

WEST BENGAL STATE ELECTRICITY DISTRIBUTION COMPANY LIMITED
(A GOVERNMENT OF WEST BENGAL ENTERPRISE)

IT & C CELL: 3rd FLOOR, 'D'- BLOCK

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Vidyut Bhavan: Bidhannagar : Kolkata -700 091

CIN: U40109WB2007SGC113473



NOTICE INVITING e-TENDER (NIeT)

from

Reputed e-payment solution provider for online payment solution using Web Portal/Mobile App of WBSEDCL or Web Portal/Mobile App/USSD platform of the respective service providers for a period of (3) three years through the following modes:

- 1. Net-Banking using multiple major scheduled banks**
- 2. Credit/Debit Cards (Master/Visa/Maestro/Rupay etc.)**
- 3. Digital Store valued Wallets**
- 4. Electronic Bill Presentment and Payment(EBPP)**

Tender Notice No: IT&C/33.10(11)/1877

Dated: 29/07/2017

Chief Engineer
IT & C Cell
WBSEDCL

Tender Fee (Non-refundable): Rs. 12000/-

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Section: 1 General Conditions

- GC1.** West Bengal State Electricity Distribution Company Ltd. (herein referred to as WBSEDCL) invites bids through e-tendering process from Reputed e-payment solution provider for online payment solution using Web Portal/Mobile App of WBSEDCL or Web Portal/Mobile App/USSD platform of the respective service providers for a period of (3) three years through the following modes:
1. Net-Banking using multiple major scheduled banks
 2. Credit/Debit Cards (Master/Visa/Maestro/Rupay etc.)
 3. Digital Store valued Wallets
 4. Electronic Bill Presentment and Payment(EBPP)
- GC2.** The above work is only indicative and not exhaustive while detailed scope of work is given in Section 3 (Scope of Work) of the bidding documents .**Rate per transaction is to be quoted for rate contract basis against each payment modes separately.** It is not necessary to offer rate for all payment modes by the bidders, they can choose only one, more than one or all payment modes subject to fulfillment of eligible criteria detail mentioned in "Instruction to Bidder [IB]" under section-2 against offered modes only.
- GC3.** 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 option provided in the aforesaid website. The tender documents can also be downloaded from the web-site of WBSEDCL i.e. www.wbsecl.in except BOQ.
- GC4.** 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-Mudhraetc). 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.
- GC5.** 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).
- GC6.** **A complete set of bidding documents need to be downloaded from the website <https://wbtenders.gov.in>. In any case, tender documents uploaded by Bidder at the e-tendering portal will not be opened nor processed without physical receipt of the tender fee and EMD as mentioned at GC7and GC9 under section 1.**
- GC7.** **A Non-refundable** Tender Fee of is Rs 12000/-(Twelve thousand only).The payment towards cost of tender paper shall be made through an A/C payee Bank Draft/Banker's Cheque on any Indian Bank as per RBI schedule payable at Kolkata, drawn in favour of "WEST BENGAL STATE ELECTRICITY DISTRIBUTION COMPANY LIMITED". The original demand draft is to be submitted to the address mentioned at GC20.
- GC8.** The schedule of publication, submission and opening of tender paper is furnished herein below:

Sl. No	Description	Schedule date & time
1	Publishing Date	04/08/2017
2	Document Download start date	04/08/2017 from 2.30 PM
3	Pre bid discussion in presence of bidder's Representative	At 3.00 PM on 10/08/2017 at Conference Room of IT&C cell
4	Bid submission start date	18/08/2017 from 12.30 PM
5	Last date of physical submission of Tender Fee and EMD	07/09/2017 upto 1.00 PM
6	Bid submission end date	07/09/2017 upto 2.00 PM
7	Opening of 1 st part of the bid (Technical part)	At 3.00 PM 11/09/2017
8	Opening of Price Bid	Will be informed to eligible bidders

If a bandh or holiday falls on any of the scheduled date, then scheduled date shall be considered as on next working day (between mentioned working hours).

- GC9.** The Earnest Money Deposit(EMD) as Bid Guarantee is to be submitted in the form mentioned at clause **IB.16** as per schedule mentioned at **GC8** failing which the bid shall be non-responsive and hence rejected. Physical copy of EMD is to be submitted to the address mentioned at **GC20**. Value of the Bid Guarantee has been mentioned at the following table. Payment Modes wise, submission of EMD values is mentioned at clause no **IB.16**.

SL No	Payment Modes Offered by the Bidder	EMD Value (in Rs.)
1	Net-Banking using multiple major scheduled banks	12 lakh
2	Credit/Debit Cards (Master/Visa/Maestro/Rupay etc.)	6 lakh
3	Digital Store valued Wallets	5 lakh
4	Electronic Bill Presentment and Payment(EBPP)	2 lakh
Total		25 lakh

The total amount of the EMD, which needs to be submitted by the bidder, will be a summation of EMD value depending upon the payment modes offered by the bidder as described at the above. Therefore Bidder is to provide a single EMD amount summing up the amounts of individual payment modes which the bidder is going to offer. However WBSEDCL reserves the right not-to-open/cancel any of the payment modes during tendering process.

- GC10.** A pre-bid conference will be held at **3PM** on **10/08/2017** at Conference room of IT&C Cell, 3rd Floor, 'D' Block, Vidyut Bhavan, WBSEDCL, Kolkata – 700 091, Pre-Bid Queries are to be sent at via **e-mail/FAX/letter** or to be physically submitted to the address mentioned at **GC20** within **4PM of 09/08/2017**. Prior to Pre-bid discussion, Queries will not be accepted by means of any other mode, other than the modes mentioned above. For details refer Clause no: **IB.10**.
- GC11.** Bids will be opened by the Tender Inviting Authority or his authorized representative electronically from the website <https://wbtenders.gov.in>, using their Digital Signature Certificate.
- GC12.** Qualification and experience required of Bidders are already furnished in **IB.3**.
- GC13.** Notwithstanding anything stated above, WBSEDCL reserves the right to review the bidder's capability and capacity to perform the work, before awarding the Contract.
- GC14.** Tender received in any form after the expiry of the date and time prescribed for receiving the completed tender shall not be considered.
- GC15.** WBSEDCL reserves the right to reject any bid or, part thereof or all bids received or split up work at its discretion without assigning any reason whatsoever. WBSEDCL is not necessarily bound to accept the lowest bid. WBSEDCL reserves the right to go for divisible contract.
- GC16.** The formation of any cartel, may lead to the cancellation of the tender with penal measures as necessary and WBSEDCL reserves the right to take such unilateral decision without further notice to anyone.
- GC17.** Bidders shall ensure that all pre-requisites are duly fulfilled by them and if there be any dispute regarding non-submission of any documents, WBSEDCL reserves the right to cancel the tender unilaterally without assigning any reason.
- GC18.** Uploading of bidding documents at website <https://wbtenders.gov.in> by bidders will not be construed to mean that such bidders are automatically considered qualified and their credentials established. The same are subject to detailed scrutiny in due course.
- GC19.** Any bidder against whom FIR/Complaint is lodged with Police by WBSEDCL shall not be eligible to participate in the bidding process.

GC20. ADDRESS for correspondence with WBSEDCL:

The original copies of the DD/BG, towards Tender Fee and Earnest Money Deposit shall be submitted in the following office:

**Office of the Chief Engineer,
IT & Communication Cell,
West Bengal State Electricity Distribution Company Limited
Vidyut Bhavan, 3rd floor : D - Block,
Block - DJ, Sector - II, Bidhannagar,
Kolkata - 700 091, West Bengal, INDIA.
TELE-FAX : 91-33-23372427
TELEPHONE : 91-33-23197445
e-mail: itcell@wbasedcl.in**

- GC21.** If any clause not included in this NleT, the same will be guided by the standard terms and conditions indicated in the WBSEDCL's purchase policy prevailing at that time.

Section: 2

Instruction to Bidder [IB]

IB. 1 Source of Fund:

WBSEDCL will finance the entire work as stipulated under scope of work in the Bid documents.

IB. 2 Scope of Work:

The selected service provider is to provide online payment solution using Web Portal/Mobile App of WBSEDCL or Web Portal/Mobile App/USSD platform of the respective service providers for a **period of (3) three year** through the following modes:

- 1) Net-Banking using multiple major scheduled banks
- 2) Credit/Debit Cards (Master/Visa/Maestro/Rupay etc.)
- 3) Digital Store valued Wallets
- 4) Electronic Bill Presentment and Payment(EBPP)

Detailed scope of work indicated in section3 (SW) of Bid documents.

IB.3 Eligibility of Bidders:

Following are the credentials for eligibility of Venders:

- i) Average annual turnover of minimum of **Rs.10 (ten) Cr.** during for the financial year 2013-14, 2014-15, 2015-16. For proof of turnover, complete set of audit report for Companies and tax audit report in case of Firms or Entities other than Companies for financial years 2013-14, 2014-15, 2015-16 are required to be submitted.
- ii) Tender submitted by any Bidder who has been holiday-listed / black-listed by any State Electricity Board/Power Sector Company/State Government/Central Government/State & Central Undertakings and / or convicted by a Court of law will be rejected.
- iii) Bidder's profile for handling for handling of past experience of e-payment solution in the alloffered payment modes mentioned at the scope of work i.e. **IB.2.** for contract(s) in the preceding three (3) financial years i.e. 2013-14, 2014-15, 2015-16 for government, central or state, or PSUs or Govt. undertakings or reputed private sectors.
- iv) a) For mode of payment using **Net-Banking / Electronic Bill Presentment and Payment (EBPP)**, the agency is to tie-up with all major schedule banks of India including **SBI (State Bank of India)**.
 b) For mode of payment using Debit-Credit card, the agency is to tie-up with **minimum** following popular Debit-Credit card's service providers **a) Master b) Visa c) Maestro d) Rupay**
 c) For mode of payment using Digital Stored value Wallets, the agency should tie-up with one (01) or more Digital Store value Wallets with **minimum aggregate consumer base 03 (Three) lakh** or more in west Bengal only.
- v) Valid Professional Tax Registration. If applicable certificate copy to be submitted.
- vi) Valid PAN Registration & copy of IT Return of last one year is to be submitted by the Bidder i.e. for assessment years 2014-15, 2015-16, 2016-17.
- vii) The agency should be an aggregator/scheduled bank and will have a capacity of in- house software development team or for the required business solution or can be capable enough to acquire the same from any well-established solution provider. Technical Manpower details are to be provided with experience of previous e-payment solution including development and integration.
- viii) a) No third party aggregator will be allowed if the bidder is not a scheduled bank
 b) Third party aggregator will be allowed if and only if the participant is a scheduled bank but the name of aggregator is to be mentioned along with supporting documents as per clause **IB.18**.
- ix) The participant should be an enlisted BBPOUs (Bharat Bill Payment Operating Unit) by NPCI under BBPS (Bharat Bill Payment System)
- x) Valid Goods and Services Tax (GST) Registration details is to be submitted by the Bidder.
- xi) Valid & relevant Trade License is to be submitted by the Bidder.
- xii) Valid P.F Registration / ESI Registration (if applicable) is to be submitted by the Bidder.
- xiii) The bidder should have its registered office in India & at least one site office in and around Kolkata, West Bengal for providing necessary support for e-payment service. If site office already exists in and around Kolkata self declaration for the same needs to be provided mentioning detailed office address **otherwise** the details of the site office need to be provided by the selected bidder prior to placement of the LOA (Letter of Award)/contract.
Required supporting documents/undertakings are to be submitted as per clause IB.18.

IB.4 Responsibilities of Bidders:

- a. It shall be sole responsibility of Bidders to determine and to satisfy themselves by such means as they consider necessary or desirable as to all matters pertaining to this contract including in particular all factors that may affect the cost, duration and execution of the work.
- b. It must be understood and agreed that such factors have properly been investigated and considered while submitting the bid. Claim whatsoever including those for financial adjustment to the contract awarded under these specifications and documents will not be entertained by WBSEDCL. Neither any change in time schedule of contract nor any financial adjustments arising thereof shall be permitted by WBSEDCL, which are based on the lack of such clear information or its effect on the cost of the Contract to the Bidder.
- c. The bid shall include all the information as per bid document.

IB.5 General Guidance for e-Tendering:

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

IB.6 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.7 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 NleT& Tender Documents electronically from the website mentioned in **IB.6** using the Digital Signature Certificate. This is the only mode of collection of Tender Documents.

IB. 8 Cost of Bidding:

The bidder shall bear all costs associated with the preparation and submission of his bid including pre-bid, post-bid discussions, technical and other presentations etc., and in no case WBSEDCL shall be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

IB. 9 Clarification of Bidding Documents:

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

IB. 10 Pre Bid Discussion:

- A. The bidder or its official representative is invited to attend pre-bid meeting which will take place at WBSEDCL Headquarters, Vidyut Bhavan, Kolkata, on the date and time specified in **clause no. GC8 of Bid documents**. The purpose of the meeting will be to clarify the exact scope of work, and any issues regarding the bidding documents in general and the technical specifications in particular which are raised at that stage.
- B. Any modification/amendment of the Bidding Documents that may become necessary as a result of the pre-bid meeting shall be made by WBSEDCL exclusively through the issue of an amendment pursuant to clause **IB.11**.
- C. Non-attendance at the pre-bid meeting will not be cause for disqualification of bidders but at the same time shall not entitle him to raise any query at a later date.

IB. 11 Amendment / Addenda of Bidding Documents:

- a) At any time prior to the deadline for submission of bids, WBSEDCL may, for any reason, modify the bidding documents by issue of an addendum/amendment. Such addendum/amendment will be hosted in website of WBSEDCL i.e. www.wbsecl.in as well as website <https://wbtenders.gov.in>.
- b) The amendment will be notified in writing or by cable or in WBSEDCL's website to all prospective bidders who have purchased the Bidding Documents and will be binding on them. The details of the amendment is also placed at the website mentioned in **IB.6**. Before submission of the offer Bidder shall positively go through the updated contents, if any, related to this NleT in the WBSEDCL's website. The downloaded amendment/addenda is to be uploaded at concerned location mentioned at **IB.18.2.A3**. It will be assumed by default that the information contained therein will have been taken into account by the Bidder in its bid and Failure to comply with this condition will be the Bidder's responsibility and WBSEDCL will not take any liability or responsibility in this score.

- c) In order to afford prospective bidders, reasonable time in which to take the addendum/amendment into account in preparing their bids, WBSEDCL may, at its discretion, extend the deadline for the submission of bids.

Such amendments, clarifications, etc., shall be binding on bidders and will be given due consideration by the Bidders while they submit their bids and also invariably submit such documents as mentioned at clause **IB.18** part of the bid, which shall form an integral part of the contract.

IB. 12 Language of the Bid:

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

IB.13 Bid Prices:

- a. The Bidder shall quote in the appropriate schedule of **BOQ**. "in Indian Rupees only" for the entire scope of work covered under the bidding document and also the services to be rendered under the contract. The bidder shall also furnish the price break up in the appropriate schedules of bid form. Detailed Process for downloading and submitting Price Bid is mentioned at **IB.18.3**
- b. "FIRM PRICES" should be quoted for all the items. There will be no price variation for any reason whatsoever during the contract period as per scope of work of this contract. Therefore bidder will not be allowed to get any escalation of price against this contract.
- c. The Bidder shall offer price strictly as per column mentioned in the price bid sheet duly filling up all the relevant columns. Price offered in any other shape or form will not be considered and bid may be liable for cancellation. Downloading and uploading of Price Bid is to be done as mentioned at **IB.18.3**.

IB.14 Documents comprising bid:

- a. The bidder shall complete the bid form separately for technical and price bids. Submission of Bid is mentioned at clause **IB.18**.
- b. The Bid Guarantee shall be furnished in accordance with clause **IB.16**.

IB.15 Period of validity of Bid:

- a) Offered bids (both technical & price) shall remain valid for a period of **150 (one hundred fifty)** days after the date set for opening of Bid (part 1).
- b) Prior to the expiry of the original validity period, WBSEDCL may request extension in the period of validity to the selected bidder only. Bidder agreeing to that request will not be required nor permitted to modify their respective bids, but will be required to extend the validity of their Bid Securities correspondingly. The provisions of **IB.16** regarding discharge and forfeiture of Bid Security shall continue to apply during the extended period of bid validity.

IB.16 Earnest Money [Bid guarantee]:

- a. The bidder shall furnish bid guarantee in the form of 'Bank Guarantee' on any Indian Scheduled Bank of an amount specified in **GC9** of Bid documents in original. The original EMD is to be submitted with in stipulated date as mentioned at **GC8** to address mentioned at **GC20**.
- b. The bid guarantee shall be valid for a period of 180 (one hundred and eighty) days from the date of opening of **bids (part-1)** with a claim period of three (3) months thereafter. One scan copy of original bid guarantee is to be uploaded as mentioned as clause **IB.18**
- c. The irrevocable Bank Guarantee of any Indian Scheduled Bank, in favour of "**WEST BENGAL STATE ELECTRICITY DISTRIBUTION COMPANY LIMITED**", Kolkata shall be submitted by the bidder as per proforma of Bank Guarantee of **Annexure 2**.
- d. Bidder may also furnish the bid guarantee (earnest money) in the form of demand draft/ pay order / Banker's cheque on any scheduled bank of an amount specified in **GC9** and in favour of **West Bengal State Electricity Distribution Company Limited** payable at Kolkata. The original DD/BC/BG/pay order is to be submitted with in stipulated date as mentioned at **GC8** to address mentioned at **GC20**.
- e. This bid guarantee is required to protect WBSEDCL against the risk of bidder's conduct which would warrant the bid guarantee forfeiture. The bid guarantee shall be made payable to WBSEDCL without any condition whatsoever.

- f. WBSEDCL will reject any bid not secured in accordance with paras above.
- g. The bid guarantee shall be forfeited:
- i. If during the interval after opening of bid (part-1) and the expiry of the period of bid validity specified by the bidder, the bidder withdraws its bid as a whole or in part as per Clause **IB.21**.
 - ii. If the bidder deviates from any clarification/confirmation given by him subsequent to submission of his bid.
 - iii. In the case of selected bidder, if the bidder fails:
 1. To accept the LOI (Letter of intent) /LOA (Letter of Award) of the contract unconditionally
 2. To furnish the Contract Performance Guarantee, as per specification in the Bid Documents within the time limit indicated in the LOI/LOA.
- h. Bid guarantee of the not-selected Bidder will be discharged / returned after the Award of Contract(s).
- i. The selected Bidder's bid guarantee will be discharged upon the Bidder's furnishing the Performance Bank Guarantee as per stipulations elsewhere in the Bid Documents. The selected bidder shall be required to extend the validity of Bid Guarantee till the Contract Performance Bank Guarantee is accepted by WBSEDCL.
- j. **No interest shall be paid by WBSEDCL on the above Bid Guarantee.**

IB.17 Signing of Bids:

All documents uploaded/downloaded to/from the e-tendering web portal <https://wbttenders.gov.in>. need to be digitally signed through class-II or Class-III Digital Signature Certificate (DSC) for submission of tenders.

IB.18 Submissions of Bids:

IB18.1 General Process of submission

Tender documents are to be submitted online through the website <https://wbttenders.gov.in>. All the documents uploaded by the Tender Inviting Authority form an integral part of the contract. Bidders are required to upload all the tender documents along with the other documents, as asked for in the tender, through the above website within the stipulated date and time as given in the Tender.

Tenders are to be submitted in **two parts - one is Technical Proposal and the other is Financial Proposal**.

Documents for Technical Proposal are to be submitted at pre-defined folders. Price bid under financial proposal is to be submitted at pre-defined folder named: **BOQ**.

The Bidders shall carefully go through the documents and prepare the required documents and upload the scanned documents in Portable Document Format (PDF) to the portal in the designated locations of Technical Bid.

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.

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

IB18.2 Technical Proposal (Part-1)

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

A. Statutory Cover

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

A.1 To be submitted in "Drafts" folder

I) Tender Fee

Scanned copy of Demand Draft (DD)/ Banker's Cheque (BC) towards tender fee as prescribed in the NleT, in favour of **West Bengal State Electricity Distribution Company Limited** payable at **Kolkata**.

II) Earnest Money Deposit (EMD)

Scanned copy of Bank Guarantee (BG in the form of Annexure 2)/DD/BC/Pay order towards EMD as prescribed in the NleT in favour of **West Bengal State Electricity Distribution Company Limited** payable at **Kolkata**.

A.2 To be submitted in "Annexures" folder

- I) Bid Proposal (Vide Annexure 1)
- II) Blank Format of Proforma for bank guarantee for contract performance (Vide Annexure 4)
- III) Deviation sheet (Vide Annexure 3)
- IV) Price Schedule in Un-priced condition (Vide Annexure 5)

A.3. To be submitted in "NIT" folder

- I) Notice Inviting e-Tender (NleT)
- II) Addenda/Corrigenda: if published

A4. To be submitted in "Forms" folder**a) Schedule of Bid**

The bidder needs to download the form for "Schedule of Bids" (Vide Form-I), fill up the particulars in the designated Cell and upload the same in the designated location of Technical Bid. Submission of incomplete "Schedule of Bids" will render the tender liable to summary rejection.

b) Check List (Vide Form-II).**c) Summary statement (Vide Form-III) of average annual turnover for a period of the last three financial years i.e for financial years 2013-14, 2014-15, 2015-16 as per certified audit report for Companies and tax audit report in case of Firms or Entities other than Companies.****d) Statement of orders executed during last three financial years (Vide Form-IV) i.e for financial years 2013-14, 2014-15, 2015-16.****e) Proforma for undertaking to be submitted by the Bidders (Vide Form-V)**

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 NleT. Tenders submitted without the Addendum/Corrigendum will be treated as informal and liable to be rejected.

Only downloaded copies of the above documents are to be uploaded, virus scanned and digitally signed by the bidder

B. Non-Statutory Cover (My Document)**B1. Company Details:**

1. Company Profile describing the working area along with **CIN (Corporate Identification No)** number & Certificate of Incorporation

B2. Certificates:

1. Valid PF Registration Certificate/ESI Registration Certificate (if applicable)
2. Valid copy of PAN Card
3. Valid Goods and Services Tax (GST) Registration certificate
4. Valid Trade License
5. Valid Professional Tax Registration certificate
6. Copy of returns for IT, filed during last three years i.e. for assessment year 2014-15, 2015-16, 2016-17.

B3. Financial Info:

1. Annual turnover for a period of the last three financial years i.e for financial year 2013-14, 2014-15, 2015-16. In this respect complete set of audit report for Companies and tax audit report in case of Firms or Entities other than Companies for financial years 2013-14, 2014-15, 2015-16 are required to be submitted.

B4. Credential:

SI No	Requisite Credential	Requisite Support document
1	Tender submitted by any Bidder who has been holiday-listed / black-listed by any State Electricity Board/Power Sector Company/State Government/Central Government/State & Central Undertakings and / or convicted by a Court of law will be rejected.	Self-Declaration from the Bidder with signature of authorize signatory of the bidders with company/organization common seal.
2	Bidder's profile for handling for handling of past experience of e-payment solution in the offered payment modes mentioned at the scope of work i.e. IB.2 for contract(s)in the preceding three (3) financial years i.e.2013-14, 2014-15, 2015-16for government, central or state, or PSUs or Govt. undertakings or reputed private sectors.	<p>a) Copy of order / agreement.</p> <p>b) Satisfactory completion certificate from the ordering authority.</p> <p>c) Pro-rata financial and physical progress certified by the ordering authority in case of running project.</p>
3	<p>a) For mode of payment using Net-Banking using multiple major scheduled banks/ Instant Bill view & Payment from multiple major schedule Bank's Portal / Electronic Bill Presentment and Payment (EBPP), the agency is to tie-up with all major schedule banks of India including SBI (State Bank of India).</p> <p>b) For mode of payment using Debit-Credit card, the agency is to tie-up with minimum following popular Debit-Credit card's service providers a) Master b) Visa c) Maestro d) Rupay</p> <p>c) For mode of payment using Digital Stored value Wallets, the agency should tie-up with one (01) or more Digital Store value Wallets with minimum aggregated consumer base 03 (Three) lakh or more in west Bengal.</p>	<p>a) Self –declaration with signature of authorize signatory of the bidders with company/organization common seal mentioning list of banks(including SBI) the bidder tied-up with</p> <p>b) Self –declaration with signature of authorize signatory of the bidders with company/organization common seal stating list of Debit-Credit Card service provider the bidder tied-up with.</p> <p>c) Self –declaration with signature of authorize signatory of the bidders with company/organization common seal mentioning list of Wallets, with number of consumer base at west Bengal, the bidder tied-up with. Certification from the individual Wallet Service Provider mentioning their consumer base in West Bengal only, is also to be provided as necessary supporting document.</p>
4	The agency should be an aggregator/scheduled bank and will have a capacity of in- house software development team or for the required business solution or can be capable enough to acquire the same from any well-established solution provider. Technical Manpower details are to be provided with experience of providing previous e-payment solution including development and integration.	Self –declaration stating of Technical manpower details with experience of previous e-payment solution including development and integration.
5	<p>a) No third party aggregator will be allowed if the bidder is not a scheduled bank</p> <p>b) Third party aggregator will be allowed if and only if the participant is a scheduled bank but the name of aggregator is to be mentioned along with supporting documents.</p>	<p>a) Self –declaration with signature of authorize signatory of the bidders with company/organization common seal mentioning Bidder is an aggregator or schedule.</p> <p>b) Name of Third party integrator in case of scheduled bank with copy of supporting documents i.e. LOA/agreement/Authorization letter.</p>
6	The participant should be an enlisted BBPOUs (Bharat Bill Payment Operating Unit) by NPCI under BBPS (Bharat Bill Payment System)	Self –declaration with signature of authorize signatory of the bidders with company/organization common seal that the bidder is enlisted BBPOUs with supporting documents.
7	The bidder having its registered office in India & at least one site office in and around Kolkata, West Bengal for providing necessary support for e-payment service. If site office already exists in and around Kolkata OR The details of the site office need to be provided by the selected bidder prior to placement of the LOA (Letter of Award)/contract.	Self-declaration stating name and address of the office if already exists in and around Kolkata OR Undertaking of authorize signatory of bidders with companies common seal.

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

IB18.3 Financial Proposal (Part-2)

- a) The financial proposal needs to be submitted as per pre-defined standardised formats in **one cover (folder) named "BOQ" under main cover "Finance"**. The bidder is to upload, downloaded predefined Price Bid only with filled up amounts in specified fields. The bidder will not be allowed to upload any Techno-commercial terms and conditions in the 'Price Bid' offer/ BOQ. Any deviation taken in the Price part shall not be accepted.

To be submitted in "BOQ" folder

The bidder is to quote the rate in the blank spaces marked for quoting rate in the **BOQ**

Only downloaded copy of the BOQ is to be filled up, virus scanned, uploaded and digitally signed by the bidder. Any deviation in the format, content (Other than entry of the quoted price at the desired blank spaces) of the Price bid/BOQ will render the tender liable to summary rejection.

IB.19 Deadline for submission of Bids:

- a. Bids must be submitted by bidder within the time and date mentioned in **GC8** of bid document.
- b. WBSEDCL may, at its discretion, extend the deadline for submission of bids by issuing an addendum in website of WBSEDCL, in which case all rights and obligations of WBSEDCL and bidders previously subject to the original deadline shall thereafter be subject to the new deadline.

IB.20 Late Bids:

Any bid received by any means by WBSEDCL after the time and date set for submission of bids prescribed above will not be accepted.

IB.21 Withdrawal / modification of Bids:

- a) The bidder may withdraw / modify his bid after submission of bid, provided that the notice of withdrawal / modification is received in writing by WBSEDCL prior to opening of bid document (part-1) No withdrawal/modification will be allowed after opening of bid document under any circumstances.
- b) Withdrawal of a bid during the interval after opening of bid document (part-1) and the expiry of the period of bid validity specified by the bidder in the Bid Form shall result in the forfeiture of the bid guarantee through encashment of the DD/BG/BC/Pay order by WBSEDCL.

IB.22 Bid Opening:**22.1 Opening of Technical Proposal**

- a) Technical proposals will be opened by the Tender Inviting Authority or his authorised representative electronically from the website stated at **GC3**, using their Digital Signature Certificate as per pre-defined schedule mentioned at **GC8**.
- b) Technical proposals for those tenders whose original copies of DD/BC/BG towards tender fee & EMD have been received will only be opened. Proposals corresponding to which original copy of DD/BC/BG towards tender fee & EMD has not been received, will not be opened and will stand rejected.
- c) Cover (Folder) for Statutory Documents (vide Clause **IB.18.2.(A)**) will be opened first and if found in order, Cover (Folder) for Non-statutory Documents (vide Clause **IB.18.2.(B)**) will be opened. If there is any deficiency in the Statutory Documents, tender may be liable to be summarily rejected.
- d) Decrypted (transformed into readable formats) documents of the Statutory and Non-statutory Covers will be downloaded for the purpose of evaluation.
- e) Evaluation Procedure described in clause **IB.27**.

22.2 Opening of Financial Proposal

- a) Financial proposals of the tenderers declared techno-commercially eligible, will be opened electronically by the Tender Inviting Authority from the web portal stated **GC3** on the prescribed schedule.
- b) The encrypted copies will be decrypted and the rates will be visible to the bidders on the said website <https://wbtenders.gov.in>

IB.23 Process to be confidential:

- a) After the opening of bids, information relating to the examination, clarification, evaluation and comparison of bids, and recommendations concerning the award of Contract shall not be disclosed to bidders or other persons not officially concerned with such process.
- b) Any effort by a bidder to influence WBSEDCL or others connected in the process of examination, clarification, evaluation and comparison of bids, and in decisions concerning the award of Contract, may result in the rejection of his bid.

IB. 24 Clarification of Bids:

To assist in the examination, evaluation and comparison of bids, WBSEDCL may ask the bidder individually for clarifications of his bid at the appropriate stage of evaluation. The request for clarification and the response thereof shall be in writing but no change in the price or substance of the bid shall be sought, offered or permitted.

IB. 25 Determination of Responsiveness:

- a) Prior to the detailed evaluation of Bids, WBSEDCL will determine whether the Bid is substantially responsive to the requirements of the bidding documents.
- b) For the purpose of this clause, a substantially responsive Bid is one which conforms to all the terms, conditions and specifications of the Bidding Documents without material deviation or reservation. WBSEDCL's determination of a Bid's responsiveness shall be based on the contents of the bid itself without recourse to extrinsic evidence.
- c) If a Bid is not substantially responsive to the requirements of the bidding documents, it may be rejected by WBSEDCL and the same cannot subsequently be made responsive by the bidder by correction.

IB. 26 Correction of errors in price Bid (BOQ):

- a) Arithmetical errors in summation, multiplication, inadvertent misplacement of decimal point etc., anywhere in the bid, or any error due to any change/intervention of formulation at the predefined Price Bid will render the tender liable to summary rejection
- b) The amount stated in the Price Bid by the Bidder is final and binding on the bidder. Correction request against amounts of any heads of Price Bid in any manner after opening of the Technical proposal will not be entertained. Any such request Form Bidder after opening of technical proposal will render the tender liable to summary rejection and the Bid Guarantee will be forfeited.

IB. 27 Procedure of Evaluation:

Evaluation of tenders will be done in the following steps:

27.1 Evaluation of Technical Proposal

- a) While evaluation, the Tender Inviting Authority or his authorised representative may summon of the bidders and seek clarification / information or additional documents or original hard copy of any of the documents already submitted and if these cannot be produced within the stipulated timeframe, their proposals will be liable for rejection.
- b) The summary list of bidders, whose bids will be found techno-commercially eligible, will be uploaded in the web portals. Date of opening of financial bid will be intimated to the techno-commercially qualified bidders.
- c) All Technical proposal documents as specified at the tender will be examined and assessed for the techno-commercial, performance and management capability of the bidder.
- d) Evaluation against bidder will be done on each and every payment modes separately.
- e) A gradation list will be prepared for each payment modes separately during technical evaluation among bidders fulfilling minimum eligibility criteria. The said list will be prepared based on points considering the parameters along with formulation of weightage, which are mentioned below at the tabular format:

Formulation for Payment Modes wise gradation list of the eligible bidders

SL No	Parameters	Formulation of weightage
1	Whether the bidder as an aggregator themselves or their third party aggregator (in case of scheduled bank only) is already integrated with WBSEDCL providing payment facility to consumers of multiple banks/Cards	a) Net-banking/Debit-Credit card/Wallet /EBPP whichever is applicable: If yes then 5 points other wise 0(Zero) point
2	Number banks/Number of cards/No of customer iro "Net-banking, EBPP", Card based payments/Wallet based payment offered by the bidder	<p>a) Net-banking/EBPP (whichever is applicable): if tied up with 50 or more scheduled banks then 10 points other-wise 10* (No of Banks offered by bidder/50) points</p> <p>or</p> <p>b) Debit-Credit card: 8 points for Minimum criteria) + 01 point for any other additional card upto maximum 2 points</p> <p>or</p> <p>c) Wallet : Bidder who will offer Maximum number of Aggregated Consumers (say MAC) will get 10 points Other Bidders will get 10*(Aggregated consumer base of bidder/MAC) points</p>

- f) The bidder shall not take any commercial deviation from the stipulation of Bid document. If the bidder takes any commercial deviation, his Bid may be liable for rejection.
- g) Prior to opening of price bid, a meeting with qualified bidders may be arranged to bring all the bidders under same commercial terms & conditions if considered necessary by WBSEDCL. Date of meeting will be communicated to qualify bidders in due course (if applicable).

27.2 Evaluation of price bid:

- a) Rate per transaction basis against each payment modes which will be paid the consumer only as transaction charge. WBSEDCL will not pay any transaction charge to the selected bidder(s). If WBSEDCL wants to pay that transaction charge on behalf of the consumers, it will be intimated to the selected bidders in due course.
- b) Rate to be quoted inclusive of all taxes except the Tax against that transaction charge, which will be paid extra by the consumers as per prevailing applicable law.
- c) 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.
- d) The Tender Accepting Authority may ask any of the tenderers to submit analysis to justify the rate quoted by that tenderer.
- e) Evaluation of Bid will include and will take into account the individual heads of the Price Bid and total Price for the overall project.
- f) The bidder shall indicate the prices clearly underdesired heads of respective price schedule. Any deviation at the price bid will render the tender liable to summary rejection

IB. 28 Acceptance of Tender:

L1 bidder will be decided on the basis of techno-commercial and price bid evaluation against each and every payment mode after satisfying all terms and condition.

WBSEDCL reserves the rights to select more than one bidder who are ready provide the e-payment services at L1 rate. Order may be made for the concerned to bidders other than L1 bidder as per the gradation list (as per the evaluation process mentioned at 27.1 (e)). In this case eligible bidder will be approached starting with highest points at the gradation list and so-forth. WBSEDCL will reserve the right to decide the maximum number of bidders against whom the order/LOA will be placed.

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, for valid reasons.

IB. 29 Taxes, Duties and other Levies:

Selected bidder(s) shall be entirely responsible for all prevalent taxes, duties, license fees etc. incurred for the work. The Selected bidder(s) shall be solely responsible for the taxes that may be levied on the Selected bidder(s)'s persons or on earnings of any of his employees and shall hold the employer indemnified and harmless against any claims that may be made against the Employer. WBSEDCL does not take any responsibility whatsoever regarding taxes under Indian Income Tax Act, 1961 for the Selected bidder(s) or his personnel. If it is obligatory under the provisions under the Indian Income Tax Act, 1961 deduction of Income Tax at source shall be made by WBSEDCL. Applicable tax at prevailing rate would be allowable over & above the quoted price.

IB.30 Acceptance of LOA/Rate contract Order:

- i) The selected bidder/bidder(s) shall submit written unconditional acceptance of LOI/LOA/Order within **15(fifteen) days** from date of issuance of the same. In case of non-compliance, WBSEDCL reserves the right to cancel the LOI/LOA/Order & get the job done through next shortlisted vendor, at their sole discretion.
- ii) Single LOA will be placed to the selected bidder(s) for each payment modes. Selected bidder(s) need also to sign an agreement between WBSEDCL within 30 days from placement of LOA or before commercial operation whichever is earliest.

IB.31 Right to reject Bids:

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

IB.32 Disqualification of Bidders:

Adverse report/remark on service against any order from any office under WBSEDCL may disqualify the candidature of the Bidder at any point of time during processing of the tender.

IB.33 Representative of selected Bidder:

The bidder is to allot a single point of contact (SPOC) and submit name and contact details of the SPOC prior placement of the LOA .However proper escalation matrix along with details of the nodal officer (e.g. Name, Phone number etc.) for this job is also to be furnished to WBSEDCL by the selected bidder.

Section: 3

SCOPE OF WORK[SW]

SW 1 Scope of Work

The scope of work envisages execution of the followings:

SW 1.1 E-Payment Modes

Vendor will take the full responsibility for e-payment solution for “intending customers /L&MV consumers of WBSEDCL” (henceforth it will be referred as Common Customers or Consumers) for online payment against electricity bills/ quotation by means of following modes.

SW 1.1.1 Net-banking using multiple major banks including SBI, through which payment will be initiated by consumers from WBSEDCL's portal/ Mobile Application.

Net-banking can also be initiated as an optional payment mechanism from the system such as Mobile USSD platform/Mobile Apps/Web-Portal etc. of Bank/Financial Institution tied up with Vendor & authorized by WBSEDCL where consumers will view their energy bill instantly and can able to pay online

SW 1.1.2 Debit-Credit Card, through which payment will be initiated by consumers from WBSEDCL's portal/ Mobile Application.

Debit-Credit Card can also be initiated as an optional payment mechanism from the system such as Mobile USSD platform/Mobile Apps/Web-Portal etc. of Bank/Financial Institution tied up with Vendor & authorized by WBSEDCL where consumers will view their energy bill instantly and can able to pay online.

SW 1.1.3 Digital Stored Valued Wallet, through which payment will be initiated by L&MV Consumers from WBSEDCL's portal/Mobile Application and can also be initiated from the system such as Mobile USSD platform/Mobile Apps/Web-Portal etc. of Bank/Financial Institution tied up with Vendor & authorized by WBSEDCL where consumers will view their energy bill instantly and can able to pay online.

SW 1.1.4 Electronic Bill Presentment and Payment (EBPP) through which will be initiated or given standing instruction by Consumers from the Mobile App/Portal of that Banks which are tied up with Service provider..

Service provider will also ensure the reliability and availability of their service. Service provider will has to give a good uptime and maintain a fair response time for the job.

SW 1.2 Initiation of e-Payment Request & Integration

SW 1.2.1 Integration Mechanism:

Where payment collection will be initiated from the Portal/Mobile Apps of WBSEDCL, data will be exchanged between pages through Brower URL base. But Auto-payment reconciliation for collection through the Portal/Mobile Apps of WBSEDCL and all other activities, data sharing between the service provider and WBSEDCL's system will be done for the all payment modes via Server to Server (S2S) through SOAP based web service Call using xml formatted data only.

SW 1.2.2 Net-banking /Debit-Credit Card/Digital Stored Valued Wallet: Initiated from Portal /Mobile Apps of WBSEDCL

- i) There will be a link at the web portal (www.wbsedcl.in) / Mobile Apps of WBSEDCL with the website of the e-payment solution provider Service provider. At first Consumers will enter the consumer identifier/ Quotation identifier (i.e. valid consumer Id, Application No respectively) into payment page of portal of WBSEDCL/Mobile Apps of WBSEDCL to view their Electricity billing/Quotation information. Whenever any Common Customers click on the e-payment facility button, the Portal of WBSEDCL will automatically be redirected to the website of the said Service Provider Service provider. Service provider will provide their offered payment options namely Net-Banking/Debit-Credit Card / Digital Stored Valued Wallet those are authorized by WBSEDCL. They will take the responsibility of the e-payment. Necessary software development work for handshaking with the Portal / Mobile Apps of WBSEDCL needs to be carried out by Service provider.
- ii) The Common Customers will be able to pay against their electric bills/quotations using their Net-Banking/Debit-Credit Cards/Digital Wallet Stored Valued Wallet maintained by Banks/Financial Institutions tied up Service provider & authorized by WBSEDCL.

- iii) Payment needs to be processed using minimum 128 bit SSL encryption. (Should be compatible with minimum TLS version 1.2)& needs to be updated in WBSEDCL's system instantly.
- iv) Service provider will take the responsibility for end to end integration regarding payment process. However WBSEDCL will provide necessary support for the integration process.
- v) Service provider will give necessary documentation for overall integration process.
- vi) The Service provider's system needs to capture and store a unique ID for a payment initiated by the Common Customers from the WBSEDCL's portal. That ID will be required to identify the unique bill payment for a customer and will facilitate the payment reconciliation.

SW 1.2.3 Net-banking /Debit-Credit Card/Digital Stored Valued Wallet : Initiated from Mobile USSD platform/Mobile Apps/Web-portal or any other platform of Financial Institutions:

- i) As mentioned earlier, data sharing with the service provider and WBSEDCL will be done for the payment mode via Server to Server (S2S) through SOAP based web service Call using xml formatted data only.
- ii) There will be a link with the system such as Mobile USSD platform/Mobile Apps/Web-portal etc. maintained by Banks/Financial Institutions (tied up with Service provider & authorized by WBSEDCL) with the system of the e-payment solution provided by Service provider. At first Common Customers will select WBSEDCL as the biller & enter the consumer identifier (i.e. Consumer Id) into payment page of Mobile USSD platform/Mobile Apps/Web-portal maintained Banks/Financial Institutions to view their Electricity billing information online only. Whenever any Common Customer clicks the e-payment facility button, it will automatically be linked with the system of the said Service, provided by Service provider. Financial Institutions will take the responsibility of the e-payment. Necessary software development work for handshaking with the Mobile USSD platform/Mobile Apps/Web-portal maintained Banks/Financial Institutions needs to be carried out by Service provider.
- iii) Consumer's Name and billing information need to be displayed instantly to the Common Customers as the result of the bill fetching process. Common Customers can be able to select first month, first two months or cumulative three months bill at one-go for Quarterly bills. Against monthly bills Common Customers can make e-Payment for Single month accordingly.
- iv) The Common Customers will be able to pay against their electric bills online through using their valid Net-Banking/Debit-Credit card/Digital Stored Valued Wallet maintained by Banks/Financial Institutions at tied up Service provider & authorized by WBSEDCL.
- v) Payment should be processed using minimum 128 bit SSL encryption. (Should be compatible with minimum TLS version 1.2)& needs to be updated in WBSEDCL's system instantly.
- vi) Service provider will take the responsibility for end to end integration regarding payment process with Banks/Financial Institutions. However WBSEDCL will provide necessary support for the backend integration process.
- vii) Service provider will give necessary documentation for overall integration process.
- viii) The Service provider's system needs to capture and store a unique ID for a payment initiated by the Common Customers using Mobile USSD platform/Mobile Apps/Web-portal etc. maintained WBSEDCL/Banks/Financial Institutions. That ID will be required to identify the unique bill payment for a customer and it will be facilitated the payment reconciliation. Service provider will provide a transaction id for each successful payment.
- ix) The service provider will return necessary details transaction status: success/failure, transaction reference no/transaction id (unique) for the payment. The service provider will provide a transaction reference no/transaction id for each successful transaction.
- x) If a new Bank/Financial Institution who maintain Digital Stored Valued Wallet and wants to provide e-payment under this mode. They should develop a system and integrate it to test environment of WBSEDCL server. If it pass during test run in that test environment of WBSEDCL system as per the requirement mentioned above. Then only a separate authorization letter will be issued to Service provider to include that new Bank/Financial Institution for this mode of e-payment service for commercial operation. No Bank/Financial Institution will be allowed to collect in this mode of e-payment service without prior authorization from WBSEDCL.

SW 1.2.4 Electronic Bill Presentment and Payment(EBPP): Integration for Registration, Bill Presentment and Payment at Bank's System

- i) As mentioned earlier, data sharing with the service provider and WBSEDCL will be done for the payment mode via Server to Server (S2S) through SOAP based web service Call using xml formatted data only. Data transfer using file mode will not be accepted.
- ii) L&MV Consumers can get himself registered for Electronic Bill Presentment and Payment (EBPP) by providing his/her Consumer ID and Installation Number directly through Bank's portal.
- iii) After registration, billing information will be available at bank's system to consumers as and when the bill is generated at WBSEDCL's system.
- iv) After getting billing information at Bank's system, Consumer can view and pay his bill at their bank's portal/ATM in the following modes:
 - a) **Manual:** Consumer can view and pay his bill as and when presented
 - b) **Standing instruction:** Maximum limit can be set for bill payment where amount will be debited only when bill amount is less than or equal to the limit set.
- v) Payment should be processed using minimum 128 bit SSL encryption. (Should be compatible with minimum TLS version 1.2)& needs to be updated in WBSEDCL's system within 48 hours from date and time of its initiation by the consumers.
- vi) Service provider will take the responsibility for end to end integration regarding payment process with Banks/Financial Institutions. However WBSEDCL will provide necessary support for the backend integration process.
- vii) Service provider will give necessary documentation for overall integration process.

SW 1.2.5 The system needs to capture and store the following parameter for payment details. These will be required to identify the unique bill payment for a customer and will facilitate reconciliation:-

- Unique id
- Consumer id/Reference Id
- Invoice No/Application No
- Invoice month, Invoice year
- Invoice amount
- Invoice due date

SW 1.2.6 Service provider shall maintain & preserve the entire data for collection through e-payment during contract period. Time to time security checking may be arranged by WBSEDCL or other entrusted third party consulting with the technical team of service provider to ensure proper security measure.

SW 2 Reconciliation Process:

- (i) Data Reconciliation process need to be done in real time via Server to Server (S2S) through SOAP based web service Call using xml formatted data through Auto-Reconciliation Process (In addition to normal browser response) where a custom web-service needs to be called by Service provider on the instant of every successful transaction i.e., for those transactions where consumer account is actually debited with the outstanding/payable amount. Transaction Receipt will be generated for common customer(s) after getting payment confirmation through above S2S call only. If for some reason the Service provider is unable to call the web-Service then the Web-Service need to be re-called within maximum one hour interval in batch mode until success notification is obtained by Service provider from the web-Service for all such pending transactions. The web service will take pre-defined input from PG and will return success or failure notification.
- (ii) It may happen that due to any kind of technical error, Service provider is unable to get success status from WBSEDCL after repeated attempts. To avoid this kind of infinite loop, it has been decided that Service provider will ping/call the WBSEDCL system (through Web-Service) maximum T+2 days (i.e. up to 48 hours from the Transaction date & time). Here T will be the payment transaction date. Success or

failure status of a particular transaction cannot be updated/rectified at WBSEDCL's system after T+2 days in normal conditions i.e. transaction status recorded at WBSEDCL's system will be final after T+2 days & any change at recorded status will not allowed after the said time limit.

- (iii) Service provider will submit/remit payment amount collected for all Successful (Success status received from WBSEDCL) transactions. WBSEDCL will not liable for any payment/data dispute between Service provider and Bank/Financial Institute after receiving successful status from Service provider. Service provider will handle such dispute/data error before sending successful status to WBSEDCL through Web-Service.
- (iv) After T+2 days, transactions for which payment has been debited/charged from consumer's bank account/Card/Digital Wallet/Stored Valued Wallet but without having any Success confirmation from WBSEDCL, will be automatically refunded to consumers by Service provider. In no circumstances, WBSEDCL will also handle the failure transactions.
- (v) No refund will be made by WBSEDCL after getting successful transaction id from the Bank/Financial Institution tied up with Service provider and authorized by WBSEDCL. For failure transaction, the refund of amount, if deducted from the account of Consumer, will be immediately taken care of Service provider. WBSEDCL will not be liable for any delay in refund if happens.
- (vi) WBSEDCL will generate receipts against those payments where valid transaction id generated & pushed back to WBSEDCL System with success status within 48 hours from date of transaction.
- (vii) Service provider should provide a consolidated report each day for the payment has been made throughout the day in the same specific format prescribed by WBSEDCL which are being currently used. WBSEDCL will be able to log on to service provider system to view the relevant payments made online.
- (viii) Charge back requests will be handled case to case basis by Dist. Finance of WBSEDCL and Service provider.

Section 4

TERMS & CONDITIONS [TC]

TC.1 General Terms:

- a) The bidder has to furnish all the information as required regarding their offer.
- b) The WBSEDCL reserves the right to reject the service if any deviation from tendered specifications is found in the supplied service at any point of time.
- c) No quotation from any sub-vendor would be entertained.

TC.2 Performance Bank Guarantee (PBG) for services:

The selected bidder shall furnish to WBSEDCL a performance Bank Guarantee on any scheduled Bank as per format **Annexure-4** within thirty (30) days from the date of receipt of LOA/ order from WBSEDCL **OR** before commercial operation whichever is earliest.

- i) The Selected Bidder(s) shall furnish a Bank Guarantee with a claim period of six (6) months beyond validity period of Bank Guarantee towards Performance Bank Guarantee for faithful and due fulfillment of all obligations under the terms and conditions of the Contract within thirty (30) days from the letter of award. Bank Guarantee shall be furnished in line with enclosed proforma as per **Annexure-4** payable to **WBSEDCL from a Scheduled Bank in India**.
- ii) Amount for performance Guarantee will be average collection per day during a past period multiplied by three (i.e. average three day's collection). The period for calculation of average collection per day will be decided by WBSEDCL during the placement of contract. Therefore the PBG amount will be varied accordingly as per the collection amount during that period. If revised calculated PBG amount is more than the existing PBG amount, equivalent shortfall amount in form of PBG is also to be submitted by the selected bidder within thirty (30) days to WBSEDCL from date of its claim by WBSEDCL. Detailed instruction will be provided to the selected bidder regarding PBG amount and the calculation procedure at the LOA/contract that will be placed to the selected bidder.

However collection mode wise initial PBG amount will be as follows:

Sl. NO	Collection Mode	PBG Value (Rs in Lacs)
1	Net Banking	470
2	Debit/ Credit Card	190
3	Wallet	40
4	EBPP	25

- iii) The Bank Guarantee shall provide for payment of any damage due to WBSEDCL, for failure of the Selected bidder(s) to meet his obligations under the Contract. The Bank Guarantee shall be valid for **ninety (90)** days after the expiry of the contract.

Performance Guarantee is intended to secure the satisfactory performance by the selected bidder(s) of the entire contract. However, it is not to be construed as limiting the damages under contract Period. Performance Guarantee can be increased at any point of time during contract period.

TC.3 Release of Performance Guarantee:

After completion of the contract period, necessary performance certificate will be issued by the Controlling officers. No claim shall be made against the Performance Guarantee after the issue of such performance certificate. The Performance Guarantee shall be returned to the Selected bidder(s) within ninety (90) days after receipt of application for release of Performance B.G. along with the performance Certificate. However, no interest shall be paid on the bank Guarantee by WBSEDCL, irrespective of date of release.

TC.4 Compliance with Laws:

a. Compliance with Laws, Statutes, Regulations:

The Selected bidder(s) shall, in all matters arising in the performance of the Contract, comply with in all respects, give all notices and pay all fees required by the provisions of any national or state statute, ordinance or other law or any regulation or bye-law of any duly constituted authority.

b. Statutory obligations:

The Selected bidder(s) shall adhere to the Statutory Provisions under Payment of Minimum Wages Act, Contract labour (Regulation & Abolition) Act, Employee's Provident Fund & Miscellaneous Provisions Act, Workmen's Compensation Act and other relevant Statutes. Non-compliance of the statutory provisions i.r.o. Contract Labour engaged in the job may attract penal action against Selected bidder(s) from the Law Enforcing Authorities. All liabilities arising out of the non-compliance of the Law of the Land will have to be borne by the Selected bidder(s) and WBSEDCL will not be responsible in any manner whatsoever for the same.

The Contract shall in all respect be construed and interpreted in accordance with the Laws in force in India, including any such Laws passed or made or coming into force during the period of the Contract.

TC.5 Arbitration & Legal Jurisdiction:

- A. During execution of this contract, if any dispute arises thereby, shall be settled amicably between WBSEDCL and Bidder to the extent possible.
- B. All disputes or differences in respect of which the decision if any has not become final shall be settled by arbitration in accordance with the provisions of the Arbitration and Conciliation Act – 1996 or any statutory modification thereof. The venue of Arbitration shall be Kolkata only.
- C. The necessary legal affairs and / or court case shall be exclusively within the jurisdiction of Kolkata High Court only.

TC.6 Liquidated damage:

A Liquidated Damage (LD) will be imposed in case e-payment service is hampered due to the fault in the part of the selected bidder, such LD may not be applicable against Force Majeure Conditions.

LD Parameters	Applicable Penalty
As mentioned at clause TC.8, after collection, the selected bidder will remit collection amount on daily basis to designated Bank account of WBSEDCL and mail data regarding collections made in specific format to the accounts dept of WBSEDCL. Deposition of collected amount for that day (from 12 midnight to 12 midnight) to the specified Receipt account of WBSEDCL and reconciled data filled in specified format shall have to be settled within T+2 working days where T is date of transaction.	For Delay in deposit of collected amount OR data beyond specified time limit, LD @ 5% of the un deposited amount OR involved amount related to non-transferred data, whichever is higher, shall be levied per day or part thereof for the total days of default without any ceiling limit on amount.

Any Liquidated Damage, if involved, the selected bidder is to deposit the amount to WBSEDCL via DD/NEFT/TRGS otherwise it will be recovered from the outstanding bills / bank guarantee lying/ to be lying with WBSEDCL.

TC.7 Force Majeure:

The 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 supplier. However, such force-majeure circumstances are to be intimated to WBSEDCL immediately and to be established subsequently with appropriate documents/proofs to the entire satisfaction of WBSEDCL.

TC.8 Settlement Time:

1. After collection, the selected bidder will remit collection amount on daily basis to designated Bank account of WBSEDCL and mail data regarding collections made in specific format to the accounts dept of WBSEDCL. Deposition of collected amount for that day (from 12 midnight to 12 midnight) to the specified Receipt account of WBSEDCL and reconciled data filled in specified format shall have to be settled within T+2 working days where T is date of transaction.

On failure to settle the amount within due time, WBSEDCL may delink connectivity of the selected bidder provisionally from the system of WBSEDCL to avoid further collection of bill amount from the valued consumers. On receipt of transfer of entire amount during the default period, link will be restored.

2. Mode of intimation:

Issue initially directly reported to the Single point of contact via phone, e-mail, letters or by any means possible according to the escalation matrix.

3. Escalation Matrix:

The successful bidder will have to provide well-defined escalation matrix for work as well as services.

TC.9 Risk & Termination of Order/LOA:

TC.9.1 Risk:

If the selected bidder fail to deliver the service as mentioned in this order or, WBSEDCL shall be entitled to hire such service and if not available the best and nearest available substitute Bidder elsewhere on the account of Selected bidder and at selected bidder's risk or to cancel the contract and selected bidder shall be liable to compensate for any loss or damage which WBSEDCL may sustain by reason of such failure on selected bidder's part. Recovery will be made from the outstanding bills and/or through encashment of any Bank guarantee of the selected bidder(s) lying/ to be lying with WBSEDCL.

TC.9.2 Termination of LOA:

The time schedule stipulated in the clause no. **TC.8 Settlement Time** & Reconciliation Process in the clause SW2 shall be deemed to be the essence of the contract and if the selected bidder(s) fails to deliver any consignment within the period prescribed for such delivery in the LOA

OR

provide wrong declaration during bidding process

OR

not able submit initial as well as revised PBG amount within stipulated time period as mentioned at clause TC.2,

OR

fails to execute the agreement within stipulated time period as mentioned at clause IB.30

WBSEDCL shall be entitled to cancel the contract and the selected bidder(s) shall be liable to compensate for any loss or damage which WBSEDCL may sustain by reason of such failure on the part of the selected bidder. Recovery will be made from the outstanding bills and/or through encashment of any Bank guarantee of the selected bidder(s) lying/ to be lying with WBSEDCL.

LOA placed on the Bidder may be terminated if required within contract period after giving 30(thirty) days notice to selected bidder.

TC.10 Contract period:

The period of contract for the work is for **3(three) years** from the commencement date of project as per the schedule mentioned at the LOA which may be extended for another **2 (Two) years** depending on the performance of the vendor during this period of 3 (three) years. Prayer for **enhancement of rate** for the subsequent years **will not be accepted** in any circumstances.

TC.11 Terms of Payment:

Transaction charges along with the applicable Tax as per the rate contract will be collected from the consumers only. . WBSEDCL will not pay any transaction charge to the selected bidder(s). If WBSEDCL wants to pay that transaction charge on behalf of the consumers, it will be intimated to the selected bidders in due course.

TC.12 Price:

- Price offer as transaction charge exclusive of applicable tax shall be submitted for the offered payment modes only by the bidder as per given specification.
- Incomplete quotation will not be accepted and shall be liable to be rejected.
- Price should be quoted and submitted in the Price Bid Sheet as per format of **BOQ** same is to be downloaded & submitted as mentioned at clause **IB.18.3** No deviation in any form in the Price Bid Sheet(s) is acceptable. The quoted price shall remain firm throughout the period of the contract and no adjustment shall be made to the contract price due to any reason.

TC.13 Personnel for liaison:

Ordering authority : CE, IT&C Cell, WBSEDCL

Controlling Officer : AGM (F&A)-Revenue, DHQ, WBSEDCL

Technical Officer : SE, IT&C Cell, WBSEDCL

Paying Authority (If applicable): AGM (F&A)-Finance, DHQ, WBSEDCL

TC.14 Alteration/Addendum:

- a. Any alteration/addendum to clauses may be considered at pre-bid discussion besides the existing clauses stipulated herein. The terms and conditions on conclusion of the Pre – bid discussion shall be final and binding upon the bidders. No subsequent change request to the terms and conditions from vendors shall be entertained under any circumstances.
- b. Terms and Conditions so stipulated herein is firm and final except the changes required consequent to the event stipulated at **TC.14 (a)**. It is also clarified that no fresh set of terms and conditions from the selected bidder in the form of agreement or whatsoever named will be accepted after finalization of bid documents/tenders.

Annexure 1

WEST BENGAL STATE ELECTRICITY DISTRIBUTION COMPANY LIMITED

(A GOVERNMENT OF WEST BENGAL ENTERPRISE)

IT & C CELL: 3rd FLOOR, 'D'- BLOCK

Vidyut Bhavan: Bidhannagar : Kolkata -700 091

e-mail: itcell@wbsecl.in CIN:U40109WB2007SGC113473

BID PROPOSAL

From :

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

To

The Chief Engineer IT & C,

IT & C Cell,

West Bengal State Electricity Distribution Company Limited,

7thFloor, Block'D', VidyutBhavan.,

Bidhannagar,

Kolkata- 700 091.

Sub:Online payment solution using Web Portal/Mobile App of WBSEDCL or Web Portal/Mobile App/USSD platform of the respective service providers for a period of (3) three years

Dear Sir,

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

a) **PRICES AND VALIDITY :**

1. The prices of all items as stated in the bid are FIRM during the entire period of contract irrespective of date of completion and not subject to any price adjustment as per in line with the Bidding Documents. All prices and other terms and conditions of this proposal are valid for a period of **150 (one hundred fifty)** days from the date of opening of the bids (Cover-1). We further declare that prices stated in our proposal are in accordance with your bidding.
2. We confirm that **quoted rate per Transaction is excepting Applicable GST.**

b) BID GUARANTEE :

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

c) DEVIATIONS :

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

d) WORK SCHEDULE :

If this proposal is accepted by you, we agree to provide services and complete the entire work, in accordance with schedule as well as terms and conditions indicated in the NleT/LOA/LOI, 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.

e) CONTRACT PERFORMANCE GUARANTEE :

We further agree that if our proposal is accepted, we shall provide a Contract Performance Guarantee of value for Rs.as stipulated in Bid document in the form of Bank Guarantee (Please specify the form of guarantee) in your favour and enter into a formal agreement with you within stipulated time as mentioned in bid from the date of placement of Letter of Award.

Thanking you, we remain,

Date _____

Place _____

Yours faithfully,

(Signature) _____

(Printed Name) _____

(Designation) _____

(Common Seal) _____

Business Address:

Name & Address of Authorized Signatory:

Annexure 2

WEST BENGAL STATE ELECTRICITY DISTRIBUTION COMPANY LIMITED

(A GOVERNMENT OF WEST BENGAL ENTERPRISE)

IT & C CELL: 3rd FLOOR, 'D'- BLOCK

Vidyut Bhavan: Bidhannagar : Kolkata -700 091

e-mail: itcell@wbsedcl.in CIN:U40109WB2007SGC113473

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

Ref. No. :

Date :

To
The West Bengal State Electricity Distribution Company Ltd.
Vidyut Bhawan
DJ Block, Sector - II
Salt Lake, Kolkata - 700 091

Dear Sirs,

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

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

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

This Guarantee shall be irrevocable and shall remain valid upto the **period of 180 (one hundred and eighty) days from the date of opening Technical Proposal**. If any further extension of this guarantee is required, the same shall be extended to such required period on receiving instructions from M/s _____ on whose behalf this Guarantee is issued.

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

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

WITNESS :

(Signature)

(Signature)

(Name)

(Name)

(Official address)

(Designation with Bank Stamp)

Attorney as per Power of Attorney No.
Date

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

Annexure 3

WEST BENGAL STATE ELECTRICITY DISTRIBUTION COMPANY LIMITED

(A GOVERNMENT OF WEST BENGAL ENTERPRISE)

IT & C CELL: 3rd FLOOR, 'D'- BLOCK

Vidyut Bhavan: Bidhannagar : Kolkata -700 091

e-mail:itcell@wbasedcl.in CIN:U40109WB2007SGC113473

Statement of Deviation from Terms and Conditions of Bid Document

To,

**The Chief Engineer IT & C,
IT & C Cell,
West Bengal State Electricity Distribution Company Limited,
7thFloor, Block'D', VidyutBhavan.,
Bidhannagar,
Kolkata- 700 091.**

Reference: NleT No

Dated.....

Sir,

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

Signature _____

Name:

Designation:

Date:

Annexure 4
WEST BENGAL STATE ELECTRICITY DISTRIBUTION COMPANY LIMITED
(A GOVERNMENT OF WEST BENGAL ENTERPRISE)
IT & C CELL: 3rd FLOOR, 'D'- BLOCK

Vidyut Bhavan: Bidhannagar : Kolkata -700 091
e-mail:itcell@wbasedcl.in CIN:U40109WB2007SGC113473

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

Bank Guarantee No. _____

Ref No. _____

Date : _____

To

The West Bengal State Electricity Distribution Company Ltd.
VidyutBhavan, Salt Lake,
DJ Block, Sector-II,
Kolkata -700 091 (India).

Dear Sirs,

In consideration of West Bengal State Electricity Distribution Company Ltd (hereinafter referred to as WBSEDCL) which expression shall unless repugnant to the context or meaning thereof include its successors, administrators and assigns having awarded to M/s _____ with its Registered/Head Office at _____ (hereinafter referred to as the 'Contractor') which expression shall unless repugnant to the context or meaning thereof, include its successors, administrators, executors and assigns, a Contract by issue of Letter of Award No./Order No. _____ dated _____ valued at _____ for _____ (Scope of Contract) and the Selected bidder(s) having agreed to provide a Contract Performance Guarantee of Rs. _____ for the faithful performance of the contract. We _____ (Name and Address) having its Head Office at _____

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

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

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

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

Dated this _____ day of _____ 20 ____ at _____

Witness:

(Signature)

(Signature)

(Name)

(Name)

(Official address)

(Designation with Bank Stamp)

Attorney as per Power of

Attorney No. _____ Date

Annexure 5
PRICE SCHEDULE (UNPRICED)

Tender Inviting Authority: Chief Engineer, IT&C Cell, WBSEDCL					
Name of Work: Online payment solution using Web Portal/Mobile App of WBSEDCL or Web Portal/Mobile App/USSD platform of the respective service providers for a period of (3) three years through the following modes: 1. Net-Banking using multiple major scheduled banks 2. Credit/Debit Cards (Master/Visa/Maestro/Rupay etc.) 3. Digital Store valued Wallets 4. Electronic Bill Presentment and Payment(EBPP)					
Contract No: IT&C/33.10(11)/1877 dated 29.07.2017					
Name of the Bidder/ Bidding Firm / Company :					
<p>PRICE SCHEDULE</p> <p>The below Quoted Rate per Transaction excepting Applicable GST.</p> <p>(This BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevant columns, else the bidder is liable to be rejected for this tender. Bidders are allowed to enter the Bidder Name and Values only)</p>					
Sl. No.	Payment Modes	Item Code	No of Transaction	Units	RATE per transaction In Figures To be entered by the Bidder in Rs/Percentage
1	2	3	4	5	6
1	Net-Banking using multiple major scheduled banks	A	1.0000	Rs	X
2	Credit/Debit Cards (Master/Visa/Maestro/Rupay etc.)	B	1.0000	Percent on Payable Amount	X
3	Digital Store valued Wallets	C	1.0000	Rs	X
4	Electronic Bill Presentment and Payment(EBPP)	D	1.0000	Rs	X

()

SIGNATURE OF THE TENDERER WITH OFFICE SEAL

Form - I**SCHEDULE OF BIDS****Tender No: IT&C/33.10(11)/1877 Dated 29.07.2017**

1	a) Name of the bidder with Registered office address Tel No./Fax no./E.mail address	:	
	b) In case Bidder is a of scheduled Bank name of the Aggregator	:	
2	Category of organisation/company of the bidder with CIN Number	:	
3	Tender Fee details ((Amount and in the form of DD/PAY ORDER/Banker's Cheque)	:	
4	Whether Offer submitted for any of the following Payment Modes		
4.a	Net-Banking using multiple major scheduled banks	:	YES/NO
4.b	Credit/Debit Cards (Master/Visa/Maestro/Rupay etc.)	:	YES/NO
4.c	Digital Store valued Wallets	:	YES/NO
4.d	Electronic Bill Presentment and Payment(EBPP)	:	YES/NO
4	Earnest Money (Amount and in the form of BG/DD/PAY ORDER/ Banker's Cheque) submitted:	:	
5	Goods and Services Tax (GST) registration No.	:	
6	Professional Tax Registration Number	:	
7	PF/ESI Registration No. & valid upto	:	
8	Valid Trade License Number	:	
9	PAN Card No	:	
10	Offer valid upto	:	150 days from the next date of opening of Tender.
11	The price should be Firm.	:	The Prices are Firm.
12	If any deviation, please mention in deviation sheet enclosed (deviations mentioned elsewhere will not be considered)	:	NO Deviation

(Signature and Seal of Bidder)

CHECK LIST**Form - II**

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

Sl. No.	Scanned Copy of Documents to be uploaded	Name of folder	To be submitted in cover	Submitted (Y/N)
1	Tender Fee (Scanned copy)	Drafts	Statutory cover (Technical proposal)	
2	Earnest Money Deposit (Scanned copy of DD/BC/BG (Annexure 2))	Drafts	Statutory cover (Technical proposal)	
3	Bid Proposal (Annexure 1)	Annexures	Statutory cover (Technical proposal)	
4	Price schedule in un-priced condition (Annexure 5).	Annexures	Statutory cover (Technical proposal)	
5.	Deviation Sheet (Annexure 3)	Annexures	Statutory cover (Technical proposal)	
6.	Blank Format of Proforma for bank guarantee for contract performance (Annexure 4)	Annexures	Statutory cover (Technical proposal)	
7	Notice Inviting e-Tender	NIT	Statutory cover (Technical proposal)	
8	Addenda / corrigenda , if published	NIT	Statutory cover (Technical proposal)	
9	Schedule of bids duly filled in (Form-I)	Forms	Statutory cover (Technical proposal)	
10.	Summary statement of average annual turnover (Form-III)	Forms	Statutory cover (Technical proposal)	
11	Statement of orders executed (Form-IV)	Forms	Statutory cover (Technical proposal)	
13	Proforma for undertaking to be submitted by the Bidders (Form-V)	Forms	Statutory cover (Technical proposal)	
14	Company Profile along with Certificate of Incorporation	Company details	Non-statutory cover (Technical proposal)	
15	PAN card	Certificates	Non-statutory cover (Technical proposal)	
16	Current Professional Tax Registration certificate	Certificates	Non-statutory cover (Technical proposal)	
17	Copy of returns for IT filed during last one year i.e. for assessment year 2014-15, 2015-16, 2016-17	Certificates	Non-statutory cover (Technical proposal)	
18	Goods and Services Tax Registration certificate	Certificates	Non-statutory cover (Technical proposal)	
19	Trade License	Certificates	Non-statutory cover (Technical proposal)	
20	P.F Registration/ESI Registration (If Applicable)	Certificates	Non-statutory cover (Technical proposal)	
21	Annual turnover for a period of the last three financial years i.e for financial year 2013-14, 2014-15, 2015-16. In this respect complete set of audit report for Companies and tax audit report in case of Firms or Entities other than Companies for financial years 2013-14, 2014-15, 2015-16.	Financial Info	Non-statutory cover (Technical proposal)	
22	Tender submitted by any Bidder who has been holiday-listed / black-listed by any State Electricity Board/Power Sector Company/State Government/Central Government/State & Central Undertakings and / or convicted by a Court of law will be rejected.	Credential	Non-statutory cover (Technical proposal)	
23	Bidder's profile for handling for handling of past experience of e-payment solution in the offered payment modes mentioned at the scope of work i.e. IB.2. for contract(s)in the preceding three (3) financial years i.e.2013-14, 2014-15, 2015-16for government, central or state, or PSUs or Govt. undertakings or reputed private sectors.	Credential	Non-statutory cover (Technical proposal)	
24	Which Ever is applicable: a) For mode of payment using Net-Banking using multiple major scheduled banks/ Instant Bill view & Payment from multiple major schedule Bank's Portal / Electronic Bill Presentment and Payment (EBPP), the agency is to tie-up with all major schedule banks of India including SBI (State Bank of India). b) For mode of payment using Debit-Credit card, the agency is to tie-up with minimum following popular Debit-Credit card's service providers i) Master ii) Visa iii) Maestro iv) Rupay c) For mode of payment using Digital Stored value Wallets, the agency should tie-up with one (01) or more Digital Store value Wallets with minimum aggregated consumer base 03 (Three) lakh or more in west Bengal.	Credential	Non-statutory cover (Technical proposal)	

(Signature and Seal of Bidder)

Sl. No.	Scanned Copy of Documents to be uploaded	Name of folder	To be submitted in cover	Submitted (Y/N)
25	The agency should be an aggregator/scheduled bank and will have a capacity of in-house software development team or for the required business solution or can be capable enough to acquire the same from any well-established solution provider. Technical Manpower details are to be provided with experience of providing previous e-payment solution including development and integration.	Credential	Non-statutory cover (Technical proposal)	
26	a) No third party aggregator will be allowed if the bidder is not a scheduled bank b) Third party aggregator will be allowed if and only if the participant is a scheduled bank but the name of aggregator is to be mentioned along with supporting documents.	Credential	Non-statutory cover (Technical proposal)	
27	The participant should be an enlisted BBPOUs (Bharat Bill Payment Operating Unit) by NPCI under BBPS (Bharat Bill Payment System)	Credential	Non-statutory cover (Technical proposal)	
28	The bidder having its registered office in India & at least one site office in and around Kolkata, West Bengal for providing necessary support for e-payment service. If site office already exists in and around Kolkata OR The details of the site office need to be provided by the selected bidder prior to placement of the LOA (Letter of Award)/contract.	Credential	Non-statutory cover (Technical proposal)	
28	Bill of Quantities.	BOQ	Finance cover (Financial proposal)	

(Signature and Seal of Bidder)

Form -III**Certificate regarding Summary Statement of Yearly Turnover**

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

Sl. No.	Financial		Remarks
	Year	Turnover rounded up to two digit after decimal (Rs. In Lakh)	
1.	2013-14		
2.	2014-15		
3.	2015-16		
Total			

Average Turnover:

Note:

1. Year proceeding the current financial year is to be considered as Year-1.
2. Average turnover is to be expressed in lakh of rupees, rounded up to two digits after decimal.
3. Average turnover for 3 years is to be obtained by dividing the total turnover by 3.0. If the Firm was set up in less than 3 year's period, consider the turnover for the period from inception to the Year-1. It may be either 1.0 or 2.0. Average turnover is to be obtained by dividing the total turnover by 1.0 or 2.0, as the case may be.
4. In case, the firm was set up in less than 3 year's period, mention the year of inception in the 'Remarks' column.

(Signature and Seal of Bidder)

Form -V**PROFORMA FOR UNDERTAKING TO BE SUBMITTED BY THE BIDDER**

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

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

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

(Signature and Seal of Bidder)

Dated-----