



WEST BENGAL HOUSING BOARD

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

'A B A S A N', 105, S. N. Banerjee Road, Kolkata – 700014,

Phone : (033) 2265-1965, 2264-1967 / 3966 / 8968 / 4974 / 0950. Fax : (033) 2264-1480 / 0979,

Web site : www.wbhousingboard.in Email : wbhousingboard@gmail.com

Memo .No:- 225/DD(EP)-III/HB

Dated :- 01.10.2020

NOTICE INVITING QUOTATION (e-NIQ)

NIQ No:-WBHB/DD(EP)III/NleQ-03/2020-21

The Deputy Director (EP), 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	Engineer-in-charge of the work	Eligibility of Bidder
Providing Security Services and Guarding arrangement in Various Locations including the Head Quarter (ABASAN) of West Bengal Housing Board.	Rs 10,000.00 To be deposited in the mode of ONLINE (Netbanking / NEFT / RTGS)	Rs. 1000.00 (per set) to be deposited by the successful Bidder during formal agreement after issuance of LOA. Cost of Bidding document is not required during participation in Nle-Q.	12(Twelve) months	Deputy Director (EP),III 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:**

**i) online through his net banking enabled bank account, maintained at any bank or:
ii)offline through any bank by generating NEFT/ RTGS challan from the e-tendering portal.**

(i. [Net banking \(any of the banks listed in the ICICI Bank Payment gateway\) in case](#)

(ii. [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 their respective Bank

(ii. [RTGS/NEFT in case of offline 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. 9

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 committee W.B.H.B. The decision of the Tender committee, W.B.H.B. 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,
Phone : (033) 2265-1965, 2264-1967. Fax : (033)2264-1480/ 0979.
Web site : www.wbhousingboard.in
Email : wbhousingboard@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 **40%**(Price updated @10% per annum, compoundable from the date of completion of work) of the **Work value** put to Quotation during 5(five) years prior to the date of issue of this Quotation notice of similar nature. OR
- ii) Intending Bidders should produce credentials of 2 (two) similar nature of work, each of the minimum value of 30% of the estimated amount put to tender during 5 (five) years prior to the date of issue of this Quotation notice of similar nature. OR
- iii) In case of running works, only those Bidders who will submit the certificate of satisfactory running work from the concerned EIC, or equivalent competent authority will be eligible for the Quotation. 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 Quotationer
- iv) Bidders having experience of completed projects shall be submitted the completion certificates with 1) **Name of the project** 2) **Name and address of the Client** 3) **Cost of Security services** 4) **Date of start and completion**
. 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 authorizing the signatory of the bid to commit the bidder.
- viii) Bidder must have license from the Authority under the **Private Security Agencies (Regulation Act, 2005) (PSARA)**
- ix) Every Applicant is expected to submit a copy of valid **PSARA** license. Applicants who has applied for renewal of PSARA license may also participate, producing previous PSARA copy while submission of NIT documents, but they will have to submit current PSARA license to the Housing Board if the contract is awarded to the Agency before issuance of work order.
- x) **Bidder should Quoted their Rate, shall have to comply with the provisions of Minimum wages Act. 1948 (vide Memorandum no 3687-F(Y), Dated 02.05.2012 and Memorandum no 3790-F(Y) Dated 21.07.2014) and also to comply the Minimum wages rate of Labour Commissioner, Govt. of West Bengal circulated vide no 1242/STAT/2RW /76/266/2000/LCS/JLC dated 02.07.15 with effect from 1st July 2015 including all the Statutory Levis as per Govt. Order.**
All deployed personnel would be eligible for 1 weekly off day and 4 annual holidays i.e 26th January, 1st May, 15th August & 2nd October. The minimum rates of wages include the wage for weekly of day. The Agency shall arrange alternative deployment on such days without any extra charges.
- xi) Copies of Income Tax Acknowledgement Receipt for the latest Assessment year / P.T. (Deposit Challan) / Pan Card / Voter ID Card for self identification are to be accompanied with the Technical documents. **(Non Statutory Documents)**
- xii) 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].
- xiii) The prospective bidder would also have documents in support of valid **Provident fund enrolment No, ESI registration and GST registration** issued by appropriate authority [Non statutory Documents].
- xiv) The Partnership Firm shall furnish the registered partnership deed and the company shall furnish the **Article of Association and Memorandum**. [Non statutory Documents].
- xv) Bidder shall submit the minimum Average Annual Turn Over **@40% of the Value of work** during last Three Financial years

The particulars of Annual Turnover may be submitted in the following format:

Sl. No.	Year	Turn Over in (Rs. Lakh)
1.	2017-2018	
2.	2018-2019	
3.	2019-2020	

TOTAL:-

Average:- (1+2+3)/3

- xiv) In case of Proprietorship and Partnership Firms and Company the Tax Audited Report in **3CD Form** is to be furnished along with Balance Sheet & Profit and Loss A/c. and all schedules forming the part of Balance Sheet and Profit and Loss Account for the last 3 (three) years (year just preceding the current Financial Year will be considered as year-1). Tax Audit report, Balance Sheet and Profit and Loss Account including all schedules forming the part of Balance Sheet and Profit and Loss Account should be in favour of applicant. No other name along with applicant name, in such enclosure will be entertained.
[Non Statutory Documents]

- xv) 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.

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

Sl.NO	Particulars	Date & Time
1.	Date of uploading of N.I.Q. and Bid	08.10.2020 at 15.00 hrs.
2.	Date & time of start of downloading Bid	08.10.2020 at 15.00 hrs.
3	Date and Time of Pre-Bid meeting in the Board room of WBHB	14.10.2020 at 14.30 hrs
4.	Date & time of start of Bid submission (On line)	16.10.2020 at 11.00 hrs
5.	Date & time of closing of Bid Submission	31.10.2020 at 15-00 hrs
6.	Date & time of Bid opening for Technical Proposals (Online)	02.11.2020 at 15-00 hrs
7.	Date of uploading list of technically qualified bidders (online)	To be notified after evaluation of Technical Bid.
8.	Date & time of Bid opening for Financial Proposal (Online)	To be notified during uploading of Technical Evaluation Sheet of Bidders

- 10 **Earnest Money** : The amount of Earnest Money **Rs.10,000.00** 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. Earnest money so deposited by the successful bidder shall on issuance of work order be automatically converted into part security money and a balance amount of each running account bill shall have to be deducted to make it a total 10 % of security deposit of the work.

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-Quotation, before submitting offer with full satisfaction, the cost of visiting the site shall be at his own expense.
12. 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.
13. 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", "Special Terms & Conditions" & other bidding documents before Quotating the bids.
14. 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 process or execution of work, necessary registered irrevocable power of attorney in original is to be produced for verification as and when asked for by the Quotation Inviting & Accepting Authority / Engineer -in- Charge.
15. During the scrutiny, if it comes to the notice to Quotation inviting authority that the credential or any other paper found incorrect/ manufactured/ fabricated, that bidder would not be allowed to participate in the Quotation and that application will be outrightly 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.
16. 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.

17. 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**

18. 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) Special Terms & Conditions,

19. **Qualification criteria.**

The Quotation inviting & Accepting Authority through a 'Quotation Evaluation Committee' will determine the eligibility of each bidder. The bidders shall have to meet all the minimum criteria regarding :

a)Financial Capacity.

b)Experience/Credential.

The eligibility of a bidder will be ascertained on the basis of the digitally signed documents in support of the minimum criteria as mentioned in a, b, above and the declaration executed through prescribed affidavit in non-judicial stamp paper of appropriate value duly notarized.. 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 forfeiture of earnest money forthwith 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.

20. "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"

21. 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)**

21. Check List for Submission of NIQ

- **NIQ Document.**
- **Eligibility Criteria.**
- **EMD in the mode Online (Netbanking/NEFT/RTGS).**
- **Stated Completion Certificate**
- **Type of Firm.**
- **Audited Balance sheet (Last three Financial years).**
- **Income tax return for lastest Assessment Year.**
- **Voter Identity card and Pan card Xerox copy.**
- **Latest P.Tax return.**
- **GST registration details.**
- **E.P.F and E.S.I documents.**
- **Valid license issued by the Home Political Department of State Govt. Under the Private Security (Regulation) Act.2005.**
- **A written power of attorney authorizing the signatory of the bid.**

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

Memo .No:- 225/1/(14)/DD(EP)-III/HB

Dated :- 01.10.2020

Copy forwarded for kind information to :-

1. Housing Commissioner, WBHB
2. JHC & Secy., WBHB
3. Director (Engg.),WBHB
4. FA-Cum-CAO, WBHB
5. CA-Cum-AP, WBHB
6. JD(E.P), WBHB
- 7-10 JD (EW)I / II / III / (EEW) / WBHB
11. AHC-I, WBHB with the request to publish the Notice in BOARD's Web site
12. Sri S.Halder, A.D.(EP), WBHB
13. A. Basak, Estimator, WBHB.
14. Notice Board.

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

WEST BENGAL HOUSING BOARD

Section-1 GENERAL INSTRUCTION TO BIDDERS

General guidance for e-QUOTATION

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

1. Project Background

West Bengal Housing Board (hereinafter referred to as “WBHB” or the “Client”) intends to engage reputed Security Firm for providing Security Services and Guarding Arrangement for various Locations including the Head Quarters (ABASAN) of West Bengal Housing Board.

WBHB invites request for NIT to appoint a reputed Security firm for the above mentioned Services for various Locations of West Bengal Housing Board, which comes under the purview of this Security arrangement with all infrastructural amenities as provided including roads and pathways, drainage, water supply, sewerage, electrical fittings and fixtures including that of all inventories of both external and internal of Building Blocks / Dwelling Units (Flats), landscaping and beautification, etc.

Above details are tentative and are subject to change. Above description is given only for the purpose of submitting the proposal.

2 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. The Security firm shall provide Security Services and Guarding Arrangement for various Locations including the Head Quarter (ABASAN) of West Bengal Housing Board:

Site evaluation and analysis, including site surveying etc to identify the all infrastructural amenities as provided including roads and pathways, drainage, water supply, sewerage, electrical fittings and fixtures including that of all inventories of both external and internal of Building Blocks / Dwelling Units (Flats), landscaping and beautification, etc.

- i) Himalaya Kanya H.P. (Phase III), Siliguri, Dist. Jalpaiguri,
- ii) Thakurpukur Departmental store,
- iii) Mathkal-Nimta Housing Project (Phase-II)
- iv) Kalyani Housing Project, Phase-II, Dist.- Nadia
- v) Maniktala-Purbanha Housing Project
- vi) Krishnagar Housing Project
- &
- vii) ‘ABASAN’ Building, 105, S.N. Banerjee Road, Kol-14

The Board reserves the right to deploy manpower in addition to the above mentioned locations or to withdraw the manpower of the said locations within the period of this contract at the same terms and condition and rates, if necessary.

3 **Security Manpower Deployment:**

The Security Agencies must give undertaking that they will deploy the Security personnel for carrying out the Security services in connection with each project if the contract is awarded to them eventually. The Security personnel proposed to be deployed by the Agency in the job must be either on the pay-roll of the firm/Agency or the Agency has to produce document with the application in support of acceptance of the concerned Security personnel towards his association with the Security Agency in respect of the proposed job, if the job is awarded to the Security Agency.

Standard of Physical fitness for Security Guards

(1) A person shall be eligible for being engaged or employed as security guard or Supervisor if he fulfils the standards of physical fitness as specified below :—

- (i) HEIGHT, 170 cms(5ft-7 inch)., Weight according to standard table of height and weight, Chest 80 cms. With an expansion of 4 cms. of chest measurement) : provided that a person belonging to the Gorkhas or Nepalese or Sikkim's or Scheduled Castes or Scheduled Tribes is eligible for relaxation of height by 5 cms.,
 - (ii) EYE SIGHT: Far sight vision 6/6, near vision 0.6/0.6 with or without correction, free from colour blindness, shall be able to identify and distinguish colour display in security equipments and read and understand display in English alphabets and Arabic numerals,
 - (iii) Free from knock knee and flat feet and shall be able to run one Kilo Meter in six minutes,
 - (iv) HEARING: free from defect, shall be able to hear and respond to the spoken voice and the alarms generated by security equipments,
 - (v) The candidate shall have dexterity and strength to perform searches, handle objects and use force for restraining the individuals in case of need.
 - (vi) The Gun man should have a licensed Gun with all the above stated standards.
 - (vii) There shall be one Supervisor-cum-guard to supervise the work of not more than fifteen Private Security Guards in each Housing Project.
 - viii) Age: Above 18 years but not exceeding 40 years during the contract period.
- (2) A candidate shall be free from contagious or infectious disease. He shall not be suffering from any disease which is likely to be aggravated by service or is likely to render him unfit for service or endanger the health of the public during the pendency of the Agreement period.
- 3) Agency shall ensure that every security guard working for it undergoes a medical examination after every twelve months from his last such examination so as to ensure his continued maintenance of physical standard as prescribed for the entry level.

4.) Photo Identity Card -

4.1. Every photo-identity card issued by the Agency shall be in Form as below :-

**Photo-Identity Card for Security Guard/Supervisor And Gun Man
(Name of the Security Agency)**

Name.....
Official Designation
Identification No.
Date of Issue.
Valid up to
Signature of the cardholder.....

Signature of the issuing authority

Official Seal

- 2.The photo-identity card shall convey a full-face image in colour, full name of the private security guard, name of the Agency and the identification number of the individual to whom the photo identity card is issued.
- 3.The photo-identity card shall clearly indicate the individual's position in the Agency and the date up to which the photo-identity card is valid.
- 4.The photo-identity card shall be maintained up to date and any change in the particulars shall be entered therein.
- 5.The photo-identity card issued to the private security guard will be returned to the Agency issuing it, once the private security guard is no longer engaged or employed by it.
- 6.Any loss or theft of photo-identity card will be immediately brought to the notice of the Agency that issued it.

5.) Other conditions –

- (1) Notwithstanding whether the Agency mandates its private security guards to put on uniform while on duty or not, every private security agency will issued and make it obligatory for its security guards to put on.
 - a. An arm badge distinguishing the Agency.
 - b. Shoulder or chest badge to indicate his position in the organization.
 - c. Whistle attached to the whistle cord and to be kept in the left pockets
 - d. Shoes with eyelet and laces.
 - e. A headgear which may also carry the distinguishing mark of the Agency.
 - f. To carry torch light at night.
- (2) The clothes worn by the private security guard while on active duty shall be such that they do not hamper in his efficient performance. In particular they will neither be too tight nor too loose as to obstruct movement or bending of limbs.
- (3) Every private security guard will carry a notebook and a writing instrument with him
- (4) Every private security guard while on active security duty will wear and display photo-identity card as issued by the Agency on the outer most garment above waist level on his person in a conspicuous manner.

• **(A) PREPARATION OF BIDS**

1. Registration of bidder

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

The Bidder can search & download NIT 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 Quotation documents.

4. Participation in more than one 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. Pre-Bid meeting

There will be provision for Pre-Bid meeting before submission of Quotation documents.

(B) 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**

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

Non Statutory Cover Containing (Packet 1)

1. Particulars relating to Qualification of Bidder – Eligibility and Qualification Criteria as per Clause 6.
2. Self attested copies of PAN CARD, EPF Code No, IT Acknowledgement Receipt for the latest Assessment year / P.T. (Deposit Challan) and GST Registration Certificate, E.S.I. Enrolment no, valid PSARA license
3. A written Power of Attorney authorizing the signatory of the bid.
4. Undertaking for not blacklisted as per Vol I Section 3C

b). **Financial Proposal to be Submitted by the Bidder**
Statutory Cover Containing (Packet 2)

- i) Entire original NIQ document containing the Financial offer.

1.) **Security Charge (monthly) to be reimbursed by West Bengal Housing Board fixed on the basis of Government of West Bengal, Finance (Audit) Department Memorandum No.**

Description	Security Personnel (Zone A)	
	Guard	Gunman
Monthly wages in INR	8,550.00	10,347.00
EPF, EDLI & Administrative Charge @ 13.0%	1111.50	1,345.11
ESI @ 3.25%	277.88	336.28
Total (A)	9,939.38	12,028.39

2.) Service Charge (monthly) to be paid by West Bengal Housing Board fixed on the basis of Government of West Bengal, Finance (Audit) Department Memorandum No. 3687-F(Y) dated 02.05.2012 read with Memorandum No.3790-F(Y) dated 21.07.2014 and to quoted by bidders which will be basis for selection of L-1 subject to qualification in Technical Bid.

Description	Security Personnel (Zone A)	
	Guard	Gunman
To be quoted by the bidder for each per month	(x)	(x)

- 3) Monthly Wages have been fixed as per Government of West Bengal , Office of Labour Commissioner, Kolkata Circular No. 1242/Stat/2RW/76/266/2000/LCS/JLC dated 02.07.15
- 4) The Minimum wages as noted above are applicable for the period w.e.f. 01/07/2020 subject to revision by the Government of West Bengal and the applicable EPF, ESI etc. shall be revised accordingly.
- 5) Service Charge to be quoted shall be same in Rupees, for all category of security personnel and shall be inclusive of all taxes. To arrive at INR, the rate so quoted shall be applied on (A)and the same shall remain fixed during the entire tenure of the contract irrespective of any change in Minimum Wages. GST or any other tax, as applicable shall be paid to the agency as a part of Monthly Bill for Service Charges to be submitted by the agency.
- 6) The rate is to be quoted in figure clearly in the specified space of the Quotation form/Financial bid Form only.
- 7) All other charges like insurance charges,etc as would be required for completion of the work shall also be included in the rate quoted. No claim what so ever in this account shall be entertained.
- 8.) Earnest money Rs 10,000.00 to be paid in the mode of ONLINE (Netbanking / NEFT / RTGS) in favour of **'WEST BENGAL HOUSING BOARD'** should be submitted as per the instruction in clause 1, page 1 of e-NIQ

(C) Withdrawal of Quotation

A quotation once submitted shall not be withdrawn within a period of 120 days from the last day of the bid submission of the quotation. If a Quotationer withdraws his quotation within this period without any valid reason, necessary appropriate legal action may be taken against the Bidder.

(D) Statutory Obligation

i.) The service provider must comply with all statutory obligation and provisions as per law of the land and as contained in relevant Acts like, Workmen's Compensation Act 1923, the Contract Labour (Regulation & Abolition) Act 1970, Employees Provident Fund & Miscellaneous Provisions Act 1952, Employees' State Insurance Act, 1948, Payment of Wages Act, 1936, Minimum Wages Act 1948, Private Security Agencies (Regulations) Act 2005 and any other applicable Acts/Guidelines/directives etc. and rules made there under.

ii). The financial obligation(s) arising out of any statutory obligation would be entirely on agency's account and WBHB will not be responsible on this score for any reason whatsoever. The records maintained by the successful bidder on this regard, shall be subject to scrutiny of WBHB if desire so.

iii). The service provider has to pay minimum wages in compliance with notification of labour department Govt. Of W.B. as modified from time to time along with other facilities as will be implied by the labour department Govt. of W.B.

iv). All deployed personnel would be eligible for 1 weekly off day and 4 annual holidays i.e 26th January, 1st May, 15th August & 2nd October. The minimum rates of wages include the wage for weekly off day. **The Agency shall arrange alternative deployment on such days without any extra charges.**

(E) Quotation Evaluation committee (TEC)

i. Opening and evaluation of Quotation :-

If any Quotationer is exempted from payment of EMD, copy of relevant order needs to be furnished.

ii. Technical proposals will be opened jointly by The Joint Director(EP) and any other Engineer Officer(s) of W BHB (holding DSC) electronically from the web site using their Digital Signature Certificate.

iii. Intending Quotationers may remain present, if they so desire.

iv. Cover (folder) statutory documents (vide Cl. No. 3`) should be opened first. If there is any deficiency in the statutory documents, the Quotation will summarily be rejected.

v. Decrypted (transformed into readable formats) documents of the non-statutory cover will be downloaded and handed over to the Quotation Evaluation Committee.

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 Quotation Evaluation Committee, 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 may summon the QUOTATIONERS 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.

(F). Penalty for suppression / distortion of facts/Non Performance/Losses

Submission of false document by Quotationers strictly prohibited and in case of such act by the Quotationers the same may be referred to the appropriate authority for prosecution as per relevant IT Act with forfeiture of earnest money forthwith. In case of non-performance /Loss, the performance BG shall be en-cash proportionately.

(G). REJECTION OF BID

The Employer (Quotation 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 Quotationer or Quotationers or any obligation to inform the affected Quotationer or QUOTATIONERS of the ground for Employer's (Quotation accepting authority) action.

(H) 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.

(I) Award of Contract

The Quotationer whose Bid has been accepted will be notified by the Quotation 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 Quotation Form will incorporate all necessary documents e.g. LOA, N.I.Q. with all addenda-corrigendum, Instruction to Bidders special terms and condition and the same will be executed between the Quotation Accepting Authority and the successful QUOTATIONER.

Throughout these bidding documents, the terms 'bid' and 'Quotation' and their derivatives(bidder/Quotation, bid/Quotation, bidding/QUOTATION, etc.) are synonymous.

- **(J) NOTIFICATION OF AWARD**

Prior to expiration of the period of bid validity prescribed by the Employer, the Employer will notify the successful bidder by e-mail confirmed by registered letter that his bid has been accepted. This letter (hereinafter and in the Conditions of Contract called the "Letter of Acceptance") shall name the sum which the Employer will pay the Agency in consideration of the execution of the Services by the Agency as prescribed by the Contract (hereinafter and in the Conditions of Contract called "the Contract Price").

The notification of award will constitute the formation of the Contract.

Upon final selection of the bidder, the Employer will promptly notify the other bidders that their bids have been unsuccessful.

- (K) Signing of Agreement**

At the same time that he notifies the successful bidder that his bid has been accepted, the Employer will send the bidder the Form of Agreement provided in the NIT documents, incorporating all agreements between the parties.

Within seven days of receipt of the Form of Agreement, the successful bidder shall sign the Form and return it to the Employer.

- (L) Issue of Notice to Commence**

After issue of Letter of Acceptance, the Engineer in Charge will notify the Agency to commence work as soon as reasonably possible with due expedition and without delay. If the Agency fails to commence works from the date of issue of Notice to Commence Work, that will constitute a breach of contract and in that case the Employer will have right to annul the contract with forfeiture of EMD.

- (M) EXTENSION OF TIME**

The Board reserves the right to extend the Security Services period to the above mentioned location / other locations mentioned in NIQ, without prejudice to the terms and conditions of this contract, if necessary.

- (N) 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.

(O) 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.

(P) Payment upon Termination

Upon termination of this Contract hereof, the Client shall make the following payments to the Agency's:

- (i) amount for items of service which have been executed prior to the date of termination but payment for the same not yet made to the Agency.
- (ii) a proportionate sum being the amount of any expenditure reasonably incurred by the Agency for the Service partially performed.

(Q)Settlement of Dispute and Arbitration

1.)All disputes and differences arising out of or in connection with the contract and services of any nature assigned under the same (whether during the progress of the services or after their completion), determination, abandonment or breach of the contract shall be referred by Housing Commissioner, WBHB to a team of three men arbitrator appointed by the Housing Commissioner, WBHB. The arbitrators shall elect an Chairman among them. In case of conflicting findings by the arbitrators, the decision of the Chairman shall be final and binding.In all cases, the arbitrators shall state their decision in writing and if amount of claims in dispute is Rs.50,000/- and above, the arbitrators shall give reasons for award.

2) Subject as aforesaid the provisions of the arbitrations cancellation act or any statutory modification or re-enactment thereof and the rules made there under and for the time being inforce shall apply to the arbitration proceeding under this clause.

3) It is a term of the contract that the party involving the arbitration shall specify the dispute or dispute to be referred to the arbitrator under this clause together with the amount or amounts claimed in respect of each such dispute.

4) It is also a term of the contract that if the contractor's do not make any demand for arbitration in respect of any claims in writing within 90 days of receiving the intimation from the CPCB that final bill is ready for payment, the claim of the contractor's will be deemed to have been waived and absolutely barred and the board will be discharged and released of all liabilities under the contract in respect of these claims.

5) The decision of the employer regarding the quantum of reduction as well as justification thereof in respect of rates for sub-standard services which may be decided will be final and would not be open to arbitration.

**VOLUME I,
SECTION 2**

The following projects are mention in the table for Security arrangement.:-

TIME SHCEDULE

- a) Morning Schedule - 6.00 a.m. to 2.00 p.m.
b) After-noon Schedule - 2.00 p.m. to 10.00 p.m.
c) Night Schedule - 10.00 p.m. to 6.00 a.m.

Sl. No.:	Location:	No. of Supervisor —cum guard in 3 shift	No. of Gunman: in 3 shift	No, of Guarding Personnel: in 3 shifts (a +b+c)
1	Abasan Building	---	-	6 (2+2+2)
2	Mathkal-Nimta,Ph-II 4 Acre of land	---	-	4 (1+1+2)
3	Kalyani-Phase-II	---	-	3 (1+1+1)
4	Maniktala-Purbanha H.P	----	--	3 (1+1+1)
5	Himalayakanya, Ph-II – Siliguri	---	--	6 (2+2+2)
6	krisnanagar HP	---	-	3 (1+1+1)
7	Thakurpukur Departmental Godown	---	2 (0+1+1)	-----
	TOTAL:	----	2	25

Particulars are given below related with common areas and facilities:

Sl.no.	Name of the Project	Land Area	Type of flats/shops	No. of flats/shops	Area of flats/shops	Boundary Wall with gate	No. of Security Room	No. of Pump Room	Cable Trench With Cover slab	No. of Septic Tank with
1	THAKURP UKUR	0.216 + 0.689	MIG & LIG	16+64	65 Sq.mtr & 40 Sq. Mtr.	Yes With 3 nos. gate	01	01	-	10
2	KALYANI	6.62 acres	MIG	64	56 Sq.mtr	-	-	-	-	01
3	Mathkal-Nimta Ph-II	3.75 ACRE	HIG,MIG,LIG	64/64/76	86.10 & 84.49, 65 & 56.9,36.60 Sq,Mtd.	Yes 877 Mtrs. With 3 nos Gate	1	3	534 Mtrs.	34
4	Himalaya-Kanya HP,Ph-III	2.20 acres	A, B, C	17 32 32	97.93 82 (147.64x4 +156.87x4) 204.28x16 283.84x8	YES 3 NOS GATE		01		32 NOS
5	Krishna nagar HP	3894.69 sq.m	MIG	80 nos		1nos. Gate	1	1		
6	Maniktala -Purbanha H.P	34.0 kattah with (G+IV) Storied building	HIG	36 nos		3 nos. Gate				

VOL-I

SECTION 3A.

**QUALIFICATION INFORMATION
FORM - I
PRE-QUALIFICATION APPLICATION**

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

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

Dear Sir,

Having examined the Statutory, Non statutory and NIT 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.
2. Non statutory documents

Date:-

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

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SECTION 3B.
FORM OF AGREEMENT

This CONTRACT (hereinafter called the “Contract”) is made the _____day of the month of _____, 2017 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 NIT 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**

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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

BILLING & PAYMENT PROCEDURE

- 1 .Contractor will submit monthly Pre Receipted (affixing the Revenue Stamp) bills , separately for Security Charges and Service Charges, duly supported with necessary check list, log sheets along with the challan for deposit of ESI , PF and Professional Tax and returns thereof, Copy of attendance sheet, copy of wages payment sheet etc. to the office of Joint Director (Engineering Planning), WBHB. WBHB will make payment to the contractor within one month after receipt of the bills after deduction of Taxes and losses (if any due to security lapses) etc.
2. To arrive at daily rates, monthly rates will be divided by 26 and to arrive a weekly rates daily rates will be Multiplied by 6 and the minimum rates of wages include the weekly day of rest of one day.
3. In the event of any security personnel being on leave/absence, the agency shall ensure suitable alternative arrangement to make up for such absence. To meet such eventualities the agency shall make provision for leave reserve.
4. Bill for Bonus paid to security guards deployed at WBHB as per payment of Bonus Act, 1965 shall submitted by the agency after the end of financial year with Bonus Payment Sheet.
5. No payment other than Security Charge and Service Charge shall be made/reimbursed by WBHB. The incidentals, such as uniform, belt, shoes, socks, caps, torch with cell, cane stick, gun, bullets, etc shall be borne/supplied by the Agency at its cost.
6. Bill should be submitted before the Engineer-in-Charge (E.I.C.) under Engineering Planning Wing of WBHB on monthly basis. subjected to availability of certificates from the concerned Deputy Directors (EW) duly endorsed by the concerned Joint Directors(EW) with final vetting by the Director(Engg.) of all the listed Housing Projects under the jurisdiction of this Security Services as entrusted stating non-pilferage, non destruction, theft, burglary, missing etc. of items as per inventory list of the respective projects for which the Agency would be responsible for collection and submission of Project-wise Certificates. The E.I.C. of Engineering Planning Wing of W.B.H.B. shall forward the monthly bills, getting vetted certificates by the Director (Engg.),WBHB as above.

In case of missing/Pilferage/ destruction/ theft/ burglary etc. of any of the items as per inventory list, the EIC of the concerned Housing Projects would make a statement in this regard recommending necessary proposed recovery of missing items from the security agency's monthly bill to the bill drawing authority.

Government of West Bengal
Finance Department
Audit Branch

No. 3975-F(Y)

Dated, 28th July, 2016

MEMORANDUM

Sub: Online receipt and refund of EMD of e-procurement through State Government e-procurement portal

The State Government procurement portal has already been integrated with the Payment Gateway of ICICI Bank for deposit of EMD and other fees by the bidders participating in e-procurement.

Now, in cancellation of this Department Memorandum No. 1526-F(Y) dated 18.03.2014, the Governor is pleased to prescribe the following procedure to be adopted for deposit of EMD / Bid Security related to e-procurement of the State Government Departments and its subordinate offices, PSUs, Autonomous and Local Bodies, PRIs, etc

1. Login by bidder:

- a) A bidder desirous of taking part in a tender invited by a State Government Office/PSU/Autonomous Body/Local Body/ PRIs, etc shall login to the e-Procurement portal of the Government of West Bengal <https://wbtenders.gov.in> using his login ID and password.
- b) He will select the tender to bid and initiate payment of pre-defined EMD / Tender Fees for that tender by selecting from either of the following payments modes:
 - i) Net banking (any of the banks listed in the ICICI Bank Payment gateway) in case of payment through ICICI Bank Payment Gateway;
 - ii) RTGS/NEFT in case of offline payment through bank account in any Bank.

2. Payment procedure:

a) Payment by Net Banking (any listed bank) through ICICI Bank Payment Gateway:

- i. On selection of net banking as the payment mode, the bidder will be directed to ICICI Bank Payment Gateway webpage (along with a string containing a Unique ID) where he will select the Bank through which he wants to do the transaction.
- ii. Bidder will make the payment after entering his Unique ID and password of the bank to process the transaction.
- iii. Bidder will receive a confirmation message regarding success/failure of the transaction.
- iv. If the transaction is successful, the amount paid by the bidder will get credited in the respective Pooling account of the State Government /PSU/Autonomous Body/Local Body/PRIs, etc maintained with the Focal Point Branch of ICICI Bank at R.N. Mukherjee Road, Kolkata for collection of EMD/Tender Fees.
- v. If the transaction is failure, the bidder will again try for payment by going back to the first step.

b) Payment through RTGS/NEFT:

- i. 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.
- ii. The bidder will print the challan and use the pre-filled information to make RTGS/NEFT payment using his Bank account.
- iii. Once payment is made, the bidder will come back to the e-Procurement portal after expiry of a reasonable time to enable the NEFT/RTGS process to complete, in order to verify the payment made and continue the bidding process.
- iv. If verification is successful, the fund will get credited to the respective Pooling account of the State Government /PSU/Autonomous Body/Local Body/PRIs, etc maintained with the Focal Point Branch of ICICI Bank at R.N. Mukherjee Road, Kolkata for collection of EMD/Tender Fees.
- v. Hereafter, the bidder will go to e-Procurement portal for submission of his bid.
- vi. But if the payment verification is unsuccessful, the amount will be returned to the bidder's account.

3. Refund/Settlement Process:

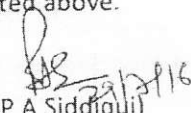
- i. After opening of the bids and technical evaluation of the same by the tender inviting authority through electronic processing in the e-Procurement portal of the State Government, the tender inviting authority will declare the status of the bids as successful or unsuccessful which will be made available, along with the details of the unsuccessful bidders, to ICICI Bank by the e-Procurement portal through web services.
- ii. On receipt of the information from the e-Procurement portal, the Bank will refund, through an automated process, the EMD of the bidders disqualified at the technical evaluation to the respective bidders' bank accounts from which they made the payment transaction. Such refund will take place within T+2 Bank Working Days where T will mean the date on which information on rejection of bid is uploaded to the e-Procurement portal by the tender inviting authority.
- iii. Once the financial bid evaluation is electronically processed in the e-Procurement portal, EMD of the technically qualified bidders other than that of the L₁ and L₂ bidders will be refunded, through an automated process, to the respective bidders' bank accounts from which they made the payment transaction. Such refund will take place within T+2 Bank Working Days where T will mean the date on which information on rejection of financial bid is uploaded to the e-Procurement portal by the tender inviting authority. However, the L₂ bidder should not be rejected till the LOI process is successful.
- iv. If the L₁ bidder accepts the LOI and the same is processed electronically in the e-Procurement portal, EMD of the L₂ bidder will be refunded through an automated process, to his bank account from which he made the payment transaction. Such refund will take place within T+2 Bank Working Days where T will mean the date on which information on Award of Contract (AOC) to the L₁ bidder is uploaded to the e-Procurement portal by the tender inviting authority.

- v. As soon as the L₁ bidder is awarded the contract (AOC) and the same is processed electronically in the e-Procurement portal –
- EMD of the L₁ bidder for tenders of State Government offices will automatically get transferred from the pooling account to the State Government deposit head "8443-00-103-001-07" through GRIPS along with the bank particulars of the L₁ bidder.
 - EMD of the L₁ bidder for tenders of the State PSUs/Autonomous Bodies/Local Bodies/PRIs, etc will automatically get transferred from the pooling account to their respective linked bank accounts along with the bank particulars of the L₁ bidder.
- In both the above cases, such transfer will take place within T+1 Bank Working Days where T will mean the date on which the Award of Contract (AOC) is issued.
- vi. The Bank will share the details of the GRN No. generated on successful entry in GRIPS with the E-Procurement portal for updation.
- vii. Once the EMD of the L₁ bidder is transferred in the manner mentioned above, Tender fees, if any, deposited by the bidders will be transferred electronically from the pooling account to the Government revenue receipt head "0070-60-800-013-27" through GRIPS for Government tenders and to the respective linked bank accounts for State PSU/Autonomous Body/Local Body/PRIs, etc tenders.
- viii. All refunds will be made mandatorily to the Bank A/c from which the payment of EMD & Tender Fees (if any) were initiated.

4. Accounting and Monitoring Process:

- The ICICI Internet Banking will communicate to the State Government e-Procurement portal all details of transactions on daily basis.
- The Tender Inviting Authority of the Government Offices/PSUs/ Autonomous Bodies/Local Bodies/PRIs, etc will be using their respective e-procurement User ID and Password to view the EMD and Tender Fees deposited by the bidders in the pooling accounts.
- The nodal officer of the Finance Department, Government of West Bengal will be able to view the Department-wise EMD and Tender Fees deposited by the bidders to the pooling accounts and fund transferred downstream at various stages of the tender process to the Government accounts and bidders' accounts, as applicable by using user access as provided by NIC.
- The details of NIC E-Procurement Help Desk and toll free numbers of ICICI Bank are given in annexure.

The system will become effective from 01/08/2016 and can be used by any Government Offices/PSUs/Autonomous Bodies/Local Bodies/PRIs, etc. with effect from that date. However, with effect from 01/09/2016, all the EMD/Tender fees in respect of e-tender of all State Government Offices/PSUs/Autonomous Bodies/Local Bodies/PRIs, etc will mandatorily be received and refunds/settlements made as per the procedure stated above.


(P A Siddiqui)

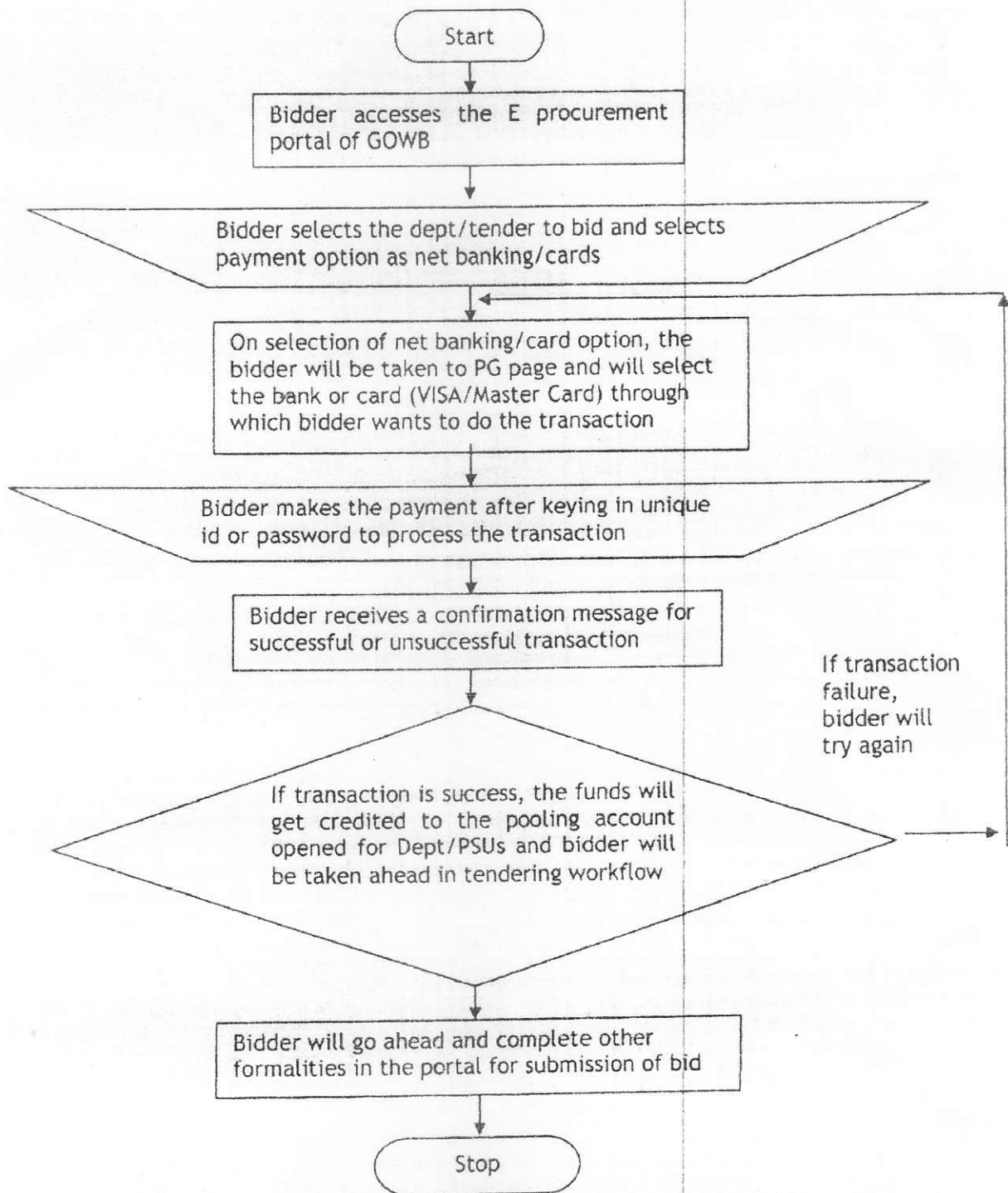
Secretary to the
Government of West Bengal
Finance Department

NIC & ICICI BANK E-PROCUREMENT

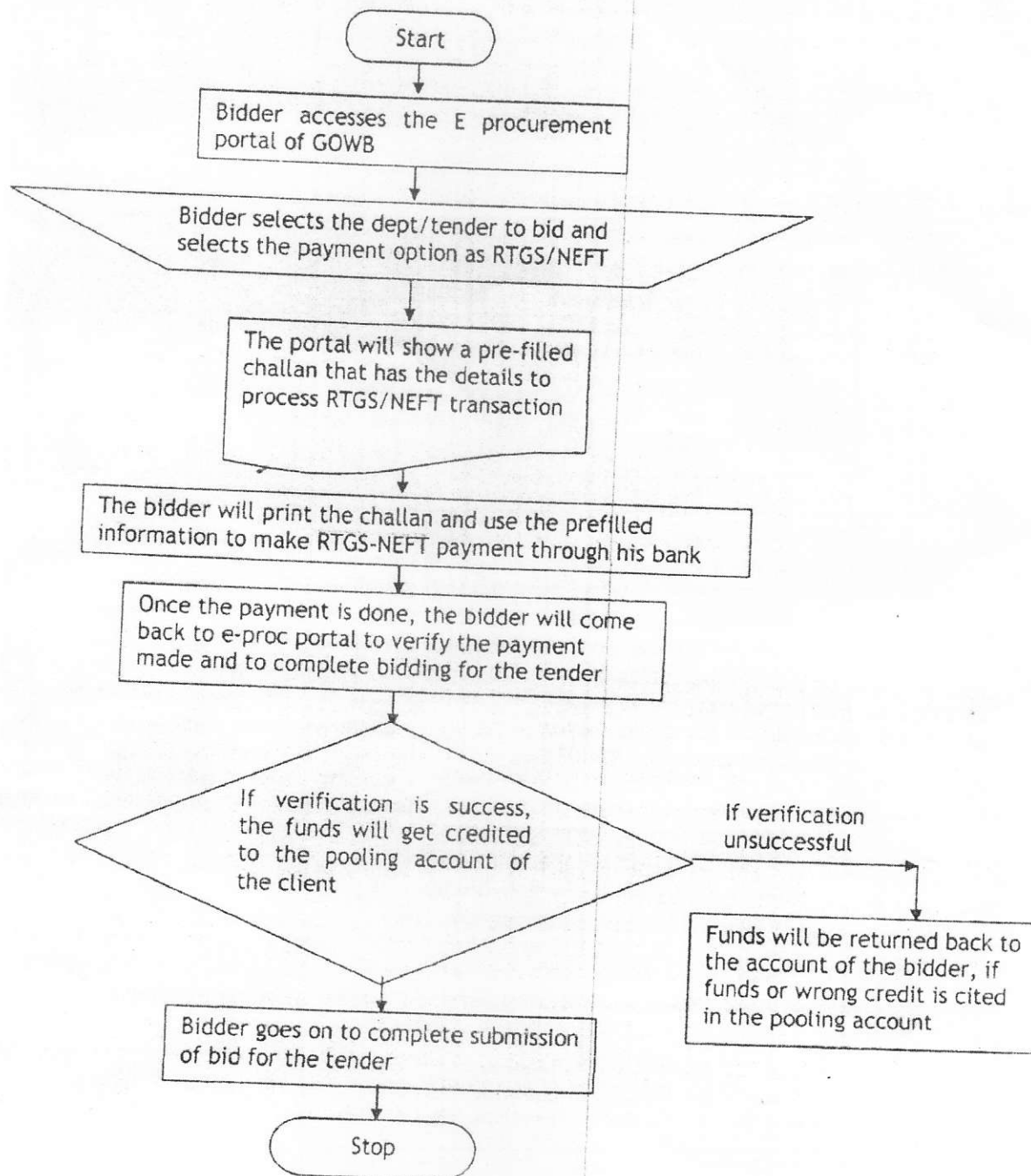
HELP DESK

<u>NAME</u>	<u>LOCATION</u> <u>NIC HELP DESK</u>	<u>CONTACT</u> <u>NO.</u>	<u>MAIL-ID</u>
Mr. ATANU BHUNIYA TANMOY LAHIRI NAZMUS SAHADAT MOLLA JAYANTA SAMANTA NILADRI HEMBRAM	WBPWD guest house,pranjali 3/2 st. Georgers gate road hasting more	033-22236236	wbehelpdesk@gmail.com
Mr. Habibulla Rahaman Mr. Bhaskar Rao Mr. CHANDAN DEY Mr. ROBIN DAS	Irrigation & Waterways dept Jalsampad bhavan, Jalsampad bhavan, Salt lake GROUND floor, Salt lake	9874961136	habibnic@gmail.com b.bhaskarrao30@gmail.com
CHINMAOY MANDAL (Murshidabad Helpdesk)	Office of Superintending Engineer, C.R. Das Road, P.O-Berhampore, Dist.- Murshidabad, Pin-742101	8158999869 9641902796	hripwdmsd@gmail.com
Mr. ARINDAM BERA (Midnapore Helpdesk)	MIDNAPUR HIGHWAY DIVISION NO.II PUBLIC WORKS(ROADS) DTE SAHEED MANGAL PANDEY SARANI PASCHIM MEDINIPUR:721101	9641951710	hripwdmed@gmail.com
DINESH MAHATO (Burdwan Helpdesk)	P.W.D. Burdwan Division, Aftab Club Court Compound, Burdwan	9932302439	hripwd.burdwan.helpdesk@gmail.com
Mr. RAJU DAS (Malda Helpdesk)	MALDA PWD HIGH DIVISION,SINGTALA BUS STOP-HANTA KALIBARI	9800262930	hripwdmld@gmail.com
Mr. NIRUPAM NAG (Siliguri Helpdesk)	PWD NORTH BENGAL CONSTRUCTION DIVISION AIR VIEW MORE (NEAR 2 ND MAHANANDA BRIDGE) HILL CART ROAD SILIGURI - 734001	7501483711	hripwdjg@gmail.com
ICICI Bank Help desk	NA	033-40267512 033-40267513	saptarshi.chandra@icicibank.com

Process for payment through Payment gateway (PG) (Annexure I)



Process for payment through RTGS/NEFT (Annexure II)



Process of refund/settlement (Annexure III)

