid Security as required, is not deposited.
- ii. The Bid Security is required to protect WBSEDCL against the risk of bidder's conduct, which would warrant the forfeiture of Bid Security deposit.
- iii. **Earnest Money Deposit (EMD):** The amount of Earnest Money Deposit (EMD) shall be deposit as prescribed in the NIT.

The bidder shall select the tender to bid and initiate payment of EMD.

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

a. **Net-banking** through Payment Gateway.

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

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.

- v. **Submission of EMD through BG:** For submission of EMD in the form of BG, bidders will have to opt for EMD Exemption in e-tender portal and upload scanned copy of BG in the EMD exemption

document upload section. Bank Guarantee (BG) should be drawn on any Scheduled Bank drawn as per the Proforma of Bank Guarantee for Earnest Money, given with this tender documents vide **Annexure-III** with initially valid for upto ninety (90) days from the due date of submission of tender and with claim period of another thirty (30) days, subject to further extension if required, in favour of West Bengal State Electricity Distribution Company Limited payable at Kolkata.

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

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

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

- vii. EMD amount can be paid either in online mode or submitted through Bank Guarantee (BG) in full. Partial payment through online mode and remaining submission through BG is not allowed.

IB 19 General Instructions for Online Payment:

- The bidder will have to mandatorily pay through Net-banking facility once Net-banking mode is opted for payment.
- Status of NEFT/RTGS payment through Challan for a bid may take time 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.
- 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.
- 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 20 Refund/Settlement of EMD Amount:

- For unsuccessful bidders EMD amount submitted against the tender shall be refunded automatically (except EMD submitted in the form of BG), through an automated process, by NIC portal on receipt of updated status of any bid.
- For successful bid(s), EMD will be refunded from WBSEDCL authority after completion of tendering process and following due procedures.
- The bank account used for payment of EMD by the bidders shall be maintained operative until the completion of tendering process. All refunds will be made mandatorily to the Bank A/c from which the payment of EMD has been initiated.

- For any queries related to payments and refunds, bidders will have to communicate with ICICI Customer Support, viz, 033-40267512/13 since payment gateway facility used by E-tender portal is maintained by ICICI.

Note: Successful bidder(s) shall have to mandatorily create Vendor code through WBSEDCL Bidder Corner, if not created earlier. This is an essential step for accounting of EMD in SAP ERP system.

IB 21 The Bid Security shall be made payable to WBSEDCL without any conditions, whatsoever.

IB 21.1 The amount of Bid Security shall be

SL No	Name of the Zone	Amount of bid guarantee (in Rs.)
1.	Siliguri	22.77 Lakhs

IB 21.2 No interest shall be payable by WBSEDCL on the above 'Bid Guarantee' deposit.

IB 21.3 The Bid Security deposit shall be forfeited by WBSEDCL in the following cases also:-

IB 21.3.1 If during the period of Bid validity, the bidder unilaterally withdraws or modifies its bid as a whole or in part.

IB 21.3.2 In case of successful bidder, if the bidder fails to accept the order unconditionally or fails to furnish the contract performance bank guarantee as per stipulation of bid documents.

IB 21.3.3 In case of formation of cartel.

IB 21.3.4 If the offer is submitted without or inadequate Earnest Money deposit, the bid will not be opened. In case of incomplete offer, the tender will be liable for rejection and Earnest Money Deposit will be forfeited.

IB 22 Language of Bid: All documents relating to this bid shall be in English language only.

IB 23 Currencies of Bid and Payment: All prices shall be quoted by the bidder in 'Indian Rupees' (INR) only. Payment is also to be made in INR only.

IB 24 Period of validity of Bid: The bid shall remain valid for a period of 180 (one hundred and eighty) days beyond the deadline date of bid submission. A bid, valid for a shorter period shall be rejected by WBSEDCL as non-responsive. Bidder shall have to agree to extend the bid validity beyond the above stipulated period, if WBSEDCL desires so.

IB 25 Late Bid:

Bid(s), if received after the expiry of the scheduled date & time for receiving the same, shall not be considered /accepted for evaluation.

IB 26 Withdrawal / Modification of bids :

The bidder may withdraw / modify his bid after submission prior to bid submission end date as prescribed in deadline for submission of bid at **IB12**.

Withdrawal / modification of a bid during the interval between the deadline for submission of bids and the expiry of the period of bid validity specified by the bidder shall result in forfeiture of the Bid Security deposit.

IB 27 Amendment/ Addendum of Bidding Documents:

IB.27.1 At any time, normally, prior to the dead line of submission of Bid, WBSEDCL may, for any reason, modify the bidding documents by issuing Addenda / Amendments.

IB.27.2 Any addendum thus issued shall be part of the bidding documents and bidder should follow the <https://wbtenders.gov.in>. However, if situation so warrants, such amendments may be made at any subsequent time also, prior to opening of the price bid. In that case, bidders will be given the scope to amend the price bid also.

IB.27.3 In case of issuing any addenda/addendum for modification of any documents of bid or extension of deadline of bid submission, the same notice will be hoisted in the **www.wbtenders.gov.in** or in the official website **www.wbsedcl.in** and no other mode of communication will be issued from WBSEDCL.

IB 28 **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 this action.

IB 29 **Reserve the Rights:**

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

IB.29.1 Amend the bidding requirements at any time prior to the closing date, with the amendment being no Extend the closing date for submission of the bid proposals notified to prospective bidders.

IB.29.2 Extend the closing date for submission of the bid proposals.

IB.29.3 Allow a bidder to change its Technical proposal if the same opportunity is given to all bidders.

IB.29.4 To accept any bid not necessarily the lowest, reject any bid without assigning any reasons and accept bid for all or anyone or more of the Kiosks for which bid has been invited.

IB.29.5 Terminate or abandon the bidding procedure or the entire project whether before or after the receipt of bid proposals.

IB.29.6 Seek the advice of external consultants to assist WBSEDCL in the evaluation or review of proposals.

IB.29.7 Make enquiries of any person, company or organization to ascertain information regarding the bidder and its proposal.

IB.29.8 Reproduce for the purposes of the procedure the whole or any portion of the proposal despite any copyright or other intellectual property right that may subsist in the proposal.

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

IB 30 **Opening of Bid:**

IB 30.1 Opening and evaluation of tender :

IB.30.1.1 Opening of Technical Proposal:

- i. 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.
- ii. Technical proposals for those tenders whose original copies of DD/BG towards tender fee & Bid Guarantee have been received will only be opened. Proposals corresponding to which original copy of DD/BG towards tender fee & EMD has not been received, will not be opened and will stand rejected.
- iii. Intending tenderers may remain present if they so desire only one person from each entities.
- iv. Technical proposal consisting **FOLDER-I and FOLDER-II** 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 technical proposal folder will be downloaded for the purpose of evaluation.
- vi. Bidders will be allowed to submit bid for maximum **two zones**. However, they have to submit cover/envelope for Bid specifying name of the zone as per above procedure. In case it is found that the bidder has quoted price for more than two zones then first two bid for first two zones will be considered for evaluation as per chronological order mentioned herein after and rest of the offer/offers will be rejected. Name of the Zones must be clearly mentioned in the bid proposal, annexed as Annexure-III.

- Chronological order to be maintained at the time of opening of bid

1st – Siliguri Zone

2nd – Berhampur Zone.

3rd- Midnapur Zone.

4th- Burdwan Zone

5th- Kolkata Zone

Eg:-1. Scenario 1- If Bidder has quoted for only one Zone like for Siliguri Zone Only- Techno-commercial bid will be processed in compliance with other formality as mentioned in IB 30.1.1.

2. Scenario 2- If Bidder has quoted for two zones like Siliguri and Berhampur- Techno-commercial bid will be processed in compliance with other formality as mentioned in IB 30.1.1.

3. Scenario 3- If Bidder has quoted for three Zones, like Siliguri and Berhampur, Midnapur Zone – Techno-Commercial Bid for first two will be processed in compliance with other formality as mentioned in IB 30.1.1, i.e. for Siliguri and Berhampur and Bid for Midnapur Zone will not be processed.

IB.30.1.2 Techno-commercial Evaluation of Tender

- While evaluation, the Tender Inviting Authority or his authorised representative may call 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.
- 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.

IB 30.2 Opening and evaluation of Financial Proposal

- 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.
- The encrypted copies will be decrypted and the rates will be read out to the bidders remaining present at that time.
- After opening of the financial proposal the preliminary summary result containing inter- alia, name of bidders and the rates quoted by them will be uploaded.
- The Tender Accepting Authority may ask any of the tenderers to submit analysis to justify the rate quoted by that tenderer.

IB 31 Authorisation of bidder-Written power of attorney, authorizing the signatory of the bid to be submitted to act on behalf of the bidder. Original power of attorney to be submitted at the time of

physical submission of cost of bid and bid guarantee.

- IB 32** 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.
- IB 33** 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.

IB 34 Rectifications of Errors:

IB.34.1 Arithmetical errors, if any, shall be rectified as follows:

- IB.34.1.1** If there is a discrepancy between the unit price and total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be accordingly corrected by WBSIEDCL.
- IB.34.1.2** If there is a discrepancy between words and figures, the amount in words shall prevail.
- IB.34.1.3** Bidder shall ensure that the prices furnished in BOQ is consistent with each other. In case of any inconsistency in the prices furnished in the specified BOQ, WBSIEDCL is entitled to consider the higher of the 'quoted' price and the 'corrected' price as resulting from aforementioned procedure for the purpose of evaluation of bid. For the purpose of award of contract the lower of the 'quoted' price and 'corrected' price will be considered

IB 35 Statutory Obligations:

- IB.35.1** The selected bidder must comply with all statutory obligations & provisions as per law of the land and as contained in relevant Acts like, Employees Compensation Act 1923, the Contract Labor (Regulation & Abolition) Act 1970, Employees Provident Funds and Miscellaneous Provisions Act 1952, Employees' State Insurance Act 1948, Payment of Wages Act 1936 etc, Maternity benefit Act 1961 and rules made there under for every Act.
- IB.35.2** The financial obligation(s) arising out of statutory obligations would be entirely on contractors account and WBSIEDCL will not be responsible on this score for any reason whatsoever. The register maintained by the successful bidder in this regard, shall be subject to scrutiny of WBSIEDCL, if WBSIEDCL desires so.
- IB.35.3** The selected bidder has to pay minimum wage in commensuration with notification of Labour Dept., Govt. of West Bengal, as modified time to time. In no case, the said wage can be divided into other component(s). PF @13%, ESI @ 3.25% and bonus @ 8.33% should be on the minimum wage as above or as notified by the Labour Dept., Govt. of West Bengal.
- IB.35.4** All deployed personnel would be eligible for one weekly off day and four holidays i.e, 26th January, 1st May, 15th August & 2nd October. Since the work at Customer Care Center as well as Call Centers at Zonal level cannot be left blank, selected bidders have to ensure additional manpower in 1:6 ratios for smooth running in consultation with the respective controlling officer. However Zone wise total manpower strength mentioned in the bid documents are inclusive of reliever. **The minimum rates of wages, as issued by the Labour Department, Govt. of West Bengal, include the wage for weekly off day. However employees are entitled for wage for four holidays.**
- IB.35.5 Employee State Insurance—** Selected bidder(s) have to comply all necessary formalities to extend ESI benefit among the manpower.
- IB.35.6** The successful bidders have to submit a list of deployed manpower of the respective Zonal Call Centre indicating Name, Father/Husband Name, Date of Birth, Communication Address, Qualification(s), Wage particulars including statutory deductions to the Nodal Officer within one month from the date of receipt of LOA / date of actual engagement.
- IB.35.7** The Bidder while submitting the bill must enclose Electronic Challan cum Receipts (ECR) and copy of paid challan of the respective bank as per Employees' Provident Fund Scheme, 1995,

and also remittance if once confirmation slip positively in token of proof towards payment of Provident Fund Contribution to the Provident Fund Authority in Provident Fund Code Number, as mentioned in the LOA.

IB.35.8 The Nodal Officer must ensure that employees as engaged by the Bidder are registered as per E.S.I. Act. The bidder is liable to enclose necessary paid Challan of the respective bank towards payment of E.S.I. Contribution to the respective E.S.I.

IB.35.9 All Selected bidders have to submit necessary Labour License in terms of Contract Labour (Regulation and abolition) Act 1970. The Zonal Manager of each Zone shall issue necessary Form V to the respective selected bidder for obtaining Labour License.

IB.35.10 Payment of wage should be made along with duly authenticated Wage Slip indicating Minimum wage, PF deductions, ESI (both employer & employees contribution) and any other payments/deductions, as per statute.

IB.35.11 Issuance of Appointment order to each employee is mandatory. A copy of each such Appointment Letter may be sent to the Nodal Officer of the Concerned Zone.

IB.35.12 Selected bidder must issue Photo Identity Card, as per prescribed pro forma to each employee

IB 36 **Award of Contract-** Order shall be placed on the successful lowest bidder. LOA should be issued by respective Zonal Manager.

IB 37 **Acceptance of Order:** The successful bidder shall submit written unconditional acceptance of order within 7 (seven) days from the date of issuance of the order.

IB 38 **Communication mode:**

The bidders, for communicating with WBSEDCL, for this job may use the following modes:

Fax- (033) 2359-7956, 2359-1918

Telephone – (033) 23197582/287/286

Email Id: cedwbsedcl@gmail.com/agmhr.distribution@gmail.com

Notwithstanding anything contained otherwise elsewhere in this document, all related subsequent correspondences from WBSEDCL to the bidders will be made through WBSEDCL's own website (www.wbsedcl.in) only, if not circulated otherwise.

IB 39 **Address of Tender Inviting authority- Chief Engineer (Distribution), WBSEDCL. 1st Floor, "D" Block, Vidyut Bhaban, Salt Lake, Karunamoyee, Kolkata-700091.**

Email- cedwbsedcl@gmail.com, CIN- U40109WB2007SGC113473.

IB 40 **Representative of bidders**

IB.40.1 The successful bidder is required to nominate one person other than Group Leader exclusively from commencement to completion as a 'Single Exclusive Contact Person', with whom WBSEDCL will interact on all matters related to the contract. His telephone number (with FAX) and Mobile number including contact address should be made available within a week from the date of acceptance of the order to the Concerned Zonal Manager, System Administrator and Station Manager. He shall mainly responsible for Human Resource related matters.

IB.40.2 The successful bidder has to specifically furnish to WBSEDCL, the name, designation, mobile no., residential phone no, e-mail address of their representative

IB 41 **Liaison Office:**

The successful bidder will have to open a site office in the respective Zone in a strategic location headed by a responsible person along with suitable manpower and with facilities of phone,

mobile & fax etc. This office need to address any query and correspondence made to the successful bidder from WBSEDCL regarding execution of the works under the scope of the order. This office must be made operational within one month from placement of the order and will operate during the entire contract period as per clause no: **GTC.18**. An under taking in this regard should be submitted in Rs. 10 non judicial stamp. Non-compliance may lead to termination of contract.

Section: 3

Scope of Work [SW]

SW.1. Task of deployed manpower (category-wise):

SW.1.1. The successful bidder will have to supply skilled manpower of specified qualification & quality for running and supervising the IT enabled & IVRS enabled Zonal Computer Center& Call Center and operating IT enabled systems at various field units of WBSEDCL.

SW.1.2. Category-wise Tasks are specified as under:

SW.1.2.1 Call Centre and Field Unit Operator (CFO):

To run IT enabled system at Zonal Call Centre / field units for:-

SW.1.2.1.1 Handling telephonic queries of WBSEDCL's prospective & existing and consumers in line with guide line stipulated by WBERC .

SW.1.2.1.2 Providing Information service to external & internal users of WBSEDCL including payment related issues.

SW.1.2.1.3 Managing & monitoring consumer complaints including payment related issues.

SW.1.2.1.4 Managing grievance procedure system at CCC including payment related grievance.

SW.1.2.1.5 Sharing of mobile number of the CFO for receiving OTP based authentication code for log in the system of the user.

SW.1.2.1.6 Generating & sending SMS to valued consumers

SW.1.2.1.7 Entering Load Shedding schedules related information, instantaneous 'System Outage' information etc.

SW.1.2.1.8 Making verbal communication to privileged & internal users

SW.1.2.1.9 Successful & faithful handing over of the system and task to the reliever etc .along with any other job related to successful Call Center Operation, as may be assigned by the System Administrator of the Zonal Call Center or Station Manager of the concerned CCC.

SW.1.2.1.10 Interaction with the consumers related matter including follow up of payment of the company or any other business related interfacing with the consumer.

SW.1.2.1.11 Requisite Credentials: At least 12th standard/ diploma (3 years course) holder in any field. Enough knowledge in handling windows OS office automation application packages and internet explorer. Certificate from intuition duly recognized by AICTE/ WBCTE is to be furnished. Minimum medical standard required for call centre. All the operator must be efficient in reading and writing skills Bengali and English and fluency in speaking Bengali. 10% of the operators must be fluent both Hindi and English.

SW.1.2.2 Group Leader (GL):

To run, monitor & maintain IT enabled system and to supervise Operators at Zonal Call Centre for:-

SW.1.2.2.1 Efficient call management & handling

SW.1.2.2.2 Preparation of standard & customized reports

SW.1.2.2.3 Liaison with field units regarding generation, entry and trafficking of data

SW.1.2.2.4 Controlling callers' queue

SW.1.2.2.5 Assigning jobs to operators

SW.1.2.2.6 Monitoring, supervising & reporting on CFO posted at Call Centre.

- SW.1.2.2.7** Regular monitoring with the CFO attached to Customer Care Centres on day to basis in respect of Service connection of prospective & existing consumers.
- SW.1.2.2.8** Tit-bit troubleshooting and operating Automatic Call Distributor (ACD) & Exchange, Operators' PC & peripherals etc.
- SW.1.2.2.9** Reporting to Process Manager & System Administrator about system health etc. [along with any other job related to successful Call Centre Operation.
- SW.1.2.2.10** GLs have to upgrade themselves with new models and train the CFOs of ZCCs and CCCs to support the system activities. A feedback information regarding training is to be confirmed to the system administrator of ZCC within 30 days from the date of implementation of the module through PM.
- SW.1.2.2.11** He will have to be very conversant with WBERC rule and must update himself with changes of WBERC guide line.
- SW.1.2.2.12** **Requisite Credentials:** Graduate in any stream/ diploma (3 years course) holder in any field. Enough knowledge in handling windows OS office automation application packages and internet explorer working knowledge in hardware and communication area. Certificate from intuition duly recognized by AICTE /WBCTE is to be furnished. Must have reading, writing and speaking skills Bengali and English and must have capabilities to communicate to the operators in regional language as well. At least 1years experience in IT field preferably in call center operation.
- SW.1.2.3** **Process Manager (PM):**
- SW.1.2.3.1** To assist System Administrator in all matters, related to Data Warehouse and Call Center operation and maintenance during normal working hours and to oversee and monitor the jobs of CFOs & Group Leaders etc. along with any other job related to successful Call Center Operation.
- SW.1.2.3.2** To look after the Zonal Data Warehouse & Call Center in absence of System Administrator in case of emergency situation.
- SW.1.2.3.3** Liaison with GL & CFO attached to Call Centre and Customer Care Centers on day to day basis. In case of any irregularity, he will intimate in writing / verbally to the System Administrator.
- SW.1.2.3.4** Monitors calls and communication, soft skills, process and compliance parameters. Provide coaching and feedback to enhance GL's and operator's performance. Analyzed Audit data, compliance. Communication & process related data. Prepare & Implement action plans. Analyzed the coaching/ training needs of the agents & support them in delivery. Participate in calibrations to ensure consistent scoring & feedback delivery approach. Keep the agents updated on new process changes/ updates, improvement initiatives. Conduct Compliance, Communication & Process Awareness sessions for new hires. Support floor Training Initiatives. Develop Action plans and report out the improvement process in business reviews. Plan & run campaigns to drive Awareness/ Improvements on Compliance, Communication & Process.
- SW.1.2.3.5** Process Manager (PM) has to upgrade himself with new models and train the GLs under his control to support the system activities. A feedback information regarding training are to be confirmed to the system administrator of ZCC.
- SW.1.2.3.6** He will have to be very conversant with WBERC rule and must update himself with changes of WBERC guide line.
- SW.1.2.3.7** **Requisite Credentials:** Graduate in any stream/ diploma (3 years course) holder in any field. At least DCA or equivalent with enough knowledge in RDBMS, OS (like Linux and Windows) and networking certificate from intuition duly recognized by AICTE/ WBCTE is to be furnished. At least 1 year experience in IT field, preferably in call centre or data ware house operation
- SW1.2.4** Regular Evaluation of performance CFO/GL /PM need to be assed and report must be submitted

to the nodal officer.

- SW1.2.5** Since all the ZCC are operational, normally no new manpower is/are required, but if any new manpower in any specified category is required, Selected bidder shall impart training at his own cost & initiative. The person must get hands-on training in similar field unit of WBSEDCL for three days and, will be deployed, if the System Administrator, Zonal Computer Center, certifies his/her aptitude as satisfactory.
- SW1.2.6** Geographical coverage of call attendance by CFO posted at ZCC or in the field units: The CFO, posted at ZCC or in the field unit, has to attend telephonic calls of existing and prospective consumers from anywhere irrespective of any geographical barrier.
- SW1.2.7** IVRS is already under operation, hence a sizable portion of telephonic query will be answered via IVRS system, without reaching to the CFO.

SW 2 Standard of performance:

Essence-The essence of framing of SOP is to run Zonal Call Center efficiently for extending best customer support regarding lodging their complaint and taking best effort to percolate the complaint upto CCC level to resolve the complaint with quickest possible time for giving highest customer satisfaction.

KPA (Key performance Areas)-To understand the entire dynamics of the performance of the Zonal Call Centers the following KPA(key Performance Areas) has been fixed.

- Call opening
- Call closing
- Verbal contact
- Process compliance.
- Conducting refresher training periodically for giving better awareness about the system changes and technology changes.

The following Standard of performances for the KPAs are framed for ensuring better customer satisfaction and quick disposal of grievances.

1. KPA - Call opening	
Objective	Welcome the existing and potential consumers of WBSEDCL
Definition	At the beginning of the conversation with the customer it is very much necessary to welcome the customer disclosing the identity of the licensee and brief about the benefit available in this system
SOP	• Greeted customer, stated WBSEDCL name, started in a positive voice. • Introduced self (first name) • Ask caller's name (first and last name) • Ask caller the required verification question (if any) • Ask caller the purpose of the call
2. KPA - Call closing	
Objective	Proper call conclusion to assure 100% customer satisfaction with the support received from WBSEDCL.
Definition	At the end of the call it is very much important register the consumer grievances properly which will ultimately flow to the respective end for final closure or redressal of grievances and ensure that the consumer must cherish a good image of WBSEDCL for a prolong time with effect from immediate conclusion of conversation.

SOP	• Give Docket number(Where ever applicable) • Thanked the caller for calling • Waited for caller to hang up and appropriately closed the call • Proper recording of grievances in the CRM or ensure convey the grievances to the respective end.
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3. KPA - Verbal Contact

Objective	To measure the quality of calls being handled by the CFOs. WBSEDCL wants to ensure that certain standards be adhered to during the calls and quality of information provided, diction, language, politeness etc.
Definition	The entrusted person should have proper soft skill of communication along with proper listening skill and should be very much focused on the issue to ensure dissemination of actual information to the consumer and passes the grievances to the respective end accurately for quick redressal or closure.
SOP	• Focused on the problem and use language and question pertaining to the issue. • Demonstrated active listening skills • Used confidence and empathy wordings to the consumer. • Grave apology/ reassurance/ appropriate response • Upheld WBSEDCL's positive image

4. KPA - Process compliance

Objective	To ensure that the set of standard at work place are properly maintained without any deviation.
Definition	For better out come and maintenance of a sustained efficiency level work place should be very much disciplined and congenial.
SOP	• Span of unready state of the system should not be more than total recess time allowable in a month. • Working environment maintained at ZCC should be very congenial in nature and any abnormal situation will invite strict administrative action against the delinquent personnel.

5.KPA-Conducting refresher training among the ZCC personnel periodically

Objective	• Making the CFO's aware of proper behavioral pattern and soft skill for dealing with customer. • Making the CFOs aware about the major procedure of WBERC.
Definition	Conducting soft skill and behavioural training along with major changes in the connection/compliant management and different online services provided by WBSEDCL.
SOP	Quarterly orientation training programme to be arranged among the CFOs, GL & PM.

Section: 4

General Information, Terms & Conditions

GTC.1. General Information:

- GTC.1.1.** No Selected bidders are allowed to engage any sub-Bidder for execution of contract agreement
- GTC.1.2.** Bidder shall ensure that all CFO/GL/PM deployed at Customer Care Centers and Call Centers at Zonal level possess good communication skill, voice & mannerism etc. along with requisite educational qualification. WBSEDCL shall have the right to ask for replacement of any personnel if found unsuitable at any stage of deployment.
- GTC.1.3.** The bidder should reshuffle at the interval of every six months the deployed CFOs at Call Centers at Zonal level periodically as per instruction of nodal officer as per the feedback received from System Administrator and Station Manager.
- GTC.1.4.** The CFOs and GL s would be under the supervisory control of the GL and PM respectively.
- GTC.1.5.** All the PM / GL / CFO shall be under the administrative & technical control of the respective System administrator and / or Station Manager depending upon the place of posting.
- GTC.1.6.** Notwithstanding anything contained elsewhere, all persons are required to perform any type of job as required for smooth functioning of Customer Care Center / Call Centers at Zonal level that may be assigned to them by concerned WBSEDCL personnel.
- GTC.1.7.** Decision of WBSEDCL on all matters shall be final & binding on the service (providers).
- GTC.1.8.** Any changes in any document, if any, shall be made only through Website. As such participating bidders are requested to go through the WBSEDCL website for all updates and relevant information.
- GTC.1.9.** The Bid submitted by the Bidder shall become the property of WBSEDCL.
- GTC.1.10.** Personal security, accommodation, transportation etc. for their deployed manpower shall be responsibility of the successful bidder(s) at their own cost and risk. WBSEDCL shall have no obligation in this regard in any matter whatsoever.
- GTC.1.11.** The selected bidder shall have readiness of Human Resource (HR) so that they are available within shortest possible notice for either replacement and/or enhancement of existing manpower.
- GTC.1.12.** The documents regarding basic educational qualification, computer literacy, medical standard and communication skill of the supplied HR as listed afterwards has to be produced duly
- GTC.1.13.** WBSEDCL shall have its full right to terminate the order any time due to non-satisfactory performance of the bidder. WBSEDCL would review the performance of the bidder on quarterly basis, after due consultation with the implementation bidder.

GTC.2. Category of requisite manpower:

GTC.2.1. Call Center & Field Unit Operator [CFO]

GTC.2.2. Group Leader [GL]

GTC.2.3. Process Manager [PM]

GTC.3. Duty Hours:

The Zonal Call Center will operate in 24x7 modes.

GTC.4. Duration of duty:

8 Hours including recess of 30 minutes

GTC.5. Category-wise schedule of Working Hour:

Category	Working Unit	Duty Hours
Call Center& Field Unit Operator [CFO]	Zonal Call Center	Three Shifts(6AM to 2PM/2PM to 10 PM/10 PM to 6 AM)
	Customer Care Center with night service facility	Three Shifts(6AM to 2PM/2PM to 10 PM/10 PM to 6 AM)
	Customer Care Center without night service facility	Two Shifts(6AM to 2PM/2PM to 10 PM)
	Any other units	As decided by Controlling Officer
Group Leader [GL]	Zonal Call Center	Three Shifts(6AM to 2PM/2PM to 10 PM/10 PM to 6 AM)
Process Manager[PM]	Zonal Data Warehouse & Call Center	General Shift(10 AM to 6 PM)

GTC.6. Existing manpower at ZCCs and other field units :

GTC.6.1 Zone-wise manpower:

Zone	Probable locations	No. of manpower **
Siliguri	Call Center at Siliguri Town and all Customer Care Centers under the Zone inclusive of four GL and one PM.	272

** Figures are illustrative and not exhaustive.

GTC.6.2. The number of Group Leader per shift should be one. However considering the weekly off day, the total number of GL per Zonal Call Centre will be FOUR.

GTC.6.3. The requirements are likely to undergo change both in shift timings & no. of deployed personnel per shift as per the actual traffic, spread of coverage & business requirements of WBSEDCL at the time of operations

GTC.6.4. Depending upon the business requirements, if any increase or reduction is necessitated, the same shall be communicated to the successful bidder which will be complied within stipulated time mentioned elsewhere in this contract.

GTC.6.5. The successful bidder shall augment the requirement as per the short term and long term requirements of WBSEDCL, over and above the requirements mentioned above.

GTC.6.6. The short-term requirements shall imply augmentation of personnel for not more than one week. The long-term requirements shall imply augmentation of personnel for not less than one month.

GTC.7. Price:

GTC.7.1. Rate shall be quoted in the format given in 'BOQ' only, attached with this bid document in the financial folder. A price bid sheet is annexed herewith as annexure- VI with detailed breakup as replica. Intending Bidder will quote only profit percentage on total unit price (marked as A) in the BOQ only for each Zone separately upto maximum two zones.

GTC.7.2. Incomplete or partial quotation will not be accepted.

GTC.7.3. All prices shall be given item wise in Indian Rupee, although evaluation will be made on total price of all items.

GTC.7.4. The constant factors of the Quoted Price should be Wage which should not be less than the Minimum Wage (as per notification of the Labour Department, Govt. of West Bengal time to time), Provident Fund @ 13% of M.W., ESI/ MediClaim @ 3.25% of M.W., and Bonus @ 8.33% of M.W., Minimum wage cannot be divided in to any component(s).

GTC.7.5 Minimum wage of CFO, GL and PM shall be at par with the minimum wage published by the Labour Department, Govt. of West Bengal, as issued time to time and categorized as follows:

1. CFO – Wage of Skilled employee
2. GL – Wage of Highly Skilled employee
3. PM – Wage of Highly Skilled employee plus 10% of Minimum Wage as Special allowance (however for the purpose of calculation / deduction of P.F./ESI/Bonus, this special allowance shall not be taken into account.)

GTC.7.6. Quoted rate should be exclusive of GST. GST shall be allowable over and above of quoted rate at prevailing rate in force.

GTC.8. Price Variation:

The price shall vary on the basis of increase or decrease of minimum wage as per notification of the Labour Department of Govt. of West Bengal as normally issued during January and July of each year.

GTC.9. Extension of Scope of Work

In case WBSEDCL desires to extend the Scope of Work in terms of manpower requirement in various category of service mentioned in the order to be placed on successful bidder, the contractor, during the contract period will receive the requisition and will be liable to arrange deployment of suitable manpower from the starting of the next month. However, the contractor will be given at least 7 (seven) working days for the new deployment.

GTC.10. Replacement of deployed manpower:

GTC.10.1. In case, any deployed employee(s) of the selected bidder engaged in execution of order remains absent or leaves his/her job or WBSEDCL wants the contractor to replace any person because of non-satisfactory performance, the contractor will have to arrange un-interrupted service using at least his existing deployed manpower of equivalent credential.

GTC.10.2. Any replacement must be made within three (3) days from the date, WBSEDCL formally intimates the Bidder to do the same.

Failure to comply with this condition will attract Liquidated Damage as per the relevant clause under this document.

GTC.11. Performance Evaluation:

GTC.11.1. The performance of the successful bidder will be measured on the basis of Standard of Performance(SOP) clauses.

GTC.11.2. Release of Performance Bank Guarantee and renewal of contract will be dependent on certification of satisfactory performance by concerned supervising officers.

GTC.12. Performance Bank Guarantee:

- GTC.12.1** Performance Guarantee: As contract security, the successful bidder has to furnish a performance Guarantee in the form of Bank Guarantee on non-judicial stamp paper of Rs.100/- by any Schedule Bank in India, as per format enclosed (ANNEXURE- VIII) @ 10% of Contract Value to the respective Zonal Manager.
- GTC.12.2** However the amount of Performance Bank Guarantee shall be reassessed on completion of one year of service by the Controlling Officer / Ordering Authority.
- GTC.12.3** Performance Guarantee in no other form will be accepted.
- GTC.12.4** Contract Performance Guarantee will not carry any interest.
- GTC.12.5** The Performance Guarantee is to be submitted within fifteen (15) days from the date of issue of the order and Validity of BG will be for **2 (Two) years** from the date of placement of LOA with a claim period of further ninety (90) days beyond the date of validity.
- GTC.12.6** In case the contract is renewed, the successful bidder has to extend the validity of the Performance Guarantee for a further period of ninety (90) days beyond the renewed contract Period with a claim period of further ninety (90) days beyond the date of validity.
- GTC.12.7** The proceeds of the Performance Guarantee shall be payable to WBSEDCL as compensation for any loss resulting from the failure on the successful bidder's part to fulfil its obligations under the order or if 'Liquidated Damage' is levied on the successful bidder.

GTC.13 Settlement of Dispute:

- GTC.13.1** In case of any dispute arising out of the contract, the same shall normally be settled through meeting between WBSEDCL and the contracting agency at the appropriate level.
- GTC.13.2** Any dispute arising out of or in connection with the contract shall, to the extent possible, be settled amicably between the parties.
- GTC.13.3** If the disputes will remain unresolved it is to be subject to redressal through competent civil court under the jurisdiction of High Court, Calcutta only or its subordinate court having competent jurisdiction.

GTC.14 Legal Jurisdiction:

During execution of this job, if any dispute arises thereby, the necessary legal affairs and / or court case shall be exclusively within the jurisdiction of High Court, Calcutta only.

GTC.15. Force Majeure:

The successful bidder shall have no liability if prevented from carrying out obligations under this order by reasons of war, invasion, foreign hostilities, war declared, riot, civil commotion, mutiny, fire, Govt. orders and/or restrictions or any other cause beyond the reasonable control of the successful bidder. However, such force-majeure circumstances are to be intimated immediately and to be established subsequently with appropriate documents/proofs to the entire satisfaction of WBSEDCL.

GTC.16. Terms of payment:

- GTC.16.1.1** The 100% payments shall be made on a monthly basis from the Zonal Manager, subject to submission of the invoice in triplicate with break up details of statutory levies along with the following documents:
- GTC.16.1.2** The Certificate of Service provided, duly indicating the man-hours serviced (less deduction, if any for deficiency in service) duly signed by supervising officer & counter-signed by the System-In-Charge, Zonal Computer Center.

GTC.16.1.3 The GST Registration No along with SAC number shall be submitted along with the 1st bill and the proof of PF & ESI contributed/ paid by the successful bidder shall be submitted along with the bill from the 2nd month's bill onwards.

GTC.16.1.4 The attested copy of the consolidated salary statement of CFO, GL, PM issued by the successful bidder for the previous month.

GTC 16.1.5 The Nodal Officer must verify the documents related to wages, PF, Bonus & ESI including any obligations

GTC.16.2. The Paying Authority, however, reserves the right to call for proof of actual payment of GST to the concerned authorities. Whenever such information is sought for, the successful bidder shall give a satisfactory reply within one month. Failure to give satisfactory reply shall result in with holding of future payment of GST to the firm.

GTC.16.3. Payment shall be released within 30 days from the date of receipt of invoices, complete in all respect, along with the requisite document(s).

GTC.17. Confidentiality:

GTC.17.1. The successful bidder shall maintain full confidentiality of the data which is handled by them. Under no circumstances the successful bidder shall divulge/ reveal/ share/ download/ transfer to network such data for the purpose other than the assigned job for WBSEDCL.

GTC.17.2. Electronic soft copy of any data or documents etc. shall not be taken outside the premises of WBSEDCL Call Centre in any media, like CD & DVD, Pen drive, DATA, Cartridge tape, floppy disc etc. The successful bidder will not be allowed to make soft copies beyond the required no.

GTC.17.3. Any violation of this confidentiality clause may attract any or all of the penal actions as detailed bellow: -

- i. Instant termination of the contract
- ii. Levying penal measures as deemed fit (to be realized from any pending bills or from Performance BG)
- iii. Blacklisting of the contractor at least for 5 years
- iv. Appropriate legal action as deemed fit
- v. Debarring from participating in subsequent tenders floated by WBSEDCL for further period of two years or more.
- vi. Engaging other agencies to carry out the remaining work with the condition that the cost of such work will be borne by the defaulting bidder.

GTC.18. Contract Period:

The contract will remain valid for a period of 01.05.2023 to 30.04.2025. WBSEDCL, at its sole desecration, can renew the contract for further One (1) year after expiry of contract period after assessing performance of the successful bidder as per rates, terms & conditions of the original LOA.

GTC 19. Penal measures for non-compliance of Standard of performance (SOP) as per clause SW2.

- For KPA1, KPA2 and KPA3 a Graded Scale of Performance Evaluation System (GSPES) has been developed and penalty will be imposed for failure to achieve a certain score of the scale applicable penalty in this regard is appended as below. The detail "GSPES" is annexed herewith as Annexure-A.

Score achieved	Liquidated Damage imposed
• 90% or above	• Nil

• <90% to 85% • <85% to 80% • <80% to 75% • Less than 75%	• .5% of monthly invoice value. • 1% of monthly invoice value • 1.5% of monthly invoice value • 2% of monthly invoice value
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- Applicable penalty for KPA-4 & KPA-5 non adherence SOP is appended below.

SL No	KPA	Applicable penalty
1	Process compliance	✓ Penalty will be levied @ .5% of monthly contract value in case total monthly system unready exceed the total recess time allowable for a month. However the unready state due to unavoidable circumstances will be waived from the total unready time. ✓ For any man hour loss between working hours will attract penalty of two times of per day minimum wages of the respective category of manning per 8 man hour loss or on pro rata basis.
2	Conducting refresher training among the ZCC personnel periodically	✓ Non-conducting of refresher training on quarterly basis to the ZCC personnel will invite deduction of penalty @ .25% average monthly contract value of last three months.

N:B.

- ❖ Minimum 100 calls to be checked as sample across the month for evaluation of performance.
- ❖ The maximum ceiling of penalty will be 10% of total monthly invoice value.
- ❖ However the Zonal Manager may waive the penalty at his discretion on the basis of valid ground on case to case basis.
- ❖ ZCC administrator of the respective Zone will jointly coordinate to evaluate the compliance level of SOP and determined the penalty amount subsequently.

GTC.20 Risk purchase:

If the successful bidder fails to execute the contract up to the satisfaction of WBSEDCL, as laid down in this contract, WBSEDCL shall be entitled to get the job executed engaging any other on the account and at the risk of the successful bidder or to cancel the contract and the successful bidder shall be liable to compensate for any loss/damage which WBSEDCL may sustain by reason of such failure on their part.

GTC.21. Termination of Contract:

WBSEDCL reserve the right to terminate in case the agency failed to submit unconditional acceptance of LOA or for non-submission of performance BG as per clause the contract or for failure to maintain desired level of performance or reasons for non-compliance of stipulated activities defined within the tenure of contract for different clauses under this contract. In such an event, WBSEDCL, shall give the bidder thirty (30) days' notice in writing of his decision to do so.

GTC.22. WBSEDCL Personnel:

GTC. 23.1 Supervising officer:

GTC 23.1.1. For Customer Care Center: The Station Manager of respective Customer Care Center.

GTC .23.1.2.For Zonal Call Center: The system administrator of Siliguri ZCC.

GTC 23.1.3.For any other office(s): The Zonal Manager shall intimate the name of supervising officer accordingly.

GTC 23.2.**Controlling Officer:**The Zonal Manager, Siliguri Zone.

GTC 23.3.**Paying authority:** The Sr. Manager (F&A)/Manager (F&A) as case may be of Siliguri Zone.

GTC 23.4.**Nodal Officer:** The Sr. Manager(HR&A) of Siliguri Zone.


(S. Mukherjee)

Chief Engineer, Distribution
WBSEDCL

List of Annexure

- Annexure-A- Graded Scale for Performance evaluation System(GSPES) as per GTC 19
- Annexure-I- Pro-forma for undertaking to be submitted by the bidder
- Annexure-II- Format of Letter for submission of Bid
- Annexure-III- Bid proposal.
- Annexure-IV&V- Mandatory.
- Annexure-VI- Sample BOQ format.
- Annexure- VII- Format of Bid guarantee.
- Annexure- VIII- Pro-forma for bank guarantee for contract performance
- Annexure-IX- Format of performance certificate.

Annexure-A

Name of the ZCC

Graded Scale of Performance Evaluation System(GSPES)

Name of the Agency-

Rating Scale- 1 to 5(5-Execllant, 4-Good, 3- Satisfactory, 2- Poor, 1- very poor)

SL No	Parameter	Rating				
A	Call Opening	5	4	3	2	1

The rating on parameter to be given on the basis of following SOP

Greeted customer, stated WBSEDCL name, started call with a positive voice, Introduced self (first name),Ask caller's name (first and last name), Ask caller the required verification question (if any), Asked caller the purpose of the call.

B	Call Closing	5	4	3	2	1
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The rating on parameter to be given on the basis of following SOP

Gave Docket number(Where ever applicable),Thanked the a caller for calling, Waited for caller to hang up and appropriately closed the call, Captured accurate notes in the CRM.

C	Verbal Contact	5	4	3	2	1
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Focused on the problem and use language and question pertaining to the issue, Demonstrated active listening skills, Used confidence and empathy wordings to the consumer, Grave apology/ reassurance/ appropriate response, Upheld WBSEDCL's positive image.

Eg : Suppose score achieved in different parameter are as follows , A-5, B-5, C-4 , i,e total score is $(5+5+4)= 14$. That is score is 14 out of total score 15 i.e in % it will be $(14/15) \times 100$ i.e 93.33 %.

Sample size of call recording to be cheeked per month to arrive the rating scale will be 100 and scale of rating will be defined as follows

SL No	Slab	Rating scale
1	<95	5
2	Between 95 to 85	4
3	Between 85 to 80	3
4	Between 80 to 70	2
5	Below 70	1

1. Performance to be given by the ZCC administrator of the concerned Zone and SrManager(HR&A) of the concerned Zone.

2. Sample of 100 recorded call to be verified across the respective month on random basis.

Annexure I

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 of the Tenderer

Dated-----

Annexure-II

Format of Letter for submission of Bid

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

To
The Chief Engineer (Distribution),
Distribution Head Quarters,
West Bengal State Electricity Distribution Company Limited,
1st Floor, Block'D', Vidyut Bhavan.,
Bidhannagar, Kolkata- 700 091.

Sub: Letter for submission 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 Bid Guarantee and cost of bid, Power of attorney & Undertaking being submitted by us in hard copies, which have been furnished on-line also.

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

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

Thanking you,

Yours faithfully,

Annexure-III

WEST BENGAL STATE ELECTRICITY DISTRIBUTION COMPANY LTD.
Distribution Head Quarter: , 1st Floor: D Block
Vidyut Bhawan: Kolkata 700091
CIN- U40109WB2007SGC113473

Dated: 01/09/2022

e-Tender Notice No: CED/ZCC/ 22-23/ SLGZ/26,

BID PROPOSAL

From :

Bidder's Name and Address :
Contact person :
Designation :
Telephone No. - (L/L & mobile) :
Fax :
Email Id :
Tender Reference :

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

Sub. : Invitation to bid for providing service to operate its Zonal Call Center at..... and to run various call center related business processes at Customer Care Centre and other units of WBSEDCL underZone through deployment of suitable manpower.

Dear Sir,

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

(v) PRICES AND VALIDITY :

- 2.1 All prices and other terms and conditions of this proposal are valid for a period of 180 (one hundred eighty) days from the date of opening of techno commercial bid. We further declare that prices stated in our proposal are in accordance with your bidding and prices are firm.
2.2 We confirm that our bid prices include all other taxes(except GST) and duties and levies applicable on bought out components, materials, equipment and other items and confirm that any such taxes, duties and levies additionally payable shall be to our account.

(vi) BID GUARANTEE :

We have enclosed a Bid Guarantee forZone in the form of Bank Guarantee fromdrawn in favour of WBSEDCL for an amount of Rs..... & valid upto.....

(vii) DEVIATIONS :

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

(viii) WORK SCHEDULE :

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

(ix) CONTRACT PERFORMANCE GUARANTEE :

We further agree that if our proposal is accepted, we shall provide a Contract Performance Guarantee of value, equivalent to 10% of contract value as stipulated in Bid document in the form of Bank Guarantee in your favour within stipulated time as mentioned in bid from the date of placement of Letter of Award.

Dated.....this.....day of.....202..

Thanking you, we remain,

Yours faithfully,

Date _____

Place _____

(Signature) _____

(Printed Name) _____

(Designation) _____

(Common Seal) _____

Business Address:

Name & Address of Authorized Signatory:

Annexure-IV**Mandatory Condition**

Sl No.	Requisite Credential	Requisite Supporting document	Submitted Yes/No
1	Average Annual Turnover for each of last three financial i.e for Average annual Turn Over for each of last three financial i.e for year FY 2019-2020, 2020-2021, 2021-2022 (and in case Audit report for 21-22 is not ready then FY 2018-2019, 2019-2020, 2020-2021) as a proof of eligibility criteria as per IB-2 as a proof of eligibility criteria as per IB-2	Provide copy of Audit Report in case of a Company registered under Companies Act 2013 or Tax Audit Report for bidders other than Company.	
2	Bidder should not have been blacklisted from any Govt. organization across India in last three calendar years	Undertaking of authorize signatory of Bidders in the non-judicial stamp paper of Rs 10	
3	Must Comply with all statutory obligations.	Provide the following required nos. in a separate sheet (as per Annexure-V) duly attested with following supporting documents. 1. Provident Fund registration certificate. 2. GST Registration Certificate. GSTIN must be active in between the tendering process. Tender shall be summarily rejected if GSTIN is found deactivated at the time of techno commercial evaluation. 3. PAN and proof of IT return for last three years. 4. Profession Tax registration certificate. 5. ESI registration certificate. 6. Registration no. of the company or . 7. Labour License as per Contract Labour (Regulation and Abolition) Act.	

4	Bidder must have experience of running call center with minimum capacity of 75 personnel in total in three shift in a day in any public or private enterprises including proficiency in consumer handling related software operation during last three years (continuously at least for one year).	i. The bidder shall submit the documentary proof of orders received from the ordering authority. ii. Certificate mentioning order reference from Ordering Authority with satisfactory completion / ongoing during last three years. (above details as per Annexure-V)	
5	List of supervising employees of Selected bidder (s) and their experience should be submitted towards successfully managing similar business.	List of employees in the letter pad of the bidder along with their qualification and experience detail.	
6	Must have registered office in India and must open office at respective Zonal head quarter within one month from date of receipt of LOA, in case LOA is awarded.	1. Detail address and phone numbers of registered office. 2. Under taking in non-judicial stamp regarding opening of office at each respective zone in case LOA is awarded.	

N.B. : Each page of all the documents/copy of certificates should be submitted with attestation by the authorized signatory and with seal & date.

Signature of the bidder with Office Seal

Annexure-V

West Bengal State Electricity Distribution Company Limited

E-Tender Notice No: CED/ZCC/ 22-23/ SLGZ/26, Dated: 01/09/2022

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

Sl. No.	Item Details	Details		
1	Contact Person with Telephone No., Mobile No., E-mail ID and FAX No. of the Bidder			
2	Communication details.			
3	PF and ESI Registration No.			
4	Permanent Account No. (PAN)			
5	Trade License No			
6	GST Registration No			
7	Company Registration No, else entity registration No.			
8	Professional tax registration			
9	Annual Turn Over for last three financial years as a proof of eligibility criteria as per IB. 2	1st yr. (Rs in crore)	2nd yr. (Rs in crore)	3rd yr. (Rs in crore)
10	Orders received and executed by the bidder	Organization where worked with Contact Telephone No. and FAX No.	Order No. and Date with Value of the Order	Completion / ongoing Certificate with date (indicating order reference no.)

Signature of the Bidder with Seal

Annexure-VI

Price bid sheet/BOQ(Not to be filled up , please refer BOQ in the financial proposal as per clause IB 8.5)

Name of the Zone :			
	CFO	GL	PM
Minimum Wage Per Month (in Rs)	11176	12294	12294
PF contribution @ 13 % (in Rs)	1452.88	1598.22	1598.22
Bonus @ 8.33% (in Rs)	930.96	1024.09	1024.09
ESI /Mediclaime @ 3.25% (in Rs)	363.22	399.56	399.56
Spl. Allowances @ 10% for PM(in Rs)	NA	NA	1229.4
Unit Price per Month/head (in Rs)(A)	13923.06	15315.87	16545.27
Quoted Profit on A in %			
Total landed Price per Month per head inclusive profit except GST per head (in Rs)			

NOTE :

1. Partial Quotation will not be accepted.
2. The minimum wage as shown above in respect of CFO and GL and PM is applicable for the period of **July 2022 to December 2022.**
3. Bidder has to declare that "We hereby declare that while quoting the above price, we have taken into account the entire statutory taxes and levies, as applicable till date".
4. GST will be paid extra as applicable.

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

Annexure- VII

Proforma of Bank Guarantee for Bid Guarantee
(To be stamped in accordance with Stamp Act)

Date :

Ref. No. :

To,
The Chief Engineer (Distribution),
West Bengal State Electricity Distribution Company Ltd.
VidyutBhawan
DJ Block, Sector - II
Salt Lake, Kolkata - 700 091

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

As an irrevocable Bank Guarantee against Bid Guarantee for an amount of _____ having validity of initially for 180
days from the date of opening of techno commercial bid with claim period of 30 days beyond bid validity is required to
be submitted by the Bidder as a condition precedent for participation in the said Tender, which amount is liable to be
forfeited on the happening of any contingencies mentioned in the Tender Documents.

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

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

All rights of West Bengal State Electricity Distribution Company Ltd. under this Guarantee shall be forfeited and the
Bank shall be relieved and discharged from all liabilities there under unless WBSEDCL brings any suit or, section
to enforce a claim under this Guarantee against the Bank within 30 days 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
_____ 202.. 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 days (180) days and may be extended from time to time.

**PROFORMA FOR BANK GUARANTEE FOR
CONTRACT PERFORMANCE**

(To be stamped in accordance with Stamp Act)

Ref No. _____

Bank Guarantee No. _____

Date : _____

To
The Zonal Manager,
Siliguri Zone,
West Bengal State Electricity Distribution Company Limited

Dear Sirs,

In consideration of West Bengal State Electricity Distribution Company Limited (hereinafter referred to as WBSEDCL) which expression shall unless repugnant to the context or meaning thereof include its successors, administrators and assigns having awarded to M/s _____ with its Registered/Head Office at _____ (hereinafter referred to as the 'Contractor') which expression shall unless repugnant to the context or meaning thereof, include its successors, administrators, executors and assigns, a Contract by issue of Letter of Award No. _____ dated _____ valued at _____ for providing service to operate the Zonal Call Center and various field units of _____ Zone through a development of suitable manpower. Scope of Contract and the Contractor having agreed to provide a Contract Performance Guarantee of Rupees _____ only for the faithful performance under the entire Contract to WBSEDCL. We _____ (Name and Address) having its Head Office at _____ (hereinafter referred to as the 'Bank') which expression shall, unless repugnant to the context or meaning thereof include its successors, administrators, executors and assigns do hereby guarantee and undertake to pay WBSEDCL, on demand and /or all moneys payable by the Contract to the extent of _____ as aforesaid at any time up to (day/month/year) without any demur, reservation, contest, recourse or protest and or without any reference to the Contractor. Any such demand made by WBSEDCL on the Bank shall be conclusive and binding notwithstanding any difference between WBSEDCL and the Contractor or any dispute pending before any Court, Tribunal or any other Authority. The Bank undertakes not to revoke this guarantee during its currency without previous consent of WBSEDCL and further agrees that the guarantee herein contained shall continue to be enforceable till the WBSEDCL discharges this guarantee.

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

The Bank also agrees that WBSEDCL at its option shall be entitled to enforce this guarantee against the Bank as a Principal debtor, in the first instance without proceeding against the Contractor and notwithstanding any security or other guarantee that WBSEDCL may have in relation to the contractor's liabilities. All rights of WBSEDCL under this guarantee shall be forfeited and the Bank shall be relieved and discharged from all liabilities there under unless the WBSEDCL enforce a claim under this guarantee against the Bank within six months from the above mentioned date or from the extended date.

Notwithstanding anything contained herein above our liability under this guarantee is restricted to _____ and shall remain in force upto and including _____ and shall be extended from time to time for such period,

• as may be desired by M/s. _____ to whose behalf this guarantee has been given
unless a demand or claim is lodged on us within and including
we shall be discharged from all liabilities, thereafter .

Dated this _____ day of _____ 20 ____ at _____

Witness:

(Signature)

(Name)

(Official address)

(Signature)

(Name)

(Designation with Bank Stamp)

Attorney as per Power of

Attorney No. _____

Date _____

Annexure-IX

Format of Performance Certificate

This is to certify that M/S..... has carried out Call Centre with Call centre related business process with minimum capacity of 75 personnel in total in a day on behalf of from to..... satisfactorily in terms of Letter of Award **Vide Memo No**.....

(Signature of LOA issuing authority)