



**WEST BENGAL STATE ELECTRICITY DISTRIBUTION COMPANY LIMITED
(A Government of West Bengal Enterprise)**

**Distribution Head Quarters
Vidyut Bhavan (1st Floor); Block -D;
Bidhannagar, Salt Lake, Sector -II; Kolkata- 700091
CIN: U40109WB2007SGC113473**

SECOND CALL

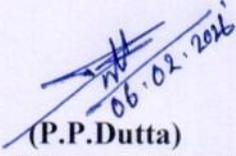
INVITATION TO BID

FOR

SELECTION OF SELECTED BIDDERS FOR PROVIDING SERVICES TO OPERATE ZONAL CALL CENTERS AT MIDNAPORE ZONE AND TO RUN VARIOUS CALL CENTRE RELATED PROCESSES THROUGH DEPLOYMENT OF SUITABLE MANPOWER AT RESPECTIVE CUSTOMER CARE CENTERS OF MIDNAPORE ZONE UNDER WBSEDCL

E-TENDER NOTICE NO.WBSEDCL/EDD/NIT/ZCC/MIDNAPORE/TENDER/SECOND CALL/2026/36 Dt: 06/02/2026

TENDER ID NO. : 2026_WBSED_1000013_1


(P.P.Dutta)
Executive Director (Distribution)
WBSEDCL



WEST BENGAL STATE ELECTRICITY DISTRIBUTION COMPANY LIMITED
(A Government of West Bengal Enterprise)

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E-TENDER NOTICE NO.WBSEDCL/EDD/NIT/ZCC/MIDNAPORE/TENDER/SECOND CALL/2026/36 Dated: 06/02/2026

(DOMESTIC COMPETITIVE BIDDING)

The Executive Director(Distribution), WBSEDCL, Vidyut Bhavan, (1st Floor, 'D' Block), Salt Lake, Kolkata – 700091 invites e-Tender from the bonafide, experienced & resourceful bidders on Domestic Competitive Bidding basis meeting minimum eligibility criteria as specified in the bid document basis for providing services to operate Zonal Call Centre at Midnapore and to run various call centre related processes through deployment of suitable manpower at Customer Care Centers and other field units under Midnapore Zone for a initial period of **2(Two) years**".

Name of the Work :	Providing services to operate Zonal Call Centre at Midnapore and to run various call centre related processes through deployment of suitable manpower at customer care centers and other field units under Midnapore Zone for a period of 2(Two) years . Ref- WBSEDCL/EDD/NIT/ZCC/MIDNAPORE/TENDER/SECOND CALL/2026/36, dated: 06/02/2026
Estimated project Cost :	₹22,12,01,982.50/-
Amount of Bid Guarantee to be deposited :	₹44.24 Lakh
Publishing date and time :	10/02/2026 at 11.00 Hrs
Document Download Start Date and Time :	10/02/2026 at 12.00 Hrs
Pre-Bid meeting	13/02/2026 at 12.00 Hrs at Conference Room , Distribution Head Quarter , Vidyut Bhawan, 1 st Floor, "D" Block, Salt Lake, Sector-II , Karunamoyee, Block-DJ, Kol-91.
Bid Submission Start date and Time :	17/02/2026 at 15.00 Hrs
Bid Submission End date and time	09/03/2026 at 13.00 Hrs
End date and time for physical submission Bid Guarantee	09/03/2026 at 15.30 Hrs at 1 st Floor, D Block, Vidyut Bhawan, WBSEDCL.
Date of opening of Techno- Commercial Bid and Time and place :	11/03/2026 at 16.30 Hrs at 1 st Floor, D Block, Vidyut Bhawan, WBSEDCL.
Date and opening of Financial Bid :	To be notified later
Website for downloading Bid documents, corrigendum and addendum :	www.wbsedcl.in and www.wbtenders.gov.in
Validity of Bid :	180 (One hundred eighty) days from the date of opening of Techno Commercial Bid.

DISCLAIMER

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

WBSEDCL's shall incur no liability under any law, statute, rules or regulations on any claim the potential Bidder may make in case of failure to understand the requirement and respond to the Tender Document. WBSEDCL may, in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this Tender Document. WBSEDCL is not bound to accept any or all the tenders and reserves the right to reject any or all tenders without assigning any reasons. No applicant shall have any cause of action or claim against WBSEDCL or its officers, employees, advisors, agents, successors or assignees for rejection of tender.

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SECTION- 1

Instruction to Bidder

ELIGIBILITY OF BIDDERS:

FOLLOWING ARE THE CREDENTIALS FOR ELIGIBILITY OF BIDDERS:

- IB.1** Bidder must have experience in running Call Center for handling a large volume of customer calls related to business processor to offering technical or general support to customers with proficiency in consumer handling related software operation with minimum capacity of 75 personnel in total in a day (in any public or private enterprises) during last five years (continuously at least for one year) prior to the date of floating of e-tender. Copy of LOA/Order from the ordering authority along with satisfactory performance certificate and certificate of completion or ongoing status from the ordering authority must be submitted as a proof as per enclosed format as per ANNEXURE-V. For the existing vendors of WBSIEDCL in this job, one must submit satisfactory performance report from Zonal Managers vide Format of Performance Certificate (ANNEXURE-IX)
- IB.2** The Annual Turnover shall not be less than Rs. 7 Crore in the last three financial years i.e. for year 2022-23, 2023-24 & 2024-25. Audit report, (if the bidder is a company) or Tax audit report (if the bidder is not a company) for the year 2022-23, 2023-24, 2024-25 should be submitted. However turnover of parent and / or Group Companies will not be considered to decide the eligibility. Annual turnover of any bidder participating in more than one Zone bidding process, **will be summation of requisite turnover of respective Zones applied for bidding process.**
- IB.3** Bidder must submit following documents :
1. Provident Fund registration certificate. In case of vendor PF registration is outside of the state then the vendor has to take WB Provident fund registration, if LOA awarded.
 2. GST Registration certificate.
 3. PAN and copy of ITR for last three years.
 4. Profession Tax Registration Certificate.
 5. ESI registration certificate: If ESI registration not available, the bidder must submit ESI Registration Certificate within one month from the date of issuance of LOA, if the bidder is awarded.
 6. Trade license of the company.
 7. Registration no. of the company.
 8. Labour License as per Contract Labour (Regulation and Abolition) Act.
- IB.4** The bidders must submit details of their credentials as per ANNEXURE-IV & V.
- IB.5** Self-declaration by any bidder, unless explicitly mentioned anywhere in this document, shall not be given any cognizance. No credential of the bidder shall be accepted by WBSIEDCL until & unless those are authenticated with requisite supporting documents.
- IB.6** No Consortium and / or Joint Venture shall be allowed.
- IB.7** The selected bidders won't be allowed to engage any SUB- VENDOR for execution of Contract (s).
- IB.8** List of supervising employees of the selected bidder (s) and their experience should be submitted towards successful management of similar business.

- IB.9** The selected bidder Service shall have readiness of human resource so that they are available within shortest possible notice for either replacement and / or enhancement of existing manpower.
- IB.10** Personal security, accommodation, transportation etc. for their deployed manpower shall be responsibility of the successful bidder at their own cost and risk. WBSEDCL shall have no obligation in this regard in any matter whatsoever.
- IB.11** Bidder should not be blacklisted or debarred from any Govt. organization across India on the closing date of submission of the tender document. Undertaking of authorized signatory of vendors in the non-judicial stamp paper of Rs. 10/- with companies common seal (ANNEXURE-X & XI)
- IB.12** Vendor must have their registered office in anywhere in India to cater to the operational need for running call center.

IB.13 KEY DATES:

Sl. No.	Activity	Date & Time
1.	Publishing Date	10/02/2026 at 11.00 Hrs
2.	Document Download start date	10/02/2026 at 12.00 Hrs
3.	Seek clarification start date	10/02/2026 at 15:00 hrs.
4.	Seek clarification end date	12/02/2026 at 15:00 hrs.
5.	Pre Bid Meeting date	13/02/2026 at 12.00 hrs. at Conference room of Distribution H.Q
6.	Bid submission start date	17/02/2026 at 15.00 Hrs
7.	Bid submission end date	09/03/2026 at 13.00 Hrs
8.	Last date of physical submission of Bid Guarantee	09/03/2026 at 15.30 Hrs at 1 st Floor, D Block, Vidyut Bhawan, WBSEDCL.
9.	Technical Bid opening date	11/03/2026 at 16.30 Hrs at 1 st Floor, D Block, Vidyut Bhawan, WBSEDCL.
10.	Financial Bid opening date	To be notified later

- IB.14 PRE-BIDDISCUSSION:** Pre-bid discussion will be held as per schedule indicated in “Key Dates Clause” above to clarify the queries, if any, from the vendors in respect of tender. Intending bidder may participate (maximum two persons from each vendor) in the said meeting for any such clarification. Non-attendance at the pre-bid discussion will not be a cause for disqualification of the bidder.
- IB.15** Any Changes in the Bid documents, if any, shall be made only through website i.e. <https://wbtenders.gov.in> and www.wbsecl.in and as such bidders are requested to go through the website for all updates and relevant information. No other mode of communication will be done in this respect.

IB.16. RECEIPT & SUBMISSION OF BID DOCUMENT:**IB 16.1 Mode of Receipt from WBSEDCL :**

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

IB.16.1.1 Bidders willing to take part in the process of e-tendering are required to obtain Digital Signature Certificate (DSC) in the name of person who will sign the tender, from any authorized Certifying Authority (CA) under CCA, Govt of India (viz. n-Code Solution, Safe script, e-Mudhra). DSC is given as a USB e-Token. After obtaining the Class 2 or Class 3 Digital Signature Certificate (DSC) from the approved Certifying Authority they are required to register the fact of possessing the Digital Signature Certificates through the registration system available in the website.

IB.16.1.2 Tenders are to be submitted online and intending bidders are to download the tender documents from the website stated above, directly with the help of the e-Token provided. This is the only mode of collection of tender documents. Details of submission procedure are given in "Instructions to Bidders".

IB.16.1.3 No Bid will be accepted, if it reaches through Post/Courier Service and/or any other means except electronically through <https://wbtenders.gov.in> and WBSEDCL shall not take any responsibility in such situation.

IB 16.2 General guidance for e-Tendering: Instructions/Guidelines for electronic submission of the tenders have been mentioned below for assisting the bidders to participate in e-Tendering.

IB 16.3 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.16.3.1 Digital Signature certificate (DSC):

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

IB.16.3.2 The bidder can search and download NIT & Tender Documents electronically from the website mentioned in www.wbtenders.gov.in the Digital Signature Certificate. This is the only mode of collection of Tender Documents.

IB.17 Mandatory Condition: The bidder shall provide documentary evidence satisfactory & acceptable to establish that they have the requisite credential, capability and experience to handle the contract and meet requirements of all the Mandatory Conditions indicated in ANNEXURE-IV & V.

IB.18 Submission of Bid: Bids shall be submitted as follows:

IB.18.1 Tenders are to be submitted online through the website <https://wbtenders.gov.in> only and no other mode of submission of bid will be accepted. All the documents uploaded by the Tender Inviting Authority form an integral part of the contract. 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 folders - one is Technical Proposal and the other is Financial Proposal.

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

- IB.18.2** The bidder needs to download the Forms / Annexure, fill up the particulars in the designated Cell and upload the same in the designated location of Technical Bid.
- IB.18.3** 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.
- IB.18.4** **Technical Proposal:** The Technical Proposal shall contain scanned copies and/or declarations in the following standardized formats in three covers (folders):
- IB.18.4.1** **Folder-1:** NIT& any Corrigendum & Scanned copy of Bank Guarantee (BG) (ANNEXURE-VII) towards Bid Security as prescribed in NIT along with undertakings (ANNEXURE-I & ANNEXURE-II) and also original Bid proposal(ANNEXURE -III) are to be submitted in details in folder-1.
- IB.18.4.2** **Folder-2:** Credentials and documents in support of mandatory conditions as well as enclosed format vide ANNEXURE-IV and ANNEXURE-V must be filled & submitted in folder-2
- IB.18.5** **Financial Proposal:**
The financial proposal should contain the following documents in one cover (folder) named as Financial Proposal Folder. A pro-forma is enclosed as ANNEXURE-VI for reference; please do not quote in the pro-forma.
- IB.18.6** **Bill of Quantities (BOQ):** The bidder is to quote the Price online through computer in the space marked for quoting Price in the BOQ for each respective zone.
- IB.19** **Bid Security [Earnest money]:**
- (i) All bids must be accompanied with a refundable Bank Guarantee, as "Bid Security". The offer will not be accepted for evaluation, if the Bid Security as required, is not deposited.
 - (ii) The Bid Security is required to protect WBSEDCL against the risk of bidder's conduct, which would warrant the forfeiture of Bid Security deposit.
 - (iii) **Earnest Money Deposit (EMD):** The amount of Earnest Money Deposit (EMD) shall be deposit as prescribed in the NIT.
- The bidder shall select the tender to bid and initiate payment of EMD.**
- (iv) **Following payment options are available for paying EMD amount through online mode:**
 - a. **Net-banking** through Payment Gateway.
 - b. **RTGS/NEFT Payment:** On selection of RTGS/NEFT as the payment mode, the e-Procurement portal will show a pre-filled challan having the details to process RTGS/NEFT transaction. The bidder will print the challan and use the pre-filled information to make RTGS/NEFT payment using his bank account. Once the payment is made, the bidder will come back to the e-Procurement portal to continue the bidding process after expiry of a reasonable time to enable the RTGS/NEFT process to be completed.

In case actual EMD amount as per NIT is more than the one shown in e-tender portal, the bidder shall mandatorily opt for NEFT/RTGS(Challan mode). In that case, the total actual EMD amount is to be paid only through NEFT/RTGS mode (Challan mode). Challan, thus generated will contain the amount which has been mentioned in e-tender portal. However, for payment of actual amount calculated as per NIT, bidders shall strike out the amount in Challan and manually put actual EMD amount while following the due payment procedure at respective Bank.

- (v) **Submission of EMD through BG:** For submission of EMD in the form of BG, bidders will have to opt for EMD Exemption in e-tender portal and upload scanned copy of BG in the EMD exemption document upload section. Bank Guarantee (BG) should be drawn on any Scheduled Bank drawn as per the Proforma of Bank Guarantee for Earnest Money, given with this tender documents vide ANNEXURE-VII & VIII with initially valid for upto one eighty (180) days from the due date of submission of tender and with claim period of another thirty (30) days, subject to further extension if required, in favour of West Bengal State Electricity Distribution Company Limited payable at Kolkata

Physical copy of BG shall be submitted at the office of tender inviting authority as per respective clauses of NIT, before the bid closure date.

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

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

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

IB.20 General Instructions for Online Payment:

The instructions of online payment, viz. Net-banking, NEFT/RTGS, are described in details in Clause No. IB.19. The bank account used for payment of EMD by the bidders shall be maintained operative until the completion of tendering process. All refunds will be made mandatorily to the Bank A/C from which the payment of EMD has been initiated.

IB.21 Refund/Settlement of EMD Amount:

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

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

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

IB.22 The Bid Security shall be made payable to WBSEDCL without any conditions, what so ever.

IB.22.1 **The amount of Bid Security shall be:**

Name of the Zone	Amount of bid guarantee(in ₹)
Midnapore Zone	₹ 44.24 lakh.

IB.22.2 No interest shall be payable by WBSEDCL on the above 'Bid Security' deposit.

IB. 22.3 **The Bid Security deposit shall be forfeited by WBSEDCL in the following cases also:-**

IB.22.3.1 If during the period of Bid validity, the bidder unilaterally withdraws or modifies its bid as a whole or in part.

IB.22.3.2 In case of successful bidder, if the bidder fails to accept the order unconditionally or fails to furnish the contract performance bank guarantee as per stipulation of bid documents.

IB. 22.3.3 In case of formation of cartel.

IB.22.3.4 If the offer is submitted without or inadequate Earnest Money, the bid will not be opened. In case of incomplete offer, the tender will be liable for rejection and Earnest Money Deposit will be forfeited.

IB.23 **Language of Bid:**

All documents relating to this bid shall be in English language only. Failure to comply with this request may disqualify a bidder.

IB.24 **Currencies of Bid and Payment:**

All prices shall be quoted by the bidder in 'Indian Rupees' (INR) only. Payment is also to be made in INR only.

IB.25 **Period of validity of Bid:**

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

IB.26 **Late Bid:**

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

IB.27 **Withdrawal / Modification of bids :**

The bidder may withdraw / modify his bid after submission, prior to bid submission end date as prescribed in deadline for submission of bid at IB.13.

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

IB.28 Amendment/ Addendum of Bidding Documents:

IB.28.1 At any time, normally, prior to the dead line of submission of Bid, WBSEDCL may, for any reason, modify the bidding documents by issuing Addenda / Amendments.

IB.28.2 Any addendum thus issued shall be part of the bidding documents and bidder should follow the <https://wbtenders.gov.in>. However, if situation so warrants, such amendments may be made at any subsequent time also, prior to opening of the price bid. In that case, bidders will be given the scope to amend the price bid also.

IB.28.3 In case of issuing any addenda/addendum for modification of any documents of bid or extension of deadline of bid submission, the same notice will be hoisted in the **www.wbtenders.gov.in** or in the official website **www.wbsecl.in** and no other mode of communication will be issued from WBSEDCL.

IB. 29 Right to reject Bids:

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

IB. 30 Reserve the Rights:

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

IB.30.1 Amend the bidding requirements at any time prior to the closing date, with the amendment with extension of the closing date for submission of the bid proposals.

IB.30.2 Extend the closing date for submission of the bid proposals.

IB.30.3 Allow a bidder to change its Technical proposal if the same opportunity is given to all bidders.

IB.30.4 To accept any bid not necessarily the lowest, reject any bid without assigning any reasons and accept bid for all or anyone for which bid has been invited.

IB.30.5 Terminate or abandon the bidding procedure or the entire project whether before or after the receipt of bid proposals.

IB.30.6 Seek the advice of external consultants to assist WBSEDCL in the evaluation or review of proposals.

IB.30.7 Make enquiries of any person, company or organization to ascertain information regarding the bidder and its proposal.

IB.30.8 Reproduce for the purposes of the procedure the whole or any portion of the proposal despite any copyright or other intellectual property right that may subsist in the proposal.

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

IB. 31 Opening of Bid:**IB. 31.1 Opening and evaluation of tender :****IB.31.1.1 Opening of Technical Proposal:**

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

b) Technical proposals for those tenders whose original copies of DD/BG towards Bid

Guarantee have been received will only be opened. Proposals corresponding to which original copy of DD/BG towards EMD has not been received, will not be opened and will stand rejected.

- c) Intending bidders may remain present if they so desire only two person from each entities are allowed.
- d) Technical proposal consisting folder-I and folder-II will be opened first. If there is any deficiency in the Documents, the tender will summarily be rejected
- e) Decrypted (transformed into readable formats) documents of the technical proposal folder will be downloaded for the purpose of evaluation.
- f) **Bidders will be allowed to submit bid for operation of Zonal Call Centre of Midnapore Zone without any restriction for submission of bid. However, no bidders will be allowed to get the allotment to operate more than two Zonal Call Centre under WBSIEDCL.**

IB.31.1.2 Techno-commercial Evaluation of Tender:

- (i) While evaluation, the Tender Inviting Authority or his authorised representative may call 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.
- (ii) The summary list of bidders, whose bids will be found techno-commercially eligible, will be uploaded in the web portals. Date of opening of financial bid will be intimated to the techno-commercially qualified bidders.

IB.31.1.3 Opening and evaluation of Financial Proposal:

- (i) Financial proposals of the bidders declared techno-commercially eligible, will be opened electronically by the Tender Inviting Authority from the web portal stated above on the prescribed date.
- (ii) The encrypted copies will be decrypted and the rates will be read out to the bidders remaining present at that time.
- (iii) After opening of the financial proposal the preliminary summary result containing inter-alia, name of bidders and the rates quoted by them will be uploaded.
- (iv) The Tender Accepting Authority may ask any of the bidders to submit analysis to justify the rate quoted by the bidders.

IB. 32 Authorisation of bidder-Written power of attorney, authorizing the signatory of the bid to be submitted to act on behalf of the bidder. Original power of attorney to be submitted at the time of physical submission of cost of bid and bid guarantee.

IB. 33 Revision/withdrawal of Financial Proposal by the bidder after opening of Technical Proposal of the tender will not be allowed if it is not sought by the Tender Inviting Authority.

IB. 34 Revision/withdrawal of Financial Proposal by the bidder after opening of Technical Proposal of the tender will not be allowed if it is not sought by the Tender Inviting Authority.

- IB. 35 Rectifications of Errors:** Arithmetical errors, if any, shall be rectified as follows:
- IB.35.1** If there is a discrepancy between the unit price and total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be accordingly corrected by WBSEDCL.
- IB.35.2** If there is a discrepancy between words and figures, the amount in words shall prevail.
- IB.35.3** Bidder shall ensure that the prices furnished in BOQ are consistent with each other. In case of any inconsistency in the prices furnished in the specified BOQ, WBSEDCL is entitled to consider the higher of the 'quoted' price and the 'corrected' price as resulting from aforementioned procedure for the purpose of evaluation of bid. For the purpose of award of contract the lower of the 'quoted' price and 'corrected' price will be considered.
- IB.36 Statutory Obligations:**
- IB.36.1** All Selected bidders have to submit necessary Labour License in terms of Contract Labour (Regulation and abolition) Act 1970. The Zonal Manager of each Zone shall issue necessary Form-V to the respective selected bidder for obtaining Labour License.
- IB.36.2** The selected bidder must comply with all statutory obligations & provisions as per law of the land and as contained in relevant Acts like, Employees Compensation Act 1923, the Contract Labour (Regulation & Abolition) Act 1970, Employees Provident Funds and Miscellaneous Provisions Act 1952, Employees' State Insurance Act 1948, Payment of Wages Act 1936 etc, Maternity benefit Act 1961 and rules made there under for every Act.
- IB.36.3** The financial obligation(s) arising out of statutory obligations would be entirely on contractors account and WBSEDCL will not be responsible on this score for any reason whatsoever. The register maintained by the successful bidder in this regard, shall be subject to scrutiny of WBSEDCL, if WBSEDCL desires so.
- IB.36.4** The selected bidder has to pay minimum wage in commensuration with notification of Labour Dept., Govt. of West Bengal, as modified time to time. In no case, the said wage can be divided into other component(s). PF @13%, ESI @ 3.25% and bonus @ 8.33% should be on the minimum wage as above or as notified by the Labour Dept., Govt. of West Bengal.
- IB.36.5** All deployed personnel would be eligible for one weekly off day and four holidays i.e, 26th January, 1st May, 15th August & 2nd October. Since the work at Customer Care Centre as well as Call Centres at Zonal level cannot be left blank, selected bidders have to ensure additional manpower in 1:6 ratios for smooth running in consultation with the respective controlling officer. However Zone wise total manpower strength mentioned in the bid documents are inclusive of reliever. **The minimum rates of wages, as issued by the Labour Department, Govt. of West Bengal, include the wage for weekly off day. However employees are entitled for wage for four holidays.**
- IB.36.6 Employee State Insurance–** Since selected bidder(s) have to comply with all necessary formalities to extend ESI benefit among the manpower's where ESI is applicable and all norms of ESI regarding payment shall be strictly adhered by the bidder.
- IB.36.7** The successful bidders have to submit a list of deployed manpower of the respective Zonal Call Centre indicating Name, Father/Husband Name, Date of Birth, Communication Address, Qualification(s), Wage particulars including statutory documents to the Nodal Officer within one month from the date of receipt of LOA / date of actual engagement.
- IB.36.8** The bidder while submitting the bill must enclose Electronic Challan cum Receipts (ECR) and copy of paid challan of the respective bank as per Employees' Provident Fund Scheme,

1995, and also remittance if once confirmation slip positively as token of proof towards payment of Provident Fund Contribution to the Provident Fund Authority in Provident Fund Code Number, as mentioned in the LOA.

- IB.36.9** The Nodal Officer must ensure that employees as engaged by the bidder are registered as per E.S.I. Act. The bidder is liable to enclose necessary paid Challan of the respective bank towards payment of E.S.I. Contribution to the respective E.S.I. Authority where ESI Scheme is applicable. Otherwise the bidders to have procured MEDICLAIM Insurance Policy from a Nationalized Insurance Company in respect of each of the employees where ESI Schemes are not applicable.
- IB.36.10** Payment of wage should be made along with duly authenticated Wage Slip indicating Minimum wage, PF deductions, ESI (both employer & employees contribution) and any other payments/deductions, as per statute.
- IB.36.11** Issuance of Appointment order to each employee is mandatory. A copy of each such Appointment Letter may be sent to the Nodal Officer of the Concerned Zone.
- IB.36.12** Selected bidder must issue Photo Identity Card, as per prescribed pro forma to each employee

IB. 37 Settlement of Disputes and Arbitration:

- IB. 37.1** In case of any dispute arising out of the contract, the same shall normally be settled through meeting between WBSEDCL and the contracting bidder at the appropriate level.
- IB. 37.2** Any dispute arising out of or in connection with the contract shall, to the extent possible, be settled amicably between the parties.
- IB. 37.3** If the disputes will remain unresolved it is to be subject to redressal through competent civil court under the jurisdiction of High Court of Calcutta only or its subordinate court having competent jurisdiction.

IB. 38 Award of Contract- Order shall be placed on the successful lowest bidder.

IB. 39 Acceptance of Order: The successful bidder shall submit written unconditional acceptance of order within 7 (seven) days from the date of issuance of the order.

IB. 40 Communication address:

To

The Executive Director (Distribution), WBSEDCL,
1st floor "D" Block, Vidyut Bhawan, Salt Lake, Block: DJ, Sector-II,
Kolkata- 700091.

E-Mail ID: ed.dist@wbasedcl.in

For more information, visit our site at <http://www.wbasedcl.in>

Notwithstanding anything contained otherwise elsewhere in this document, all related subsequent correspondences from WBSEDCL to the bidders will be made through <http://www.wbtenders.gov.in> and/or <http://www.wbasedcl.in> only, if not circulated otherwise.

IB. 41 Address of Tender Inviting authority-

The Executive Director (Distribution), WBSEDCL,
1st floor "D" Block, Vidyut Bhawan, Salt Lake, Block: DJ, Sector-II,
Kolkata - 700091.

E-Mail ID: ed.dist@wbasedcl.in

IB. 42 Representative of bidders:

IB.42.1 The successful bidder is required to nominate one person other than Group Leader exclusively from commencement to completion as a 'Single Exclusive Contact Person', with whom WBSEDCL will interact on all matters related to the contract. His telephone number and Mobile number including contact address should be made available within a week from the date of acceptance of the order to the Concerned Zonal Manager, System Administrator and Station Manager. He shall mainly responsible for Human Resource related matters.

IB.42.2 The successful bidder has to specifically furnish to WBSEDCL, the name, designation, mobile no., residential phone no, e-mail address of their representative.

IB. 43 Liaison Office:

The successful bidder will have to open a site office in the respective Zone in a strategic location headed by a responsible person along with suitable manpower and with facilities of phone, mobile & fax etc. This office need to address any query and correspondence made to the successful bidder from WBSEDCL regarding execution of the works under the scope of the order. This office must be made operational within one month from placement of the order and will operate during the entire contract period as per clause no: GTC.19. An undertaking in this regard should be submitted in Rs. 10 non judicial stamp. Non-compliance may lead to termination of contract.

SECTION-II

SCOPE OF WORK (SW)

- SW.1. Task of deployed manpower (category-wise):**
The successful bidder will have to supply skilled manpower of specified qualification & quality for running and supervising the IT enabled & IVRS enabled Zonal Computer Center & Call Center and operating IT enabled systems at various field units of WBSEDCL.
- SW.1.1. Category-wise Tasks are specified as under:**
- SW.1.1.1 Call Centre and Field Unit Operator (CFO):**To run IT enabled system at Zonal Call Centre / field units for:-
- SW.1.2.1.1** Handling telephonic queries of WBSEDCL's prospective & existing and consumers in line with guideline stipulated by WBERC.
- SW.1.2.1.2** Providing Information service to external & internal users of WBSEDCL including payment related issues.
- SW.1.2.1.3** Managing & monitoring consumer complaints including payment related issues.
- SW.1.2.1.4** Managing grievance procedure system at CCC including payment related grievance.
- SW.1.2.1.5** Sharing of mobile number of the CFO for receiving OTP based authentication code for log in the system of the user.
- SW.1.2.1.6** Generating & sending SMS to valued consumers
- SW.1.2.1.7** Entering Load Shedding schedules related information, instantaneous 'System Outage' information etc.
- SW.1.2.1.8** Making verbal communication to privileged & internal users
- SW.1.2.1.9** Successful & faithful handing over of the system and task to the reliever etc. along with any other job related to successful Call Center Operation, as may be assigned by the System Administrator of the Zonal Call Center or Station Manager of the concerned CCC.
- SW.1.2.1.10** Interaction with the consumers related matter including follow up of payment of the company or any other business related interfacing with the consumer.
- SW.1.2.1.11 Requisite Credentials:** At least 12th standard/ diploma (3 years course) holder in any field. Enough knowledge in handling windows OS office automation application packages and internet explorer. Certificate from intuition duly recognized by AICTE/ WBCTE is to be furnished. Minimum medical standard required for call center. All the operator must be efficient in reading and writing skills Bengali and English and fluency in speaking Bengali. 10% of the operators must be fluent both Hindi and English.
- SW.1.1.2 Group Leader (GL):**To run, monitor & maintain IT enabled system and to supervise Operators at Zonal Call Center for:-
- SW.1.1.2.1** Efficient call management & handling
- SW.1.1.2.2** Preparation of standard & customized reports
- SW.1.1.2.3** Liaison with field units regarding generation, entry and trafficking of data
- SW.1.1.2.4** Controlling callers' queue
- SW.1.1.2.5** Assigning jobs to operators
- SW.1.1.2.6** Monitoring, supervising & reporting on CFO posted at Call Center.
- SW.1.1.2.7** Regular monitoring with the CFO attached to Customer Care Centers on day to basis in respect of Service connection of prospective & existing consumers.
- SW.1.1.2.8** Tit-bit troubleshooting and operating Automatic Call Distributor (ACD) & Exchange, Operators' PC & peripherals etc.

- SW.1.1.2.9** Reporting to Process Manager & System Administrator about system health etc. [along with any other job related to successful Call Center Operation].
- SW.1.1.2.10** GLs have to upgrade themselves with new models and train the CFOs of ZCCs and CCCs to support the system activities. A feedback information regarding training is to be confirmed to the system administrator of ZCC within 30 days from the date of implementation of the module through PM.
- SW.1.1.2.11** He /She will have to be very conversant with WBERC rule and must update himself with changes of WBERC guideline.
- SW.1.1.2.12** **Requisite Credentials:** Graduate in any stream/ diploma (3 years course) holder in any field. Enough knowledge in handling windows OS office automation application packages and internet explorer working knowledge in hardware and communication area. Certificate from intuition duly recognized by AICTE /WBCTE is to be furnished. Must have reading, writing and speaking skills Bengali and English and must have capabilities to communicate to the operators in regional language as well. At least 1years experience in IT field preferably in call center operation.
- SW.1.1.3** **Process Manager (PM):** Assist System Administrator in all matters, related to Data Warehouse and Call Center operation and maintenance during normal working hours and to oversee and monitor the jobs of CFOs & Group Leaders etc. along with any other job related to successful Call Center Operation.
- SW.1.1.3.1** To look after the Zonal Data Warehouse & Call Center in absence of System Administrator in case of emergency situation.
- SW.1.1.3.2** Liaison with GL & CFO attached to Call Centre and Customer Care Centers on day to day basis. In case of any irregularity, he will intimate in writing / verbally to the System Administrator.
- SW.1.1.3.3** Monitors calls and communication, soft skills, process and compliance parameters. Provide coaching and feedback to enhance GL's and operator's performance. Analysed Audit data, compliance. Communication & process related data. Prepare & Implement action plans. Analysed the coaching/ training needs of the agents & support them in delivery. Participate in calibrations to ensure consistent scoring & feedback delivery approach. Keep the agents updated on new process changes/ updates, improvement initiatives. Conduct Compliance, Communication & Process Awareness sessions for new hires. Support floor Training Initiatives. Develop Action plans and report out the improvement process in business reviews. Plan & run campaigns to drive Awareness/ Improvements on Compliance, Communication & Process.
- SW.1.1.3.4** **Process Manager (PM)** has to upgrade himself with new models and train the GLs under his control to support the system activities. A feedback information regarding training are to be confirmed to the system administrator of ZCC.
- SW.1.1.3.5** He /She will have to be very conversant with WBERC rule and must update himself with changes of WBERC guideline.
- SW.1.1.3.6** **Requisite Credentials:** Graduate in any stream/ diploma (3 years course) holder in any field. At least DCA or equivalent with enough knowledge in RDBMS, OS (like Linux and Windows) and networking certificate from intuition duly recognized by AICTE/ WBCTE is to be furnished. At least 1 year experience in IT field, preferably in call center or data ware house operation.

- SW.2.0** Regular Evaluation of performance CFO/GL /PM need to be assed and report must be submitted to the nodal officer.
- SW.3.0** Since all the ZCC are operational, normally no new manpower is/are required, but if any new manpower in any specified category is required, selected bidder shall impart training at his own cost & initiative. The person must get hands-on training in similar field unit of WBSEDCL for three days and, will be deployed, if the System Administrator, Zonal Computer Center, certifies his/her aptitude as satisfactory.
- SW.4.0** Geographical coverage of call attendance by CFO posted at ZCC or in the field units: The CFO, posted at ZCC or in the field unit, has to attend telephonic calls of existing and prospective consumers from anywhere irrespective of any geographical barrier.
- SW.5.0** IVRS is already under operation; hence a sizable portion of telephonic query will be answered via IVRS system, without reaching to the CFO.
- SW.6.0** **Standard of Performance:**
Essence-The essence of framing of SOP is to run Zonal Call Center efficiently for extending best customer support regarding lodging their complaint and taking best effort to percolate the complaint upto CCC level to resolve the complaint with quickest possible time for giving highest customer satisfaction.
- KPA (Key performance Areas)-**To understand the entire dynamics of the performance of the Zonal Call Centers the following KPA (key Performance Areas) has been fixed.
- Call opening
 - Call closing
 - Verbal contact
 - Process compliance.
 - Conducting refresher training periodically for giving better awareness about the system changes and technology changes.

The following Standard of performances for theKPA's is framed for ensuring better customer satisfaction and quick disposal of grievances.

1. KPA - Call opening	
Objective	Welcome the existing and potential consumers of WBSEDCL
Definition	At the beginning of the conversation with the customer it is very much necessary to welcome the customer disclosing the identity of the licensee and brief about the benefit available in this system
SOP	<ul style="list-style-type: none"> • Greeted customer, stated WBSEDCL name, started in a positive voice. • Introduced self (first name) • Ask caller's name (first and last name) • Ask caller the required verification question (if any) • Ask caller the purpose of the call
2. KPA - Call closing	
Objective	Proper call conclusion to assure 100% customer satisfaction with the support received from WBSEDCL.
Definition	At the end of the call it is very much important register the consumer grievances properly which will ultimately flow to the respective end for final closure or redressal of grievances and ensure that the consumer must cherish a good image of WBSEDCL for a prolong time with effect from immediate conclusion of conversation.
SOP	<ul style="list-style-type: none"> • Give Docket number(Where ever applicable) • Thanked the caller for calling • Waited for caller to hang up and appropriately closed the call

	<ul style="list-style-type: none"> • Proper recording of grievances in the CRM or ensure convey the grievances to the respective end.
3. KPA - Verbal Contact	
Objective	To measure the quality of calls being handled by the CFOs. WBSEDCL wants to ensure that certain standards be adhered to during the calls and quality of information provided, diction, language, politeness etc.
Definition	The entrusted person should have proper soft skill of communication along with proper listening skill and should be very much focused on the issue to ensure dissemination of actual information to the consumer and passes the grievances to the respective end accurately for quick redressal or closure.
SOP	<ul style="list-style-type: none"> • Focused on the problem and use language and question pertaining to the issue. • Demonstrated active listening skills • Used confidence and empathy wordings to the consumer. • Grave apology/ reassurance/ appropriate response • Upheld WBSEDCL's positive image
4. KPA - Process compliance	
Objective	To ensure that the set of standard at work place are properly maintained without any deviation.
Definition	For better out come and maintenance of a sustained efficiency level work place should be very much disciplined and congenial.
SOP	<ul style="list-style-type: none"> • Span of unready state of the system should not be more than total recess time allowable in a month. • Working environment maintained at ZCC should be very congenial in nature and any abnormal situation will invite strict administrative action against the delinquent personnel.
5.KPA-Conducting refresher training among the ZCC personnel periodically	
Objective	<ul style="list-style-type: none"> • Making the CFO's aware of proper behavioural pattern and soft skill for dealing with customer. • Making the CFOs aware about the major procedure of WBERC.
Definition	Conducting soft skill and behavioural training along with major changes in the connection/compliant management and different online services provided by WBSEDCL.
SOP	Quarterly orientation training programme to be arranged among the CFOs, GL & PM.

SECTION-III

GENERAL INFORMATION, TERMS & CONDITIONS (GTC)

- GTC.1.** General Information:
- GTC.1.1.** No Selected bidders/bidder are allowed to engage any sub-vendor for execution of contract agreement
- GTC.1.2.** The bidder shall ensure that all CFO/GL/PM deployed at Customer Care Centers and Call Centers at Zonal level possess good communication skill, voice & mannerism etc. along with requisite educational qualification. WBSEDCL shall have the right to ask for replacement of any personnel if found unsuitable at any stage of deployment.
- GTC.1.3.** The bidder should reshuffle at the interval of every six months the deployed CFOs at Call Centers at Zonal level periodically as per instruction of nodal officer as per the feedback received from System Administrator and Station Manager.
- GTC.1.4.** The CFOs and GLs would be under the supervisory control of the GL and PM respectively.
- GTC.1.5.** All the PM / GL / CFO shall be under the administrative & technical control of the respective System administrator and/or Station Manager depending upon the place of posting.
- GTC.1.6.** Notwithstanding anything contained elsewhere, all persons are required to perform any type of job as required for smooth functioning of Customer Care Center / Call Centers at Zonal level that may be assigned to them by concerned WBSEDCL personnel.
- GTC.1.7.** Decision of WBSEDCL on all matters shall be final & binding on the selected bidders.
- GTC.1.8.** Any changes in any document, if any, shall be made only through Website. As such participating selected bidders are requested to go through the WBSEDCL website for all updates and relevant information.
- GTC.1.9.** The Bid submitted by the bidder shall become the property of WBSEDCL.
- GTC.1.10.** Personal security, accommodation, transportation etc. for their deployed manpower shall be responsibility of the successful selected bidder(s) at their own cost and risk. WBSEDCL shall have no obligation in this regard in any matter whatsoever.
- GTC.1.11.** The selected bidder shall have readiness of Human Resource (HR) so that they are available within shortest possible notice for either replacement and/or enhancement of existing manpower.
- GTC.1.12.** The documents regarding basic educational qualification, computer literacy, medical standard and communication skill of the supplied HR as listed afterwards has to be produced duly
- GTC.1.13.** WBSEDCL shall have its full right to terminate the order any time due to non-satisfactory performance of the bidder. WBSEDCL would review the performance of the bidder on quarterly basis, after due consultation with the implementation bidder.
- GTC.2.**
- GTC.3.** **Category of requisite manpower:**
- GTC.2.1.** Call Center & Field Unit Operator [CFO]
- GTC.2.2.** Group Leader [GL]
- GTC.2.3.** Process Manager [PM]
- GTC.4.** **Duty Hours:**
The Zonal Call Center will operate in 24x7 modes.

GTC.5. Duration of duty:
8 Hours including recess of 30 minutes

GTC.5.1. Category-wise schedule of Working Hour:

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

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

GTC.6.1 Zone-wise manpower:

	Probable locations	No. of manpower **
Midnapore	Call Center at Midnapore Town and all Customer Care Centers under the Zone exclusive of four GL and one PM.	345

** Figures are illustrative and not exhaustive.

No. of manpower may be enhanced maximum to an extent of 5% per year.

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

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

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

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

- GTC.6.6.** The short-term requirements shall imply augmentation of personnel for not more than one week. The long-term requirements shall imply augmentation of personnel for not less than one month.
- GTC.7. Price:**
- GTC.7.1.** Rate shall be quoted in the format given in 'BOQ' only, attached with this bid document in the financial folder. A price bid sheet is annexed herewith as ANNEXURE- VI with detailed breakup as replica. Intending bidder will quote only profit percentage on total unit price (marked as A) in the BOQ only for each Zone separately upto maximum two zones.
- GTC.7.2.** Incomplete or partial quotation will not be accepted.
- GTC.7.3.** All prices shall be given item wise in Indian Rupee, although evaluation will be made on total price of all items.
- GTC.7.4.** The constant factors of the Quoted Price should be Wage which should not be less than the Minimum Wage (as per notification of the Labour Department, Govt. of West Bengal time to time), Provident Fund @ 13% of Minimum wages, ESI/ Medclaim @ 3.25% of Minimum wages, and Bonus @8.33% of Minimum wages, Minimum wage cannot be divided in to any component(s).
- GTC.7.5** Minimum wage of CFO, GL and PM shall be at par with the minimum wage published by the Labour Department, Govt. of West Bengal, as issued time to time and categorized as follows:

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

- GTC.7.6.** Quoted rate should be exclusive of GST. GST shall be allowable over and above of quoted rate at prevailing rate in force.
- GTC.8. Price Variation:**
The price shall vary on the basis of increase or decrease of minimum wage as per notification of the Labour Department of Govt. of West Bengal as normally issued during January and July of each year.
- GTC.9. Extension of Scope of Work**
In case WBSEDCL desires to extend the Scope of Work in terms of manpower requirement in various category of service mentioned in the order to be placed on successful bidder, the bidder, during the contract period will receive the requisition and will be liable to arrange deployment of suitable manpower from the starting of the next month. However, the bidder will be given at least 7 (seven) working days for the new deployment.
- GTC.10. Replacement of deployed manpower:**
- GTC.10.1.** In case, any deployed employee(s) of the selected bidder/bidder engaged in execution of order remains absent or leaves his/her job or WBSEDCL wants the bidder to replace any person because of non-satisfactory performance, the bidder will have to arrange uninterrupted service using at least his existing deployed manpower of equivalent credential.
- GTC.10.2.** Any replacement must be made within three (3) days from the date, WBSEDCL formally intimates the vendor to do the same.
Failure to comply with this condition will attract Liquidated Damage as per the relevant clause under this document.

- GTC.11. Performance Evaluation:**
- GTC.11.1.** The performance of the successful bidder will be measured on the basis of Standard of Performance (SOP) clauses.
- GTC.11.2.** Release of Performance Bank Guarantee and renewal of contract will be dependent on certification of satisfactory performance by concerned supervising officers.
- GTC.12. Performance Bank Guarantee:**
- GTC.12.1** Performance Guarantee: As contract security, the successful bidder has to furnish a performance Guarantee in the form of Bank Guarantee on assessed annual contract value on non-judicial stamp paper of Rs.100/- by any Scheduled Bank in India, as per format enclosed (ANNEXURE- VIII)@10% of Contract Value to the respective Zonal Manager.
- GTC.12.2** However the amount of Performance Bank Guarantee shall be re-assessed on completion of one year of service by the Controlling Officer / Ordering Authority.
- GTC.12.3** Performance Guarantee in no other form will be accepted.
- GTC.12.4** Contract Performance Guarantee will not carry any interest.
- GTC.12.5** The Performance Guarantee is to be submitted within fifteen (15) days from the date of issue of the order and Validity of BG will be for 1 (One) year from the date of placement of LOA with a claim period of further one eighty (180) days beyond the date of validity.
- GTC.12.6** In case the contract is renewed, the successful bidder has to extend the validity of the Performance Guarantee for a further period of one eighty (180) days beyond the renewed contract Period with a claim period of further ninety (90) days beyond the date of validity.
- GTC.12.7** The proceeds of the Performance Guarantee shall be payable to WBSEDCL as compensation for any loss resulting from the failure on the successful bidder's part to fulfil its obligations under the order or if 'Liquidated Damage' is levied on the successful bidder.
- GTC.13 Settlement of Dispute & Arbitration:**
- GTC.13.1** Any dispute arising out of or in connection with the contract shall, to the extent possible, be settled amicably between the parties.
- GTC.13.2** 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.
- GTC.14 Legal Jurisdiction:**
- During execution of this job, if any dispute arises thereby, the necessary legal affairs and/or court case shall be exclusively within the jurisdiction of Calcutta High Court only.
- GTC.15 Dispute settlement:**
- GTC.15.1** In case any dispute arising in the contract, the same shall be normally settled through meeting between WBSEDCL and the contracting bidder at the appropriate level.
- GTC.15.2.** Any dispute arising out of or in connection with the contract shall, to the extent possible, be settled amicably between the parties.
- GTC.15.3.** If the disputes remain unresolved, it is subject to redressal through competent civil court under the jurisdiction of High Court of Calcutta, only or its subordinate court having competent jurisdiction.
- GTC.16. Force Majeure:**
- The successful bidder shall have no liability if prevented from carrying out obligations under this order by reasons of war, invasion, foreign hostilities, war declared, riot, civil commotion, mutiny, fire, Govt. orders and/or restrictions or any other cause beyond the reasonable control of the successful bidder. However, such force-majeure circumstances are to be intimated immediately and to be established subsequently with appropriate documents/proofs to the entire satisfaction of WBSEDCL.

GTC.17. Terms of payment:

GTC.17.1. The 100% payments shall be made on a monthly basis, subject to submission of the invoice in triplicate with break up details of statutory levies along with the following documents:

GTC.17.1.1 The Certificate of Service provided, duly indicating the man-hours serviced (less deduction, if any for deficiency in service) duly signed by supervising officer & counter-signed by the System-In-Charge of the Zonal Computer Center.

GTC.17.1.2. The GST Registration No. along with SAC number shall be submitted along with the 1st bill and the proof of PF & ESI contributed/ paid by the successful bidder shall be submitted along with the bill from the 2nd month's bill onwards.

GTC.17.1.3. The attested copy of the consolidated salary statement of CFO, GL, PM issued by the successful bidder for the previous month.

GTC.17.1.4. The Nodal Officer must verify the documents related to wages, PF, Bonus & ESI/Medicaid including any obligations.

GTC.17.2. The Paying Authority, however, reserves the right to call for proof of actual payment of GST to the concerned authorities. Whenever such information is sought for, the successful bidder shall give a satisfactory reply within one month. Failure to give satisfactory reply shall result in with holding of future payment of Service Tax to the firm.

GTC.17.3. Payment shall be released within 30 days from the date of receipt of bills, complete in all respect, along with the requisite document(s).

GTC.18. Confidentiality:

GTC.18.1. The successful bidder shall maintain full confidentiality of the data which is handled by them. Under no circumstances the successful bidder shall divulge/ reveal/ share/ download/ transfer to network such data for the purpose other than the assigned job for WBSEDCL.

GTC.18.2. Electronic soft copy of any data or documents etc. shall not be taken outside the premises of WBSEDCL Call Center in any media, like CD & DVD, Pen drive, DAT, Cartridge tape, floppy disc etc. The successful bidder will not be allowed to make soft copies beyond the required number.

GTC.18.3. Any violation of this confidentiality clause may attract any or all of the penal actions as detailed below: -

- a. Instant termination of the contract.
- b. Levying financial penalty as deemed fit (to be realized from any pending bills or from Performance BG).
- c. Blacklisting of the contractor at least for 5 years.
- d. Appropriate legal action as deemed fit.
- e. Debarring from participating in subsequent tenders floated by WBSEDCL for further period of two years or more.
- f. Engaging other agencies to carry out the remaining work with the condition that the cost of such work will be borne by the defaulting bidder.

GTC.19. Contract Period:

The contract will remain valid for a period of 01.05.2026 to 30.04.2028. WBSEDCL, at its sole discretion, can renew the contract for further One (1) year after expiry of contract period after assessing performance of the successful bidder as per rates, terms & conditions of the original LOA.

GTC.20 Penal measures for non-compliance of Standard of performance (SOP) as per clause SW.6:

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

Score achieved	Penalty imposed
<ul style="list-style-type: none"> • 90% or above • <90% to 85% • <85% to 80% • <80% to 75% • Less than 75% 	<ul style="list-style-type: none"> • Nil • 0.5% of monthly invoice value. • 1% of monthly invoice value • 1.5% of monthly invoice value • 2% of monthly invoice value

- b. Applicable penalty for KPA-4 & KPA-5 non adherence SOP is appended below.

SL	KPA	Applicable penalty
1.	Process compliance	<ul style="list-style-type: none"> ✓ Penalty will be levied @ .5% of monthly contract value in case total monthly system unready exceed the total recess time allowable for a month. However the unready state due to unavoidable circumstances will be waived from the total unready time. ✓ For any man hour loss between working hours will attract penalty of two times of per day minimum wages of the respective category of manning per 8 man hour loss or on pro rata basis.
2.	Conducting refresher training among the ZCC personnel periodically	<ul style="list-style-type: none"> ✓ Non conducting of refresher training on quarterly basis to the ZCC personnel will invite deduction of penalty @ 0.25% average monthly contract value of last three months.

Note Below:

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

GTC.21. Risk purchase:

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

GTC.22. Liquidated Damage:

The basic consideration and the essence of the contract shall be strict adherence to the LOA and WBSEDCL reserves the right to repudiate the contract and may impose LD, if WBSEDCL suffers any loss due to any misrepresentation or ill performance or any kind of unscrupulous activity while performing the job. Any LD involved will be recovered from the outstanding bill / next available bill / any BG lying with / to be lying with WBSEDCL.

GTC.23. Termination of Contract:

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

GTC.24. WBSEDCL personnel:**GTC. 24.1 Supervising Officer:**

GTC 24.1.1 For Customer Care Center: The Station Manager of respective Customer Care Center.

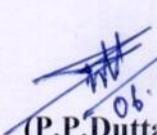
GTC24.1.2 For Zonal Call Center: The System Administrator of Midnapore ZCC.

GTC24.1.3 For any other office(s): The Zonal Manager shall intimate the name of supervising officer accordingly.

GTC 24.2. Controlling Officer: The Zonal Manager, Midnapore Zone.

GTC.24.3 Paying authority: The Sr. Manager (F&A)/Manager (F&A) as case may be of the MidnaporeZone.

GTC 24.4 Nodal Officer: The Sr. Manager(HR&A) of Midnapore Zone.


06.02.2026
(P.P.Dutta)
Executive Director (Distribution),
WBSEDCL

SECTION – IV
ANNEXURES (SAMPLE FORMS & PROCEDURES)
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ANNEXURE -A

Name of the ZCC-				
Graded Scale of Performance Evaluation System(GSPES)				
Name of the Bidder-				
Rating Scale- 1 to 5(5-Execllant, 4-Good, 3- Satisfactory, 2- Poor, 1- very poor)				
SL No	Parameter	Rating		
A	Call Opening			
The rating on parameter to be given on the basis of following SOP				
Greeted customer, stated WBSEDCL name, started call with a positive voice, Introduced self (first name), Ask caller's name (first and last name), Ask caller the required verification question (if any), Asked caller the purpose of the call.				
B	Call Closing			
The rating on parameter to be given on the basis of following SOP				
Gave Docket number (Where ever applicable), Thankedthe caller for calling, Waited for caller to hang up and appropriately closed the call, Captured accurate notes in the CRM.				
C	Verbal Contact			
Focused on the problem and use language and question pertaining to the issue, Demonstrated active listening skills, Used confidence and empathy wordings to the consumer, Grave apology/ reassurance/ appropriate response, Upheld WBSEDCL's positive image.				
Eg : Suppose score achieved in different parameter are as follows , A-5, B-5, C-4 , i.e. total score is (5+5+4)= 14 . That is score is 14 out of total score 15 i.e in % it will be (14/15) X 100 i.e 93.33 %.				
Sample size of call recording to be cheeked per month to arrive the rating scale will be 100 and scale of rating will be defined as follows				
SL No	Slab	Rating scale		
1	<95	5		
2	Between 95 to 85	4		
3	Between 85 to 80	3		
4	Between 80 to 70	2		
5	Below 70	1		
1. Performance to be given by the ZCC administrator of the concerned Zone and SeniorManager (HR&A) of the concerned Zone.				
2. Sample of 100 recorded call to be verified across the respective month on random basis.				

ANNEXURE-I**PROFORMA FOR UNDERTAKING TO BE SUBMITTED BY THE BIDDER**

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

I, -----, Partner/Legal Attorney/ Accredited

Representative of M/S -----, solemnly declare that:

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

Signature of the bidder with Official Seal

Dated-----

ANNEXURE-II

Format of Letter for submission of Bid

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

To,
The Executive Director (Distribution),
Distribution Head Quarters
WBSEDCL,
1st Floor, Block'D', Vidyut Bhawan.,
Bidhannagar, Kolkata- 700091.

Sub: Letter for submission of Bid for the work

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

Ref:1. NIT No.WBSEDCL/EDD/NIT/ZCC/MIDNAPORE/TENDER/SECOND CALL/2026/36 Dt: 06/02/2026

2. Tender Id No. 2026_WBSED_1000013_1

Dear Sir,

We offer to execute the work as per our offered bill of quantity in accordance with the conditions of the NIT document as available in the website. The details of the Bid Guarantee and cost of bid, Power of attorney & Undertaking being submitted by us in hard copies, which have been furnished on-line also.

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

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

Thanking you,

Yours faithfully,

ANNEXURE-III

E-Tender Notice No: WBSEDCL/EDD/NIT/ZCC/MIDNAPORE/TENDER/SECOND CALL/2026/36 Dt: 06/02/2026

BID PROPOSAL

From:

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

To,
 The Executive Director (Distribution),
 Distribution Head Quarters
 WBSEDCL,
 1st Floor, Block 'D', Vidyut Bhawan.,
 Bidhannagar, Kolkata- 700091.

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

Dear Sir,

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

(ii) PRICES AND VALIDITY :

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

(iii) BID GUARANTEE :

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

(iv) DEVIATIONS :

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

(v) WORK SCHEDULE :

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

(vi) CONTRACT PERFORMANCE GUARANTEE :

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

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

Thanking you, we remain,

Yours faithfully,

Date _____

Place _____

(Signature) _____

(Printed Name) _____

(Designation) _____

(Common Seal) _____

Business Address:
Name & Address of Authorized Signatory:

ANNEXURE-IV**Mandatory Condition**

Sl.	Requisite Credential	Requisite Supporting document	Submitted Yes/No
1.	Annual Turnover for each of last three financial i.e for year 2022-23, 2023-24, 2024-25 as a proof of eligibility criteria as per IB-2	Provide copy of Audit Report in case of a Company registered under Companies Act 2013 & Tax Audit Report for bidders other than Company.	
2.	Bidder should not have been blacklisted from any Govt. organization across India in last three calendar years	Undertaking of authorize signatory of vendors in the non-judicial stamp paper of Rs 10	
3.	Must Comply with all statutory obligations.	Provide the following required nos. in a separate sheet (as per Annexure-V) duly attested with following supporting documents. (i) Provident Fund registration certificate (duly attested). (ii) GST Registration number along with the certificate. (iii) PAN (duly attested) and copy of ITR for last three years. (iv) Profession Tax registration certificate (duly attested). (v) ESI registration certificate (duly attested). (vi) Trade license. (vii) Registration no. of the company.	
4	Bidder must have experience of running call center with minimum capacity of 75 personnel in total in three shift in a day in any public or private enterprises including proficiency in consumer handling related software operation during last three years (continuously at least for one year).	(i) The bidder shall submit the documentary proof of orders received from the ordering authority. (ii) Certificate mentioning order reference from Ordering Authority with satisfactory completion / ongoing during last three years. (above details as per Annexure-V)	
5	List of supervising employees of Selected bidder (s) and their experience should be submitted towards successfully managing similar business.	List of employees in the letter pad of the bidder along with their qualification and experience detail.	
6	Must have registered office in India and must open office at respective Zonal head quarter within one month from date of receipt of LOA, in case LOA is awarded.	(i) Detail address and phone numbers of registered office. (ii) Under taking in non-judicial stamp regarding opening of office at each respective zone in case LOA is awarded.	

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

Signature of the bidder with Office Seal

ANNEXURE-VE-Tender Notice No: **WBSEDCL/EDD/NIT/ZCC/MIDNAPORE/TENDER/SECOND CALL/2026/36** Dated: 06/02/2026

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

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

Signature of the Bidder with Office Seal

ANNEXURE-VI

Price bid sheet/BOQ

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

Name of the Zone :			
	CFO	GL	PM
Minimum Wage Per Month (in Rs)	₹ 12565	₹13821	₹13821
PF contribution @ 13 % (in Rs)	₹1633.45	₹ 1796.73	₹1796.73
Bonus @ 8.33% (in Rs)	₹1046.66	₹ 1151.29	₹ 1151.29
ESI /Mediclaime @ 3.25% (in Rs)	₹ 408.36	₹449.18	₹449.1825
Spl. Allowances @ 10% for PM(in Rs)	NA	NA	₹1382.1
Unit Price per Month/head (in Rs)(A)	₹ 15653.47	₹17218.2	₹18600.30
Quoted Profit on A in %			
Total landed Price per Month per head inclusive profit except GST per head (in Rs)			

NOTE :

1. Partial Quotation will not be accepted.
2. The minimum wage as shown above in respect of CFO and GL and PM is applicable for the period of January 2026 to June 2026.
3. Bidder has to declare that "We hereby declare that while quoting the above price, we have taken into account the entire statutory taxes and levies, as applicable till date".
4. GST will be paid extra as applicable.

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

NOT TO BE QUOTED HERE

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

Ref. No. :

Date :

To,
The Executive Director (Distribution),
Distribution Head Quarters
WBSEDCL,
1st Floor, Block'D', Vidyut Bhawan.,
Bidhannagar,Kolkata- 700091.

Dear Sir(s),

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

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

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

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

All rights of West Bengal State Electricity Distribution Company Ltd. under this Guarantee shall be forfeited and the Bank shall be relieved and discharged from all liabilities there under unless WBSEDCL brings any suit or, section to enforce a claim under this Guarantee against the Bank within 30 days from the above mentioned expiry date of validity or, from that of the extended date.

In witness whereof the Bank, through its authorised Officer, has set its hand and stamp on this _____ day of _____ 2026 at _____.

WITNESS:

(Signature)_____
(Signature)_____
(Name)

(Name)

(Official address)

(Designation with Bank Stamp)

Attorney as per Power of Attorney No: _____

Date: _____

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

ANNEXURE – VIII**PROFORMA FOR BANK GUARANTEE FOR
CONTRACT PERFORMANCE**

(To be stamped in accordance with Stamp Act)

Bank Guarantee No. _____

Date : _____

Ref No. _____

To,
The Executive Director (Distribution),
Distribution Head Quarters
WBSEDCL,
1st Floor, Block 'D', Vidyut Bhawan.,
Bidhannagar, Kolkata- 700091.

Dear Sirs,

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

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

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

All rights of WBSEDCL under this guarantee shall be forfeited and the Bank shall be relieved and discharged from all

liabilities there under unless the WBSEDCL enforce a claim under this guarantee against the Bank within six months from the above mentioned date or from the extended date.

Notwithstanding anything contained herein above our liability under this guarantee is restricted to _____ and shall remain in force upto and including _____ and shall be extended from time to time for such period, as may be desired by M/s. _____ to whose behalf this guarantee has been given unless a demand or claim is lodged on us within and including we shall be discharged from all liabilities, thereafter.

Dated this _____ day of _____ 2026 at _____

Witness:

 (Signature)

(Signature)

 (Name)

(Name)

 (Official address)

 (Designation with Bank Stamp)

 Attorney as per Power of

Attorney No. _____

Date _____

ANNEXURE-IXFormat of Performance Certificate

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

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

ANNEXURE-X**Format of Letter for submission of Bid****LETTERHEAD OF BIDDER (AS ENROLLED ONLINE ON E-Tendering PORTAL OF NIC)****Declaration of not being Blacklisted/Debarred/ Put on Holiday list**

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

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

Bidder's Name:

Signature of the Bidder:

Designation:

Seal of the Company:

Date:

ANNEXURE-XI**Format of Letter for submission of Bid****LETTER HEAD OF BIDDER (AS ENROLLED ONLINE ON E-Tendering PORTAL OF NIC)****Self-declaration by Proprietor of the Bidding Company for not being Blacklisted/
Debarred/ Put on Holiday list**

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

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

Signature of the Proprietor:

Name:

Designation:

Seal of the Company:

Date:

ANNEXURE-XII**Format of Letter for submission of Bid****LETTER HEAD OF BIDDER (AS ENROLLED ONLINE ON E-Tendering PORTAL OF NIC)****Declaration regarding no litigation against WBSEDCL**

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

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

Bidder's Name:

Signature of the Bidder:

Designation:

Seal of the Company:

Date: