



Invitation of Bids for Supply of Annual Maintenance Contract (AMC) for WBERC Website (wberc.gov.in)

The website of West Bengal Electricity Regulatory Commission is hosted at the Cloud Server of State Data Centre, Moni Bhandar.

Bids in sealed cover (Containing sealed Technical and Financial Bids) are invited from the vendors empanelled at National Informatics Centre Services Inc. (NICS) for Annual Maintenance Contract (AMC) for WBERC Website.

This Tender is being issued with no financial commitment and this Office reserves the right to change or vary any part thereof at any stage. This office also reserves the right to withdraw the Tender, should it become necessary at any stage.

1. Qualifying Requirements: -

- a) The vendor should be a National Informatics Centre Services Inc. (NICS) empanelled vendor (Copy of valid empanelment Certificate required).
- b) The vendor should have past experience of developing or maintaining of Website of a Government or PSU Organization (supporting document required).
- c) The vendor should submit copy of valid GSTIN and PAN.
- d) The vendor must produce a self-certificate in the form of affidavit to the effect that it has not been blacklisted by any Central/State Ministry / Department, PSU, Bank etc. However, if it is found to be false at a later stage, WBERC will be free to take any measure against the vendor and no explanation on whatsoever will be entertained therefore.

2. Scope of Work:

- a) Fixing of vulnerabilities/ Security threat in the official website.
- b) Extension/modification of existing module.
- c) Changes (if any) should be compliant with Guidelines for Indian Government Websites (<https://web.guidelines.gov.in>).
- d) Change in looks and feel of the website (Basic design will remain same).
- e) Content modification/links.
- f) Support for browser compatibility of website.
- g) Development and modification of database, additional queries in database.
- h) Support for any functional problem of any module of website.
- i) Fixation of bugs.
- j) Preparation of Updated documentation after any changes in back end of website.

3. Terms & Conditions

- a) The AMC will start from the date of award of contract for the period of One year. WBERC will be at discretion to extend the Annual Maintenance Contract further for a period of one more year on two terms of six months each at same rates, terms and conditions.
- b) On being awarded with the job, the successful vendor shall have to execute an agreement with West Bengal Electricity Regulatory Commission, incorporating all the clauses and terms and conditions.



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- c) In case of service requirement, call log option may be incorporated by the vendor and the expected response time should be within 4 hours from the receipt of the complaint during working hours (9.45 a.m. to 6.15 p.m. from Monday to Friday) otherwise on the following working day. The cost will be borne by the vendor only.
- d) Vendor will be responsible for uploading any changes/modifications (in code page or database) in NIC cloud from a dedicated Computer (located at State Data Centre, Address :- Webel Bhavan Block- EP & GP, Sector V, Salt Lake City, Kolkata, West Bengal 700091) in which VPN certificate has been installed. Any extra cost regarding server related work and the uploading will be borne by the vendor only.
- e) Payment Terms:
Payment will be made on quarterly basis .
Invoices in triplicate have to be submitted after end of each quarter.
Payment will be made on the basis of those invoices subject to deduction of TDS as per Income Tax Act 1961, and other taxes if any as per Govt. of India rules .
- f) Penalty clause:
The vendor will be responsible for resolving call logs within the time frame as mentioned in point no (i) of Terms & Conditions. If the vendor fails to complete the same within the stipulated period in accordance with the work order or if the Web Portal is non-accessible or partly accessible for any reason the vendor shall be liable to pay penalty charges as mentioned below:-
- Up to 4 hrs hours: No Penalty
 - Beyond Initial 4 hours : INR 50/- per hour
 - Beyond Initial 48 hours : INR 100/- per hour
 - Beyond Initial 72 hours : INR 500/- per hour
 - Maximum penalty will be 10% of the value of the work order
- g) Termination of contract:
WBERC reserves the right to cancel the contract summarily while it is in vogue, if the service received from the vendor is found to be unsatisfactory as per the above mentioned terms and conditions without any intimation. In that event, this office is free to conclude a fresh contract with any other reputed firm at Vendor's risk and cost. Apart from this, this office reserves the right to cancel the agreement summarily at any time without assigning any reasons.

Sd/-

SECRETARY

WBERC



General information

- (i) Place of opening of the Bids:
West Bengal Electricity Regulatory Commission
Plot No AH/5 (2nd & 4th Floor)
Premises No: MAR16-1111, Action Area-1A
Newtown, Rajarhat, Kolkata – 700163
- (ii) Name/Designation of the Contact Personnel: Shri Arnab Dey, Assistant Director (Engineering)
- (iii) Mobile Number and Email ID of Contact Personnel: Mobile:-9163611368
Email: adireng2- wberc@gov.in
- (iv) Last date and time for depositing the Bids: **2 PM on 17.02.2022**
- (v) The sealed Bids (One Sealed envelope containing separate sealed envelope for Technical and Financial Bid) should reach WBERC Office by the due date and time. Envelopes must be super scribed with Tender Title, Tender number and date.
- (vi) No tender shall be accepted after the time specified at point no (iv) of General Information.
- (vii) Manner of depositing the Bids: Sealed Bids should be reached by **17.02.2022 on or before 2 PM**. Late tenders will not be considered. No responsibility will be taken for postal delay or non-delivery/non-receipt of Bid documents. Bids sent by FAX or e-mail will not be considered.
- (viii) Time and date for opening of Technical Bids: **17.02.2022 3 PM**.
Time and date of opening of Financial Bids: **22.02.2022 2 PM**.
(If due to any exigency, the due date for opening of the Bids is declared a closed holiday, the Bids will be opened on the next working day at the same time or on any other day/time, as intimated by WBERC).
- (ix) Two part Bid system: The Technical Bid would be opened at the time and date mentioned above. Financial bids of the technically qualified only shall be opened.
- (x) The Bidders may depute their representatives, duly authorized in writing, to attend the opening of Bids on the specified date and time.
- (xi) Validity of Bids: The Bids should remain valid for 45 days from the last date of submission of the Bids.
- (xii) Evaluation of Bids: Bids with insufficient details will be treated as non-responsive. Only the responsive bids will be considered for further processing. Bidders who meet the eligibility requirements would be considered as qualified for Technical and financial evaluations. Financial bids shall be opened only for bidders who qualify in the technical evaluation. The bidder with the lowest price will be considered as the L1 and will be awarded with the Job. However West Bengal Electricity Regulatory Commission reserves the right to accept or reject any bid at any time without thereby incurring any liability to the affected bidder.



CHECKLIST FOR SUBMISSION OF BID

SL. NO.	DOCUMENTS REQUIRED	ATTACHED OR NOT ATTACHED	PAGE NO
1.	PROFILE OF THE BIDDER (Annexure-1)		
2.	Technical Bid (Annexure-11) (Super scribe the above mentioned Title, Tender number and date, on the sealed cover).	Certificate of National Informatics Centre Services Inc. (NICS) empanelment.	
		Certificate of past experience of developing or maintenance website of Government, PSU organisation, Bank.	
		Documents regarding registered vendor at India	
3.	Financial Bid (Annexure-III) (Super scribe the above mentioned Title, Tender number and date, on the sealed cover).		
4.	Self certification of Non Blacklisting (Annexure-IV)		
5.	Letter of authorization for attending bid opening (Annexure-V)		



PROFILE OF THE BIDDER

Full Name of the Bidder:

Registered Office Address:

Address of Office:

Details of Contact/ Authorized Person:

Name & Designation:

Address :

Tel No (Landline) : Mobile :

E-Mail ID :

Name(s) of Directors/ Partners/ Proprietor :

PAN No (Please enclose photocopy):

GST Registration No (Please enclose photocopy):

Experience Certificate (Please enclose photocopy):

Bank Account Details (photocopy of Cancelled Cheque):

- a) Name & Address of Bank: _____

- b) Account No .
c) MICR No.
d) IFSC No.

Any other relevant Information :

Signature of the Authorized
Signatory:

Date:

Name:

Designation:

Seal:



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Annexure-II

Essential Qualification	Compliance to Essential Qualification (Yes/No) with supporting document
National Informatics Centre Services Inc. (NICS) empanelled vendor	
Past experience of developing or maintenance of Website of Government or PSU Organization or Public Sector Bank	
Valid copy of GSTIN and PAN	

Signature of the Authorized Signatory

Date:

Name:

Designation:

Seal:



Annexure-III

Financial Quotation Format

Annual Maintenance Contract (AMC) of WBERC Website (wberc.gov.in)	Basic Price(in Indian Rupees)	Taxes(GST Percentage)	Total (in Indian Rupees)

Signature of the Authorized Signatory

Date:

Name:

Designation:

Seal:



Non-Blacklisting: Certificate

To

The Secretary,
West Bengal Electricity Regulatory Commission
Plot No AH/5 (2nd & 4th Floor)
Premises No: MAR16-1111, Action Area-1A
Newtown, Rajarhat, Kolkata – 700163

Subject: Non-Blacklisting declaration in connection with the Tender for AMC of the WBERC Website
(wberc.gov.in)

Dear Sir,

This is to notify you that our Firm/Company /Organization intends to submit a proposal in response to.
In accordance with the above we declare that:

- a) We are not involved in any major litigation that may have an impact of affecting or compromising the delivery of services as required under this assignment.
- b) We are not blacklisted by any Central/ State Government/ agency of Central/ State Government of India / Public Sector Undertaking/ Public Sector Bank in India or any other country in the world for any kind of fraudulent activities.

Sincerely,

(Signature of Authorizing Person)

Date:

Full Name:

Address:

Seal:



Annexure-V

LETTER OF AUTHORIZATION FOR ATTENDING BID OPENING

(On the Letter Head of the Bidder)

Shri/Km./Smt. _____ Son/Daughter /Wife of Shri _____ Proprietor/
Partner/Director/Authorized Signatory/Representative of M/s _____

(Name & Address of the Bidder) whose specimen signatures are given below is hereby authorized to attend the Bid Opening of Tenders of "Annual Maintenance Contract (AMC) for WBERC Website (wberc.gov.in)". He/ She is also competent to accept the sign any document in connection with bid opening on our behalf. We undertake to abide by any acceptance given by him under his signature.

(Specimen signatures of Authorized Representative) Name:

Address:

Designation:

(Signature of Authorizing Person)

Date:

Full Name:

Address:

Seal: