

Request for proposal (RFP) towards Selection of vendor for providing Electrical Maintenance Services at Head Office and Central Region Branches and Offices of The West Bengal State Co-operative Bank Ltd.

## **REQUEST FOR PROPOSAL (RFP)**

**TOWARDS**

**OUTSOURCED ELECTRICAL MAINTENANCE SERVICES**

**FOR**

**HEAD OFFICE AND BRANCHES & OFFICES UNDER CENTRAL REGION OF THE  
BANK.**

**THE WEST BENGAL STATE CO-OPERATIVE BANK LTD.**

**HEAD OFFICE ADDRESS: 24A, WATERLOO STREET, KOLKATA - 700069**

**RFP Reference: WBSCB/E-TENDER/ELECT.MAINT. SERVICES/1.1**

**Date: 20/04/2026 (Monday)**

**Last Date for Submission: 05/05/2026**

**By: 12:00 Noon.**

**Request for proposal (RFP) towards Selection of vendor for providing Electrical Maintenance Services at Head Office and Central Region Branches and Offices of The West Bengal State Co-operative Bank Ltd.**

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**Request for proposal (RFP) towards Selection of vendor for providing Electrical Maintenance Services at Head Office and Central Region Branches and Offices of The West Bengal State Co-operative Bank Ltd.**

**Important Dates and Schedule of Activities:**

Sr. No.	Particulars	Details
1	Project Name	<b>Outsourcing Electrical Maintenance Services at Head Office and Branches/Offices under Central Region of The West Bengal State Co-operative Bank Ltd.</b>
2	RFP Inviting Bank	<b>The West Bengal State Cooperative Bank Ltd. (WBSCB)</b>
3	RFP Reference No.	<b>WBSCB/E-Tender/ ELECT.MAINT. SERVICES /1.1 dated 20/04/2026</b>
4	Availability of RFP Documents	To be downloaded from WBSCB Website ' <a href="http://www.wbstcb.bank.in">www.wbstcb.bank.in</a> ' and/or <a href="http://www.wbtenders.gov.in">www.wbtenders.gov.in</a>
5	RFP Cost	Online payment of <b>Rs.1,180/-</b> (Rupees One Thousand One Hundred Eighty only) including GST to be deposited with Account No 201001200387 maintained by The West Bengal State Cooperative Bank Limited with IndusInd Bank, IFSC No- <b>INDB00000052</b> .
6	Date of Issuance of RFP	<b>20/04/2026 at 11:00 A.M.</b>
7	Last Date and Time for Submission of Pre-Bid Queries	<b>24/04/2026 by 3:00 P.M.</b>
8	Last Date and Time for Bid submission (on or before)	<b>05/05/2026 by 12:00 Noon.</b>
9	Mode of Submission of RFP	To be uploaded on website
10	Website for Uploading Proposals (Both Technical & Commercial)	<a href="http://www.wbtenders.gov.in">www.wbtenders.gov.in</a>
11	Date and Time of Opening of Technical Proposals	<b>07/05/2026 by 02:00 P.M.</b>
12	Acceptance/ Rejection of Technical Proposals	Bank shall advise the applicant bidders indicating the acceptance/rejection of their proposal.
13	Contract validity period	3 years from the issuance of work order.
14	Language of Bid Submission	Proposals should be submitted in English only.
15	Contact persons and email id	1) Shri Partha Mitra, General Manager (HRMD) E-mail: <a href="mailto:partha.mitra@wbstcb.bank.in">partha.mitra@wbstcb.bank.in</a> 2) Shri Snehasis Chakraborty, AGM (Law & Estate) E-mail- <a href="mailto:ledept@wbstcb.bank.in">ledept@wbstcb.bank.in</a>
16	Communication Address	All communications, including proposal documents should be addressed to: <b>The Managing Director, The West Bengal State Co-operative Bank, 24A, Waterloo Street, Kolkata - 700069</b>
17	Newspaper publication	Aajkaal & Business Standard dated <b>20/04/2026</b>

## Request for proposal (RFP) towards Selection of vendor for providing Electrical Maintenance Services at Head Office and Central Region Branches and Offices of The West Bengal State Co-operative Bank Ltd.

[**Note:** Bidders are required to strictly submit their technical bids, in electronic form using the e-procurement system at [www.wbtenders.gov.in](http://www.wbtenders.gov.in). Bids received after closing of the bid in the e-procurement system are summarily rejected without sighting any reason].

All the technical supporting documents should be submitted electronically uploading in the website mentioned above on or before the final date & time of bid submission.

**DEADLINE FOR SUBMISSION OF BID:** Technical Bid must be submitted not later than the specified date and time mentioned in the Bid Document. If the specified date of submission of bids being declared a holiday for the Bank, the bids will be received up to the specified time in the next working day. The Bank may, at its discretion, extend this deadline for submission of bids by amending the bid documents, in which case all rights and obligations of the Bank and bidders, previously subject to the deadline, will thereafter be subject to the deadline extended.

The above dates are tentative and subject to change without any prior notice or intimation. Bidders should check website [www.wbstcb.bank.in](http://www.wbstcb.bank.in) under 'Tenders and Quotations' Section for any changes / addendums to the above schedule and/or any other changes to this RFP. Bank would not be responsible for any delayed/lack of update directly to the bidder. Bidders to confirm with Bank the time and venue 1 (one) day prior to any of the above event.

Eligibility cum Technical Bids will be opened in the presence of the bidder's representatives who choose to attend the opening of eligibility cum technical bid. No separate communication shall be sent in this regard except communication of acceptance/rejection of the Bids.

### **Important Clarifications& Abbreviations:**

1. 'The Bank' means The West Bengal State Cooperative Bank Ltd and henceforth be called as 'WBSCB'/'The Bank'/'Bank'.
2. 'Bidder' means the prospective BIDDER who has received RFP document and intends to apply for a period of **three years** for providing **Outsourced Electrical Maintenance Services at Head Office and branches/offices under Central region of The West Bengal State Cooperative Bank Ltd** as mentioned in this Document henceforth will be called as "BIDDER".
3. 'Vendor' means the selected bidder of the RFP.
4. 'RFP' or 'Tender' means the Request for Proposal/ Expression of Interest.
5. 'Recipient' or 'Respondent' or 'Bidder' means who responds/submits BID in response to this RFP issued by Bank.
6. Proposal/Bid/Offer means response to RFP document submitted by Recipient to the Bank.
7. 'EMD' means Earnest Money Deposit / Bid Security / Performance Security Deposit.
8. 'INR' means Indian Rupee.
9. 'SLA' means Service Level Agreement.
10. 'NDA' means Non-disclosure Agreement

## **SECTION 1: GENERAL INFORMATION, DISCLAIMER & INSTRUCTIONS FOR BIDDERS.**

### **1. INTRODUCTION OF THE BANK**

**Request for proposal (RFP) towards Selection of vendor for providing Electrical Maintenance Services at Head Office and Central Region Branches and Offices of The West Bengal State Co-operative Bank Ltd.**

**The West Bengal State Co-operative Bank Limited** having its registered office at 24-A, Waterloo Street, Kolkata-700069 is a 108 years old Banking Institution working as an Apex Bank of all Co-operative Banks of West Bengal. Serving the needs of people from remote areas to State Capital, Bank have 43 branches in South 24 Parganas, North 24 Parganas, Coochbehar Districts and in Kolkata & Siliguri working on the CBS platform.

### **1.1 Purpose of the Tender**

E-tenders are invited from the Service Provider/ Agencies/Firms having valid Registration Certificate and having experience of providing similar line of business for providing electrical maintenance service to Govt Organizations/Banks including State Co-operative Bank & District Central Co-operative Bank Ltd for more than 5 (five) years as on 31.03.2026. The Service Provider must be having their own Registered offices in Kolkata or its adjacent districts having supervisory structure in West Bengal for providing electrical maintenance services to The West Bengal State Co-operative Bank round the clock i.e 24 x 7 hours at designated location and periodic services at Branches/Offices under Central Region. **The Service Provider having adequate experience to execute this type of works is eligible for this contract.**

E-Tender offers in two bid systems from firms who have successfully handled and completed works of similar nature and having their own Offices in Kolkata and/or adjacent district of Kolkata with follow up of the terms and conditions of this RFP. For complete details, formats and terms & conditions of tender please log on to Bank's website: [www.wbstcb.bank.in](http://www.wbstcb.bank.in) or [www.wbtenders.gov.in](http://www.wbtenders.gov.in)

Offers from agencies not having their own registered offices in Kolkata or its adjacent districts will not be considered. The office must be physically in existence, registered and in running condition before the RFP is published. It must be manned during the office hours. All conditions and parameters will be evaluated with reference to the firms submitting the tenders. The Bank reserves the right to reject any/all applications without assigning any reason whatsoever. Tender documents must be ink signed by authorized signatory of the firm.

### **1.2. Name of the Work:-**

**Outsourcing Electrical Maintenance Services at Head Office and Branches/Offices under Central Region of The West Bengal State Co-operative Bank Ltd.**

### **1.3. Timeline for starting services of work upon requisition**

- 1.3.1 a) Timeline for providing services – 10 days from the date of receiving work order. The Bank in exigency can ask the Vendor to start services in 5 days and the Vendor shall be bound to comply the same.
- b) Timeline for providing additional service personnel on requisition in written in exigency –24 hours.

No extension will be allowed otherwise the Bank considers that there is a valid reason for delay in providing the services upon issuance of work order and expresses its consent in writing. Penalty of Rs.1000.00 (Rs. One Thousand) only per man day will be deducted for the delay beyond time frame of 10 (Ten) days and shall be deducted from the next invoice generated for payment. However, the above time frame cannot be stretched beyond 15 days, else the Bank may at their sole discretion cancel the contract and assign the job to L-2 and subsequently to L-3 bidder. Works have to be taken up simultaneously in coordination with Bank Officials.

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**1.4. EARNEST MONEY DEPOSIT / RETENTION MONEY/PERFORMANCE SECURITY DEPOSIT:-**

1.4.1. No Earnest Money is required to submit with the Tender. However, the bidders have to submit declaration as per **Annexure-C**. More fully, upon acceptance of the bids, the successful Bidder have to submit **Performance Security Deposit** equivalent to 3% of the value accepted in the form of Bank Draft/Pay Order/Bank Guarantee. In addition to above, a sum equivalent to 5% against each quarterly bill shall be retained and shall be released on satisfactory execution of maintenance contract as per terms of the RFP. The Security Deposit shall not carry any interest and shall be retained till the engagement as service provider is terminated.

1.4.2. The Performance Security Deposit/Bank Guarantee shall be collected as per Bank standard and has to be deposited within 5 (five) days of issuance of Work Order. The Retention Money shall be forfeited if the awarded vendor fails to rectify/repair the defects and the Bank requires to get the job done by other agency to their choice in accordance with the work contract as per terms and conditions to be stipulated herein.

1.4.3. No interest shall be paid on the Performance Security Deposit/Retention Money.

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**1.5. Availability of Tender Document**

At Bank's Website: [www.wbstcb.bank.in](http://www.wbstcb.bank.in) under "Tenders and Quotations" section and/or [www.wbtenders.gov.in](http://www.wbtenders.gov.in)

**1.7. Issue of tender document**

20/04/2026 11.00 A.M. onwards

**1.8. Pre-Qualification Criteria & Criteria for Short Listing:-**

Following will be the minimum pre-qualification criteria. Each eligible Bidder should pass all the following pre-qualification criteria. Responses not meeting the minimum pre-qualification criteria will be rejected and will not be evaluated.

SI No	Pre-qualification Criteria	Supporting Compliance Document to be submitted.
1	Should have a valid Trade License	Copy of a valid Trade License
1A	<b>Bidder should have main activity as ELECTRICAL MAINTENANCE SERVICES, otherwise tender shall be rejected.</b>	
2	<b>Should have a valid ELECTRICAL CONTRACTOR LICENSE, ELECTRICAL SUPERVISOR COMPETENCY CERTIFICATE &amp; ELECTRICAL WORKMAN'S PERMIT of West Bengal</b>	Copy of valid Certificate/ License
3	Should have own Registered offices in Kolkata or its adjacent districts having Credible supervisory structure in West Bengal for providing electrical maintenance services and should not be a subsidiary or associate of a foreign company.	Please provide documents
3A	Should have effective infrastructure for training of their personnel	
4	The applicant shall be a Company/ partnership/ proprietorship firm/ Co-operative Societies registered under the relevant Indian/State Act and who have their registered offices in Kolkata and/or adjacent district of Kolkata	Copy of Certificate of incorporation, Partnership Deed, Registration Certificate, as applicable.

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5	The firm should be in the business of providing similar services for at least 5-years as on 31.03.2026	Supporting documents of work orders.
5A	The Bidder shall have experience of providing electrical maintenance services to Govt. Departments, Public/ Private Sector Banks, Govt. Corporations, State Co-operative Bank, DCCBs and Private Organization of repute.	
6	The average annual turnover for the bidder (not of group companies) should not be less than <b>INR.1.00 Crore</b> per year exclusively from its electrical maintenance operation in each year for last 3 financial years i.e 2022-2023, 2023-2024 and 2024-2025.	The Bidder should submit copies of the balance sheet and Profit & Loss A/c for the past 3 years, duly audited by chartered accountants
6A	The Bidder should have made operating profits in each of the last three financial years i.e 2022-2023, 2023-2024 and 2024-2025.	
7	Should be a registered company/firm / Cooperative Society with authentic PAN, GST	a) Copy of PAN, GST allotted by competent authorities. b) Income Tax Return for the financial year 2022-2023, 2023-2024 and 2024-2025 c) GST Return for the year 2022-2023, 2023-2024 and 2024-2025
8	Should have Certificate from EPF Authority under EPF & Misc. Provision Act-1952 (latest), if the vendor intends to perform through its employees. Should have documents to prove compliance of Minimum Wages Act, 1948 and Central Rules (latest), if the vendor intends to perform through its employees	Copy of EPF registration certificate and last three months EPF return.
9	Should have Registration under Shops & Establishment Act and Certificate from ESI Corporation (latest).	Copy of ESI registration certificate.
10	RFP Document	The RFP document and any corrigendum issued thereafter to be signed by authorized person with company seal.
11	Technical Qualification Information Sheet	Please submit the information supported with valid documents as per <b>Annexure-A.</b>
12	Declaration regarding compliance certificate	Please submit the declaration as per <b>Annexure-B.</b>
13	Declaration regarding Bid Security/EMD	Please submit the declaration as per <b>Annexure-C.</b>

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14	The bidder should not have any record of being blacklisted in any of the government institution/Bank/ Office of repute	The self-declaration on bidder's letter head as per <b>Annexure-D</b> .
15	Final Checklist	Please submit the checklist as per <b>Annexure-E</b> .

The short-listing of the applications received and final selection of vendors will be done by carrying out evaluation of various parameters/criteria fixed as above by the Committee constituted for the purpose. **Bank reserves the right to select or reject any or all applicants without assigning any reason thereof.**

**1.9. SERVICE LOCATION AND FREQUENCY:**

SI No	Location	Address	Frequency
1	Head Office & Kolkata Main Branch	24A, Waterloo Street, Kolkata-700069	Round the clock (24 X 7)
2	Bhowanipur Branch	28/A, S.P.Mukherjee Road, Kolkata-700025	Fortnightly and on call basis.
3	Shyambazar Branch	15/2B, Balaram Ghosh St, Kolkata-700004	Fortnightly and on call basis.
4	Behala Branch	15, S. N. Roy, Kolkata-700038	Fortnightly and on call basis.
5	Beliaghata Branch	P-52, C.I.T Scheme, VIP Market, Kolkata-700054	Fortnightly and on call basis.
6	Gariahat Branch	2/2A, Nandy Street, Kolkata-700029	Fortnightly and on call basis.
7	Entally Branch	27/1C, CIT Scheme, LV, Kolkata-700014	Fortnightly and on call basis.
8	Golpark Branch	28/3A, Gariahat Road, Kolkata-700029	Fortnightly and on call basis.
9	New Alipore Branch	63, Bankim Mukherjee Sarani, Kolkata-53	Fortnightly and on call basis.
10	Hatibagan Branch	89, Arabinda Sarani, Kolkata-700005	Fortnightly and on call basis.
11	Chetla Branch	Auditorium Block, CIT Market, Kolkata-700037	Fortnightly and on call basis.

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12	Salt Lake City Branch	EC-156, Sector-I, Salt Lake City, Kolkata-700064	Fortnightly and on call basis.
13	Poura Bhaban Branch	FD-415-A, Poura Bhaban, Salt Lake City, EC-III, Kolkata-700106	Fortnightly and on call basis.
14	ACMART	FD-415-A, Poura Bhaban, Salt Lake City, EC-III, Kolkata-700106	Fortnightly and on call basis.
15	3/2 Dalhousie Square Property	8A & 8B, R.N.Mukherjee Road, Kolkata-700001 and 50,52,54 Hemanta Basu Sarani, Kolkata-700001.	Fortnightly and on call basis.

**1.10. Scope of Service/ Job Description**

The successful tenderer, who will be awarded the job, will have to perform the following works:

**1.10.1 Regular Maintenance (daily basis) at Head Office and Kolkata Main Branch:**

- A) Checking of fuse carriers, contactors, cable socket, terminal, push switch, 100 Amp. & 63 Amp. Main switch contact point, all the illuminations, all the fixtures/equipment/components etc., all the components of distribution panels, tightening all the connected terminals/junctions etc. With that, checking and recording of the readings of VOLTS/AMPS etc. where these are fixed.  
Above works have to be performed and informed to Law & Estate Dept. daily
- B) The successful tenderer, who will be awarded the job, will be bound to execute extra electrical job for office purpose if advised by the Bank. He should supply electrical materials to the bank, if considered and advised by the Bank.

**1.10.2 Fortnightly maintenance at Head Office and Kolkata Main Branch:**

- A) Checking of Earthing of the computers and building earth.  
Above works have to be performed and informed to Law & Estate Dept. once in a fortnight in writing;
- B) The successful tenderer, who will be awarded the job, will have to perform the above job and if any defect is found or any type of rectification work is necessary, then he should immediately inform to the Law & Estate Dept. and is bound to perform rectification work or any necessary work in this connection, if advised by the Bank.  
The successful tenderer, who will be awarded the job, will have to maintain LOG BOOK and show to the Law & Estate Dept. daily;

**1.10.3 Fortnight maintenance of each metropolitan branch, ACMART & Record Room at 3/2 Dalhousie Square Property of the Bank:**

- A) Checking of fuse carriers, contactors, cable socket, terminal, push switch, 100 Amp. & 63 Amp. Main switch contact point, all the illuminations, all the fixtures/equipment/components etc., all the components of distribution panels, tightening all the connected terminals/junctions etc. With that, checking and recording of the readings of VOLTS/AMPS etc. where these are fixed.

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- B) The successful tenderer, who will be awarded the job, will be bound to execute extra electrical job for office purpose if advised by the Bank. He should supply electrical materials to the bank, if considered and advised by the Bank.
- C) Checking of Earthing of the computers and building earth.  
Above works have to be performed and informed to the concerned branch and the Law & Estate Dept. once in a fortnight in writing;
- D) The successful tenderer, who will be awarded the job, will have to perform the above job and if any defect is found or any type of rectification work is necessary, then he should immediately inform to the concerned branch in writing with a copy to Law & Estate Dept. and is bound to perform rectification work or any necessary work in this connection, if advised by the Bank.  
The awarded vendor shall maintain LOG BOOK and show to the concerned Branch Manager with a copy to Law & Estate Dept.

### **1.11. Time and date of opening Bid**

#### **1.11.1 Technical Bid:-** On the scheduled date and time (Please refer **Important Dates and Schedule of Activities**)

- 1) The technical bid should be uploaded as per details provided in the RFP document. Brochures/leaflets etc. should be submitted in the bound document and not in a loose form. **BIDDER must ensure that all the documents uploaded / submitted in hard copies are sealed and signed by the authorized signatory.**
- 2) The printed copy of Technical & Eligibility bid proposal as given in Annexures should be neatly typed on the letter head of the BIDDER, duly filled in, signed and complete in all respect.
- 3) Upon submission of Bid, the bidder agrees all the terms and conditions stipulated in this RFP and for any inadvertent omission shall be notified by the bidder within the time specified in this RFP. The Bank reserves the right to accept/reject any proposal for amendment.
- 4) The Technical Bid submitted in response to this RFP Document along with the supporting material, will become the property of the Bank.

Eligibility cum Technical bids will be opened in the presence of the bidder's representatives who choose to attend the opening of eligibility cum technical bid. No separate communication shall be sent in this regard. Subsequently, the Bank will evaluate the eligibility cum Technical Bids and the bidders shall be suitably intimated about outcome, after evaluation.

#### **1.11.2 Commercial Bid:-**

After completion of the evaluation for the technical bids submitted, the successful bidders will be communicated through e-mail or through other mode as per choice of the Bank the date and time for opening Commercial Bid. The technical scores are provided here-in-under in **Section-4**.

### **1.12. Venue of opening of bids**

Conference Room, Head Office of THE WEST BENGAL STATE COOP. BANK LTD, at 24A WATERLOO STREET, KOLKATA- 700069

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**1.13. Tender to be addressed and submitted to**

All communications, including proposal documents should be addressed to:

**The Managing Director, The West Bengal State Co-operative Bank, 24A, Waterloo Street, Kolkata – 700069**

**1.14. Clarification, if any, to be obtained from**

**1) Shri Partha Mitra, General Manager (HRMD), Mob No- 9073717171**

**2) Shri Snehasis Chakraborty, AGM (Law & Estate), Mob No-9073681048**

**1.15. Validity of Tender:-**

3 (Three) years from the date of communication regarding acceptance of Tender. However, the work order will be placed initially for a year and subsequent orders are dependent on satisfactory services provided to the satisfaction of the Bank. For renewal from the second year, the Service Provider shall submit latest Audit Report and valid Trade License to the Bank.

**1.16. Award to selected vendor:-**

After evaluation of the commercial proposals of the technically eligible bidders, the L-1 bidder shall be short listed and the work order shall be issued. The selected vendor has to deposit EMD / Bank Guarantee in favour of the Bank within five (5) days of receiving such Work Order. The Bank reserves the right but not the obligation to split the works among two or three vendors. In that case, the bidders at L-2 & L-3 positions shall have to match the lowest rates before acceptance of the bid. The orders shall be divided in the following manner:

In case of split between 2 bidders:60% to L-1 bidder, 40% to L-2 bidder at the lowest rates

In case of split into 3 bidders:50% to L-1 bidder, 30% to L-2 bidder and, 20% to L-3 bidder at the lowest rates.

**1.17. Dispute Resolution**

Bank and the selected vendor shall make every effort to resolve amicably, by direct informal negotiation, any disagreement or dispute arising between them under or in connection with this RFP and subsequent contract. If after 30 days from the commencement of such informal negotiations, Bank and the selected vendor have been unable to resolve amicably a contract dispute; either party may require that the dispute be referred for resolution by formal arbitration in accordance with the West Bengal Co-operative Societies Act, 2006 and the Rules framed thereunder.

**1.18. Other disciplines**

**1.18.1.** GST, Service Tax or any other tax on services like Works Contract Tax, Turnover Taxes etc. in respect of this contract shall be payable by the selected vendor and the Bank will not entertain any claim whatsoever in this respect.

**1.18.2.** The Service Provider shall not keep the Head Office & Kolkata Main Branch unattended during agreed working hours. If the deployed personnel of the Service Provider go on leave, the Service Provider shall arrange alternative personnel beforehand or forthwith after reporting of absence of its service personnel.

**1.18.3.** All tenders in whom any of the prescribed conditions are not fulfilled or are incomplete in any respect are liable to be rejected.

**1.18.4.** The acceptance of technical bid will rest with THE WEST BENGAL STATE COOP. BANK LTD, which does not bind itself to accept any or all tenders and reserves to itself the right to reject any or all the tenders received without assigning any reason/s thereof.

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**1.18.5.** In case the date of opening of tenders is declared as a holiday, the tenders will be opened at the same time on the next working day.

**1.18.6.** Conditional Tenders will be summarily rejected.

**1.18.7.** After opening the technical bids offer on the standardized conditions as depicted vide the tender document, no correspondence will be entertained.

**1.18.8.** Prior to finalizing of Technical bid, THE WEST BENGAL STATE COOP. BANK LTD., or their representatives at their discretion may inspect the on-going/completed works of the bidder as well as obtain confidential report from the concerned employers.

**1.18.9.** The bid of tenders who do not fulfill the above criteria will summarily be rejected.

**1.18.10.** The Bank also reserves to itself the right of accepting the whole or any part of the tender and the tenderers shall be bound to perform the same at the rates quoted and accepted.

**1.19 PAYMENT TERMS:**

Agreed monthly value shall be paid centrally by the Bank within 7 days from the submission of Tax Invoice accompanied with confirmation of attendance of their deployed personnel certified by the Branch/Office Head and copy of LOG Book indicating the job performed for the month for which the invoice is raised along with submission of EPF Return and ESI Return of the preceding month.

**1.20 GENERAL TERMS AND CONDITIONS:**

- i) The successful tenderer shall depute at least one supervisor per shift having valid electrical license with mobile phone to carry out the work specified by the Bank for round the clock duty (24 x 7 basis) in three shifts (365 days in a year) including Sundays and Bank's Holidays. Further one helper from 9:30 A.M to 5:30 P.M should also be deputed on all working days. The Service Provider shall make suitable substitute arrangement in absence of regular supervisor/helper and shall have to declare necessary number of personnel to be provided.
- ii) The personnel to be supplied by the Service Provider should not have any police records/criminal cases against them. The agency should make adequate enquiries about the character and antecedents of persons whom they are recommending. The character and antecedents of persons will be verified by the Agency before their deployment through local police, collecting proof of residence, bank account details, electrical license, previous work experience, recent photograph and shall provide the same to the Bank. The Service Provider shall also ensure that the deployed persons are medically fit and mentally sound.
- iii) The deployment/arrangement of personnel should be in such a manner that there shall not be any violation of Leave Rules and weekly Day Off. The persons to be engaged shall be the employee of the Service Provider and it shall be the duty of the Service Provider to pay their salary/wages every month. There shall not be any Master and Servant relationship between the employees of the Service Provider and the Bank and they shall never claim to be the employee of the Bank.
- iv) The Service Provider's employees shall not claim any benefits/compensation/absorption/regularisation of services from the Bank. An undertaking from the service personnel to this effect shall be submitted to the Bank by the Service Provider.
- v) The Service Provider's personnel shall not divulge or disclose to any person, any details of office, operational process, technical know-how, security arrangements and administrative/organisational matters as all these are considered as highly confidential / secret nature.
- vi) The Service Provider's personnel should interact with customers/office visitors/staff with respect and politeness and should not be found intoxicated during their service at Bank. The Service Provider shall be

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responsible for any act of indiscipline on the part of their deployed persons. Any losses/damaged caused to the Bank for negligent services or for providing unauthorized information to any third party shall be onus of Service Provider and the Service Provider shall indemnify the Bank from the quantum of losses to full extent. For any accident or casualty occurred during the course of working of any staff deployed by the Agency for negligence or improper services, the liability to the customers/employees of the Bank/service personnel of the Service Provider that will arise out of the accident will be borne by the Service Provider

- vii) The persons engaged by Service Provider shall not be below the age of 18 years and above the age of 60 years.
- viii) The Bank may require the Service Provider to remove their personnel from the work of the Bank, if his service is found incompetent, unsatisfactory or detrimental to the interest of the Bank or there may be breach of confidentiality or improper conduct. The Service Provider shall forthwith comply with such direction.
- ix) That the Service Provider shall be wholly and exclusively responsible for payment of salary/wages to their deployed persons. It shall also be the responsible for payment of EPF, ESI and other statutory dues for their deployed persons.
- x) The Service Provider shall be contactable at all times and messages sent by phone/email or other mode shall have to be attended immediately.
- xi) The Service Provider shall not assign, transfer, pledge or sub-contract the performances of services without the prior written consent of the Bank.
- xii) The agreement can be terminated by either party by giving two months' notice in advance without citing any reason. However, the Bank reserves the right to terminate the agreement by giving seven days' notice, in case the Service Provider fails to provide required services to the satisfaction of the Bank or their/their person's act found detrimental to the Bank to continue with.
- xiii) Bank has the right to reject / select one or more agencies. The Bank does not bind itself to accept the lowest or any tender and reserves the right to reject any or all tender received without assigning any reasons thereof. The decision of the Bank shall be final, conclusive and binding on all the parties.
- xiv) Bank reserves the right to modify the document or even may cancel the tender at any stage without assigning any reason.
- xv) The tender rate indicated in the schedule of quantities should be indicated both in words and figures. In case of any discrepancy, the rates indicated in words would prevail.
- xvi) The rates quoted shall be fixed for the period of contract and include all labour, material, overhead, but exclusive of taxes and duties etc. Any statutory change in the tax structure/duties after opening of the tender shall be reimbursed by the Bank as per actual.
- xvii) Tender should be free from corrections/erasures, erasing, over-writing of any information including quoted rates shall render the tender void. All corrections/ erasures should be clear, legible and signed in full by the authorized signatory, failing which the tender shall not be considered.
- xviii) Tenderers are advised to carefully read and understand the complete scope/ value and volume of the contract involved before submitting their tenders. In general, tenderers shall themselves obtain all necessary information as to risks, contingencies and other circumstances which may influence or affect their tender. A tenderer shall be deemed to have full knowledge of the Site, whether he inspects it or otherwise. Submission of a tender by a tenderer implies that he has read this notice and all other contract documents and has made himself aware of the scope and specifications of the work to be done and of conditions, rates and other factors bearing on the execution of the works. No clarifications will be entertained after submitting the tenders.

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- xix) All tenders in which any of the prescribed conditions are not fulfilled or incomplete in any respect are liable to be rejected. If the space provided in the Proforma is insufficient for giving full details, the same may be given on a separate sheet of paper. Tenderers are to ensure that tender form shall be submitted strictly in the format as mentioned along with the supporting documents.
- xx) Information / details furnished by selected Service Provider, if found to be false at any time in future or any information, affecting tenders is willingly / unwillingly withheld, if comes to the notice of the Bank at any point of time, the tenders of Service Provider can be cancelled immediately.
- xxi) The minimum eligibility criteria have been clarified in technical bid. Agencies fulfilling the technical criteria will be selected for opening of price bid. Team of the Bank officials may visit the referred sites mentioned by the bidder, if required, to verify quality of services provided by them. Bank shall have the right to cross verify and ascertain all the information submitted and seeking confidential reports from the previous clients before short listing the applicants. No separate intimation shall be sent to the bidders for their presence at the time of opening of technical bid. Only one representative shall be allowed to present during the opening of the bid.
- xxii) This tender notice shall form part of the contract documents.
- xxiii) Bidders have to keep checking Bank's website for any additional instructions / Addendum. Bidders who quote tender without attaching tender or the addendum duly signed, if any, will be rejected. No separate notice will be published in the newspaper regarding any additional instructions / Addendum, if any. Bidders to follow the Bank's website or e-tender portal regarding additional instructions / Addendum.
- xxiv) A recipient will, by responding to the Bank's RFP with a submission, be deemed to have accepted all the Terms & Conditions as stated in this RFP document in totality without any condition whatsoever.
- xxv) Bank reserves the right to assess the rates quoted by the bidders whether they are workable / genuine and to take an appropriate decision in award of contract. In this regard, no claims / correspondence will be entertained.
- xxvi) No binding legal relationship will exist between any of the Respondents and the Bank until execution of a contractual agreement by duly authorized signatory of the Bank and the bidder is made.
- xxvii) It is the Recipient's responsibility to conduct necessary investigation and analysis regarding any information contained in this RFP document and the meaning and impact of that information.
- xxviii) Indicative evaluation process has been specified here-in-later in this document. However, as a condition of responding, each Recipient acknowledges and accepts that the Bank in its absolute discretion may apply whatever selection criteria it deems appropriate in finalizing the vendor.

**1.21 Payment to deployed persons higher of Minimum Wages or Bank's sanction:**

It shall be the Service Provider's obligation to pay their deployed personnel wages higher of Minimum Wages notified by the Govt. of West Bengal time to time or the amount sanctions by the Bank time to time.

**Note-1:** The quantum of wages for the agency workers as per Bank's present sanction stands as follows:

Category of personnel	Monthly Wages sanctioned by Bank	Yearly increment
Unskilled	₹13,000.00	₹500.00
Skilled	₹15,000.00	₹500.00

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Highly skilled	₹16,200.00	₹500.00
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**Note-2:** However, there shall not be any enhancement of contract value for next three years. The Service Provider has to pay their deployed personnel as per above. Any further increment beyond the above sanction value shall be reimbursed by the Bank.

**Section 2:- OBJECTIVE, SCOPE AND LODGEMENT OF THE RFP AND GENERAL RULES & INSTRUCTIONS FOR THE GUIDANCE OF THE TENDERER.**

**2. Objective:** - The objective of this RFP is to call responses from Bidders for providing round the clock (24x7) outsourced electrical maintenance Services to Head Office and periodic services to Central Region Branches/Offices of The West Bengal State Co-operative Bank Ltd for a period of three years.

**2.1 Basic Instructions To The Bidder (At A Glance)**

**A.** The BIDDER is expected to have read and examined all the instructions, forms, terms, and specifications in the RFP Document with full understanding of its implications. Failure to furnish all information required in the RFP Document or submission of a bid not substantially responsive to the RFP Document in every respect will be at the Bidder's risk and may result in outright rejection of the bid.

**B.** The BIDDER is advised to strictly adhere to the Annexure provided for that purpose in this document. Any deviation in this matter will lead to disqualification of the RFP.

**C. Procedure / Instructions for Submission of Bid**

1) RFP must be filled in Technical-cum-Eligibility and Commercial Bid and to be uploaded in the website mentioned above.

a. Technical bid as directed below in Section E and should be uploaded in the website on or before specified date and time.

b. Commercial Bid as directed below in Section F should be uploaded in the website on or before specified date and time.

2) Relevant certificate / documents should be attached.

3) Notwithstanding the above, offers made by email, telex, fax, telephone and/or any other mode shall immediately disqualify the BIDDER.

**D. Earnest Money Deposit/Performance Security Deposit/Retention Money:-**

- No Earnest Money is required to submit with the Tender. However, the bidders have to submit declaration as per **Annexure-C**. More fully, upon acceptance of the bids, the successful Bidder have to submit **Performance Security Deposit** equivalent to 3% of the value accepted in the form of Bank Draft/Pay Order/Bank Guarantee. In addition to above, a sum equivalent to 5% against each quarterly bill shall be retained and shall be released on satisfactory execution of maintenance contract as per terms of the RFP. The Security Deposit shall not carry any interest and shall be retained till the engagement as service provider is terminated.

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- The Performance Security Deposit/Retention Money/Bank Guarantee shall be collected as per Bank standard and has to be deposited within 5 (five) days of issuance of Work Order. The Retention Money shall be forfeited if the awarded vendor fails to rectify/repair the defects and the Bank requires to get the job done by other agency to their choice in accordance with the work contract as per terms and conditions to be stipulated herein.
- No interest shall be paid on the Performance Security Deposit.

### **E. Technical Bid:**

- 1) The technical bid should be uploaded as per details provided in the RFP document. **BIDDER must ensure that all the documents uploaded / submitted in hard copies are sealed and signed** by the authorized signatory and properly indexed.
- 2) The printed copy of Technical & Eligibility bid proposal as given in Annexures, should be neatly typed on the letterhead of the BIDDER, duly filled in, signed and complete in all respect.
- 3) The Technical Bid submitted in response to this RFP Document along with the supporting material, will become the property of the Bank.

**[For further information may please refer Cl- 1.8 in Section 1]**

### **F. Commercial Bids:**

- 1) Bid Rates as per the format enclosed in **Annexure-F**. The BIDDER shall indicate the Rates, Terms of Reference of which are given in the Specifications.
- 2) The details of Rate Schedule for providing services as required in this RFP for which the BIDDER is intending to quote.
- 3) The Commercial Bid must be as per the format provided along with the RFP.
- 4) The taxes will be extra as per prevailing rates at the time of billing during the contract.

### **G. Language of Bids:**

The Bids prepared by the BIDDER and all correspondence and documents relating to the Bids exchanged by the BIDDER and the Bank, shall be written in the English Language, provided that any printed literature furnished by the BIDDER may be written in another language so long as it is accompanied by an English version in which case, for purposes of interpretation of the Bid, the English version shall govern.

### **H. Bid Currency and Related:**

- 1) Rates should be quoted in Indian Rupees (INR) only.
- 2) The rates quoted should be excluding taxes. Taxes should be mentioned separately in columned form.

### **I. Validity:**

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The Bids shall remain valid for 180 days from the last date of submission. The BIDDER may be required to give consent for the extension of the period of validity of the bid beyond initial 180 days, if required by the Bank, in writing. Refusal to grant such consent would result in rejection of bid. However, any extension of validity of bids will not entitle the BIDDER to revise/modify the bid. The decision of the Bank in this behalf will be final, conclusive, and binding on the BIDDER.

### **J. Modifications and Withdrawal**

1) The bid submitted may be withdrawn or resubmitted before the expiry of the last date of submission by making a request in writing to the Managing Director of the Bank to this effect and after receiving written consent from the Bank provided that the e-procurement site [www.wbtenders.gov.in](http://www.wbtenders.gov.in) permits to do the same.

2) No BIDDER shall be allowed to withdraw or modify the bid after the deadline for submission of bids.

### **K. RFP Rejection Criteria:**

Bid may be rejected for any or all of the following grounds:

- The bidder's details attached to RFP are not found as per eligibility criteria.
- Non -indexed documents attached to RFP document.
- RFP submitted with false and wrong information.
- Information requested by bank for this RFP process is not found in Technical offer.
- Misconduct and influence, if any, to this RFP process by the bidder OR its representative/s will result into rejection of bid document. No further communication will be entertained in this regard.

### **Section 2.2: LODGEMENT OF RFP**

The response to RFP shall contain the "Eligibility cum Technical Proposal" and "Commercial Proposal":

All the documents as per clause 1.8 are to be submitted / uploaded at once at the time of Bid submission. A submission in a different manner, including a submission through Fax or Email, will not be accepted by the Bank, and will be summarily rejected.

#### **2.2.1 RFP Response guidelines**

- a) All responses received after the due date/time would be considered late and are liable to be rejected.
- b) All bid responses should be in English language.
- c) All responses including commercial and technical bids would be deemed to be irrevocable offers/ proposals from the Bidders and may, if accepted by the Bank, form part of the final contract between the Bank and the selected Bidder.
- d) **Bidders are requested to attach / upload a letter from an authorized signatory attesting the veracity of information provided in the responses. Unsigned responses would be treated as incomplete and are liable to be rejected.**

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**e)** Any Eligibility cum Technical or Commercial bid submitted cannot be withdrawn / modified after the last date for submission of the bids.

**f)** The Bidder may modify or withdraw its offer after submission, provided that the Bank, prior to the closing date and time, receives a written notice of the modification and revised bid or withdrawal for submission of offers provided that the e-procurement site [www.wbtenders.gov.in](http://www.wbtenders.gov.in) permits to do the same. No offer can be modified/ withdrawn by the bidder, after the closing date and time for submission of offers.

**g)** By submitting a proposal, the Bidder agrees to promptly enter into an agreement (SLA) with Bank for the work awarded to him/ them. Failure on the part of the selected Bidder to execute a valid agreement with Bank within 30 days of receiving the work order will relieve the Bank of any obligation to the Bidder, and the Bank will be at liberty to select another Bidder based on the selection process of the Bank.

**h)** By submitting the bid, the Bidder represents and acknowledges to the Bank that it possesses necessary experience, expertise and ability to undertake and fulfill its obligations, under all phases involved in the performance of the provisions of this RFP. The Bidder represents that all utilities, manpower to be deployed by bidder in response to this RFP shall meet the proposed Service requirements of the Bank and industry standards. If any services, functions or responsibilities not specifically described in this RFP are an inherent, necessary or customary part of the deliverables or services and are required for proper performance or provision of the deliverables or services in accordance with this RFP, they shall be deemed to be included within the scope of the deliverables or services, as if such services, functions or responsibilities were specifically required and described in this RFP and shall be provided by the Bidder at no additional cost to Bank. The Bidder also acknowledges that Bank relies on this statement of fact, therefore neither accepting responsibility for, nor relieving the selected Bidder of responsibility for the performance of all provisions and terms and conditions of this RFP. Bank expects the selected Bidder to fulfill all the terms and conditions of this RFP. The modifications, which are accepted by the Bank in writing, shall form a part of the final contract.

**i)** All RFP response documents would become the property of the Bank and the Bank also would not return the bid documents to the Bidders.

**j)** Erasures or Alterations – The offers containing erasures or alterations in the hard copies may not be considered. Unavoidable corrections or alterations, if any, should be authenticated. In case of the corrections/alteration are not properly authenticated, the offer shall be rejected.

**k)** Requested details must be completely filled up. Filling up of the information using terms such as "OK", "accepted", "noted", "as given in brochure / manual/ annexure" is not acceptable. Bank may treat the offers not adhering to these guidelines as unacceptable. The proposals should be in the template that is recommended and provided in this RFP.

**l) Authorized Signatory**

The Bidder shall submit the bid authenticated by an authorized person from any of their offices.

**m) Clarification on RFP Document**

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1. The Bidder shall carefully examine and understand the specifications /conditions/intent of the RFP and seek clarifications, if required, to ensure that they have understood all requirements/ specifications/conditions/intent of RFP.

2. Bidders shall have the opportunity to get their doubts clarified pertaining to the RFP, prior to finalizing their responses. All questions are to be submitted to Shri Partha Mitra, General Manager (HRMD), The West Bengal State Co-operative Bank Ltd, 24-A, Waterloo Street, Kolkata-700069, E-mail: [partha.mitra@wbstcb.bank.in](mailto:partha.mitra@wbstcb.bank.in) with a copy to Shri Snehasis Chakraborty, A.G.M (Law & Estate), The West Bengal State Co-operative Bank Ltd, 24-A, Waterloo Street, Kolkata-700069, E-mail: [ledept@wbstcb.bank.in](mailto:ledept@wbstcb.bank.in), not later than the query submission date and time mentioned in this RFP and as advised by Bank from time to time.

3. The Bidder in all such cases must seek clarification in writing in the same serial order as that of RFP by mentioning relevant page number and clause number of RFP on or before the timeline prescribed in this RFP under "Important Dates & Schedule of activities".

Respondents are required to direct their communication towards clarification/additional information, errors and omission related to this RFP to:

**The Managing Director, The West Bengal State Cooperative Bank Ltd., 24A, Waterloo Street, Kolkata - 700069**

**n) Validity of Bids**

The bids shall remain valid for a period of 180 days from the last date of submission of bids to the Bank which may be extended for another 180 days for reason.

**o) Submission of Bids**

1. The response should be submitted on or before the last date & time of submission mentioned in "Important Dates and Schedule of Activities". If the last date of submission of RFP response is declared as a holiday for any reason, then the last date for submission of RFP response will fall on the next working day. Documentary proof, wherever required, in terms of the RFP should be enclosed.

2. The Bids / Proposals should be complete in all respects and contain all information asked for in this document. It is mandatory to submit the details in prescribed formats duly filled in, as part of the offer. The Bank, at its discretion, may not evaluate a bid in case of non-submission or partial submission of details. The proposal must be submitted in an organized and structured manner.

3. For participation in the opening of eligibility cum technical bid and Commercial Bid, the Bidders' representatives are required to carry authorization letter from their authorized signatories, if the person attending the bid opening process is other than the authorized signatory.

**Part I – Eligibility cum Technical Bid:**

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The Eligibility cum technical Bid containing the response to requirements for the services and other applications is to be uploaded in the respective website mentioned in the RFP.

Eligibility cum Technical Bid must contain followings (with scanned copies of related documents):

1. Duly filled in Covering letter, eligibility criteria compliance as per clause 1.8 and other information as also detailed in Annexure A, including supporting credential/ letters/testimonials from relevant organizations or copies of documentation from clients or work order copies certifying compliance. Non-compliance of even one condition mentioned in the eligibility criteria may render the bid ineligible. **Hence, Bidder is required to provide proof for each of the points for eligibility evaluation.** The proof provided must be in line with the details mentioned in clause 1.8 and Annexure A. In case any credential detail mentioned in Annexure A is not accompanied by relevant proof documents, the said Bid offer will not be considered for evaluation. There is no restriction on the number of credentials a Bidder can submit.
2. Compliance of RFP terms and conditions –Annexure B
3. Bid Security/EMD Declaration as per Annexure-C.
4. Declaration regarding blacklisting as per Annexure-D.
5. Letter with details of authorized signatories/Power of Attorney's in the name of the authorized signatories who can represent the Bidder with regard to the obligations under the RFP or contract.

**All the technical supporting documents should be submitted electronically uploading in the website mentioned above on or before the final date & time of bid submission.**

## **Part II – Commercial Proposal**

The bidder will be required to submit commercial bids in excel format as prompted by the e-procurement portal. Indicative commercial bid structure has been given in **Annexure-F**.

Commercial proposal should give all the relevant price information. No information should be kept blank. Offer should be in strict conformity with the format as given in **Annexure-F**. Please note as under:

1. The best and firm price should only be quoted (as per **Annexure-F**)
2. The prices and other terms offered by the bidder must be firm for an acceptance period of 3 years from the issuance of work order by the Bank.
3. The price must be quoted per monthly basis excluding applicable taxes in the format provided in Commercial Bid.
4. There will be no price escalation during the contract period and any extension thereof. Bid submitted with an adjustable price quotation will be treated as non-responsive and will be rejected.
5. The price should be uniform throughout the tenure of the contract. Bid submitted with adjustable price quotation will be treated as non-responsive and will be rejected.

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6. The prices offered shall be on a fixed price basis and should not be linked to variables like foreign exchange rate etc. The Bank shall not be responsible for any fluctuations in exchange rate or any other expenses factored in the pricing till the validity period of the contract.
7. The Bank ascertains and concludes that everything as mentioned in the RFP documents published for the Bidders and responded by the Bidders have been quoted for by the Bidders, and there will be no extra cost associated with the same other than the cost quoted by the Bidders.
8. It will be responsibility and liability of the selected bidder to levy applicable Taxes & duties in terms of Government guidelines from time to time. All taxes should be mentioned at the prevailing rates at the time of bill submission. Any variations in the taxes quoted by the Bidder which are not in line with the applicable rates prevailing for such supply /services may entail cancellation of the contract.
9. Please note other important clauses of this RFP while quoting for the services requested.
10. The Bidder must provide and quote for the services as desired by the Bank as mentioned in this RFP. Any services not proposed to be provided by the Bidder will result in the proposal being incomplete, which may lead to disqualification of the Bidder.
11. Any contradictory information, conditional pricing, exclusion of any item in TCO (Total Cost of Ownership) computation or error in computation may lead to summary disqualification of the bid as per sole discretion of Bank.

**p) Overall Bid**

The Technical / Eligibility Criteria and Commercial Proposals are to be submitted at a time. Please note that in the following cases Bank in its absolute discretion may reject the Bids:

1. Submission of Bid after the time stipulated in this RFP Document.
2. Misleading/incomplete information or documentation.
3. Any conditional offer or assumption with or without information to the Bank
4. Bidder is not meeting eligibility or technical criterion specified in this RFP
5. Bid submission through Fax or email
6. Submission of more than one bid. In case, bidder is submitting more than one bid, all the bids submitted by the bidder shall be disqualified.

**2.3 Related Parties**

In the following circumstances Bank will have discretion to reject the entire bid or accept the bid with some conditions stipulated by bank –

1. Bids submitted by holding company and its subsidiary.
2. Bids submitted by one or more companies having common director/s.
3. Bids submitted by one or more partnership firms / LLPs having common partners.

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4. Bids submitted by one or more companies in the same group of promoters/management.
5. Any other bid at the sole discretion of the Bank which is in the nature of multiple bids.

**2.4 Registration of RFP Submission**

Upon receipt of a submission, the Bank shall register the response. Incomplete or partial or faulty submissions shall be rejected forthwith.

All submissions, including any accompanying documents, shall become the property of the Bank. Hence, submission of response to the RFP shall be deemed as respondents' license and grant of all rights to the Bank to reproduce the whole or any portion of their submission for the purpose of evaluation, notwithstanding any copyright or other intellectual property rights that may subsist in the submission or accompanying documents.

The RFP document is confidential and is not to be reproduced, transmitted, or made available by the Recipient to any other party without Bank's express written permission. The RFP document is provided to the Recipient based on the undertaking of confidentiality given by the Recipient to the Bank. The Bank may update or revise the RFP document or any part of it. The Recipient acknowledges that any such revised or amended document received is subject to the same terms and conditions as original and subject to the same confidentiality undertaking.

**2.5 Format for queries**

Bidder should use the following format for their above-said communication -

1. Name of the Respondent/Bidder:
2. Date:
3. Contact Person from Respondent/Bidder in case of need:

.....  
Name: Designation:

E-mail ID: Tel / Mobile No:

Sr. No	Page no of RFP	Clause No	Original RFP Clause	Bidder's Query
1				
2				

All queries/clarifications requested must be in writing and should be forwarded by the authorized person of bidder in the above format in MS-EXCEL workbook. The queries may be e-mailed to: [partha.mitra@wbstcb.bank.in](mailto:partha.mitra@wbstcb.bank.in) with a copy to [ledept@wbstcb.bank.in](mailto:ledept@wbstcb.bank.in) with the queries enclosed as attachment in above mentioned format.

Bank shall not answer any communication initiated by respondents after the last date of query submission. Bank may in its absolute discretion seek additional information or document from any respondents after the RFP closes for

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supplementary information and better evaluation. All such information and document provided will form part of that Respondent's response.

Bank is not bound to reply to queries not pertaining to this RFP. Replies shall be at Bank's discretion. Bank's replies shall be final and acceptable to all bidders.

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**SECTION-3 Important Notes**

3.1. The RFP document contains statements derived from information believed to be reliable at the date obtained, but does not purport to provide all of the information that may be necessary or desirable to enable an intending contracting party to determine whether or not to enter into a contract or arrangement with the Bank in relation to the supply and services. Neither the Bank nor any of its employees, agents, contractors, or advisers gives any representation or warranty, express or implied, as to the accuracy or completeness of any information or statement given or made in this RFP document.

3.2. Subject to any law to the contrary and to the maximum extent permitted by law, the Bank and its officers, employees, contractors, agents and advisers disclaim all liability from any loss or damage (whether foreseeable or not) suffered by any person acting on or refraining from acting because of any information including forecasts, statements, estimates or projections contained in this RFP document or conduct ancillary to it whether or not the loss or damage arises in connection with any negligence, omission, default, lack of care or misrepresentation on the part of the Bank or any of its officers, employees, contractors, agents or advisers.

The Bank and its officers, employees, contractors, agents and advisers disclaim any liability, pecuniary or otherwise that may accrue or arise from any loss or damage (whether foreseeable or not) suffered by any person acting on or refraining from acting due to the information contained herein and/or by virtue of copying, adopting, reproducing, any of the material which may be the copyright material or any other Intellectual Property of a third party who may claim ownership of the same.

3.3. All costs and expenses incurred by Respondents in any way associated with the development, preparation, and submission of responses to this RFP, including but not limited to attendance at meetings, discussions, presentations, demonstrations etc. and providing any additional information required by the Bank, shall be borne entirely and exclusively by the Respondent.

3.4. No binding legal relationship will exist between any of the Respondents and the Bank until execution of a contractual agreement by duly authorized signatory of the Bank and the bidder.

3.5. It is the Recipient's responsibility to conduct necessary investigation and analysis regarding any information contained in this RFP document and the meaning and impact of that information.

3.6. Indicative evaluation process has been specified in **Section 4** of this document. However, as a condition of responding, each Recipient acknowledges and accepts that the Bank in its absolute discretion may apply whatever selection criteria it deems appropriate in finalizing the vendor.

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3.7. Should the Bidder be selected for providing the electrical maintenance services, the contents of its Response to RFP, including any material submitted in the Response to RFP, will be incorporated by reference or integrated as obligations in the formal Service contract and / or Service Level Agreement (SLA)/ Non-disclosure agreement to be drafted by Bank.

3.8. It is the objective of the Bank to obtain the best services possible by giving fair and impartial consideration to all recipients invited to accept RFP for submitting Response to RFP. Every potential Recipient will be considered on fair and equal basis.

3.9. Each Recipient should notify the Bank of any error, omission or discrepancy found in this RFP document. Notification should be made to contact details provided in Section 2.2.1.m–Clarification on RFP document.

3.10. The purpose of this RFP is to provide necessary information to the potential Bidders, who qualify and intend to submit their response to the RFP. Though the RFP has been prepared with sufficient care and diligence with an endeavor to provide all required information to the potential Bidders, Bank acknowledges the fact that the potential Bidders may require more information than what has been provided in the RFP. Accordingly, in such cases, the potential Bidder(s) may seek additional information/clarification required from Bank. Bank reserves the right to provide such additional information/ clarification at its sole discretion either one to one basis to the bidder or clarify it to all the potential bidders as deem fit. In order to respond to the RFP, if required, and with the prior permission of Bank, each Bidder may conduct their own study and analysis, as may be necessary, at their own cost and expense ensuring they adhere to the timelines mentioned in the RFP. No additional time will be provided to Bidders to undertake any analysis or study.

3.11. Bank makes no representation or warranty and shall incur no liability, whatsoever, under any law, statute, rules or regulations on any claim by any bidder or any potential Bidder may make in case of failure to understand the requirement and respond to the RFP.

**3.12. Bank may, in its absolute discretion, but without being under any obligation to do so, update, amend, replace, modify or supplement the information given in the RFP and specify additional requirements or cancel the RFP at any time without assigning any reason thereof and without any prior notice.**

3.13. The commercial proposals to be offered shall be on a fixed price basis and should not be linked to variables like foreign exchange rate etc. The Bank shall not be responsible for any fluctuations in exchange rate or any other expenses factored in the pricing till the validity period of the contract. It will be responsibility and liability of the selected bidder to levy applicable Taxes & duties in terms of Government guidelines from time to time. All taxes should be claimed at the prevailing rates at the time of bill submission. Any variations in the taxes quoted by the Bidder which are not in line with the applicable rates prevailing for such supply /services may entail rejection of the contract.

The recipient of the RFP must apply its judgment, care, and conduct its own investigation and analysis regarding any information contained in the RFP document including but not limited to the scope of work, Deliverables and timeliness, etc.

3.14. It is the Bidder's responsibility to:

- Properly understand and examine the RFP;

**Request for proposal (RFP) towards Selection of vendor for providing Electrical Maintenance Services at Head Office and Central Region Branches and Offices of The West Bengal State Co-operative Bank Ltd.**

- Examine all other information available on reasonable inquiry relevant to the risks, contingencies and circumstances affecting its response;
- satisfy itself as to the completeness, correctness and sufficiency of its response;

3.15. A recipient will, by responding to the Bank's RFP with a submission, be deemed to have accepted all the Terms & Conditions as stated in this RFP document in totality without any condition whatsoever.

3.16. The information contained in this RFP is strictly confidential. The Bidder shall not share this information with any other person/party not connected with responding to the RFP or even with other potential Bidders. The information contained in this RFP or subsequently provided to Bidder(s), whether verbally or in writing by or on behalf of Bank shall be subject to the terms and conditions set out in this RFP and any other terms and conditions subject to which such information is provided.

3.17. Any form of canvassing/lobbying/influencing/cartelization, etc. by the Bidder may result in disqualification of such Bidder.

3.18. The vendor SERVICE PROVIDER shall have to make their own arrangements to house their staff for their services and at no cost use the Bank's premises to house their personnel.

3.19. The vendor shall give a list of relative working (in case so) with the bank along their designations and addresses.

3.20. No Employee of the bank is allowed to work as a security service provider for a period of two years of his retirement from bank service, without the previous permission of the bank. The contract is liable to be canceled if either the service provider or any person deployed by them is found at any time to be such a person who had not obtained the permission of the Bank.

3.21. The tender of the work shall not be witnessed by a service provider or providers who themselves have tendered or who may had/have tendered for the same work. Failure to observe this condition would render tenders of the contractors tendering as well as witnessing the tender liable to summary rejection.

**3.22. The Bank requires round the clock (24X7 basis) services at designated locations (please see clause-1.9). In that case the vendor shall arrange duties of their personnel in such a manner that the working hours of each deployed person do not exceed 8 hours a day except in case of exigency and there remain weekly holiday as per law of the land. It would be the responsibility of the vendor to ensure that where services for the Bank would be required for 24X7 basis, the working hours of each personnel to be deployed by the service provider would not normally exceed 8 (eight) hours a day and they can enjoy weekly holidays. The Service Provider shall also have to ensure that if any person to be deployed by it is deprived of any weekly holiday under any unforeseen exigency then the concerned person shall be allowed to avail compensatory holidays for equal number of holidays lost within the next two months of the month in which the holidays would be lost.**

**3.23. The Service Provider shall strictly maintain upto-date record of Service Provider's Employees as per the Shops & Establishment Act and will discharge all obligations under various Labour Laws viz. EPF Act, ESI Act, Gratuity Act, Bonus Act, Workmen's Compensation Act, Contract Labour (Regulation & Abolition Act), etc or under any other State/Union Legislation in respect of Service Provider's Employees, wherever applicable.**

**Request for proposal (RFP) towards Selection of vendor for providing Electrical Maintenance Services at Head Office and Central Region Branches and Offices of The West Bengal State Co-operative Bank Ltd.**

**3.24. The Bank may request the Service Provider for not deploying a service personnel, if his deployment may not be considered as necessary for the requirements of the Bank. The Service Provider shall forthwith cease to deploy the concerned personnel at the relevant premises of the Bank upon arranging a suitable replacement in such a way by ensuring no hiatus in the set up for the concerned premises of the Bank.**

**SECTION-4 Evaluation and comparison of Bids**

The Bidders shall be assigned Technical Marks (Tm) out of a maximum of 100 point based on the documents submitted. The Scoring Model is provided below:

Sl No	Evaluation criteria	Score	Maximum Technical Marks (Tm)
1	Present Engagement *Attach Documents / Upload documents	Providing Electrical Maintenance Services as on 31.03.2026. 1) At 2 locations -15 Marks 2)>2 Location and < 4 Locations- 20 Marks 3)>4 Locations -25 Marks	25
2	Average Annual turnovers of Rs.1.00 Crore and above per year & for the last 3 years ending on 31.03.2025. *Attach Documents / Upload documents	FOR CUMULATIVE 3.00Cr. to 4.00Cr. - 15 Marks >4.00Cr. to 6.00 Cr. - 18 Marks >6 Cr. - 20 Marks	20
3	Legal Structure of the bidder SERVICE PROVIDER **Attach Documents / Upload documents	Partnership/Proprietary- 12 Marks Co-operative Soc - 15 Marks Private Limited - 18 Marks Public Limited - 20 Marks	20
4	ISO certification for quality management **Attach Documents / Upload documents		10
5	Providing Electrical Maintenance Services to Central Govt/ State Govt/PSUs/Banks/Financial Institutions /Private organization of repute in last 5 years ending on 31.03.2026. **Attach Documents / Upload documents	For providing services at 1) Central Govt/ State Govt offices/PSUs/Private organization of repute - 3 Marks for each Central Govt/ State Govt offices/PSU/Private organization of repute. 2) Bank/ Financial Institutions- 5 Marks for each Bank/Financial Institute.	10
6	Net Profit in last three years. * Attach Documents/ Upload Documents	Net profit in the last 3 financial years	5
7	No of years providing Electrical Maintenance Services **Attach Documents / Upload documents	Providing services for 5 years-8 Marks > 5 years to- 8 years- 9 Marks > 8 years- 10 Marks	10
		<b>Total</b>	<b>100</b>

**Request for proposal (RFP) towards Selection of vendor for providing Electrical Maintenance Services at Head Office and Central Region Branches and Offices of The West Bengal State Co-operative Bank Ltd.**

The technical qualification cut-off marks would be 70% (70 marks out of 100) to be eligible for commercial bid opening. Scoring below the same would not be considered. However, the Bank reserves the right but not the obligation to reset the qualifying marks below 70, if the eligible qualified number of bidders is found less than three.

The West Bengal State Co-operative Bank Ltd

**Request for proposal (RFP) towards Selection of vendor for providing Electrical Maintenance Services at Head Office and Central Region Branches and Offices of The West Bengal State Co-operative Bank Ltd.**

**Annexure – A**

**GENERAL & TECHNICAL INFORMATION**

**PART- I**

**TECHNICAL BID (SERVICE PROVIDER Profile)**

<b>SI No</b>	<b>PARTICULARS OF THE COMPANY</b>	<b>Bidder's response</b>
1	Name of the Bidder	
2	Full Address	
3	Telephone & Mobile No.	
4	Fax No	
5	E-Mail Address	
6	Constitution of the firm (whether Proprietary / Partnership / Co-operative Soc/ Pvt Ltd. / Public Ltd.	
7	Name of the Proprietor / Partner / Managing Director	
8	Year of Establishment	
9	Registration with the Registrar of Co	
10	Name(s) of Contact Person (s) with address	
11	Registration with Tax Authority a. PAN No. b. GST No. (Attach latest IT Return filed copy & GSTReturn filed copy)	
12	Furnish copies of audited Balance Sheet and Profit & Loss Account for the last 3 years Turn over 2022-23, 2023-24 and 2024-25	
13	Name & address of the Banker, Nature of facilities availed (if any) <b>(Attach Banker's opinion letter on the conduct of the account).</b>	
14	<b>Whether an empanelled vendor for Central Govt/ State Govt/ PSUs/ RBI / SBI/ Nationalized Banks/ State Co-op Bank/DCCBs/ Other Financial Institutions</b>	
15	Certification whether the system conforms to ISO 55001/45001/14224 or IEC 60079 ELECTRICAL MAINTENANCE SYSTEM	
16	<b>LIST OF ORDERS EXECUTED IN LAST 05 YEARS (Please provide order copy)</b>	

Place :

Date :

AUTHORISED SIGNATORY

**Request for proposal (RFP) towards Selection of vendor for providing Electrical Maintenance Services at Head Office and Central Region Branches and Offices of The West Bengal State Co-operative Bank Ltd.**

**Annexure- B :**

**Compliance Certificate and undertaking**

To  
The Managing Director,  
The West Bengal State Cooperative Bank Ltd.  
24A, Waterloo Street  
Kolkata – 700069

Date:

Dear Sir,

Re: **Bank's RFP No. WBSCB/E-Tender/ ELECT.MAINT. SERVICES /1.1 dated 20/04/2026 for Outsourcing Electrical Maintenance Services at Head Office and Branches/Offices under Central Region of The West Bengal State Co-operative Bank Ltd.**

Having examined the tender document including all annexures, the receipt of which is hereby duly acknowledged, we the undersigned offer to Selection of vendor for providing electrical maintenance services at various branches/offices under Central region of The West Bengal State Cooperative Bank Ltd in conformity with the said RFP document and in accordance with our proposal which made part of this tender, we confirm as under:

- 1) If our proposal is accepted, we undertake to strictly adhere to the terms and conditions of and shall provide the services within the scheduled time-lines as stipulated in this RFP complying with Govt guidelines/statutes with all amendments from time to time.
- 2) We confirm that this offer is valid for 180 days from the last date for submission of tender document to the Bank and consent that the same may be extended by the Bank for reason.
- 3) This bid together with your written acceptance thereof and your notification of award, if shortlisted, shall constitute a binding contract between us.
- 4) We undertake that in competing for and if the award is made to us, in executing the subject contract, we will strictly adhere to the security norms prescribed by RBI/NABARD or by any appropriate agency.
- 5) We agree that Bank is not bound to accept the lowest or any bid that Bank may receive.
- 6) We have never been barred/black-listed by any regulatory /statutory authority or any employer in India.
- 7) No litigation is pending before any Court of Law, where we are a party.
- 8) We shall strictly maintain up-to-date record of our Employees as per the Shops & Establishment Act and will discharge all obligations under various Labour Laws viz. EPF Act, ESI Act, Gratuity Act, Bonus Act, Workmen's Compensation Act, Contract Labour (Regulation & Abolition Act), etc or under any other State/Union Legislation in respect of deputed Employees, if any, and shall produce these records for verification as and when demanded by the Bank. We also undertake to pay the persons to be deployed higher of minimum wages and the amount of wages sanctioned by Bank for agency workers time to time in line with the principles of the Minimum Wages Act prevailing in the state of West Bengal along with other statutory payments as may be applicable from time to time.
- 9) We undertake that the service personnel shall perform duties only in prescribed uniform provided to him by us i.e., Service Provider. Every person to be deployed by the Service Provider shall be provided with Identity Card by the Service Provider with consent from the Bank.
- 10) We shall provide only KYC compliant personnel having no criminal record.
- 11) We undertake that the service personnel shall not leave the office until properly relieved by next service personnel joins the duty.

**Request for proposal (RFP) towards Selection of vendor for providing Electrical Maintenance Services at Head Office and Central Region Branches and Offices of The West Bengal State Co-operative Bank Ltd.**

12) We undertake that we shall deploy service personnel forthwith upon receiving information during absence of regular service personnel and won't let the Head Office/Kolkata Main Branch of the Bank unattended.

Yours faithfully

**SIGNATURE**

**(Name & Designation, seal of the firm)**

[This letter should be on the letter head pad of bidder duly signed by authorized signatory]

The West Bengal State Co-operative Bank Ltd

Request for proposal (RFP) towards Selection of vendor for providing Electrical Maintenance Services at Head Office and Central Region Branches and Offices of The West Bengal State Co-operative Bank Ltd.

Annexure- C

**Bid Security/EMD Declaration/Performance Security Deposit**

Ref No:

Date:

To  
The Managing Director,  
The West Bengal State Cooperative Bank Ltd.  
24A, Waterloo Street  
Kolkata - 700069  
Sub:- Declaration on Bid Security/EMD

Dear Sir,

Ref: Bank's RFP No. WBSCB/E-Tender/ ELECT.MAINT. SERVICES /1.1 dated 20/04/2026 for Outsourcing Electrical Maintenance Services at Head Office and Branches/Offices under Central Region of The West Bengal State Co-operative Bank Ltd.

We <organization name> understand that Bid Security/ Earnest Money Deposit is not required at the time of bidding.

We agree that we shall produce Performance Security Deposit in the form of Demand Draft/ Bank Guarantee favouring the Bank for an amount equivalent to 3% of the contract value within 5 (Five) days of awarding the contract for the due execution of satisfactory services during the contract period as per terms of the RFP. We also agree that the Bank shall deduct a sum equivalent to 5% of monthly bills. The performance security deposit and the retention money shall be held with the Bank until the contract is terminated

We also understand that no interest shall be paid on the Performance Security Deposit/Retention Money and shall be forfeited in the following events:

- a) We fail to perform according to the terms of this RFP and the Bank requires to get the job done by another agency to their choice.
- b) We fail to comply with the provisions of various statutes that a SERVICE PROVIDER should comply.

We hereby understand and confirm that we will be suspended for the period of 3 years from the date of issue of RFP, if we:

1. Withdraw or modify this RFP before processing
2. Withdraw or modify this RFP after processing but before acceptance of 'WorkOrder' to be issued by the Bank.
3. Fail to execute work orders as per requirement of this RFP.
4. Violate any of the provisions of the terms and conditions of this RFP.

Yours faithfully,

**AUTHORIZED SIGNATORY**

**(Name & Designation, seal of the firm)**

For and on behalf of:

[This letter should be on the letter head pad of bidder duly signed by authorized signatory]

**Request for proposal (RFP) towards Selection of vendor for providing Electrical Maintenance Services at Head Office and Central Region Branches and Offices of The West Bengal State Co-operative Bank Ltd.**

**Annexure- D**

**Declaration regarding blacklisting**

**Ref No:**

**Date:**

**To  
The Managing Director,  
The West Bengal State Cooperative Bank Ltd.  
24A, Waterloo Street  
Kolkata - 700069  
Sub:- Declaration regarding blacklisting**

Dear Sir,

**Ref: Bank's RFP No. WBSCB/E-Tender/ ELECT.MAINT. SERVICES /1.1 dated 20/04/2026 for Outsourcing Electrical Maintenance Services at Head Office and Branches/Offices under Central Region of The West Bengal State Co-operative Bank Ltd.**

We hereby confirm and declare that we, <organization name> is not blacklisted/de-registered/ debarred by any Government Department/ Public Sector Undertaking/ Bank/ Privat Sector/ or any other organization of repute for which we have executed/undertaken the works or services during the last 05 (five) years.

We hereby also understand and confirm that we will be suspended for the period of 3 years from the date of issue of RFP, if the above statement is found false and even may be debarred from the empanelment.

Yours faithfully,

**AUTHORIZED SIGNATORY**

**(Name & Designation, seal of the firm)**

For and on behalf of:

[This letter should be on the letter head pad of bidder duly signed by authorized signatory]

**Request for proposal (RFP) towards Selection of vendor for providing Electrical Maintenance Services at Head Office and Central Region Branches and Offices of The West Bengal State Co-operative Bank Ltd.**

**Annexure-E**

**FINAL CHECKLIST FOR BIDDERS TO FILL IN  
CHECKLIST FOR TECHNICAL BIDS**

SL NO.	DESCRIPTION	YES/NO	REMARKS
1	DOCUMENTATION FOR SERVICE PROVIDER REGISTRATIONS		
2	DOCUMENTATION FOR ADDRESS CONFIRMATIONS OF THE REGD BUSINESS NAME & STYLE		
3	TRADE LICENSE DETAILS		
4	WORKING EXPERIENCE DETAILS (SIMILAR WORK EXPERIENCES - SUPPORTED WITH ORDER COPIES / COMPLETION CERTIFICATE)		
5	TEAM DETAILS		
6	EMPANELMENT LIST WITH DETAILS		
7	CLIENT REFERENCE DETAILS		
8	LIST OF SIMILAR WORKS IN HAND - SUPPORTED WITH ORDER COPIES		
9	Copies of the Audited Balance Sheet for the last three (3) Years i.e. 2022-2023, 2023-2024 & 2024-2025 along with the Profit & Loss Account		
10	Banker's Certificate for credit worthiness/Solvency Certificate.		
11	IT RETURN DETAILS FOR FY 2022-2023, 2023-2024 & 2024-2025		
12	Pan Card		
13	GST DETAILS		
14	Submission of General & Technical Information in ref to Annexure-A		
15	Submission of Compliance Certificate in ref to Annexure-B		
16	Submission of Bid Security/EMD declaration in ref to Annexure-C		
17	Submission of declaration regarding blacklisting in ref to Annexure-D		
18	Signed RFP		

**CHECK LIST FOR COMMERCIALBIDS**

SL NO.	DESCRIPTION	YES/NO	REMARKS
1	COMMERCIAL BID DOCUMENT -WITH ALL RELEVANT QUOTES DULY CONFIRMED VIDE DIGITAL SIGN in ref to Annexure-I		

AUTHORISED SIGNATORY

**Request for proposal (RFP) towards Selection of vendor for providing Electrical Maintenance Services at Head Office and Central Region Branches and Offices of The West Bengal State Co-operative Bank Ltd.**

**Annexure-F**

**COMMERCIAL BID FORMAT**

**(In Rupees)**

<b>Sl. No.</b>	<b>Particulars</b>	<b>Quantity</b>	<b>Unit</b>	<b>Monthly BASIC RATE In Figures To be entered by the Bidder</b>
<b>(a)</b>	<b>(b)</b>	<b>☐</b>		<b>(d)</b>
1	Maintenance of entire electrical system at Head Office and Kolkata Main Branch of The West Bengal State Co-operative Bank Ltd at 24-A, Waterloo Street, Kolkata-700069 with all the Metropolitan Branches/Offices, ACMART & Record Room of the Bank for 1 (one) year on contract as per terms and conditions of the RFP vide Ref. No. WBSCB/E-Tender/ELECT.MAINT. SERVICES /1.1 dated 20/04/2026.	1	Job	
	<b>Grand Total</b>	<b>100</b>		

[ In word: Rupees

]