

# WEST BENGAL STATE ELECTRICITY TRANSMISSION COMPANY LIMITED

## Tender Document for Engagement of Helpdesk Technical Personnel for conducting E-tendering process & Creation / Renewal of DSC for a period of 2 (Two) Years

NIT No. CORP(HR&A)/TENDER/2023/ 61 Dated:24.07.2023

### Section I -V

Notice Inviting Tender (NIT)  
Instruction to Bidder/Agency (ITB)  
General Conditions of Contract (GCC)  
Special Condition of Contract (SCC)  
Scope of work and additional terms & conditions  
Annexure



**WBSETCL**

Office of the General Manager (HR&A)  
WEST BENGAL STATE ELECTRICITY TRANSMISSION COMPANY LIMITED

CIN: U40101WB2007SGC113474

Regd. Office: Vidyut Bhavan (8TH Floor), Block- 'D',  
Bidhannagar, Block-DJ, Sector-II, Kolkata: 700 091

**Ph No: (033) 2319-7670; Fax: (033) 2334-2218;**

**E-mail-fl.wbsetcl@gmail.com**

**Website- [www.wbsetcl.in](http://www.wbsetcl.in)**

### **Section I - NOTICE INVITING e-TENDER**

West Bengal State Electricity Transmission Company Limited

(A Govt. of West Bengal Enterprise)

These documents are meant for the exclusive purpose of bidding against this NIT and shall not be transferred, reproduced or otherwise used for purposes other than that for which they are specifically issued.

Office of the General Manager (HR&A)  
CIN: U40101WB2007SGC113474  
ABRIDGED NOTICE INVITING e-TENDER

For

**[Engagement of Helpdesk Technical Personnel & creation / Renewal of DSC]**

**NIT No: CORP(HR&A)/TENDER/2023/ 61**

**DT:24.07.2023**

The General Manager (HR&A), WBSETCL invites e-tender from bonfire, eligible bidders for Engagement of 02 no. Help desks along with Technical Personnel for conducting E-tender process {at the offices of Chief Engineer Procurement and Chief Engineer Tr.(O&M)-II} and for Creation/Renewal of Digital Signature Certificate (Class- III)[sign + encryption] with USB Token for use at different offices under WBSETCL for a period of 2(**two**) years.

Interested bidder/agencies may obtain bidding documents by registering themselves to the e-tendering portal (<https://wbtenders.gov.in> or <https://etender.wb.nic.in>) and thereby downloading the bidding documents from 24.07.2023 at 11:00 A.M and shall be submitted up to 08.08.2023 at 04:00P.M. Detailed NIT is also available on WBSETCL website ([www.wbsetcl.in](http://www.wbsetcl.in)) and can be downloaded from the website for bidder / agencies' information only.

**WEST BENGAL STATE ELECTRICITY TRANSMISSION COMPANY LIMITED**

(A Govt of West Bengal Enterprise)

CIN: U40101WB2007SGC113474

Office of the General Manager( HR&A)

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## DETAILED NOTICE INVITING e-TENDER

For

[Engagement of Helpdesk Technical Personnel & creation / Renewal of DSC]

NIT No: CORP(HR&A)/TENDER/2023/ 61

DT:24.07.2023

- 1.0 The GM(HR&A), WBSETCL invites e-tender from eligible and qualified bidder/Agency for **Engagement of Helpdesk Technical Personnel & creation / Renewal of DSC for a period of 2(two) years. The Helpdesk Personnel are required for e-Tendering activities** at the offices of Chief Engineer Procurement and Chief Engineer Tr.(O&M)-II located at Vidyut Bhavan, Kolkata.
- 2.0 Detailed Specifications, scope of Works & Services and terms and conditions thereof are given in the bidding documents, which are available at the online e-tendering portal <https://wbenders.gov.in/> or <https://etender.wb.nic.in> as per the following schedule:

<b>Bidding Document No :</b>	:	<b>CORP(HR&amp;A)/TENDER/2023/ 61 Dt:24.07.2023</b>
Date of uploading of N.I.T. & other Documents (online) (Publishing Date)	:	24.07.2023 at 11:00 A.M
Documents download start date (Online)	:	24.07.2023 at 11:00 A.M
Request for clarifications to be sent to the email address given in clause 9.0 on & from	:	24.07.2023 at 11:00 A.M
<b>Pre-bid meeting will be held at Conference Room, 9<sup>th</sup> Floor, B-Block, Vidyut Bhavan, Kol-91</b>	:	28.07.2023 at 11:00 A.M
Bid submission start date (On line)	:	02.08.2023 at 11:00 A.M
Last Date of submission of original copies for the cost of Tender Fees, Bid Security (As per Annex-3b), Original Power of Attorney & Affidavit regarding Eligibility (duly notarized) along with one (01) replica of the uploaded offer bid (except BOQ, Annex:2) as Hard Copy (off line).	:	09.08.2023 up to 04:00 P.M
Bid Submission closing (On line)	:	08.08.2023 at 04:00 P.M
Opening of bid (Online) [Techno-commercial bid]	:	10.08.2023 at 04:00 P.M
Opening of Price bid (Online)	:	The bidder/Agency shall be informed of the date & time of the opening of the price bid at a later stage after techno-commercial evaluation
Cost of the Tender Document	:	<b>Rs.2360.00 [Rupees Two Thousand Three Hundred Sixty only]</b>

In the event of e-filling, intending bidder/agency may download the tender documents from the website <http://etender.wb.nic.in>, <http://wbenders.gov.in> directly with the help of Digital Signature Certificate. Necessary cost of tender documents (tender fees) as mentioned above may be remitted through in the form of a Demand Draft/ Pay order/

Banker's cheque payable at **Kolkata** drawn in favour of **“WEST BENGAL STATE ELECTRICITY TRANSMISSION COMPANY LIMITED”** from any scheduled commercial bank and also to be documented through e-filing. The original Demand Draft / Pay Order against tender fees & Bid Security [as per Annexure -3b] should be submitted physically (offline) to the Office of The General Manager(HR&A),WBSETCL under sealed cover on or before the scheduled date & time as specified above.

- 3.0 Uploading of bidding documents shall not automatically construe that the bidder/agency fulfils the Qualifying Requirements which shall be determined during bid evaluation based on data/documents submitted by the bidder / agency. Bid documents are not transferrable.
- 4.0 The purpose of the pre-bid meeting will be to clarify the scope of work, and any issues regarding the bidding documents and the Technical Specifications, if raised at that stage by the bidder/agencies. The WBSETCL shall not be under any obligation to entertain /respond to suggestions made or to incorporate modifications sought for by the bidder/agencies during the pre-bid meeting or thereafter.
- 5.0 All bids shall remain valid up to a minimum period of **one hundred and twenty (120) days** from the next day of **price bid opening date**.
- 6.0 All bids must be supported by EMD / **bid security** for an amount of **Rs.7680.00 [Rupees Seven Six Eighty Only]** in the form of Demand Draft / Pay order / Banker's Cheque drawn **in favour of West Bengal State Electricity Transmission Company Limited from any scheduled Commercial Bank, Payable at Kolkata**. Bidders must submit the Bid security physically within the stipulated date as above at the office of the **General Manager (HR&A), 8<sup>th</sup> Floor, D-Block, Vidyut Bhawan, Saltlake, Kolkata-91** and also to be documented along with the bid and submitted online. Non submission of the acceptable bid security along with prescribed cost of bidding documents as specified here, in a sealed cover or submission of bid security and cost of bidding document of inadequate value shall be rejected by the WBSETCL and in such cases bids shall be considered as non-responsive.

**7.0 Qualification Requirement for Bidder/Agency:**

**7.1. TECHNICAL:**

- i. The vendor must have proper experience in processing DSC and providing helpdesk to any State Govt. / Central Govt. Offices/ State or Central PSUs. LOA in respect of supplying DSC and deployment of Helpdesk have to be submitted with the bid.
- ii. The Vendor must be a valid Registration Authority (RA) duly authorized by any CA (Certifying Authority) under CCA, Govt. of India. Authorization Certificate must be submitted with the bid. Certifying Authority (CA) may also participate directly in the Tender and in that case authorization certificate of CCA, Govt. of India need to be submitted.

- iii. The vendor must have valid Professional Tax, GST certificate and valid Trade license; copies of the documents need to be submitted with bid.
- iv. You have to be abided by all the statutory obligations related to different labour laws and rules there under. You have to submit the receipt regarding deposition of contributions of PF and ESI i.r.o. your engaged / deployed personnel at the time of submission of your monthly bill.
- v. The Agency must have valid EPF & ESIC Registration Certificate.

**7.2. FINANCIAL:**

- i. Liquid Assets (L.A) as per the last audited accounts available should be **Rs.96,000/- [Rupees Ninety six thousand ]**.  
Bidder/ Agency shall have Liquid Asset (L.A) and / or evidence of access to or availability of credit facility of equivalent amount.
- i. **Minimum Average Annual Turnover (MAAT)** for best three (03) years out of the last five (05) financial years excluding non-recurring item should be **Rs.5,76,000 [Rupees Five Lacs seventy six thousand only]**.
- ii. Net Worth should be positive.

7.3. **The bidder/agency shall upload**, as part of his techno-commercial bid, documents establishing the bidder/agency's qualifications to execute the Order to the satisfaction of the WBSETCL. All documents required to establish bidder/agency's financial and technical qualification must be submitted as part of techno-commercial bid. In particular, the following documents need to be uploaded by the bidder/agency: -

- a. Copy of valid certificate towards Registration Authority (RA) duly authorized by any CA (Certifying Authority) under CCA, Govt. of India. Authorization Certificate must be submitted with the bid. [**Applicability up to the extent of meeting Technical QR**].
- b. Copies of work order of few Major reputed organisations/department of Government of India/ public Sector Undertakings/ Statutory bodies/ MNC towards creation similar types of works and providing manpower for e-Tendering activities. [**Applicability up to the extent of meeting Technical QR**].
- c. Audited Annual Accounts of the company for the last Five (5) years (in case of companies)  

or

IT Return duly acknowledged by the tax department for the last Five (5) years (in case of bidder/Agency other than companies). [**Applicability up to the extent of meeting Financial QR**].
- d. Self-declaration that the bidder/agency should not have been debarred or blacklisted by any State or central govt/ PSU in India while executing similar nature of work. If any

dispute is pending at any Court of Law or under any Arbitration / similar process pending decision of debarring / blacklisting, detailed information must be enclosed.

***The Bidder / agency who have been delisted or debarred or Blacklisted by any State or Central Government/ PSU in India while executing similar nature of work shall not be eligible any way.***

- e. Copies of Income tax/ Professional Tax Clearance Certificate / P.T (Deposit Challan)/ PAN card / GST Registration Certificate.
  - f. Registered Deed of partnership Firm / Article of Association & Memorandum/ Certificate of incorporation in India etc.
  - g. Documents to provide evidence that Registered office/Service Centre of the bidder/agency is within Kolkata jurisdiction.
- 7.4. In addition to above, the bidder/agency shall also be required to meet the eligibility conditions and upload a scanned & digitally signed copy of Power of Attorney in favour of Signatory of the Bid as per Annexure: 4 & an Affidavit regarding Eligibility (duly notarized) as per Annexure: 6 of Section V-A of the bidding documents.
- N.B.: The Original Power of Attorney in favour of Signatory of the Bid as per Annexure: 4, an Affidavit regarding Eligibility (duly notarized) as per Annexure: 6 of Section V-A of the bidding documents shall be submitted physically to the Office of The General Manager (HR&A), WBSETCL under sealed cover on or before the scheduled date & time as specified above. Also, one (01) replica of the uploaded offer bid (except BOQ,) is to be submitted as Hard Copy in a separate cover to this office in the mentioned date & time specified above.***
- 7.5. Notwithstanding anything stated herein, WBSETCL reserves the right to inquire and review the bidder/agency's capability and capacity to complete the scope of work.
- 8.0 WBSETCL reserves the right to accept or reject any bid partly or fully or cancel the bidding process without assigning any reasons thereof and in such case no bidder/agency shall have any claim arising out of such action.
- 9.0 Address for seeking any clarifications on the bid documents:

**Office of The GM(HR&A), WBSETCL  
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