



WEST BENGAL INDUSTRIAL DEVELOPMENT CORPORATION LIMITED

(A GOVERNMENT OF WEST BENGAL UNDERTAKING)

“PROTITI”, 23, Abanindranath Thakur Sarani (Camac Street), Kolkata- 700 017

Phone no : +91 33 2255 3700-705, Fax : +91 33 2255 3737

Email : [wbdc@wbdc.com](mailto:wbidc@wbdc.com) www.wbidc.com



West Bengal
Industrial Development
Corporation

Request for Tender for

**NON COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR
CCTV SYSTEM INCLUDING RELATED HARDWARE AND CABLING
WORKS**

at

**“PROTITI”, 23, Abanindranath Thakur Sarani, (Camac Street), Kolkata-
700017**

PROMOTED BY

WEST BENGAL INDUSTRIAL DEVELOPMENT CORPORATION LTD.

“PROTITI”

23, Abanindranath Tagore Sarani,

Kolkata - 700017

TENDER REFERENCE NO.: WBIDC/PER/159/05/VII/Part- 7 (2)/1985

TENDER DOCUMENT

February, 2026

**WEST BENGAL INDUSTRIAL DEVELOPMENT CORPORATION
LIMITED**

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Email : wbidc@wbfdc.com www.wbidc.com

NOTICE INVITING TENDER

No. WBIDC/Per/159/05/VII/Part-7(2)/1985

Date: 12th February, 2026

1) WEST BENGAL INDUSTRIAL DEVELOPMENT CORPORATION LIMITED invites sealed tender in Two Bid system for “Non Comprehensive Annual Maintenance Contract for Close Circuit Television (CCTV System) including related hardware and cabling works” at “Protiti” 23, Abanindranath Tagore Sarani (Camac Street), Kolkata-700 017 from interested, experienced, reputed bidders who fulfills the eligibility criteria.

Eligibility Criteria for the bidder:

- The bidder must have one office in West Bengal and service center in Kolkata and should attach the copies of any one of the following: Property tax bill/ Electricity bills/ Telephone bills. In case the bidder is providing after sales support through Franchisee and/or Service provider, then the undertaking duly signed by the bidder & the Franchisee and/or Service Provider shall be attached with the bid for after sales support. Failing the same may lead to rejection of the bid.

- The bidder must have experience of minimum 3 (Three) years in installation, integration and maintenance/management of Surveillance Equipment. Bidder should have full technical competence to provide support to implementation of Video surveillance system including IP camera, controlling software, server and workstation. The bidder should have full technical competence for maintaining the equipment.

- The bidder should be an authorized dealer or distributor of CCTV camera and other surveillance items and should attach Authorization certificate accordingly.

2)The offers should be submitted in two-bid system i.e. Technical Bid and Commercial Bid in two separate sealed envelopes super-scribing “Non Comprehensive Annual Maintenance Contract for Close Circuit Television (CCTV System)” at “Protiti” 23, Abanindranath Tagore Sarani (Camac Street), Kolkata-700 017 in the respective envelopes duly addressed to The Managing Director, WEST BENGAL INDUSTRIAL DEVELOPMENT CORPORATION LIMITED, Kolkata.

3) The tender document can be downloaded from WBIDC website www.wbidc.com. The interested bidders can download the tender document from website and shall submit along with the tender a DD/Pay Order drawn in favour of WEST BENGAL INDUSTRIAL DEVELOPMENT CORPORATION LIMITED, payable at Kolkata.

4) The Tender Documents should be submitted in a sealed cover either in person or by post without any overwriting tampering with any of the folios thereof & duly filled in and duly signed at the bottom of each folio, by the Bidder or his / their authorized representative and it shall reach at “Protiti” 23, Abanindranath Tagore Sarani (Camac Street), Kolkata-700 017 on or before 05.03.2026 on or before 15.00 hrs.



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5) The Bidder should deposit a DD / Pay order for Rs.5,000.00 (Rs. Five Thousand only) towards the earnest money (EMD) drawn in favour of WEST BENGAL INDUSTRIAL DEVELOPMENT CORPORATION LIMITED, payable at Kolkata. EMD of successful bidder will be converted to Security Deposit which will be returned after successful completion of the contract period or extension period as the case may be. Security Deposit will be refunded after successful completion of the AMC period. In case of unsatisfactory performance by the contractor, Security Deposit will be forfeited. EMD of all unsuccessful Bidders will be returned after finalization of tender. No interest will be payable on the Earnest Money Deposit.

6)WBIDC reserves the right to amend or withdraw any of the terms and conditions contained in the tender document before accepting the tender or to reject any or all the tenders without giving any notice or assigning any reason. The decision of WBIDC in this regard shall be final and binding on all.

Schedule of Tendering Process:

Tender time	From 12.02.2026 to 05.03.2026
Pre-bid Meeting	11.02.2026 @15.00 hrs
Last date for Tender Submission	05.03.2026 @ 15.00 hrs
Opening of Technical Bid	09.03.2026 @ 12.00 hrs
Opening of Commercial Bid	09.03.2026 @ 16.00 hrs
For query contact at	033-22553712 (Sujoy Bhattacharjee)

By Order

Managing Director
WBIDC LTD.

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No. WBIDC/Per/159/05/VII/Part-7(2)/1985

Date: 12th February, 2026

A ELIGIBILITY CRITERIA:

(Please attached self- attested documents as per check list)

1. The Technical Bid should accompany a DD / Pay Order Rs.5,000/- (Rs. Five Thousand only) drawn on any nationalized bank in the name of WEST BENGAL INDUSTRIAL DEVELOPMENT CORPORATION LIMITED, payable at Kolkata towards Earnest Money Deposit (EMD). Tender received without prescribed EMD will be summarily rejected. No exemption will be granted.

3. The bidders should have office in Kolkata area.

4. The bidder should have valid license.

5. The bidder must submit a self-attested copy (copies) of Recent work order (s) (details filled with attached format Annexure-IV) of which the work (s) has (have) been completed within last 3 (Three) years as on 31/03/2025 as a proof of similar work done in a PSU, Central /State Government Organization or subsidiary / joint venture / Regulated company.

The tenders of those Bidders who do not fulfill above eligibility criteria are liable for rejection.

B. GENERAL TERMS AND CONDITIONS:

1. The contracting party whether it be a Proprietor / Individual, Partnership firm, Company / Corporation, Society, they shall be, for the purpose of this contract, be known as “the Bidder” and the WEST BENGAL INDUSTRIAL DEVELOPMENT CORPORATION LIMITED shall be known as “WBIDC”.

2. The Bidder should submit Technical Bid & Commercial Bid in separate sealed Envelopes super scribing “Technical Bid” and “Commercial Bid” as the case may be as mentioned in the Tender Notice.

3. Bidder should ensure that the documents are attached with Technical Bid as per Check list and all pages of Tender and documents are signed and stamped. Failure to do so shall lead to the rejection of bids.

4. The Bidder will give a declaration as per attached format Annexure- I that he has read and understood the above conditions and the same shall remain binding upon him in case the work is entrusted to him.

5. The bidder must visit/examine the site and surrounding on any working day by prior appointment with the Officer/Representative of WBIDC for the proper assessment of prospective assignment (scope of works) before submitting their offer. No claims later on shall be entertained. Bidder should submit a Certificate for the Site Inspection as per attached format Annexure-II.

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6. Bidder should submit their details as per attached format Annexure-III with self-attested documents.
7. The successful Bidder whose tender is accepted shall, within seven days from issuing / receiving the Letter of Acceptance, be required to execute the Contract Agreement with WBIDC as per the General Conditions / Special conditions enumerated in the tender documents, on a Non-Judicial Stamp Paper of Rs.100/- (Rupees One Hundred only). If he / she / they decline/s or fail/s to execute the contract agreement within the stipulated time, the EMD shall stand forfeited, without prejudice to WBIDC's right to rescind the contract and other rights and remedies warranted by the law.
8. Bidder/s shall keep his / their offer valid for a period of at least 3 months (90 days) from the date of opening of the Financial Bid/Price Bid. If any Bidder withdraws or amends impairs or derogates from the tender in any respect within the period of validity of his offer, the EMD is liable to be forfeited.
9. The Bidder must obtain for himself on his own responsibility and at his own expenses all the information which may be necessary for the purpose of tendering and for entering into a contract and must visit and inspect the site of work and acquaint himself with all local conditions means of access to the work, nature of work and all related matters appertaining thereto.
10. Immediately, on receipt of intimation from the WBIDC, the successful Bidder will execute the work and the written acceptance of the tender will constitute a binding contract between WBIDC and the Bidder so tendering. It will be the responsibility of the Bidder to thoroughly examine the site in all respects.
11. In the event of refusal to carry out work by the successful Bidder on any grounds, its earnest money shall be forfeited.
12. It shall be the responsibility of the Bidder to meet transportation, food, medical and any other requirements in respect of the workers engaged by it (Bidder) at WBIDC, Kolkata and WBIDC shall have no liabilities in this regard.
13. The WBIDC will not be responsible for any damages, losses, theft, claims, financial or other injury to any workers deployed by service providing Bidder in the course of their performing the functions / duties, or for payment towards any compensation.
14. The quality of work at all stages should be as per the standards laid down and explained to the Bidder by WBIDC. It is made clear that there cannot be any compromise in the material quality and workmanship of work. It shall be the responsibility of the Bidder to ensure that the standards laid down from time to time are strictly maintained. If not fulfilled the work successfully then terminating with 15 days' notice by WBIDC authority

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C. STATUTORY COMPLIANCE BY THE BIDDER:

15. The Bidder should obtain the requisite license from authorities and WBIDC shall not be responsible in any way for any breach of these rules and regulations by the Bidder.

16. The Bidder shall obtain and keep it in force throughout the term of the agreement, necessary / valid license from the Licensing authority and the rules framed there under and produce the same to WBIDC before commencement of the services under the contract.

17. The Bidder shall not deploy any person below the age of 18 years.

D. DUTIES AND RESPONSIBILITIES OF THE BIDDER:

18. The Bidder shall carry out all work with utmost care, giving due consideration to safety which shall not be compromised under any circumstance.

19. The Bidder shall be responsible for taking good care of all specialized equipment, tools and tackles used for its works. It should bring to the notice of WBIDC the works that are required to be undertaken in time. In case any damage is caused to the equipment due to the gross negligence of any of the employees of the Bidder, Bidder undertakes to compensate WBIDC for such damages. The amount of damages quantified at the discretion of the representative/Officer of WBIDC shall be final & binding on the Bidder. The WBIDC shall be at liberty to deduct such amount of damages from any dues payable to the Bidder.

20. The Bidder shall not assign the contract or sublet any portion of the contract. In case of breach of this condition, WBIDC will serve a notice in writing on the Bidder rescinding the contract where upon the security deposit shall stand forfeited to WBIDC without prejudice to other remedies against the Bidder.

21. The Bidder itself must have working experience in handling of such jobs. The Bidder should furnish the monthly maintenance schedule. All personnel employed by the Bidder shall be medically fit and having good health.

E. SCOPE OF THE WORK:

During the term of this Agreement the Bidder agrees to maintain the equipment in good working condition and for this purpose should provide the following repair and maintenance service:

1. The bidder shall correct any faults and failures in the entire system and shall repair and replace worn or defective parts of the equipment. In cases where unserviceable parts of the equipment need replacement the bidder shall replace such parts, at per pay cost to WBIDC Ltd.

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2. The bidder shall correct any faults and failures in the cabling system and shall repair and replace worn or defective parts of the equipment. In cases where unserviceable parts of the equipment need replacement the bidder shall replace such parts, at per pay cost to WBIDC Ltd.

3. The bidder shall ensure availability of spares. In case, it is not possible to repair some equipment or not possible to repair at site and has to be taken out for repairs, the bidder shall provide a suitable replacement as standby arrangement within 24 Hours so that the work is not hampered.

4. Packing/unpacking/transportation, loading/unloading, connecting/disconnection, configuration/re-configuration and all associated activity with the repair and maintenance shall be the sole responsibility of the bidder.

5. The bidder shall conduct preventive maintenance (including but not limited to inspection, testing, satisfactory execution of all diagnostics, cleaning and removal of dust and dirt from the interior and exterior of the equipment, necessary repairing of equipment) once within the first fifteen days of every subsequent month. Additional visits to be made in the event of break down/malfunction of the system.

6. Qualified maintenance engineers totally familiar with the equipment shall perform all repair and maintenance service described herein.

F. If in any month the bidder does not fulfill the provisions of clauses as in S1. No. E above, the proportionate maintenance charges for that month will not be considered for payment by WBIDC Ltd.

G. The bidder shall provide contact numbers of all representatives of all levels who are directly or indirectly involved with the work agreement.

H. The bidder and its personnel shall comply with all security regulations in effect from time to time at WBIDC's premises.

I. During the performance of the contract, if the person(s) of the bidder meet with any accident which results into the death or injuries to the person(s) of the bidder and any claim or legal penalties arises out of it will be responsibility of the bidder only. WBIDC will not be responsible in any way.

J. Equipment to be covered under contract (approx.):

Sl No	Particulars	Numbers	Specification
1	DVR's	4	Hikvision, CP Plus & Dava
2	CCTV	48	PTZ, Bullet & Dome

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SPECIAL CONDITIONS OF CONTRACT:

1. The rates quoted by firm should be inclusive of all duties and tax (GST) as applicable. In case prices are not inclusive of duties, Taxes etc., then the rates at which duties, taxes etc., is required to be paid should be mentioned and if it is not mentioned then it will be presumed that the rates are inclusive of all duties, taxes (GST) as applicable and no payment shall be made by WBIDC on this account on a later stage.

2. Last three years Income Tax Certificate, Company incorporation certificate, GST certificate, Valid Trade License Certificate should be submitted along with tender.

G DURATION OF WORK:

3. The contract will be awarded to successful bidder for period of the 1 (One) year i e. 365 days from the date of accepting the work order and signing of the agreement.

F MAINTENANCE SCHEDULE:

4. The Bidder has to carry out a monthly maintenance and submit detail report for all the equipment / installations mentioned above in the scope of work.

5. In case of failure of contractor to attend any maintenance, WBIDC reserves the right to get the work done departmentally or through any other agency (on urgent basis for sustaining safety) and cost so incurred will be deducted from the contractor's quarterly bill/s.

6. If any of the equipment is out of service for more than seven days except major work, a penalty will be levied till the equipment will take in service.

7. If any damage to any equipment and allied accessories occurred due to improper maintenance or negligence in workmanship, the parts/spares will be replaced by the contractor immediately free of cost.

G PENALTY CLAUSE:

1. During the AMC period, if the complaint is not resolved within 48 Hrs. a penalty of Rs.1000/- per day for CCTV and other allied equipment will be deducted and recovered from the CAMC invoice amount.

H PAYMENTS:

1. Advance payments will not be made against work order. Payment will be made after rendering satisfactory services for every quarter (3 months) basis and receipt of Invoice with related service reports and making all necessary deductions of dues & penalties as contemplated under the contract.



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2. Payments will be made through RTGS / NEFT. Bidders should provide their bank details duly signed by authorized signatories along with the copy of cancelled Cheque.

Service tax will be reimbursed after receipt of payment made to the concern authorities.

4. TDS will be deducted as per Prevailing Rules.

I. TERMINATION OF THE AGREEMENT:

5. During the currency of this agreement, the WBIDC shall have the right to terminate this agreement if it is not satisfied with the performance of the Bidder by giving it minimum 60 days' notice in writing. For this purpose, the WBIDC shall be the sole Judge to decide whether the performance of the Bidder is satisfactory or not and such decision of the WBIDC shall be final, conclusive and binding on the Bidder and the Bidder shall not be entitled to any compensation in that regard. Furthermore if on account of non-renewal of the contract and/or termination of this contract, the Bidder has no right to claim for a renewal whatsoever.

Signature and seal of the Bidder

Date:

Address:



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ENCLOSURES

ANNEXURE — I

To,

The Managing Director WBIDC

“PROTITI”,

23, Abanindranath Tagore Sarani (Camac Street), Kolkata-700 017

Subject: Non Comprehensive Annual Maintenance Contract for Close Circuit Television (CCTV System) including related hardware and cabling work at “PROTITI”, 23, Abanindranath Tagore Sarani (Camac Street), kolkata-700 017

Dear Sir,

With respect to the tender enquiry, I / We hereby submit my / our tender in a required format.

I / We have adhered to the requirements prescribed by WBIDC. I / We have carefully gone through the guidelines / terms and conditions and prescribed format and I / We accept the same without any alternations / modifications.

Thanking you, yours faithfully,

Signature and seal of bidder

Date:

Address:



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ANNEXURE-II

CERTIFICATE FOR THE SITE INSPECTION

I / We (M/s. _____) have

certified that we have visited the site on _____ and
assessed the nature and amount of work involved before submitting our offer.

We will be able to complete the works within the stipulated time and also that we will be able to
execute the work suit to the site conditions.

Bidder Signature and seal/stamp with date

WBIDC LTD.
Officer/Representative



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ANNEXURE-III

FORM OF BID FOR PROVIDING Fire Alarm system, smoke detectors, Control Module & other

Affix
duly Attested P.
P. Size
recent photograph
of the
prospective bidder.

1. Names, address of firm/Agency and Telephone numbers :
2. Registration No. of the Firm/ Agency :
3. Name, Designation, Address and Telephone No. of Authorized person of Firm/ Agency to deal with :
4. Please specify as to whether Tenderer/Quotationer is sole proprietor/Partnership firm. Name and Address and Telephone No. of Directors/partners should specified :
5. Copy of PAN card issued by Income Tax Department and Copy of preceding 3(three) Financial Year's Income Tax Return:(Upload the specified documents and mention "Documents attached")
6. Place and Year of Incorporation :
7. Documents in support of the turn over for past : (three) consecutive years.
8. Statutory details:
9. GST, Trade Licenses, ESI, PF etc. if available



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10. Details of EMD deposited:(Details)

DD No: Date

For drawn on (name of the bank)

In favour of WEST BENGAL INDUSTRIAL
DEVELOPMENT CORPORATION LIMITED

Paable at Kolkata.

11. Any other information:

12. Declaration by the bidder:

This is to certify that I/We before signing this quotation have read and fully understood all the terms and conditions contained herein and under take myself/ourselves abide by them.

(Signature of the bidder)

Name and Address

(with seal)



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ANNEXURE-IV

Details of works completed during the last 3 years
(Details to be furnished in the following format)

S.No.	Name of work	Scope of Services	Value of Construction	Date of start/ completion	Name & Address of the client

(Signature of the bidder)
Name and Address
(with seal)



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ANNEXURE-V

DECLARATION

I / We hereby declare that I / We have read and understood the Terms and Conditions of the contract, Specifications, Drawings and Schedule of Tender/ Quantities etc. and hereby agree to abide by them. In token thereof, I / We have signed below and at the end of the Schedule of Tender/ Quantities, failing which the tender is liable to be rejected.

I / We understand that our Tender will not be considered if the rates for items are not written both in FIGURES and WORDS.

I / We hereby confirm that only the relevant entries asked for, have been made within the Tender documents issued to us. I / We also confirm that in the event of any entry in this Tender document other than the relevant entry or condition shall make this Tender invalid.

**(Signature of the bidder)
Name and Address
(with seal)**

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SAFETY CODE

1. There shall be maintained First aid appliance including adequate supply of sterilized dressings and cotton wool in a readily accessible place on site.
2. An injured person shall be taken to the public hospital without loss of time in cases where the injury necessitates hospitalization. If a person, employed by the Contractor is found to be suffering from any contagious disease; he/she shall be immediately removed from the site so as to prevent the other working staff from getting infected with the disease.
3. Suitable strong scaffolds with adequate handrails should be provided for workmen for all works that cannot be done from ground.
4. No portable single ladder shall be over 4 meters in length /height. The width between the side rails shall not be less than 30cm (clear) and the distance between two adjacent rungs shall be engaged for holding the ladder.
5. The excavated material shall not be placed within 1.5 meters of edge of the trench or half of the depth of trench whichever is more. All trenches and excavations shall be provided with necessary shoring, strutting fencing and lighting.
6. Every opening in the floor of a building or in a working platform is provided with suitable means to prevent the fall of persons or materials by providing suitable fencing or railing whose minimum height shall be one meter.
7. No floor/ roof or other part of the structure shall be so overloaded with debris or materials so as to render it unsafe.
8. Workers employed on mixing and handling materials such as asphalt, cement mortar or concrete and lime mortar shall be provided with protective footwear and rubber hand gloves.
9. Those who are engaged in welding works should be provided with welder's protective eye-shields and gloves.
10. No paint containing lead or lead products shall be used except in the form of paste or ready-to-use paint.
11. Suitable facemasks shall be supplied for use by workers when the paint is applied in the form or spray of surface having lead paint dry rubbed and scrapped.
12. Overalls shall be supplied by the contractor to the painters and adequate facilities shall be provided to enable the working painters to be during the periods of cessation of work.
13. Contractor shall provide safety belts to all the workers, craftsman supervisors and engineers who are engaged in working on any external face or openings above ground floor level similarly helmets shall be provided subject to head injuries.
14. Hoisting machines & tackle used in the works including the attachments, anchorage and supports shall be in perfect condition.
15. The ropes used in hoisting or lowering material or as means of suspension shall be of durable quality and adequate strength and free from defects.
16. Efficient safeguards for any electrical installation, which are already energized during construction, should be provided for workers.
17. When workers are employed in sewers and manholes, which are in use the contractor shall ensure that the manhole covers are opened and are ventilated at least for an hour before the workers are allowed to get in the manholes so opened shall be cordoned off with suitable railings and provided with warning signals or boards to prevent accident to the public
18. Safety provisions should be brought to the notice of all concerned by display on a notice board at a prominent place at work spot. The person responsible for the compliance of the safety code is named therein by the contractor.
19. To ensure effective enforcement of the rules and regulations relating to safety precautions the arrangements made by the contractor shall be open to inspection by the labour officer, engineers of the dept. or their representatives.



WEST BENGAL INDUSTRIAL DEVELOPMENT CORPORATION LIMITED

(A GOVERNMENT OF WEST BENGAL UNDERTAKING)

“PROTTI”, 23, Abanindranath Thakur Sarani (Camac Street), Kolkata- 700 017

Phone no : +91 33 2255 3700-705, Fax : +91 33 2255 3737

Email : wblde@wblde.com www.wblde.com

CHECK LIST POINTS

Tick mark () as for which complied with

- 1 Two separate bids i.e. Technical and Commercial submitted in single envelope dully sealed. ()
- 2 Earnest Money Deposit (EMD) ()
- 3 Copy of Registration certificate of firm ()
4. Copy of Registration Certificate from Directorate of West Bengal Fire Service ()
- 5 Copy of Service Tax Registration/ GST. ()
- 6 Copy of PAN card with copies of last three years IT returns ()
- 7 Copies of similar supporting work orders for last three years. ()
- 8 Draft of Letter -Annexure I ()
- 9 Certificate for site Inspection- Annexure II ()
- 10 Bidder Details- Annexure III ()
- 11 Form of similar work carried out by bidder -Annexure IV ()
- 12 Form of declaration -Annexure V ()

Signature and seal of Bidder

Date: Address: