



## WEST BENGAL HOUSING BOARD

(Estd. under W.B. Act XXXII of 1972)

'A B A S A N', 105, S. N. Banerjee Road, Kolkata – 700 014,

Web site : [www.wbhousingboard.in](http://www.wbhousingboard.in) Email : [wbhousingboard@gmail.com](mailto:wbhousingboard@gmail.com)

Memo No:- 245 /DD(EP)-III/WBHB

DATE:-10.11.2023

### Notice Inviting Quotation No. WBHB/DD(EP)/NIeQ-16/2023-24

The Deputy Director (EP)-III, West Bengal Housing Board, invites e-Quotation for the work detailed in the table below (Submission of Bid through online):-

Name of Work	Earnest Money	Cost of Bidding documents (Non-refundable)	Period of Completion	Officer in-charge of the work	Eligibility of Bidder
Development of Software for Customer Relationship for Selling of dwelling units, CPS, and other properties including installation, commissioning, operation and 1(One) year maintenance under West Bengal Housing Board. 105,S.N. Banerjee Road , Kol-14	Rs. 5000.00 To be deposited in the mode of ONLINE (Net banking / NEFT / RTGS In favour of 'West Bengal Housing Board'.	During participation, cost towards quotation documents need not required to be paid, only successful bidder has to pay cost of four copies of documents for agreement as per norms which will be communicated latter on i.e. through L.O.A	30 days for development of software and further 7 days for installation and commissioning.	Assistant Housing Commissioner- I, WBHB.	Bonafied and Resourceful Agencies having experience in similar nature of service fulfilling requisite eligibility criteria as stated in the NIQ Eligibility.

1. In the event of e-filling, intending bidder may download the tender documents from the website: <http://wbtenders.gov.in> directly with the help of Digital Signature Certificate & **Earnest Money has be deposited by the bidder electronically:**

- online through his net banking enabled bank account, maintained at any bank or;
- online through any bank by generating NEFT/ RTGS challan from the e-tendering portal.
  - Net banking (any of the banks listed in the ICICI Bank Payment gateway) in case of payment through ICICI bank payment gateway. Intending Bidder will get the Beneficiary details from e-tender portal with the help of Digital Signature certificate and may transfer the EMD from respective Bank.

ii) **RTGS/NEFT payment through bank account in any bank.)**

Intending bidder who wants to transfer EMD through NEFT/RTGS must read the instruction of the Challan generated from e Procurement site. Bidders are also advised to submit EMD of their bid, at least 3 working days before the bid submission closing date as it requires time for processing of Payment of EMD. Bidders eligible for exemption of EMD as per Govt. rule may avail the same and necessary documents regarding the exemption of EMD must be uploaded in the EMD folder of Statuary bid documents.

The rate of the Tender of contract is to be submitted duly digitally signed in the website within stipulated date and time. The hard copy of the documents given online should be submitted.

The lowest bidder should produce in original to the office of undersigned for verification.

**2. Both Technical bid and Financial Bid** are to be submitted in technical(Statutory & Non- Statutory folder) and financial folder concurrently duly digitally signed in the website <http://wbtenders.gov.in> as per Tender time schedule stated in Sl. No.10.

The documents submitted by the bidders should be properly indexed & digitally signed.

**3.** The FINANCIAL OFFER of the prospective Bidder will be considered only if the TECHNICAL Document (both statutory and non-statutory) of the Bidder found qualified by the, Tender Inviting Authority. The decision of the Tender Inviting Authority will be final and absolute in this respect. The both list of Responsive and Non-Responsive Bidders will be displayed in the website and also in the Notice Board of the Deputy Director (EP)- III, W.B.H.B. on the scheduled date and time.

**4.** For any queries and clarification, interested Security Firms may visit the sites and may contact the Authorised person of Office of Deputy Director (Engg. Planning) at the address mentioned below.

**5. Address for Communication :**

Deputy Director (Engg. Planning) - III,  
WEST BENGAL HOUSING BOARD  
'A B A S A N', 105, S. N. Banerjee Road, Kolkata – 700014,  
Web site : [www.wbhousingboard.in](http://www.wbhousingboard.in)  
Email : [wbbengineering@gmail.com](mailto:wbbengineering@gmail.com)

**WBHB reserves the right to accept/reject any or all proposals** without assigning any reason thereof.

**6. Eligibility Criteria For Participation In The Quotation.**

i) Intending Bidders should produce credentials of a similar nature of services for at least one work under Govt. Sector, Semi Govt. Sector, Corporations, Govt. Companies, Boards, Autonomous/Statutory Bodies, Reputed Bank, Local Bodies, etc. and having a magnitude of Rs.100000/- during last 5(five) years prior to the date of issue of this Tender notice of similar nature.

ii) Intending bidders should produce credentials of 2(Two) similar nature of work, each of the minimum value of Rs.75000/- of the Rate quoted amount put to the tender during 5(Five) years prior to the date of issue of the tender notice; OR,

iii) Intending bidders should produce credentials of one single running work of similar nature which has been completed to the extent of extent of **75% (Seventy five percent)** or more and value of which is not less than the desired value at (i) above.

In case of running works, only those bidders who will submit the certificate of satisfactory running work from the concerned Deputy Director (EP)-III, or equivalent competent Govt. authority will be eligible for the tender. In the required certificate it should be clearly stated that the work is in progress satisfactorily and also that no penal action has been initiated against the executed agency, i.e., the quotationer.

iv) Credential/completion certificate should contain a) Name of work (b) Name and address of Client (c) Amount put to tender, (d) Date of commencement of work (e) Date of completion of work (f) Reason for abnormal delay, if any (g) Final bill amount.

N.B. 1) Credential/completion certificate should contain a) Name of work (b) Name and address of Client (c) Amount put to tender, (d) Date of commencement of work (e) Date of completion of work (f) Reason for abnormal delay, if any (g) Final bill amount.

2) Credential certificate issued by the Executive Engineer or equivalent competent authority of a state/ central Govt, state / Central Govt, undertaking, statutory, autonomous bodies constituted under the statute of the Central / state Govt. On the executed value of work will only be taken as credential.

3) Payment Certificate will not be treated as credential.

v) The proposals for this contract will be considered only from those bidders (Proprietorship firms, partnership firms, companies, corporations, consortium etc.), who meet requisite eligibility criteria subject to complying with the provisions.

vi) Bidder must not have been blacklisted or deregistered by any central / state Government department or public sector undertaking. Also no work of the bidder must have been rescinded by client after award of contract during last 5 years. The bidder should submit undertaking to this effect in proforma as given in Vol. I, Section 3C.

vii) Bidder should submit a written power of attorney (duly Registered/Notarised) authorizing the signatory of the bid to commit the bidder.

viii) Copies of Income Tax Return Acknowledgement Receipt for the Assessment year **2023-24** / Professional Tax Clearance Certificate / P.T. (Deposit Challan) / valid Trade License, Pan Card are to be accompanied with the Technical documents. (**Non Statutory Documents**)

ix) The agency should possess **G.S.T Registration number** and copies of necessary to this effect is to be submitted along with technical documents[Non statutory Documents].

x) The prospective bidder would also have documents in support of valid **Provident fund enrolment No (if applicable), otherwise an undertaking is required regarding non applicability and GST registration** issued by appropriate authority [Non statutory Documents].

xi) The Partnership Firm shall furnish the registered/notarized partnership deed along with **Power of Attorney** to be submitted along with the application and the company shall furnish the **Article of Association and Memorandum**. [Non statutory Documents].

xii) A prospective bidder shall be allowed to participate in a single job either in the capacity of individual or as a partner of a firm. If found to have applied severally in a single job, all his applications will be rejected for that job.

xiii) LI will be calculated according to the overall the total quoted amount not on individual item of schedule of works.

**7. No Mobilisation Advance and Secured Advance will be allowed**

**8. Bids shall remain valid for a period not less than 120 (One hundred twenty) days** after the dead line date for Financial Bid opening. If the bidder withdraws the bid during the period of bid validity the earnest money as deposited will be forfeited forthwith without assigning any reason thereof.

**9. Earnest Money :** The amount of Earnest Money Rs.5000.00 is to be submitted in the mode of ONLINE (Netbanking / NEFT / RTGS) in favour of '**WEST BENGAL HOUSING BOARD**' against the work. This clause is applicable for all categories of applicants. **Successful bidder should comply 2% of EMD before issuance of work order.** Earnest money so deposited by the successful tenderer shall on issuance of work order be automatically converted into part security money and a balance of 8% of amount of each running account bill shall have to be deducted to make it a total 10 % of security deposit of the work.

**10. Important Information: Date& Time schedule**

Sl. NO.	Particulars	Date & Time
1.	Date of up loading of N.I.Q. and Bid Documents(online) (Publishing Date)	17.11.2023 at 11-00 hr.
2.	Date & time of start of downloading Bid Documents(Online)	17.11.2023 at 11-00 hr.
4.	Date and Time of Start of Bid Submission ( On line)	18.11.2023 at 11-00 hr.
5.	Date and Time of Closing Bid Submission (On line)	27.11.2023 at 12-00 hr.
6.	Date and Time of Bid opening for Technical proposal ( Online)	29.11.2023 at 12.00 hr.
7.	Date of Uploading list for Technically Qualified Bidders (Online)	To be notified during Uploading of Technical Evaluation Sheet of Bidders
8.	Date and Time of Bid Opening for Financial proposal (Online)	To be notified during uploading of Technical evaluation sheet of Bidders

11. The Bidder, at his own responsibility and risk is encouraged to visit and examine the site of works and its Surroundings and obtain all information that may be necessary for preparing the Bid and entering into a contract for the work as mentioned in the Notice Inviting e-Tender, before submitting offer with full satisfaction, the cost of visiting the site shall be at his own expense.

**12. Refund of EMD:** The Earnest Money of all the unsuccessful Tenderers, deposited online, shall be refunded in accordance with the Memorandum of the **Finance Department vide No. 3975-F(Y) dated 28th July, 2016. (Refer - in Bidders Guideline/Instruction to Bidders).**

13. The Quotation Inviting Authority reserves the right to reject any application for participating in bidding process and to accept or reject any offer without assigning any reason whatsoever and is not liable for any cost that might have incurred by any Quotationer at the stage of Bidding.
14. Prospective applicants are advised to note carefully the minimum qualification criteria as mentioned in 'Instructions to Bidders' (ITB) and various conditions in "Conditions of Contract", Additional Terms and condition & other bidding documents before Quotating the bids.
15. No Conditional/Incomplete Quotation will be accepted under any circumstances In case of ascertaining the authority of the intending bidders at any stage of Quotation processor execution of work; necessary registered irrevocable power of attorney in original list to be produced for verification as and when asked for by the Quotation Inviting & Accepting Authority /Officer-in- Charge.

16. During the scrutiny, if it comes to the notice to Quotation inviting authority that the credential of any other paper found incorrect/ manufactured/ fabricated, that bidder would not be allowed to participate in the Quotation and that application will be out rightly rejected without any prejudice. The Quotation Inviting Authority reserves the right to cancel the N.I.Q. due to unavoidable circumstances without assigning any reason, whatsoever, to the bidders and no claim in this respect will be entertained.
17. During the process of scrutiny of Quotation document, the Quotation inviting authority or his authorized representative may verify the credential and other related documents as submitted by the Bidders with the original, if necessary. After verification, if it is found that the documents submitted by the Bidders is either manufactured or false, the bid submitted by the Bidder will be summarily rejected and the Earnest Money deposited by the bidder will be forfeited by the Quotation Inviting Authority without assigning any reason thereof.
18. The set of Quotation / Bidding Documents comprises the documents listed below:
- i) Notice inviting Quotation with all addenda & corrigendum, if any
  - ii) Instruction to Bidders
    - General
    - Preparation of Bids
    - Submission of Bids
    - Bid Opening and Evaluation
    - Award of Contract
19. In case if there be any objection regarding Prequalifying the Agency, that should be lodged to the Chairman, Tender Evaluation Committee/Tender inviting Authority within 48 hours from the date of publication of list of qualified Bidders and beyond that tie schedule no objection will be entertained by the Tender Evaluation Committee/ Tender inviting Authority.
20. Qualification criteria.
- The Quotation inviting & Accepting Authority through a 'Tender Inviting Authority' will determine the eligibility of each bidder. The bidders shall have to meet all the minimum criteria regarding:
- a) **Technical Capability**
  - b) **Experience / Credential.**
- The eligibility of a bidder will be as curtailed on the basis of the digitally signed documents in support of the minimum criteria as mentioned in NIQ. If any document submitted by a bidder is found either manufactured or false, in such cases the eligibility of the bidder/Quotationer will be out rightly rejected at any stage without any prejudice with for feature of earnest money forth with or will be debarred from participation in any Quotation within the jurisdiction of WBHB for a period of 1(one) year or more as deemed fit by the Quotation Inviting authority.
21. "Where an individual person holds a digital certificate in his own name duly issued to him against the company or the firm of which he happens to be director or partner, such individual person shall, while uploading any Quotation for and on behalf of such company or firm, invariably upload a copy of registered power of attorney showing clear authorization in his favour by the rest of the directors of such company or the partners of such firm, uploading such Quotation. The power of attorney shall have to be registered in accordance with the provisions of the Registration Act, 1998"
22. Deduction of Taxes & duties:- As applicable, as per Govt. norms.

23. The documents forming the Contract shall be interpreted in the following order of priority:
- i) Agreement,
  - ii) Letter of Acceptance,
  - iii) Notice to proceed with the work (i.e. Work Order),
  - iv) Contractor's Bid,
  - v) Contract Data,
  - vi) NIQ along with addenda corrigendum (if any)
  - vii) Instruction to Bidders [i)A. General i.e. Scope of Bid and ii) (section-1)]
  - viii) Bill of Quantities ( BOQ )
  - viii) Additional Terms and condition.
24. The authority reserves the right to withheld payment if the work is not done with in time if not otherwise extension of time is allowed by the Tender inviting authority
25. Check List for submission of NleQ
- NleQ Document.
  - Eligibility criteria
  - EMD in the mode online (Net Banking/NEFT/RTGS)
  - Stated completion Certificate
  - Type of Firm
  - Acknowledgement Receipt of Income tax return for Assessment year **2023-24**.
  - Pan card Xerox copy.
  - Latest P.Tax Challan/certificate
  - GST registration details.
  - P.F document (if applicable) **otherwise an undertaking is required regarding non applicability**
  - Valid Trade license
  - A written power of attorney (Registered/Notarized) authorizing the signatory of the bid.
  -

**Deputy Director (EP) III  
West Bengal Housing Board**

Memo .No:- 245/1(9)/DD(EP)III/HB

Dated:- 10/11/2023

Copy forwarded for information to the:

1. Housing Commissioner, WBHB
2. Director (Engineering), WBHB
3. FA cum CAO, WBHB
4. CA cum AP, WBHB
5. Joint Director (EW/EP). WBHB
6. Joint Director (EEW). WBHB
7. AHC-I, WBHB
8. A.D (EW), WBHB.
9. Notice Board

**Deputy Director (EP)-III  
West Bengal Housing Board**

# INSTRUCTIONS TO BIDDERS

## A. GENERAL

### 1 Scope of Bid

#### 1.1 Scope of Work

The scope of the work under these terms of reference would consist of but not limited to the provisions laid down below. WBHB promotes multiple housing projects and requires a CRM to manage the “application to handover” for customers in each project. The Consultancy firm shall develop the software, Commissioning it and run as per the terms laid down below in respect of the work which are summarized in following major activities:-

#### . Customer Registration

- Customers can register and apply for a specific project. The link to the CRM application will be available on the WBHB website
  - One time Customer registration and authentication using OTP to Aadhar linked mobile phone number . Email id which will be used as user id. Unique customer id assigned at registration
  - Enter customer details
  - Upload documents (desirable: System validation of PAN)
  - Online Payment (Card, online banking, e wallet)
  - For offline payment, backend payment matching using payment details from bank

#### Application screening

- Manual screening of documents
- Change status for successful applications
- System Generated Email/SMS to customers

#### Allotment

- Manual lottery
- Update application status
- Notify customer (thru standard letter template designed by WBHB)
- Preparation of sale agreement

#### Instalment payments

- System generated Email and paper doc. Demand notice and/or Invoice to customers
- Online/offline payment by customer, to be updated in the system
- Offline payment reconciliation.
- Reminders, Penalty notices (penalty calculation by the system)

#### Flat handover

- Notify Customer – system generated
- Create and print legal documents
- Update customer status in the system

### **Reports/Dashboard**

- Tracking applications, allotments, payments, defaults
- Desirable : dashboard on mobile app
- Print letters, legal documents
- Reports regarding GST/Penalty/Dues, etc.

### **User Access control**

- Enter user details
- Define System admin and regular user roles
- Selective access to system functions for each user
- User id, password based authentication
- Desirable: biometric user authentication

### **External Interfaces**

- With Bank payment gateway for offline and online payment details
- Interface with WBHB finance department

### **Non Functional requirements**

- Cloud based system (Software IP with Developer, data to be owned by WBHB). (after completion of tenure and AMC soft copy of all data will be handed over to WBHB)
- All data to be stored in server space rented in the name of WBHB and the server space should be exclusively used by WBHB i.e. server should not be shared server. The cost/rent of using the server shall be borne by WBHB.
- The charges for obtaining Domain Name shall be borne by WBHB.
- Run on all PCs with Windows / MAC compatible software / OS
- User friendly interface with minimum steps of application
- Maintain audit trail for all transactions
- Alerts (email and SMS)
- Should have admin loggings for minimum two Officers of WBHB with compatible interface / provision of viewing for document submitted by the applicant.
- **Necessary approval of WBHB to be obtained on all such documents before finalization.**
- **Provision for further modification of the software at no extra cost to WBHB.**

Deputy Director (EP)-III  
West Bengal Housing Board



# **WEST BENGAL HOUSING BOARD**

## **SECTION- 1**

### **INSTRUCTION TO BIDDERS**

#### **General guidance for e-tendering**

Instruction/Guidelines for tenders for electronic submission of the tenders online have been annexed for assisting the contractors to participate in e-Tendering.

1. **Registration of bidder**

Any bidder willing to take part in the process of e-Tendering will have to be enrolled and registered with the Government system through log In on to <https://etender.wb.nic.in> (or on the web portal of West Bengal Housing Board). The contractor is to click on the link for e-Tendering site as given on the web portal.

2. **Digital Signature Certificate (DSC)**

Each bidder is required to obtain a class-II or class-III Digital Signature Certificate (DSC) for submission of tenders from the approved service provider of the National Informatics Centre (NIC) on payment of requisite amount. Details are available at the website stated in clause-1 above. DSC is given as a USB e-Token.

3. **Collection of Tender Documents**

The Bidder can search & download NIQ and bid documents electronically from computer once he logs on to the website mentioned above using the Digital Signature Certificate. This is the only mode of collection of tender documents.

4. **Participation in work:**

A prospective bidder shall be allowed to participate in the job either in the capacity of individual or as a partner of a firm. If found to have applied severally in a single job, all his applications will be rejected for that job.

5. **Submission of Bids:**

Bids are to be submitted through online to the website stated in Cl. 1 in two folders at a time for each work, one in Technical Proposal & the other in Financial Proposal before the prescribed date & time using the Digital Signature Certificate (DSC). The documents are to be uploaded virus scanned copy duly Digitally Signed. The documents will get encrypted (transformed into non readable formats).

A. **Technical proposal(Tech file)**

The Technical proposal should contain scanned copies of the following further two covers (folders).

A-1. **Statutory Cover Containing**

- i. Prequalification Application as per format given in **Sec-2, Form - I**(Qualification Information), Bid Validity Section2 (appendix-D),Undertaking for not Black listed Vol-1 Section3c., Declaration by the Tenderer/Quotationer Section-2,Appendix-A
- ii. Earnest money against the work in favour of **West Bengal Housing Board**.
- iii. NIQ with all agenda & corrigendum and Instruction to Bidders (Section-1) to be uploaded duly Digitally Signed. ( Rate is to be quoted only in the B.O.Q. under Financial Bid. In case of quoting of any rate in Printed Tender Form, the tender will be summarily rejected).

**A-2. Non statutory Cover Containing**

- i. Professional Tax(PT) deposit receipt challan/certificate for latest year, PAN Card, Income Tax Return Acknowledgement Receipt for the latest Assessment year , GSTN, Trade Licence
- ii. Provident Fund Enrolment No.(if applicable). otherwise an undertaking is required
- iii. Registration Certificate under Company Act. (if any).
- iv. Registered Deed/Notarized deed of partnership Firm/ Article of Association and Memorandum.
- v. Registered/Notarized Power of Attorney (For Partnership Firm/ Private Limited Company,)
- vi) Credential for completion of at least i) one similar nature of work under the authority of state/ central Govt., Statutory Bodies under State/Central Govt. constituted under the statute of the state/ state Govt. having a magnitude of Rs.100000/- during the last 5(five) years prior to the date of issue of this NIQ. Or intending tenders should produced credentials of 2 (Two) similar nature of work, each of the minimum value of Rs.75000/-during last 5(Five) years period to the date of issue of the tender notice, or Intending tenderes should produced credentials of one single running work of similar nature work, which has been completed to the extent of Rs.280000/- or more and value of which is not less than the decided value at (i) above is to be furnished . Scanned copy of Original Credential Certificate as stated in 6(i) of NIQ is to be furnished.

**Note: - Failure of submission of any of the above mentioned documents (as stated in A1 and A2) will render the tender liable to be summarily rejected for both statutory and non statutory cover.**

**THE ABOVE STATED NON-STATUTORY TECHNICAL DOCUMENTS SHOULD BE ARRANGED IN THE FOLLOWING MANNER:**

Sl. No.	Category Name	Sub-Category Description	Detail(s)
A	Certificate(s)	Certificate(s)	1. G S T Registration No 2. PAN card 3. Latest P. Tax clearance certificate /P.T(Deposite Challan),Trade license 4. Income Tax Return Acknowledgement Receipt for the Assessment year 2023-24 5. Provident Fund Enrolment No.(if any)
B	Company Detail(s)	Company Detail - 1	1. Proprietorship Firm (Trade License) 2. Partnership Firm (Partnership Deed, Trade License) 3. Limited Company (Incorporation Certificate, Trade License & A.O.A) 4. Society (Society Registration Copy, Trade License)
			5. Power of Attorney (Registered/Notarized).
C	Credential	Credential - 1 Credential - 2	1. Completion certificate of similar nature of work which is applicable for eligibility in this tender.

**B. Bid Evaluation committee / Authority to Evaluate the Bid ie T.I.A**

- i. **Opening and evaluation of tender :** If any tenderer is exempted from payment of EMD,copy of relevant order needs to be furnished.
- ii. Technical proposals will be opened jointly by The Deputy Director(EP)-III and any other Engineer Officer(s) of WBHB (holding DSC) electronically from the web site using their Digital Signature Certificate.
- iii. Intending tenderers may remain present, if they so desire.
- iv. Cover (folder) statutory documents (vide Cl. No. 5.A-1) should be opened first and if found in order, cover (Folder) for non- statutory documents (vide Cl. No. - 5.A-2) will be opened. If there is any deficiency in the statutory documents, the tender will summarily be rejected.
- v. Decrypted (transformed into readable formats) documents of the non-statutory cover will be downloaded and handed over to the Tender Evaluation Committee/Authority to Evaluate the Bid ie T.I.A.
- vi. Bid opening summary of the Technical Bid is then uploaded to send email to all the participating Bidders.
- vii. Pursuant to scrutiny and decision of the Tender Evaluation Committee/ Authority to Evaluate the Bid ie T.I.A, the summary list of Qualified & Non-qualified Bidders for the work (mentioning the serial number) will be uploaded in the web portals.
- viii. While evaluation, the committee/ \_Authority to Evaluate the Bid i.e. T.I.A may summon the tenderers and seek clarification / information or additional documents or original hard copy of any of the documents already submitted and if these are not produced within the stipulated time frame, their proposals will be liable for rejection.

**C. Financial proposal**

- i The financial proposal should contain the following documents in one cover (folder) i.e. Bill of quantities (BOQ), online through computer in the space marked for quoting rate in the BOQ. Quoted rate should be inclusive GST and of all govt. taxes as applicable.
- ii Only downloaded copies of the above documents are to be uploaded virus and Digitally Signed by the contractor.

**6. Penalty for suppression / distortion of facts**

Submission of false document by tenderer is strictly prohibited and in case of such act by the tenderer the same may be referred to the appropriate authority for prosecution as per relevant IT Act with forfeiture of earnest money forthwith.

**7. REJECTION OF BID**

The Employer (tender accepting authority) reserves the right to accept or reject any Bid and to cancel the Bidding processes and reject all Bids at any time prior to the award of Contract without thereby incurring any liability to the affected Tenderer or Tenderers or any obligation to inform the affected Tenderer or Tenderers of the ground for Employer's (tender accepting authority) action.

**8) Opening of Financial Bid**

- a) Financial proposals will be opened by the Deputy Director(EP)-III along with other authorised Engineer Officer(s) of WBHB electronically as per schedule date, time place.
- b) After opening of Financial Bid if situation demands, the Deputy Director (EP)-III, WBHB may call off-line open Bid among the Bidders to lower down the offer rate further.

**9) Award of Contract**

The Tenderer who's Bid has been accepted will be notified by the Tender Inviting and Accepting Authority through acceptance letter/ Letter of Acceptance. The

Letter of Acceptance will constitute the formation of the Contract. The Agreement in Printed Tender Form will incorporate all necessary documents e.g. LOA, N.I.Q. with all addenda-corrigendum, Instruction to Bidders(Section-1), different filled-up forms (Section -2),

Contractor's Bid & B.O.Q. and the same will be executed between the Tender Accepting Authority and the successful Tenderer.

- 10) Throughout these bidding documents, the terms 'bid' and 'tender' and their derivatives (bidder / tenderer, bid/tender, bidding/tendering, etc.) are synonymous.

- 11) **Refund of EMD:** The Earnest Money of every technically disqualified Tenderer as well as that of every technically qualified tenderer other than L.1 (i.e. 1<sup>st</sup> lowest tenderer) and L2 (i.e. 2<sup>nd</sup> lowest tenderer) tenderers shall be refunded to him within 3 (three) days after the comparative statement has been prepared and approved.

The Earnest Money of L2 Bidder shall be refunded to him within 3 (three) days after L1 Bidder has accepted the LOI (i.e. Letter of indent)

The Earnest Money of L1 Bidder shall, after he has accepted the LOI (i.e. Letter of Intent), be credited to the account of WBHB as 2% security deposit of the work.

12) **Suspension**

If the Agency fail to perform any of their obligations under this Contract, including the carrying out of the service provided, the WBHB may, by written notice of suspension to the Agency, suspend all payments (Full/Part) to the Agency hereunder, such notice of suspension shall specify the nature of the failure and with the request to the Agency to take remedy of such failure within a period not exceeding thirty (30) days after receipt by the Agency of such notice of suspension.

13) **Termination**

The WBHB may be terminate by not less than thirty (30) days' (Written notice of termination) for the following reasons:-

- (a) if the Agency fails to remedy a failure in the performance of their obligations hereunder, as specified in a notice of suspension hereinabove, within thirty (30) days of receipt of such notice of suspension or within such further period as the Client may have subsequently approved in writing;
- (b) if the Agency become insolvent or bankrupt or enter into any agreement with their creditors for relief of debt or take advantage of any law for the benefit of debtors or go into liquidation or receivership whether compulsory or voluntary;
- (c) if the Agency submit to the Client a statement which has material effect on the rights, obligations or interests of the Client and which the Agency know to be false;
- (d) if, as the result of Force Majeure, the Agency are unable to perform their services.
- (e) if the Client(WBHB), in its sole discretion and for any reason whatsoever, decides to terminate this Contract.

Deputy Director(EP)-III  
West Bengal Housing Board

**WEST BENGAL HOUSING BOARD**

**SECTION - 2**

**QUALIFICATION INFORMATION**

**FORM - I**

**PRE-QUALIFICATION APPLICATION**

To  
The Deputy Director (EP)-III  
West Bengal Housing Board.

Ref:- Tender for ..... (Name of work)  
.....  
.....  
..... [eN.I.Q. No .....]

Dear Sir,

Having examined the Statutory, Non statutory and NIQ documents, I /we hereby submit all the necessary information and relevant documents for evaluation.

The application is made by me / us on behalf of ..... In the capacity..... duly authorized to submit the same.

The necessary evidence admissible by law in respect of authority assigned to us on behalf of the group of firms for Application and for completion of the contract documents is attached herewith.

We are interested in bidding for the works given in Enclosure to this letter. We understand that:

- (a) Tender Inviting & Accepting Authority can amend the scope & value of the contract bid under this project.
- (b) Tender Inviting & Accepting Authority reserves the right to reject any application without assigning any reason;

**Encl:- e-Filling:**

- |                             |  |
|-----------------------------|--|
| 1. Statutory documents.     | <b>Signature of applicant including title<br/>and capacity in which application is made.</b> |
| 2. Non statutory documents. |  |

Date:-

**SECTION-2**  
**APPENDIX-D**  
**UNDERTAKING**  
(Bid Validity)

1. The undersigned do hereby undertake that our firm M/s \_\_\_\_\_ agree to abide by this bid for a period Not less than 120 days from the date of opening of financial bid and it shall be binding on us and the same may be accepted at any time before the expiration of that period.

Date \_\_\_\_\_

Signature of applicant including title  
and capacity in which application is made

**VOL.I**  
**SECTION 3B.**  
**FORM OF AGREEMENT**

This CONTRACT ( hereinafter called the “Contract” ) is made the \_day of the month of \_\_\_\_\_, 2023 between, on the one hand, The Deputy Director(E.P)III, West Bengal

Housing Board, ‘ABASAN’, 105, S. N. Banerjee Road, Kolkata - 700014 ( hereinafter called the

“Client” ) and, on the other hand, \_\_\_\_\_( hereinafter called the “Agency” )

**WHEREAS**

- (A) the Client has requested the Agency to provide “ Security services” as defined in the General Conditions attached to this Contract ( hereinafter called the “Services” );
- (B) the Agency, having represented to the Client that they have the required personnel have agreed to provide the Services on the terms and conditions set forth in this Contract;

NOW THEREFORE the parties hereto hereby agree as follows:

1. The following documents attached hereto shall be deemed to form an integral part of this

Contract:

- a) The Agreement
- b) Letter of Acceptance
- c) Addenda to the NIQ Document, if any
- d) Form of Bid duly filled up
- e) Instructions to Bidder
- f) The General Conditions of Contract
- g) Financial Offer with Payment Schedule
- h) Locations of the Project
- i) Notice Inviting Quotation
- j) Other Documents as agreed upon

2. The mutual rights and obligations of the Client and the Agency shall be as set forth in the Contract in particular:

- (a) the Agency shall carry out the Services in accordance with the provisions of the Contract, and
- (b) the Client shall make payments to the Agency in accordance with the provisions of the Contract.

IN WITNESS WHEREOF, the Parties hereto have caused this Contract to be signed in their respective names as of the day and year first above written.

**FOR AND ON BEHALF  
OF [CLIENT]**

**By \_\_\_\_\_  
Authorized  
Representative**

**FOR AND ON BEHALF  
OF [SECURITY  
AGENCY]**

**By \_\_\_\_\_  
Authorized  
Representative**



**VOL. I**  
**SECTION 3C.**

**UNDERTAKING FOR NOT BLACKLISTED**

We do hereby undertake that we have not been blacklisted or deregistered by any central/state government department or public sector undertaking and also that none of our work was rescinded by the client after award of contract during last 5 years.

.....  
STAMP & SIGNATURE OF AUTHORIZED  
SIGNATORY

## SECTION-2

### APPENDIX - A

#### DECLARATION BY THE TENDERER / QUOTATIONER

I/We have inspected the site/office of work/supply and have made myself/ourselves fully acquainted with local conditions in and around the site/office of work/supply. I /We have carefully gone through the Notice Inviting Tender/Quotation and other tender documents mentioned herein along with the drawing attached. I/We have also carefully gone through the 'Priced schedule of Probable Items and Quantities'.

My/Our tender/Quotation is offered taking due consideration of all factors regarding the local site conditions stated in this Detailed Notice Inviting Tender/Quotation to complete the proposed Development of software instalation work day to day maintenance referred to above in all respects.

I/We promise to abide by all the stipulations of the contract documents and carry out and complete the work to the satisfaction of the department.

I/We also agree to procure tools and plants, at my/our cost required for the work.

Date -----

**Signature of applicant including title and  
capacity in which the application is made**

ADDITIONAL TERMS AND CONDITIONS TO  
THE N.I.T/ NIQ. CONTRACT DOCUMENTS :-

1) Contract documents shall consist of the following and Tenderers shall have submit one copy of each of the same along with their tenders duly signed by then, without which Tenderer are liable to rejection.

- a) The details Notice Inviting Tender hereinafter referred to as the Tender Notice.
- b) Special Terms and conditions and specification.
- c) Specific priced schedule of probable items with approximate quantities.

2) The Agency will quote the rate (in both words and figures) at percentage below/ above/ or AT PER with the rates shown in the specific priced schedule of probable items with approximate quantities.

3) Earnest Money as per clause of N.I.T. above deposited in the mode of ONLINE (Net banking/NEFT/RTGS in favour of West Bengal housing Board. Must accompany each tender without which tender will not be considered at all.

**4) Deduction of Cess.**

Deduction of CESS from the contractor's Bills (Regulation of Employment and other conditions of Service Act. 1996) will be deducted @ 1% of the cost of maintenance.

**5) DEDUCTION OF INCOME TAX**

DEDUCTION OF INCOME Tax from contractor's Bills should be made as laid down in Memo No. F No. 275/91972, I.T.O dt. 29.05.72 of Ministry of Finance (Deptt. of Revenue & Insurance), Govt. of India with its amendments, if any.

**6) GST**

Tenderer should collect the GSTN No. of WBHB before submitting the bill & for deposition of GST to the respective department & TDS will be recovered from bills as per norms as applicable.

7) Canvassing in connection with tender is strictly prohibited and the tenders submitted by the Tenderer who resort to canvassing, will be liable to rejection.

**8) REJECTION OF TENDER**

Quotation which does not fulfill any of the above conditions are incomplete and are liable to rejection.

**9) OPENING OF TENDER.**

The tender which should always be placed in sealed cover with the same of work written on the envelope, will be received by the concerned Dy. Director (EP) W.B.H.B. his office and will be publicly, opened by the authority receiving tenders or by his authorities representatives, fifteen minutes after the closing time of receipt of tender or as soon as possible thereafter in the presence of such Tenderer or their authorized representative who may be present.

**10) ACCEPTANCE OF TENDER.**

The acceptance of the tender will rest with West Bengal Housing Board which does not bind itself to accept the lowest tender and reserves to itself the authority to reject any or all the tenders received, without assigning any reason thereof.

**11) VALIDITY OF TENDER**

The rates quoted by quotationer must remain valid for 120 days from the date of dropping of tender if the quotationer with draws his offer before that period, the shall be disqualified for submission of any tender to West Bengal Housing Board for minimum period of one year and his earnest Money will be forfeited to the West Bengal housing Board.

**12) COPIES OF AGREEMENT:**

The successful Tenderer will have to submit the following copies of the contract documents within 7 (Seven) days from the date of the receipt of letter of Acceptance of tender. Failure to be so within the specified time will constitute a breach of the contract rendering the contract liable to termination with for feature of security to the content of the amount of the initial earnest money specified in clause of N.I.Q. above, without any reference to the tender.

In addition the Tenderer will have to execute an agreement with the Board in non-judicial stamp paper of appropriate value in the Form as specified by the Board.

The amount already deposited as Earnest Money will be converted into security deposit.

Four sets of documents, containing all items of (a), (b), and (c) as mentioned in clause-I (One) above shall have to be submitted to the concerned D.D.(EP) by the successful Tenderer. These will have to be purchased from the office of the concerned D.D.(EP) and price for these sets will be as mentioned in N.I.Q.

**13) STARTING OF WORKS:**

The successful Tenderer shall have to start the work within a week from the date of issue of order to commence to work.

**14) PROGRAME OF WORK & CERTIFICATE OF VISIT TO SITE:**

a certificate of visit to site and a programme of works showing completion within the specified period of completion of work is to be furnished under signature of the Tenderer as per proforma attached. The purpose of visit to site will mean that the Tenderer has appointed himself with the site conditions under which the work is to be executed.

If the successful Tenderer whose tender is accepted has not got fixed security in respective Class with West Bengal Housing Board as per rules shall within 7 (seven) days of receipt of intimation to that effect through registered post by special Messenger, deposit an additional amount in similar manner which together with the earnest money deposited with the tender would be equivalent to required security deposit of 2% (Two) percent of the tendered amount.

The successful Tenderer shall ultimately furnish a total security deposit of 10% (Ten percent) of the value of work to be executed, of this 2%(Two percent) shall be obtained as indicated above and the remaining 8% (Eight percent) shall be obtained by recovered from progressive bills, so that the total recovery in the final bill is adjusted to made the total amount of security deposit retained equivalent to 10% (Ten percent) of the total value of work actually executed. The percent (10%) recovery shall be made from each progressive bill in case of quotationer who has not fixed security with the West Bengal Housing Board in respective class.

#### 15)Refund of Security Deposit / Retention Money:-

The security deposit / Retention Money shall be refunded to the contractor in the manner as furnished herein under:-

The word ‘work’ means and includes road work, bridge work, building work, sanitary and plumbing work, electrical work and/or any other work contemplated within the scope and ambit of this contract. The work may be of original or special repair in nature or a combination thereof, or of original or special repair in nature in combination with the work(s) of repair and/or maintenance in nature, provided that in respect of the work of repair or maintenance in nature or a combination thereof, the words **three years** wherever appearing in his Clause shall be deemed to be **one year** and in which case the security deposit of the contractor held with the BOARD

Deputy Director(EP) -III

West Bengal Housing Board