

WEBEL TECHNOLOGY LIMITED

NOTICE INVITING e-TENDER

e-Tender are invited for Supply and Installation of Announcement, Notification, Intimation Over IP Speaker & Digital Display System for DVC Head Office and Control Room.

Bids are invited from reputed bidders having sufficient experience and credentials for successful completion of

“**Similar Nature**” of work in a Central/State Government/PSU/Autonomous Body.

1	Tender No. & Date	WTL/DVC/PA/25-26/039 DATED 12/11/2025
2	Tender Version No.	1.0
3	Brief description of Job	Supply and Installation of Announcement, Notification, Intimation Over IP Speaker & Digital Display System for DVC Head Office and Control Room of Damodar Valley Corporation.
4	Tender Fee	Rs. 4000.00 (Rupees Four Thousand only). The amount to be transferred online through e-tender portal.
5	Earnest Money Deposit	88000 (Rupees EIGHTY EIGHT Thousand only) The amount to be transferred online through e-Tender portal.
5	Date of Downloading/Sale of Tender document	12/11/2025
6	Pre-Bid Meeting date & time	18.11.2025 12PM (On-Line Meeting) <ul style="list-style-type: none">• Pre-Bid meeting will be organized on online platform only.• Only queries as per format (Section - M) reaching WTL by 17.11.2025 3PM will be taken for decision.• Interest bidders are requested to send mail to purchase@wtl.co.in for participation of online pre-bid meeting. Based on request WTL will share meeting id / links for meeting. If there is any change in date and time, then will inform.• Queries will be sent to Purchase Department (purchase@wtl.co.in)
7	Bid Submission Start date & time	21.11.2025 4PM
8	Last date & time of EMD & Tender Fee submission intimation.	Before Uploading of Tender
9	Last date & time of Bid Submission	AS IN e-Tender System
10	Date & time of Technical Bid Opening	AS IN e-Tender System
11	WTL Address	WEBEL TECHNOLOGY LIMITED (A Govt. of West Bengal Undertaking) Plot - 5, Block – BP, Sector – V, Salt Lake City, Kolkata – 700091.
12	Contact person	033-23673403-06
13	Tender No. & Date	WTL/DVC/PA/25-26/039 DATED 12/11/2025

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1. Intending bidder may download the tender documents from the website [**https://wbtenders.gov.in**](https://wbtenders.gov.in) directly with the help of Digital Signature Certificate. Necessary Tender fee may be remitted online through e- tender portal in favour of “Webel Technology Limited” and also to be documented through e-filing. Necessary Earnest Money Deposit (EMD) may be remitted online through e-tender portal in favour of “Webel Technology Limited” and also to be documented through e-filing.
2. Both Techno Commercial Bid and Financial Bid are to be submitted concurrently duly digitally signed in the website [**https://wbtenders.gov.in**](https://wbtenders.gov.in).
3. Tender documents may be downloaded from website and submission of Techno Commercial Bid and Financial Bid will be done as per Time Schedule stated in Section – C of this Tender Document.
4. The Financial Bid of the prospective Bidder will be considered only if the Techno Commercial Bid of the bidder is found qualified by the Tender Committee. The decision of the „Tender Committee“ will be final and absolute in this respect. The list of Qualified Bidders will be displayed in the website.
5. All clarifications / corrigenda will be published only on the [**https://wbtenders.gov.in**](https://wbtenders.gov.in).

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SECTION – A PROJECT BACKGROUND

Background & Objective of the Project

In large-scale, multi-location organizations such as Damodar Valley Corporation (DVC), efficient and timely communication is critical for operational coordination, safety, and productivity. Presently, communication across various plant locations is handled using fragmented systems, which leads to delays, inconsistencies, and limited control from the Head Office.

With increasing operational complexity and the need for real-time alerts, especially in control rooms and plant environments, the absence of a unified communication infrastructure has become a significant limitation. Key announcements—whether scheduled updates, emergency alerts, or operational instructions—need a centralized system to ensure reliable and consistent delivery to all locations.

This project has been conceived to address these challenges by implementing a **centralized announcement system** using **VoIP-based IP speakers** and **Android-based digital signage displays**. These systems will be connected via DVC's internal **MPLS intranet**, enabling both voice and text-based messages to be broadcast from the Head Office to every plant location instantly.

The initiative not only aims to streamline internal communication but also aligns with DVC's broader digital transformation and infrastructure modernization goals.

The objective of this project is to design, implement, and operationalize a **centralized voice and display communication system** for DVC that ensures reliable, real-time delivery of critical information across all plant locations. The specific goals of the project include:

- a. **Enable Centralized Communication:**
Establish a unified platform for voice and text announcements from the DVC Head Office to all remote plant sites.
- b. **Improve Information Dissemination:**
Ensure timely and consistent delivery of operational messages, alerts, and notifications through digital signage and IP speakers.
- c. **Integrate with Existing Infrastructure:**
Leverage DVC's existing MPLS intranet and backend applications via secure API integration to automate message generation and broadcasting.
- d. **Enhance Operational Efficiency:**
Reduce delays in manual communication, increase responsiveness during critical events, and streamline coordination between departments and locations.
- e. **Support Flexible Broadcasting:**
Enable point-to-point, zone-based, and broadcast communication modes to suit different announcement needs.
- f. **Ensure Scalability and Reliability:**
Deploy a modular, scalable system that can accommodate future expansion, with robust power and network support.

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SECTION – B SCOPE OFWORK

To address the communication challenges across DVC's multiple plant locations, a comprehensive, scalable, and centralized broadcasting solution is proposed. The system will enable real-time **voice and text-based announcements** from the Head Office (HO) to all remote locations through the existing DVC MPLS intranet.

I. Key Components of the Solution:

a. Digital Signage Display System:

- Installation of Android-based digital signage devices at each plant location.
- Devices will display specific URLs pushed from the HO over the internal network.
- Each unit will be connected via Ethernet to the MPLS network.

b. Voice Over IP (VoIP) Announcement System:

- A VM server will be provided by DVC
- IP speakers will be deployed at each plant and configured as VoIP extensions.
- These speakers will broadcast voice messages centrally controlled from HO.

c. API Integration and Automation:

- Custom server software will integrate with DVC's internal systems via APIs.
- It will fetch real-time text data and convert it into speech using Text-to-Speech (TTS) technology for announcements.

d. Manual Announcement Options:

- An advanced IP phone will also be provided at HO for live or emergency voice announcements.

e. Broadcast Flexibility:

- The system will support point-to-point, group-based, and broadcast communication.
- Zone and sub-zone configurations will allow targeted messaging.

f. Infrastructure Readiness:

- All IP devices will be powered via nearby UPS sources or PoE switches.
- Each unit will be hardwired into the network for reliability.

This integrated solution will provide DVC with a robust, real-time, and manageable communication system that enhances operational efficiency and safety across all connected sites.

II. DELIVERABLES

The following deliverables will be provided as part of the project implementation for centralized voice and display-based communication across DVC plant locations:

Hardware Deliverables:

- a. **Android-Based Digital Signage Displays** – Installed at each plant location to display centralized messages.
- b. **IP Speakers** – Installed at all required control rooms and strategic locations for broadcasting voice announcements.

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- c. **Advanced IP Phone** – Deployed at the Head Office to allow manual voice announcements.
- d. **Networking Components** – Ethernet cables, connectors, and accessories for complete network connectivity.

Software Deliverables:

- a. **Custom VoIP Server Software** – Developed and installed with API integration capabilities.
- b. **Text-to-Speech (TTS) Integration** – Enables automated voice announcements from backend data.

Installation & Configuration:

- a. **Installation and Commissioning of Digital Displays** – At all plant locations.
- b. **Installation and Commissioning of IP Speakers** – At all designated sites.
- c. **Installation and Configuration of IP Phone** – At DVC HO.
- d. **API Integration** – Between DVC internal systems and the announcement platform.

Documentation & Training:

- a. **User and Technical Manuals** – For system operation and troubleshooting.
- b. **Onsite Training Sessions** – For designated DVC personnel on operating the system.

Handover & Post-Implementation Support:

- a. **Testing and Handover** – Complete functional testing of all components.
- b. **Support Plan** – Initial support for stabilization and issue resolution post-deployment.

III. Resources to be Deployed

To successfully implement the centralized announcement and display system, the following resources are required:

A. Resources to be provided by Contracted Solution Provider:

a. Hardware Components:

- Android digital signage displays
- IP speakers
- Advanced IP phone
- Network accessories (Ethernet cables, connectors, mounting equipment)

b. Software & Licenses:

- Custom VoIP server software
- Text-to-Speech integration tools
- Required software licenses (if applicable)

c. Technical Team:

- Network engineers for installation and configuration
- Software developers for API integration

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- Onsite support technicians
- Project manager for overall coordination

d. Installation & Logistics:

- Transportation and delivery of all BoQ materials to plant locations
- Tools and equipment for mounting and network setup

e. Documentation & Training:

- Preparation of user manuals and technical documentation
- Conducting training sessions for DVC personnel

B. Resources to be provided by DVC (out of scope for Contracted Solution Provider):

a. Power Supply:

- UPS power source near each IP speaker and digital display location

b. Network Infrastructure:

- Availability and provisioning of MPLS-based intranet connectivity at all sites
- Provision of 2 switch ports per location (1 for IP Speaker, 1 for Digital Display)
- Necessary VLAN configuration and data routing support for both voice and display systems

c. System Access & Integration Support:

- VM Server 6 Core
- Access to DVC's internal application for API integration
- Support from DVC IT/networking team for firewall or port configuration if needed

d. Site Access & Permissions:

- Access to plant locations and control rooms for installation
- Required safety clearances and permissions for onsite work

IV. Project Evaluation Plan

The evaluation of the project will be carried out based on predefined technical, functional, and operational criteria to ensure that all deliverables meet DVC's expectations and performance standards.

A. Evaluation Objectives:

- Verify that all system components are installed and configured as per the specifications.
- Ensure end-to-end functionality of announcements and display systems across all sites.
- Confirm successful integration with DVC internal systems via API.
- Validate user training and documentation delivery.

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- Identify and resolve any performance or operational issues before final handover.

B. Evaluation Criteria and Methodology:

Evaluation Area	Key Metrics / Checkpoints	Method
Hardware Installation	100% installation at all planned locations (Displays, IP Speakers, IP Phone)	Physical site inspection and checklist verification
Connectivity	Stable connection of all devices over DVC MPLS network	Network test reports and ping logs
Display Functionality	Correct rendering of central URLs and messages on all digital signages	Live demonstration at each location
Voice Broadcasting	Clear audio output, real-time message delivery via IP Speakers	Test broadcasts from HO to each site
API Integration	Real-time fetch and text-to-speech conversion from DVC systems	Software log verification and end-to-end test cases
User Training	Personnel trained to operate and troubleshoot system	Training attendance and feedback forms
System Reliability	No critical faults during testing period	Observation during a trial run (e.g., 48-72 hours)

C. Final Acceptance Criteria:

- All technical functionalities meet the scope defined.
- Site-specific user teams sign off on system readiness.
- No critical errors remain unresolved.
- All documentation, credentials, and source files (where applicable) are handed over.
- Customer provides written acceptance.

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SECTION - C

DATE AND TIME SCHEDULE

Sl. No	Particulars	Date & Time
1	Date of uploading of N.I.T. & other Documents (online) (Publishing Date)	12/11/2025
2	Documents download/sale start date (Online)	12/11/2025
3	Last Date and time of sending the queries (Offline)	17/11/2025
4	Pre-Bid Meeting (Online)	18/11/2025
5	Corrigendum, if any will be published (Online)	-
6	Bid Submission start date & time (Online)	21/11/2025 4pm
7	Last Date & time of submission of Earnest Money Deposit & submission of remittance details	Before Uploading of Tender
8	Last Date & time of submission of Tender Fee & submission of remittance details	Before Uploading of Tender
9	Bid Submission closing date & time (Online)	As per e-Tender portal
10	Bid opening date & time for Technical Proposals (Online)	As per e-Tender portal
11	Date of uploading the final list of Technically Qualified Bidder (online) after disposal of appeals, if any	-
12	Date for opening of Financial Bid (Online)	-

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SECTION – D

ELIGIBILITY CRITERIA

Bidder's Eligibility Criteria

1. The bidder must be a company registered under Companies Act, 1956/2013 or Partnership or LLP or OPC or Proprietary Firm. Documentary (Certificate of incorporation/Relevant document) evidence to be submitted.
2. The bidder must be a System Integrator in the IT/ITES sector. Relevant document to be submitted.
3. The bidder should have been operating for the last 5 years in India. Copy of Certificate of Incorporation and/ or Certificate of Commencement of Business issued by the Registrar of Companies/ Partnership Registration/ sole proprietorship registration under the Shops & Establishments Act to be submitted/other relevant document. has to be submitted as supporting document.
4. The bidder must have their Registered/ Branch office in West Bengal. Valid trade license and local GST Registration Certificate are to be submitted
5. The bidder should have a valid GST Registration Certificate & PAN. Bidder shall have to submit a photocopy of the documents.
6. Bidders/OEM should have their own local call center/support center number (Undertaking letter should be submitted by the bidders) OEM Call Centre number will not be treated as bidder's call center number. Call/Support Center details for bidder with number & details to be submitted. Bidders shall have to submit the Complain/Call escalation matrix in their own letterhead with undertaking.
7. Bidder/OEM should have authorized service center/replacement centers in India. Service Center details to be submitted duly signed by the authorized signatory of the company.
8. The bidder shall have executed single order of amount Rs. 36 Lakhs of "Similar Nature" (i.e. Audio Visual Solution / Conference system/ Networking System) within last 05 (Five) financial years (considering FY – 2020-21, 2021-22, 2022-23, 2023-24, 2024-25) in Central/State Government/PSU/Autonomous Body. References order copy with the completion certificate or equivalent for the project to be provided.

OR

The bidder shall have executed two orders of amount Rs. 23 Lakhs each of "Similar Nature" (i.e. Audio Visual Solution / Conference system/ Networking System) within last 05 (Five) financial years (considering FY – 2020-21, 2021-22, 2022-23, 2023-24, 2024-25) in Central/State Government/PSU/Autonomous Body. References order copy with the completion certificate or equivalent for the projects to be provided

OR

The bidder shall have executed three orders of amount Rs. 18 Lakhs each of "Similar Nature" (i.e. Audio Visual Solution / Conference system/ Networking System) within last 05 (Five) financial years (considering FY – 2021-22, 2022-23, 2023-24, 2024-25) in Central/State Government/PSU/Autonomous Body. References order copy with the completion certificate or equivalent for the projects to be provided.

9. The bidder should have a minimum average annual turnover of Rs. 1.5 Crore in the last three financial years (2021-22, 2022-23, 2023-24). Bidders shall have to submit an Audited Balance Sheet / Audited Accounts / Auditor Certificate in support of their claim.

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10. Bidders should have Positive net worth for the last three financial years (2021-22, 2022-23. 2023-24).

Bidders shall have to submit an Audited Balance Sheet / Audited Accounts / Auditor Certificate in support of their claim.

11. The bidder should have ISO certification of ISO 9001:2015. Certificate to be submitted.
12. The bidder must submit the Manufacturers Authentication Form (as per SECTION S) for Ippbx System, Large Format Display, SIP Phone, IP Speakers, LAN Passive items, etc as per prescribed format enclosed.
13. Technical Compliance statements to be submitted for Ippbx System, Large Format Display, SIP Phone, IP Speakers, LAN Passive items, without these documents from the OEMs, the offer will be treated as non-responsive and summarily rejected.
14. The bidder shall submit Bid Form (Section – E) duly signed by the authorized signatory of the company as per the format enclosed. Deviation in format may not be accepted.
15. Bidder shall submit NIT Declaration (Section – O) duly signed by the authorized signatory of the company as per the format. Deviation in format may not be accepted.
16. The bidder shall not have been blacklisted by any State/Central Government or PSU Organization or bilateral/multilateral funding agencies for breach of ethical conduct or fraudulent practices as on date of submission of the proposal (as per DIT guidance note issued on 26-Dec-2011). Declaration on bidder's letter head to be submitted.

OEM's Eligibility Criteria

OEM Eligibility Criteria for Display:

1. OEM Authorization Certificate: Bidders must submit a bid-specific OEM Authorization Certificate on OEM's letterhead. This is mandatory for government tenders and non-compliance may result in rejection.
2. Spare Depot Presence: OEMs to have a minimum number of spare depots nationwide for quick support and replacement, should have support centre in Kolkata.
3. Have operated in India for 15 years.
4. ISO Certification: OEMs like Panasonic must generally be ISO 9001:2015 certified for quality management systems.
5. Should have manufacturing unit in India
6. Warranty and Support Commitment: Some tenders require OEMs to provide direct support with next-business-day delivery of defective spares and warranty commitments for several years.

OEM Eligibility Criteria for Passive Items:

1. The bidder should be the actual manufacturer (OEM) or an authorized system integrator/distributor of the quoted products. System integrators must provide a tender-specific OEM Authorization Letter on OEM letterhead.
2. OEM must have a registered office in India, and multiple service/spare depots.
3. OEM is typically required to be ISO 9001:2015 certified. Certain product categories may require BIS certification, Quality Management Systems. Many also ask for ISO 14001:2015, or ISO 45001:2018, depending on the product category and application

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4. Certifications such as UL, ETL, ISO 9001:2015, and ISO 14001:2015, and they offer long-term performance warranties of up to 25 years when installed by certified professionals.
5. Should have manufacturing unit in India.

OEM Eligibility Criteria for Audio/Notification System:

1. The OEM must be an India-based manufacturer with dedicated Research & Development capabilities for Unified Communication (UC) hardware and telephony software applications.
2. Must be certified under national initiatives such as DIPP (Department of Industrial Policy & Promotion) for "Make in India."
3. IP Phone, IP Speaker, IPPBX & Software from the same OEM
4. OEM Should have their TEC (Telecommunication Engineering Centre) Certified products in their product catalog
5. OEM Should have ISO 45001, ISO IEC 27001, ISO IEC IEEE 90003, ISO 9001:2015, ISO 14001
6. Should have OEM Support center in Kolkata
7. OEM Authorization Certificate: Bidders must submit a bid-specific OEM Authorization Certificate on OEM's letterhead.
8. OEM should have own software and development team to integrate client system with the PA System.

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SECTION – E

INSTRUCTIONS TO BIDDER

1. DEFINITIONS

In this document, the following terms shall have following respective meanings:

“Agreement” means the Agreement to be signed between the successful bidder and WTL including all attachments, appendices, all documents incorporated by reference thereto together with any subsequent modifications, the RFP, the bid offer, the acceptance and all related correspondences, clarifications, presentations.

“Acceptance Test Document” means a document, which defines procedures for testing the functioning of installed system. The document will be finalized with the contractor within 7 days of issuance of the Letter of Award.

“Bidder” means any firm offering the solution(s), service(s) and /or materials required in the RFP. The word Bidder when used in the pre award period shall be synonymous with Bidder, and when used after award of the Contract shall mean the successful Bidder.

“Contract” is used synonymously with Agreement.

“Contract Price” means the price to be paid to the Contractor for providing the Solution, in accordance with the payment terms.

“Contractor” means the Bidder whose bid to perform the Contract has been accepted by Tender Committee and is named as such in the Letter of Award.

“Default Notice” mean the written notice of Default of the Agreement issued by one Party to the other.

“Installation” means installation of supplied Hardware & Software.

“Fraudulent Practice” means a misrepresentation of facts in order to influence a procurement process or the execution of a Contract and includes collusive practice among Bidders (prior to or after Bid submission) designed to establish Bid prices at artificial noncompetitive levels and to deprive WTL and eventually Departments of Gov. of W. Bengal of the benefits of free and open competition.

“GoI” shall stand for the Government of India. **“GoWB”** means Government of West Bengal.

“Personnel” means persons hired by the Bidder as employees and assigned to the performance of the Solution or any part thereof.

“Similar Nature of Work” means Works entailing completion of a project in the field i.e. Development of Audio Visual Solution / Conference System/ Networking System for in any Central/State Government/PSU/Autonomous Body.

“Project” means Supply and Installation of Announcement, Notification, Intimation Over IP Speaker & Digital Display System for DVC Head Office and Control Room of Damodar Valley Corporation.

“Services” means the work to be performed by the Bidder pursuant to this Contract, as described in the detailed Scope of Work.

“Interest rate” means “364 days Government of India (GoI) Treasury Bills” rate.

“Law” shall mean any Act, notification, bye law, rules and regulations, directive, ordinance, order or instruction having the force of law enacted or issued by the Central Government and/or the

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Government of West Bengal or any other Government or regulatory authority or political subdivision of government agency.

“**LOI**” means issuing of Letter of Intent shall constitute the intention of the WTL to place the Purchase Order with the successful bidder.

“**Requirements**” shall mean and include schedules, details, description, statement of technical data, performance characteristics, standards (Indian as well as International) as applicable and specified in the Contract.

“**Service**” means provision of Contracted service viz., operation, maintenance and associated services for DEPLOYED SYSTEMS as per Section titled “Scope of Work”.

“**Termination Notice**” means the written notice of termination of the Agreement issued by WTL.

“**Uptime**” means the time period when specified services are available with specified technical and service standards as mentioned in section titled WARRANTY SUPPORT” “%**Uptime**” means ratio of 'up time' (in minutes) as mentioned in section titled “Warranty support”.

“**Service Down Time**” (SDT) means the time period when specified services with specified technical and operational requirements as mentioned in section titled “WARRANTY SUPPORT” are not available to customer.

“**WTL**” means Webel Technology Limited a Govt. of West Bengal undertaking.

2. PRE BID MEETING

Pre Bid Meeting will be held on 23/09/2025 12pm (Online Meeting). Bidder can send their queries as per format (Section - M) to Purchase Department (purchase@wtl.co.in). Only the queries received within the stipulated date prior to the Pre Bid Meeting will be answered. Interest bidders are requested to send mail to (purchase@wtl.co.in) for participation of online pre-bid meeting. Based on request WTL will share meeting id / links for meeting. If there is any change in date and time then will inform.

3. COST OF BIDDING

The bidder shall bear all costs associated with the preparation and submission of the bid and WTL will no case be responsible for those costs regardless of the conduct or outcome of the bidding process.

4. BID DOCUMENT

Bidder is expected to examine all instructions, forms, terms and requirement in the bid document. The invitation to bid together with all its attachment thereto shall be considered to be read, understood and accepted by the bidder unless deviations are specifically stated in the seriatim by the bidder. Failure to furnish all information required by the bid document or a bid not substantially responsive to the bid document in every respect may result of the bid.

5. AMENDMENT OF BID DOCUMENT

At any time prior to the deadline for submission of proposals, WTL reserves the right to add/modify/delete any portion of this document by issuance of a Corrigendum, which would be published on the website and will also be made available to the all the Bidder who have been issued the tender document. The Corrigendum shall be binding on all bidders and will form part of the bid documents.

6. MODIFICATION AND WITHDRAWAL OF BIDS

The bidder cannot modify or withdraw its bid after submission.

7. LANGUAGE OF BID & CORRESPONDENCE

The proposal will be prepared by the Bidder in English language only. All the documents relating

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to the proposal (including brochures) supplied by the firm should also be in English, and the correspondence between the Bidder & WTL will be in English language only. The correspondence by fax/E-mail must be subsequently confirmed by a duly signed formal copy.

8. BIDDER'S SOLUTION

The bidders are requested to study the Bill of Material supplied with this document carefully. While working out the solution the bidder has to work with the broad minimum specification provided in the tender documents, conforming to the model, make and Part number (wherever provided). While submitting the bid the bidder has to detail out all components needed to complete the system BOM. The bidder is required quote for each item retaining all major components/sub system detailed and specified. As the contractor will be responsible for smooth functioning of the system, availability of spares during the tenure of the warranty period have to be taken care of by the contractor to maintain the guaranteed uptime.

9. EARNEST MONEY DEPOSIT (EMD)& TENDER FEE

The bidder shall furnish Online Receipt against payment of Tender Fees and Earnest Money Deposit.

10. REFUND OF EMD

EMD will be refunded to the unsuccessful bidders without interest by following guidelines of circular 3975-F(Y) dated 28/07/2016 on final selection of Successful Bidders.

11. FORFEITURE OF EMD

EMD made by Bidder may be forfeited under the following conditions:

If Bidder withdraws the proposal before the expiry of validity period.

During the evaluation process, if a Bidder indulges in any such activity as would jeopardize the process, the decision of WTL regarding forfeiture of EMD shall be final and shall not be called upon question under any circumstances.

If Bidder violates any of the provisions of the terms and conditions of the proposal. In the case of a successful Bidder, if Bidder fails to:

- a) Accept the work order along with the terms and conditions.
- b) Furnish performance security.
- c) Violates any of the work conditions of this proposal or indulges in any such activities as would jeopardize the work.
- d) Submitting false/misleading information/declaration/documents/proof/etc.

The decision of WTL regarding forfeiture of EMD shall be final and shall not be called upon to question under any circumstances, besides, forfeiture of EMD even the Bidder will be deferred from participating in any job for a period of one year.

12. FORMS AND FORMATS

The various inputs for the Techno Commercial as Financial Bids are to be submitted in the format specified. The bidder shall use the form, wherever specified, to provide relevant information. If form does not provide space for any required information, space at the end of the form or additional sheets shall be used to convey the said information. For all other cases, the bidder shall design a form to hold the required information.

13. LACK OF INFORMATION TO BIDDER

The bidder shall be deemed to have carefully examined the Bid document to his entire satisfaction. Any lack of information shall not relieve the bidder of his responsibility to fulfill his obligation under the bid. If bidder has any queries relating to bid document, then he can send the queries before the Pre Bid Meeting.

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14. CONTRACT EXECUTION

On receipt of the Letter of Award the contractor should submit a Performance Bank Guarantee (PBG) equivalent to 5% of the total contract value within three weeks from the date of receipt of Letter of Award/Order. The PBG should be valid for six months more than the warranty period. All delivery of the material will have to be completed within 60 days from the date of acceptance of contract. Subsequent to the award of contract, the contractor will have to arrange for the requisite material as per BOM.

15. TIME SCHEDULE FOR DELIVERY & INSTALLATION

The estimated timeline for the completion of the centralized voice and digital display system across DVC plant locations is approximately 8 weeks, broken down as follows:

Phase	Activity	Duration
Phase 1	Project Kick-off, Site Readiness Check, Finalization of BoQ & Locations	15 Days
Phase 2	Delivery of Hardware to DVC HO & All Plant Locations	60 Days
Phase 3	Installation of Digital Signage & IP Speakers	2 Weeks
Phase 4	Configuration of Software in VM Server (Client Provided VM Server) and IP Phone at HO	1 Week
Phase 5	API Integration with DVC Systems and Software Deployment	1 Week
Phase 6	Testing: Functional, Network, and Broadcast Tests at All Sites	1 Week
Phase 7	User Training, Documentation Handover, and Final Review	1 Week

16. LOCATION FOR DELIVERY & INSTALLATION

1. Chandrapura Thermal Power Station (CTPS) of DVC, Chandrapura, Jharkhand
2. Koderma Thermal Power Station (KTPS) of DVC, Koderma, Jharkhand
3. Bokaro Thermal Power Station (BTPS) of DVC, Bokaro Thermal, Jharkhand
4. Mejia Thermal Power Station (MTPS) of DVC, Durlavpur West Bengal
5. Durgapur Steel Thermal Power Station (DSTPS) Andal, West Bengal
6. Raghunathpur Thermal Power Station (RTPS) Raghunathpur, West Bengal
7. DVC Head Quarter Kolkata

17. LIQUIDATED DAMAGE

Liquidated Damage Clause will be back to back between DVC to WTL and WTL to Contractor. The proposed LD clause is as follows, which can be changed during the time of final contract award:

- I. 0.5% of the total bill value for every week delay caused exclusively because of the contractor in meeting the delivery schedule
- II. The maximum deductible is capped at 5% of the total of the total contract value (excluding all taxes & duties and other charges).
- III. In the event of LD exceeds 5% of the order value, WTL reserves the right to terminate the contract and WTL will get the job completed by any other competent party. The difference of cost incurred by WTL will be recovered from the contractor and PBG will be invoked.

18. LIABILITY

In case of a default on bidder's part or other liability, WTL shall be entitled to recover damages from the Contractor. In each such instance, regardless of the basis on which WTL is entitled to claim damages from the Contractor (including fundamental breach, negligence, misrepresentation, or other contract or tort claim), Contractor shall be liable for no more than:

- Payment referred to in the Patents and Copyrights clause.
- Liability for bodily injury (including death) or damage to real property and tangible personal property limited to that cause by the Contractor's negligence.
- As to any other actual damage arising in any situation involving nonperformance by Contractor pursuant to or in any way related to the subject of this Agreement, the charge paid by WTL for the individual

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product or Service that is the subject of the Claim. However, the contractor shall not be liable for

- For any indirect, consequential loss or damage, lost profits, third party loss or damage to property or loss of or damage to data.
- For any direct loss or damage that exceeds the total payment for Contract Price made or expected to be made to the Contractor hereunder.

19. PATENTS & COPYRIGHT

If a third party claims that a product delivered by the Contractor to WTL infringes that party's patent or copyright, the Contractor shall defend WTL against that claim at Contractor's expense and pay all costs, damages, and attorney's fees that a court finally awards or that are included in a settlement approved by the Contractor, provided that WTL.

- Promptly notifies Contractor in writing of the claim
- Allows Contractor to control and co-operate with Contractor in the defense and any related settlement negotiations.

Remedies: If such a claim is made or appears likely to be made, WTL would permit Contractor to enable WTL to continue to use the product, or to modify it, or replace it with one that is at least functionally equivalent. If Contractor determines that none of these alternatives is reasonably available, WTL agrees to return the product to Contractor on Contractor's written request. Contractor will then give WTL a credit equal to for a machine. WTL's net book value (provided WTL has followed generally accepted accounting principles for a generally available software product produced by Contractor (Program) the amount paid by WTL or 12 months charges (whichever is lesser) and for materials the amount paid by WTL for the materials. These will be Contractor's entire obligation regarding any claim of infringement.

20. SUSPENSION OF WORK

WTL shall have the power at any time and from time to time by notice to the Contractor to delay or suspend the progress of the work or any part of the work due to any other adequate reasons and on receipt of such notice the contractor shall forthwith suspend further progress of the work until further notice from WTL. The Contractor shall recommence work immediately after receiving a notice to do so from WTL. The whole or any part of the time lost for such delay or suspension shall, if WTL in its absolute discretion thinks fit, but not otherwise, be added to the time allowed for completion.

21. TERMS OF PAYMENT

Payment terms will be on back-to-back basis, i.e., payment terms will follow the terms agreed with Customer and payment to Contractor will be made only on receipt of payment from customer. A tentative payment term is as depicted below:

- 10% as Mobilization Advance along with work order
- 70% on customer acceptance of the delivery of items as per project timeline
- 20% on customer acceptance of Installation & Commissioning (Go-Live).

22. GOVERNING LAWS

This contract should be governed by and interpreted by Arbitration clause in accordance with Laws in force in India. The courts at Kolkata shall have exclusive jurisdiction in all matters arising under the contract. The selected vendor shall keep himself fully informed of all current national, state and municipal law and ordinances. The selected vendor shall at their own expense, obtain all necessary permits and license and pay all fees and taxes required by law. These will be selected vendor's entire obligation regarding any claim of infringement. The selected vendor hereto agrees that it shall comply with all applicable union, state and local laws, ordinances, regulations and codes in performing its obligations hereunder, including the procurement of licenses, permits certificates and payment of taxes where required. The selected vendor shall establish and maintain all proper records (particularly, but without limitation, accounting records) required by any law, code/practice of corporate policy applicable to it from time to time including records and returns as applicable under labor legislation.

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23. CORRUPT OR FRAUDULENT PRACTICES

The Tender Committee requires that the bidders under this Tender observe the highest standards of ethics during the procurement and execution of such contracts. For this purpose, the definition of corrupt and fraudulent practices will follow the provisions of the relevant laws in force. The Tender Committee will reject a proposal for award if it detects that the bidder has engaged in corrupt or fraudulent practices in competing for the contract in question. The Tender Committee will declare a firm ineligible, either indefinitely or for a stated period of time, if it at any time determines that the firm has engaged in corrupt and fraudulent practices in competing for, or in executing, a contract.

24. BINDING CLAUSE

All decisions taken by the Tender Committee regarding the processing of this tender and award of contract shall be final and binding on all parties concerned. The Tender Committee reserves the right:

- To vary, modify, revise, amend or change any of the terms and conditions mentioned above and,
- To reject any or all the Tender/s without assigning any reason whatsoever thereof or to annul the bidding process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder(s) or any obligation to inform the affected bidder(s) of the grounds for such decision.

25. WORKMEN'S COMPENSATION

In every case in which by virtue of the provision of the workmen" s compensation Act 1923 or any other relevant acts and rules, compensation to a workman employed by the contractor, is payable, then this should be done by the Contractor. If WTL is obliged to make any compensation under the said rules and acts, then the amount shall be recovered without prejudice, from the bills and due of the Contractor. WTL shall not be bound to contest any claim made against the Contractor in respect of workmen" s compensation.

26. CONTRACTOR'S EMPLOYEES

The Contractor shall comply with the provision of all labour legislation including the requirement of the payment of Wage Act 1936 and the rules framed there under and modifications thereof in respect of men employed by him in carrying out the contract. The Contractor must ensure that he complies with PF, ESI regulation for all his deployed employees. The Contractor shall see that all authorized Sub Contractors under him similarly complied with the above requirement.

27. SAFETY MEASURES

The Contractor shall in the course of execution of the work take all necessary precaution for the protection of all persons and property. The Contractor shall take adequate measures to protect the work and prevent accident during the work. In the event of any accident to any person or persons or damage or injury of any description to any person or property due to failure on the part of the contractor in taking proper precautionary measures the contractor shall be responsible for and must make good the loss the damage at his own cost to the satisfaction of the department and employees of the department shall be indemnified from all claims or liabilities arising there from or any expenses incurred on account thereof.

28. EQUIPMENT

All tools & tackles necessary for the work shall have to be procured by the contractor unless otherwise specified elsewhere in these tender documents. The equipment used by the contractor for a particular work must be appropriate for the type of work. The contractor shall maintain the equipment used on the work properly so that they are in good working condition. In no case shall the contractor use defective or imperfect equipment in the work. The contractor shall arrange to replace or repair all defective equipment so that the progress of the work is not hampered. No defective equipment should be left at the site of work and the department shall not be responsible for any loss or damage to any of these equipments during the course of the execution of the work.

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29. SUB-CONTRACT

The purchaser (WTL) does not recognize the existence of Sub-Contractors. The Contractor's responsibility is not transferable. No consortium partner is allowed.

30. TERMINATION FOR DEFAULT

WTL may without prejudice to any other remedy or right of claim for breach of contract by giving not less than 30 days written notice of default sent to the contractor, terminate the order in whole or in part. If the contractor materially fails to render any or all the services within the time period specified in the contract or any extension thereof granted by WTL in writing and fails to remedy its failure within a period of thirty days after receipt of default notice from WTL. If the project (delivery, commissioning as well as warranty maintenance support is not carried out according to specification due to deficiency in service as per terms of the contract. In such case WTL will invoke the amount held back from the contractor as PBG.

31. BANKRUPTCY

If the contractor becomes bankrupt or have a receiving order made against him or compound with his creditors or being a corporation commence to be wound up, not being a voluntary winding up for the purpose only or amalgamation or reconstruction, or carry on their business under a receiver for the benefit of their creditors or any of them, WTL shall be at liberty to terminate the engagement forthwith without any notice in writing to the contractor or to the liquidator or receiver or to any person in whom the contractor may become vested and without any compensation to give such liquidator or receiver or other person the option of carrying out the engagement subject to their providing a guarantee for the due and faithful performance of the engagement up to an amount to be determined by WTL.

32. FORCE MAJEURE

It is hereby defined as any cause, which is beyond the control of the Contractor or WTL as the case may be, which such party could not foresee or with a reasonable amount of diligence could not have foreseen and which substantially affect the performance of the contract, such as

- War, Hostilities or warlike operations (whether a state of war be declared or not), invasion, act of foreign enemy and civil war.
- Rebellion, revolution, insurrection, mutiny, usurpation of civil or military, government, conspiracy, riot, civil commotion and terrorist area.
- Confiscation, nationalization, mobilization, commandeering or requisition by or under the order of any government or de facto authority or ruler, or any other act or failure to act of any local state or national government authority.
- Strike, sabotage, lockout, embargo, import restriction, port congestion, lack of usual means of public transportation and communication, industrial dispute, shipwreck, shortage of power supply epidemics, quarantine and plague.
- Earthquake, landslide, volcanic activity, fire flood or inundation, tidal wave, typhoon or cyclone, hurricane, nuclear and pressure waves or other natural or physical disaster.

If either party is prevented, hindered or delayed from or in performing any of its obligations under the Contract by an event of Force Majeure, then it shall notify the other in writing of the occurrence of such event and the circumstances of the event of Force Majeure within fourteen days after the occurrence of such event. The party who has given such notice shall be excused from the performance or punctual performance of its obligations under the Contract for so long as the relevant event of Force Majeure continues and to the extent that such party's performance is prevented, hindered or delayed.

The party or parties affected by the event of Force Majeure shall use reasonable efforts to mitigate the effect of the event of Force Majeure upto its or their performance of the Contract and to fulfill its or their obligation under the Contract but without prejudice to either party's right to terminate the Contract.

No delay or nonperformance by either party to this Contract caused by the occurrence of any event of Force Majeure shall.

- Constitute a default or breach of the contract.
- Give rise to any claim fro damages or additional cost or expense occurred by the delay or

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nonperformance. If, and to the extent, that such delay or nonperformance is caused by the occurrence of an event of Force Majeure.

33. INSURANCE COVERAGE

Appropriate insurance to cover all solution components for the transit period and until the time of its acceptance at the respective site is to be taken by the contractor. As the contractor will carry the risk for the material in his books during transit, the contractor should arrange insurance for the total system as period from the dispatch till Acceptance Test is successfully achieved. Further the contractor is to take all required insurance coverage in respect of all its personnel who shall be working on this engagement.

34. WARRANTY & MAINTENANCE

- For All hardware and accessories, Warranty of 12 Months after Implementation of the Solution. This does not include natural calamities or man caused issues.
- During the warranty period no active component should be declared "End of Life". In case it is declared "End of Life" during this period, the vendor has to replace such equipment at their own cost. The rate should be quoted inclusive of warranty.
- One telephonic line (Non-Toll Free) under the Warranty & Technical Support scheme should be available with a support window on DVC business days from 10:00 hrs to 18:00 hrs to resolve any technical issue about the device both during installation as well as service support. There shall be an email system as well, to handle, identify and resolve open tickets.
- In case of system failures: immediate telephonic support to ground DVC technicians as well site visit within 48 hours of call, if the need be.
- The obligation excluded from Warranty agreement.
 - Any type of upgrading of the application and device.
 - Fire damage caused by non-manufacturing factors
 - Damage caused due to uncontrollable forces of nature / Natural Disasters
 - Damage caused by unauthorized modification, disassembly, or opening not in accordance with user manuals
 - Any major failure of due to an erratic power supply or faulty line condition.
 - Repair of malfunction or damage due to failure due to use of non-standard electrical power, or parts.

35. PERFORMANCE BANK GUARANTEE (PBG)

As a guarantee for timely delivery, installation and commissioning of equipment, software and services as well as performance of on-site warranty support from the date of final acceptance systems and pertaining to proper running of the systems, the bidder will have to submit 5% of the contract value as security in the form of Performance Bank Guarantee from any nationalized bank as per format enclosed (Section – O).

36. SI/BIDDER/CONTRACTOR'S RESPONSIBILITIES

Refer Section – A & B

37. NO WAIVER OF RIGHT

Neither the inspection by WTL or any of their agents nor any order by WTL for payment of money or any payment for or acceptance of the whole or any part of the works by WTL, nor any extension of time, nor any possession taken by WTL shall operate as a waiver of any provision of the contract or of any power reserved to WTL, or any right to damages here in provided, nor shall any waiver of any breach in the contract be held to be a waiver of any other subsequent breach.

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38. ENFORCEMENT OF TERMS

The failure of either party to enforce at any time any of the provision of this contract or any rights in respect thereto or to exercise any option here in provided shall in no way be construed to be a waiver to such provisions, rights or options or in any way to affect the validity of the contract. The exercise by either party of any of its rights herein shall not preclude or prejudice either party from exercising the same or any other right it may have hereunder.

39. PERIOD OF VALIDITY OF OFFER

For the purpose of placing the order, the proposals shall remain valid till 180 days. During the period of validity of proposals, the rates quoted shall not change. In exceptional circumstances, WTL may ask for extension of the period of validity and such a request shall be binding on Bidders. WTL's request and the response to such a request by various Bidders shall be in writing. A Bidder agreeing to such an extension will not be permitted to increase its rates.

40. TAXES & DUTIES

- The prices shall be inclusive of all taxes & levies including GST and other statutory duties as applicable. Rate of taxes should be indicated separately in the Price Bid.
- Contract Price specified in Price Bid should be based on the taxes & duties and charges prevailing at the date one day prior to the last date of Bid submission.
- Statutory deduction, wherever applicable, shall be made from invoice as per government rules. Necessary certificate will be issued for such deductions.
- Bidder submitting a bid shall produce valid statutory documents / certificates with respect to GST, Income Tax, ROC, Prof. Tax, Trade License, etc. All such documents / certificates shall remain valid on the last date of tender submission.
- In case of inter-state transaction, WTL will provide "Waybill". However, statutory charges, if any will be borne by the bidder.
- GST component of the invoice of the bidder may be kept on hold in case there is any mismatch / irregularity in GST return filling on the part of the bidder.

41. DISCREPANCIES IN BID

- Discrepancy between description in words and figures, the rate which corresponds to the words quoted by the bidder shall be taken as correct.
- Discrepancy in the amount quoted by the bidder due to calculation mistake of the unit rate then the unit rate shall be regarded as firm.
- Discrepancy in totaling or carry forward in the amount quoted by the bidder shall be corrected.

42. BID DUE DATE

The tender shall be submitted not later than the due date and time specified in the Important Dates Sheet. WTL may as its discretion on giving reasonable notice by fax, or any other written communication to all prospective bidders who have been issued the bid documents, extend the bid due date, in which case all rights and obligations of the WTL and the bidders, previously subject to the bid due date, shall thereafter be subject to the new bid due date as extended.

43. LATE BID

Any proposal received after the deadline for submission of proposals may not be accepted.

44. OPENING OF BID BY WTL

Bids shall be opened and downloaded electronically through operation of the process in the e-Tender portal in presence of Tender Committee. Bidders interested to remain present during electronic bid opening may attend the bid opening session at WTL premises at scheduled date & time.

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45. CONTACTING WTL

Bidder shall not approach WTL officers beyond office hours and/or outside WTL office premises from the time of the Bid opening to the time of finalization of successful bidder. Any effort by bidder to influence WTL office in the decision on Bid evaluation, Bid comparison or finalization may result in rejection of the Bidder's offer. If the bidder wishes to bring additional information to the notice of WTL, it should be in writing.

46. WTL'S RIGHT TO REJECT ANY OR ALL BIDS

WTL reserves the right to reject any bid and to annul the bidding process and reject all bids at any time prior to award of Contract, without thereby incurring any liability to the affected bidder(s) or any obligation to inform the affected bidder(s) of the grounds for such decision.

47. BID CURRENCIES

Prices shall be quoted in Indian Rupees, inclusive of all prevailing taxes, levies, duties, cess etc.

48. PRICE

- Price should be quoted in the BOQ format only. No deviation is acceptable.
- Price quoted should be firm, inclusive of packing, forwarding, insurance and freight charges.
- Percentage/specified amount of taxes & duties should be clearly mentioned otherwise WTL reserves the right to reject such vague offer.
- Price to be quoted inclusive of supply, installation & commissioning charges.

49. CANVASSING

Canvassing or support in any form for the acceptance of any tender is strictly prohibited. Any bidder doing so will render him liable to penalties, which may include removal of this name from the register of approved Contractors.

50. NON-TRANSFERABILITY OF TENDER

This tender document is not transferable.

51. FORMATS AND SIGNING OF BID

The original and all copies of the proposals shall be neatly typed and shall be signed by an authorized signatory(ies) on behalf of the Bidder. The authorization shall be provided by written Power of Attorney accompanying the proposal. All pages of the proposal, except for un-amended printed literature, shall be initialed by the person or persons signing the proposal. The proposal shall contain no interlineations, erase or overwriting. In order to correct errors made by the Bidder, all corrections shall be done & initialed with date by the authorized signatory after striking out the original words/figures completely.

52. WITHDRAWAL OF BID

Bid cannot be withdrawn during the interval between their submission and expiry of Bid's validity period. Fresh Bid may be called from eligible bidders for any additional item(s) of work not mentioned herein, if so required.

53. INTERPRETATION OF DOCUMENTS

If any bidder should find discrepancies or omission in the specifications or other tender documents, or if he should be in doubt as to the true meaning of any part thereof, he shall make a written request to the tender inviting authority for correction/clarification or interpretation or can put in a separate sheet along with his technical bid document.

54. SPLITTING OF THE CONTRACT AND CURTAILMENT OF WORK

WTL reserves the right to split up and distribute the work among the successful technically

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qualified bidders and to curtail any item of work in the schedule partly or fully based on scheme requirement. As it is a time constrained process, the work may be distributed as mentioned above at L1 rate arrived through the process.

55. PREPARATION OF TENDER

Tender shall be submitted in accordance with the following instructions:

1. Tenders shall be submitted in the prescribed forms. Digital signatures shall be used. Where there is conflict between the words and the figures, the words shall govern.
2. All notations must be in ink or type written. No erasing or overwriting will be permitted. Mistakes may be crossed out and corrections typed or written with ink adjacent thereto and must be initialed in ink by the person or persons signing the tender.
3. Tenders shall not contain any recapitulation of the work to be done. Alternative proposals will not be considered unless called for. No written, oral, telegraphic or telephonic proposals for modifications will be acceptable.
4. Tenders shall be uploaded as notified on or before the date and time set for the opening of tenders in the Notice Inviting Tenders.
5. Tenders subject to any conditions or stipulations imposed by the bidder are liable to be rejected.
6. Each and every page of the tender document must be signed with company seal by the bidder.

56. CLARIFICATION OF BIDS

During evaluation of the bids, the Customer/Tender Committee, at its discretion may ask the bidder for clarification of its bid. The request for the clarification and the response shall be in writing (fax/email) and no change in the substance of the bid shall seek offered or permitted.

57. COMPLIANCE WITH LAW

The contractor hereto agrees that it shall comply with all applicable union, state and local laws, ordinances, regulations and codes in performing its obligations hereunder, including the procurement of licenses, permits certificates and payment of taxes where required.

The contractor shall establish and maintain all proper records (particularly, but without limitation, accounting records) required by any law, code/practice of corporate policy applicable to it from time to time including records and returns as applicable under labor legislation.

58. ERASURES OR ALTERNATIONS

The offers with overwriting and erasures may make the tender liable for rejection if each of such overwriting/erasures/manuscript ions is not only signed by the authorized signatory of the bidder. There should be no hand-written material, corrections or alterations in the offer. Technical details must be completely filled up. Correct technical information of the product being offered must be filled in. Filling up of the information using terms such as "OK", "accepted", "noted", "as given in brochure/manual" is not acceptable. The Customer may treat offers not adhering to these guidelines as unacceptable. The Customer may, at its discretion, waive any minor non-conformity or any minor irregularity in the offer. This shall be binding on all bidders and the Tender Committee reserves the right for such waivers.

59. FINAL INSPECTION

Final inspection may be carried by the authorized representative from WTL.

60. PRE-DISPATCH INSTRUCTION

All materials / equipment's supplied against the purchase order may be subjected to Inspection, check and /or test by the authorized representative from WTL.

61. SITE INSPECTION

Bidder can inspect (at their own cost) the sites if required, for which they have to take necessary

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permission from WTL in writing. WTL will take at least four days to organize such permission.

62. QUALITY CONTROL

- The contractor is obliged to work closely with WTL act within its authority and abide by directive issued by them on implementation activities.
- The contractor will abide by the safety measures and free WTL from all demands or responsibilities arising from accident/loss of life, the cause of which is due to their negligence. The bidder will pay all indemnities arising from such incidents and will not hold WTL responsible.
- The contractor will treat as confidential all data and information about the system, obtained in the execution of its responsibilities in strict confidence and will not reveal such information to any party without the prior written approval of WTL.
- WTL reserves the right to inspect all phases of contractor's operation to ensure conformity to the specifications. WTL shall have engineers, inspectors or other duly authorized representatives made known to the contractor, present during the progress of the work and such representatives shall have free access to the work at all times. The presence or absence of representatives of WTL does not relieve the contractor of the responsibility for quality control in all phases.
- The Court of Kolkata only will have the jurisdiction to deal with and decide any legal matters or dispute whatsoever arising out of the contract.

63. SERVICE LEVEL AGREEMENT

Purpose:

The purpose of this Service Level Agreement (hereinafter referred to as SLA) is to clearly define the levels of service which shall be provided by the Contractor to the Client for duration of the project.

The benefits of these SLAs are to:

1. Trigger a process that applies to the Contractor's management attention to some aspect of performance when that aspect drops below an agreed upon threshold, or target.
2. Makes explicit the expectations that the Client has for performance
3. Helps the Client control the levels and performance of Contractors service

The final SLAs will be back-to-back between DVC-WTL and WTL-Contractor. The SLA for service support in compliance to the minimum SLA required must be submitted by the L1 bidder on placement of order. WTL reserves the right to change/modify the SLAs during the finalization of the contractual agreement with the successful bidder.

Following are indicative SLAs Definitions:

Availability: shall mean the time for which the Equipments, other components and Software are available for conducting operations. This will exclude the planned downtime agreed with customer.

SLA during implementation and Associated Penalties:

1. **On Time Delivery:** This SLA shall be used to evaluate the timelines for completion of deliverables, i.e., supply and installation of equipments and software as per scope of the work defined for the project.

SLA penalty calculation will be as follows:

For delay of every week in completion & submission of the deliverable mentioned, the Contractor would be charged with penalty of 0.5% per month on balance work with maximum of 5% of total contract value.

SLA post implementation during warranty support and Associated Penalties:

1. **Availability of the Solution:** Target Uptime: 85.00%
Availability: SLA penalty calculation for Availability will be as follows:
 - Availability of the solution as per Target (85.00%): No Penalty
 - Availability of the solution lower than target - For every 3% dip in the Availability 0.5% of the contract value with maximum of 5% of total contract value.
2. **Turnaround Time for Support:** 48 Hrs. / 2 working Days
Turnaround Time: SLA penalty calculation for Turnaround time for repair/replacement, as shown

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below:

- Resolution of complaint for equipments and software within turnaround time – no penalty
- Resolution of complaint for camera, active and passive components beyond target turnaround time for support:
 - Rs. 1000/- per day, after the allowed turnaround time for support
 - The total amount of penalty for the entire project period should not exceed 5% of the total contract value. Otherwise PBG will be forfeited.

64. GENERAL TERMS

- a. All the documents to be submitted by the bidder along with their offer should be duly authenticated by the person signing the offer and if at any point of time during procurement process or subsequently it is detected that documents submitted are forged/tampered/manipulated in any way, the total responsibility lies with the bidder and WTL reserves the full right to take action as may be deemed fit including rejection of the offer and such case is to be kept recorded for any future dealing with them.
- b. No Technical/Commercial clarification will be entertained after opening of the tender.
- c. Quantity mentioned in the tender document is indicative only and orders shall be placed subject to actual requirement. WTL reserve the right to increase or decrease the quantity specified in the tender.
- d. WTL reserve the right to reject or accept or withdraw the tender in full or part as the case may be without assigning the reasons thereof. No dispute of any kind can be raised the right of buyer in any court of law or elsewhere.
- e. WTL reserve the right to ask for clarification in the bid documents submitted by the bidder. Documents may be taken if decided by the committee.
- f. Supporting technical brochures/catalogues indicating each feature in respect of offered model and make must be submitted along with the offer, in absence of which the offer is liable to be ignored.
- g. No dispute by the bidders in regard to Technical/Commercial points will be entertained by WTL and decision taken by the Tender Committee will be final.
- h. Discrepancy in the amount quoted by the bidder due to calculation mistake, the unit rate shall be regarded as firm and the totaling or carry in the amount quoted by the bidder shall be corrected accordingly.
- i. The price offers shall remain firm within the currency of contract and no escalation of price will be allowed.
- j. The acceptance of the tender will rest with the accepting authority who is not bound to accept the lowest or any tender and reserves the right to reject in part or in full any or all tender(s) received and to split up the work among participants without assigning any reason thereof.
- k. The customer/WTL at its discretion may extend the deadline for the submission of Bids.
- l. The Court of Kolkata only will have the jurisdiction to deal with and decide any legal matters or dispute whatsoever arising out of the contract.
- m. Below mentioned clauses are applicable for all OEM / Products & Bidders:

Any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority [DPIIT OM No.6/18/2019- PPD dated 23.07.2020].

1. "Bidder" (including the term 'tenderer', 'consultant' or 'service provider' in certain contexts) means any person or firm or company, every artificial juridical person not falling in any of the

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descriptions of bidders stated hereinbefore, including any agency branch or office controlled by such person, participating in a procurement process.

2. "Bidder from a country which shares a land border with India" for the purpose of above-mentioned Order means:
 - a) The successful bidder shall not be allowed to sub-contract works to any contractor from a country which shares a land border with India unless such contractor is registered with the Competent Authority.

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SECTION – F

BID FORM

(Bidders are requested to furnish the Bid Form in the Format given in this section, filling the entire Blank and to be submitted on Letter Head in original)

To
Webel Technology Limited Plot – 5, Block – BP,
Sector - V,
Salt Lake City, Kolkata – 700091.

Sub: Supply and Installation of Announcement, Notification, Intimation Over IP Speaker & Digital Display System for DVC Head Office and Control Room.

Dear Sir,

1. We the undersigned bidder/(s), having read and examined in details the specifications and other documents of the subject tender no WTL/DVC/PA/25-26/039 DATED 12/11/2025, do hereby propose to execute the job as per specification as set forth in your Bid documents.
2. The prices of all items stated in the bid are firm during the entire period of job irrespective of date of completion and not subject to any price adjusted as per in line with the bidding documents. All prices and other terms & conditions of this proposal are valid for a period of 180 (one hundred eighty) days from the date of opening of bid. We further declare that prices stated in our proposal are in accordance with your bidding.
3. We confirm that our bid prices include all other taxes and duties and levies applicable on bought out components, materials, equipments and other items and confirm that any such taxes, duties and levies additionally payable shall be to our account.
4. Earnest Money Deposit & Tender fee: We have transferred EMD & Tender Fee amount online through e-Tender portal.
5. We declare that items shall be executed strictly in accordance with the specifications and documents irrespective of whatever has been stated to the contrary anywhere else in our proposal. Further, we agree that additional conditions, deviations, if any, found in the proposal documents other than those stated in our deviation schedule, save that pertaining to any rebates offered shall not be given effect to.
6. If this proposal is accepted by you, we agree to provide services and complete the entire work, in accordance with schedule indicated in the proposal. We fully understand that the work completion schedule stipulated in the proposal is the essence of the job, if awarded.
7. We further agree that if our proposal is accepted, we shall provide a Performance Bank Guarantee of the value equivalent to five percent (5%) of the Order value as stipulated in Financial Bid (BOQ).
8. We agree that WTL reserves the right to accept in full/part or reject any or all the bids received or split order within successful bidders without any explanation to bidders and his decision on the subject will be final and binding on Bidder.

Dated, thisday of..... 2025

Thanking you, we remain,

WEBEL TECHNOLOGY LIMITED

Yours faithfully

..... Signature

.....
Name in full

.....Designation

Signature & Authorized Verified by

.....
Signature

.....
Name in full

.....
Designation

.....
Company Stamp

WEBEL TECHNOLOGY LIMITED

SECTION – G

TECHNO-COMMERCIAL EVALUATION & AWARDING OF CONTRACT

1. EVALUATION PROCEDURE

- The Eligibility Criteria (Section - D) will be evaluated by Tender Committee and those qualify will be considered for further evaluation.
- The Tender Committee shall verify the Technical Specification (Technical Specification & Compliance Statement, Section – R) Deviation in specification shall not be allowed. Bidder qualified in Technical Specification shall be considered for further evaluation.
- The Tender Committee would evaluate the Techno Commercial Evaluation. In order to facilitate the evaluation, the marking scheme presented is an indication of the relative importance of the evaluation. Bidders securing a minimum of 75% marks in the Techno Commercial Evaluation for qualifying evaluation.
- Bidders after qualifying in Techno Commercial Evaluation will only be considers for Financial Bid Evaluation.

2. EVALUATION CRITERIA

Techno Commercial Evaluation

The evaluation methodology would take into consideration both the Technical response as well as the financial response. During the evaluation process, the evaluation committee will assign each desirable/preferred feature a whole number score for the Techno Commercial Bid as defined in the table below

Sl. No.	Technical Evaluation Criteria	List of Documents	Points
1	Turnover The Bidder should have an average annual turnover of minimum Rs. 1.5 Crore over the last 3 financial years (FY 2021-22, 2022-23 & 2023-24) – (Maximum Marks – 20) Score a. \geq Rs2.5Cr: 20 Marks b. \geq Rs2.0Cr and <Rs 2.5Cr: 15 Marks c. \geq Rs 1.5 Cr and <Rs2.0 Cr: 10Marks	Audited Balance Sheets (Profit/Loss account)	20
2	Experience in delivering project with project value In the last Five financial years (2020-21, 2021-22, 2022- 23, 2023-24, and 2024-25), the Bidder has completed – (Maximum Marks – 30) Case 1: Single Order of similar nature (Audio Visual Solution / Conference system/ Networking System) in Government Department/PSU/Autonomous Body – Minimum value of Rs. 37L 30 marks Or Case 2: Two Orders of similar nature (Audio Visual Solution / Conference system/ Networking System) in Government Department/PSU/Autonomous Body – Minimum value of each order Rs. 24Lakhs 20 marks Or Case3:Two Orders of similar nature (Audio Visual Solution / Conference system/ Networking System) in Government Department/PSU/Autonomous Body – Minimum value of each order Rs. 18Lakhs 10 marks	Work Order and / or completion certificate	30
3	Experience with Technology In last 5 years prior to bid due date, the Bidder has completed similar project(s) (i.e. Audio Visual Solution / Conference system/ Networking System) in Government Department/PSU/Autonomous Body in India. Score \geq 3 Projects: 20Marks \geq 2 Projects 10 Marks (Similar project means: Audio Visual Solution / Conference system/ Networking System) in Government Department/PSU/Autonomous Body)	Work Order and / or completion certificate	20

WEBEL TECHNOLOGY LIMITED

4	Proposed Solution: Presentation on Proposed Solution and Delivery Methodology to be given by the proposed team of the bidder to the tender evaluation committee. (Maximum Marks – 30)	Presentation	30
TOTAL			100

All claims to be supported by relevant documents / certificates. Onus of substantiating claims lies with the bidder.

Passing Marks: 75

3. FINAL EVALUATION

Financial Proposal of the bidders qualifying in the evaluation of Techno Commercial will be evaluated. The bidder who has qualified in the Techno Commercial and returns with lowest quote (L1) in Financial Bid will normally be awarded the contract subject to Post Qualification.

4. AWARDING OF CONTRACT

An affirmative Post Qualification determination will be prerequisite for award of the contract to the most overall responsive bidder for this project. Bidders, if disqualified in the technical evaluation, it will result in rejection of bidder's bid. Technically qualified bidders shall be evaluated for price bid. The lowest bidder shall be determined through price bid evaluation. WTL will award the contract to the successful bidder whose bid has been determined to be substantially responsive after final negotiation may held with the most responsive bidder (L1), if required.

- Bidders must submit price bid for this project. Any non-compliance to the price bid shall lead to rejection.
- L1 Bidders shall be awarded the contract for this project.

5. POST QUALIFICATION

The determination will evaluate the Bidder's financial, technical, design, integration, customization, production, management and support capabilities and will be based on an examination of the documentary evidence of the Bidder's qualification, as well as other information WTL deems necessary and appropriate. This determination may include visits or interviews with the Bidder's client's reference in its bid, site inspection, and any other measures.

SECTION – H GUIDANCE FOR E-TENDERING

Instructions / Guidelines for electronic submission of the tenders have been annexed for assisting the Bidders to participate in e-Tendering.

1. Registration of Bidder:

Any Bidder willing to take part in the process of e-Tendering will have to be enrolled & registered with the Government e-Procurement System through logging on to <https://wbtenders.gov.in>. The Bidder is to click on the link for e-Tendering site as given on the web portal.

2. Digital Signature Certificate (DSC):

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

3. The Bidder can search & download N.I.T. & BOQ electronically from computer once he logs on to the website mentioned above using the Digital Signature Certificate. This is the only mode of collection of Tender Documents.

4. Participation in more than one work:

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

5. Submission of Tenders:

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

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

Techno Commercial Cover:

Technical Document1

1. Bid Form as per format (Section – F)
2. Other documents, if any

Technical Document2

1. N I T Declaration duly stamped & signed in bidder"s letter head, (Section – P)
2. Other documents, if any

Technical Compliance

1. Detailed Technical Specification with required documents, Section – R
2. Manufacturer Authorization Form, Section – S
3. Detailed Make, Mode with required documents, Section – Q

Financial Cover:

BOQ (Bill of Quantity) will be downloaded and same will be uploaded with quoted rates. While uploading BOQ file name shall remain unchanged. Absence of this document shall lead to summary rejection of the bid.

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NON-STATUTORY COVER (MY SPACE) CONTAIN FOLLOWING DOCUMENT:

(In each folder, scanned copy will be uploaded with single file having multiple pages)

Sl. No.	Category Name	Sub Category Name	Sub Category Description
A	CERTIFICATES	A1. CERTIFICATES	<ul style="list-style-type: none"> • GST Registration Number • PAN • Document as per Section – D
B	COMPANY DETAILS	B1. COMPANY DETAILS 1	<ul style="list-style-type: none"> • Document as per Section – D • Other documents, if any
		B2. COMPANY DETAILS 2	<ul style="list-style-type: none"> • Company Profile (Not more than 3 pages) • ISO Certificate as per Section –D
C	CREDENTIAL	CREDENTIAL 1	<ul style="list-style-type: none"> • Order copies as per Section – D
		CREDENTIAL 2	<ul style="list-style-type: none"> • Product brochure • Other documents, if any
D	DECLARATION	DECLARATION 1	<ul style="list-style-type: none"> • Order details (Section – N) • Financial Capability of Bidder as per format (Section – K)
		DECLARATION 2	<ul style="list-style-type: none"> • Document as per Section – D • Other documents, if any
		DECLARATION 3	<ul style="list-style-type: none"> • Bidder" s Details as per format (Section – L) • Service Centre Details
		DECLARATION 4	<ul style="list-style-type: none"> • Details of Capability as per format (Section – J) • Checklist as per Section – T
		DECLARATION 5	<ul style="list-style-type: none"> • Other documents, if any
F	FINANCIAL INFO	P/L & BALANCE SHEET 2021-2022	P/L & BALANCE SHEET 2021-2022
		P/L & BALANCE SHEET 2022-2023	P/L & BALANCE SHEET 2022-2023
		P/L & BALANCE SHEET 2023-2024	P/L & BALANCE SHEET 2023-2024

WEBEL TECHNOLOGY LIMITED

SECTION – I

BILL OF MATERIAL

The bill of material (BOM), for Supply Installation & Commissioning of Notification, Intimation Over IP Speaker & Digital Display System for DVC Head Office and Plant Control Room

S I	Description	Qty	UoM
1	Commercial Display with Minimum Configuration Diagonal Size 75inch or 189.3 cm or beter Operating System Android 11.0 or better Resolution 3840 x 2160 or Better, Brightness 400cd/m2 or Higher, Viewing Angle 178 x 178, RAM 2 GB or Higher, ROM 16 GB or Higher Input Ports 3 x HDMI (4K up to 60Hz), ARC (HDMI1),1 x VGA (Optional), 2 x USB 2.0, 1 x Audio IN, RJ 45, Wi-Fi Speaker Built-in 10W x 2 or Higher, 24x7 Running capacity.	9	Nos
2	Cat6 UTP 23AWG Twisted Pair Armoured Cable:305M Enhanced performance cable for transmission of high speed data, digital and analogue voice and video (RGB) signals on LANs. Supports Gigabit Ethernet (1000 baseT) standard. Operates at bandwidth of 250 MHz. This cable well exceeds the requirements of TIA/EIA-568-C.2	7	Nos
3	TV Mount 32" to 75" TV on this portable cart with rolling wheels for easy movement. It features an AV/VC shelf, camera shelf, and supports VESA 600x400 mm. With a weight capacity of 100 lbs (45.5 kgs), this cart is perfect for presentations, conferences, or home use.	9	Nos
4	20MM Conduit Pipe MMS 10 Ft	70	Mtr
5	IP Phone 4 SIP Account, 10/100/1000 Dual Ethernet, 2.8" LCD Display PoE, Wifi 2.4 GHz, 9 DSS/BLF keys, Opus Codec, 2 x Gigabit Ethernet port, lx USB por.	1	Nos
6	Software base IPPBX, Software application suit, Development Customization, TTS Integration, API Integration and other developments.	1	Lot
7	IP Speaker with 2 SIP lines PoE enabled (Power Over Ethernet) Wall-mounted installation A built-in audio output to connect external speaker Support external power supply Industry certification: CE/FCC.	12	Nos
8	Power Cable 3 Core 2.5 Sqmm	900	Mtr
9	Installation & commissioning all integration & collaboration with all	1	Job

WEBEL TECHNOLOGY LIMITED
SECTION – J

DETAILS OF TECHNICAL CAPABILITY OF BIDDER

(Tender No WTL/DVC/PA/25-26/039 DATED 12/11/2025)

S l . N o .	Project Name	Star t Dat e	End Dat e / Stat us	Brief description of project & scope of work (Implementation, operation & maintenance)	Typ e of proj ect	Approx value of the project	Contact details of the Customer

Authorized Signatory (Signature In full): _____

Name and title of Signatory: _____

Stamp of the Company: _____

- a. Type of Project shall indicate the implementation of services (Networking Setup, System Integration).
- b. Scope of work shall indicate whether it is implementation, Operation or maintenance.
- c. Submit Customer Order Copy details of the order indicating the project value, customer contact details, project completion certificate, customer satisfaction certificate etc.

WEBEL TECHNOLOGY LIMITED

SECTION – K

FINANCIAL CAPABILITY OF BIDDER

(Tender No. WTL/DVC/PA/25-26/039 DATED 12/11/2025)

FINANCIAL INFORMATION

Sl. No.	Name of the Bidder	Turnover (Rs. / Crores)		
		2023-2024	2022-2023	2021-2022
1				

Authorized Signatory (Signature In full): _____

Name and title of Signatory: _____

Stamp of the Company: _____

WEBEL TECHNOLOGY LIMITED

SECTION – L

BIDDERS'S DETAILS

(Tender No. WTL/DVC/PA/25-26/039 DATED 12/11/2025)

1	Name of the Firm	
2	Registered Office Address	
	Contact Number	
	Fax Number	
	E-mail	
3	Correspondence / Contact address	
	Name & Designation of Contact person	
	Address	
	Contact Number	
	Fax Number	
4	Is the firm a registered company? If yes, submit documentary proof	
	Year and Place of the establishment of the company	
6	Former name of the company, if any	
7	Is the firm <ul style="list-style-type: none">▪ a Government/ Public Sector Undertaking▪ a propriety firms▪ a partnership firm (if yes, give partnership deed)▪ a limited company or limited corporation▪ a member of a group of companies, (if yes, give<ul style="list-style-type: none">▪ name and address and description of other companies)▪ a subsidiary of a large corporation (if yes give the name and address of the parent organization). If the company is subsidiary, state what involvement if any, will the parent company have in the project.	
8	Is the firm registered with Sales Tax department? If yes, submit valid GST Registration certificate.	
9	Is the firm registered for Service Tax with Central Excise Department (Service Tax Cell)? If yes, submit valid Service Tax registration certificate.	
10	Total number of employees. Attach the organizational chart showing the structure of the organization.	
11	Are you registered with any Government/ Department/ Public Sector Undertaking (if yes, give details)	
12	How many years has your organization been in business under your present name? What were your fields when you established your organization	

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1 3	What type best describes your firm? (Purchaser reserves the right to verify the claims if necessary) <ul style="list-style-type: none">▪ Manufacturer▪ Supplier▪ System Integrator▪ Consultant▪ Service Provider (Pl. specify details)▪ Software Development▪ Total Solution provider (Design, Supply, Integration, O&M)▪ IT Company	
1 4	Number of Offices in district headquarters in West Bengal	
1 5	Is your organization having ISO 9001:2015 certificates?	
1 6	List the major clients with whom your organization has been / is currently associated.	
1 7	Have you in any capacity not completed any work awarded to you? (If so, give the name of project and reason for not completing the work)	
1 8	Have you ever been denied tendering facilities by any Government / Department / Public sector Undertaking? (Give details)	

Authorized Signatory (Signature In full): _____

Name and title of Signatory: _____

Company Rubber Stamp: _____

WEBEL TECHNOLOGY LIMITED

SECTION – M

PRE-BID MEETING QUERY

(Tender No. WTL/DVC/PA/25-26/039 DATED 12/11/2025)

Name of the Bidder:

Queries

Sl. No.	Section No.	Clause No.	Page No.	Queries

Note: The filled form to be submitted in XLS and PDF Format. There is a cut off date for receiving of queries before Pre Bid Meeting. Queries received after the cutoff period will not be accepted. The Purchaser reserves the right to respond all queries over e-mail.

Authorized Signatory (Signature In full): _____

Name and title of Signatory: _____

Company Rubber Stamp: _____

WEBEL TECHNOLOGY LIMITED

SECTION – O

PROFORMA FOR PERFORMANCE BANK GUARANTEE

(On non-judicial stamp paper of appropriate value to be purchased in the name of executing Bank)

**PROFORMA OF BANK GUARANTEE FOR SECURITY DEPOSIT –CUM-PRFORMANCE
GUARANTEE**

Ref Bank Guarantee no.....

Date.....

PROFORMA OF BG FOR SECURITY DEPOSIT

KNOW ALL MEN BY THESE PRESENTS that in consideration of WEBEL TECHNOLOGY LIMITED, a Government of West Bengal Undertaking incorporated under the Companies Act, 1956 having its Registered office at Plot - 5, Block BP, Sector V, Kolkata-700 091 (hereinafter called "The Purchaser") having agreed to accept from _____ (hereinafter called "The Contractor") Having its Head Office at _____, a Bank guarantee for Rs. _____ in lieu of Cash Security Deposit for the due fulfillment by the Contractor of the terms & conditions of the Work Order No. _____ dated _____ issued by the Purchaser for _____ (hereinafter called "the said work order _____ dated _____"). We _____ (Name & detailed address of the branch) (hereinafter called "the Guarantor") do hereby undertake to indemnify and keep indemnified the Purchaser to the extent of Rs. _____ (Rupees _____) only against any loss or damage caused to or suffered by the Purchaser by reason of any breach by the Contractor of any of the terms and conditions contained in the said Work Order No. _____ dated _____ of which breach the opinion of the Purchaser shall be final and conclusive.

(2) AND WE, _____ DO HEREBY Guarantee and undertake to pay forthwith on demand to the Purchaser such sum not exceeding the said sum of _____ Rupees _____) only as may be specified in such demand, in the event of the Contractor failing or neglecting to execute fully efficiently and satisfactorily the order for _____ Work Order no. , _____ dated _____

(3) WE _____ further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said order as laid down in the said Work Order No. _____ dated _____ including the warranty obligations and that it shall continue to be enforceable till all the dues of the Purchaser under or by virtue of the said Work Order No. _____ dated _____ have been fully paid and its claims satisfied or is charged or till the Purchaser or its authorized representative certified that the terms and conditions of the said Work Order No. _____ dated _____ have been fully and properly carried out by the said contractor and accordingly discharged the guarantee.

(4) We _____ the Guarantor undertake to extend the validity of Bank Guarantee at the request of the contractor for further period of periods from time to time beyond its present validity period failing which we shall pay the Purchaser the amount of Guarantee.

(5) The liability under the Guarantee is restricted to Rs. _____ (Rupees _____) only and will expire on _____ and unless a claim in writing is presented to us or an action or suit to enforce the claim is filled against us within 6 months from _____ all your rights will be forfeited and we shall be relieved of and discharged from all our liabilities (thereinafter)

(6) The Guarantee herein contained shall not be determined or affected by liquidation or winding up or insolvency or closer of the Contractor.

(7) The executants has the power to issue this guarantee on behalf of Guarantor and holds full and valid power of Attorney granted in his favour by the Guarantor authorizing him to execute the Guarantee.

(8) Notwithstanding anything contained herein above, our liability under this guarantee is restricted to Rs. _____ (Rupees _____) only and our guarantee shall remain in force up to _____ and unless a demand or claim under the guarantee is made on us in writing on or before _____

WEBEL TECHNOLOGY LIMITED

_____ all your rights under the guarantee shall be forfeited and we shall be relieved and discharged from all liabilities there under.

WE, _____ lastly undertake not to revoke this guarantee during the currency except with the previous consent of the Purchaser in writing. In witness whereof we _____ have set and subscribed our hand on this _____ day of _____.

SIGNED, SEALED AND DELIVERED

(Stamp of the executants)

WITNESS

1)

2)

(Name & address in full with Rubber Stamp)

WEBEL TECHNOLOGY LIMITED

INSTRUCTIONS FOR FURNISHING BANK GUARANTEE

1. Bank Guarantee (B.G.) for Advance payment, Mobilization Advance, B.G. for security Deposit- cum- Performance Guarantee, Earnest Money should be executed on the Non- Judicial Stamp paper of the applicable value and to be purchased in the name of the Bank.
2. The Executor (Bank authorities) may mention the Power of Attorney No. and date of execution in his/her favour with authorization to sign the documents. The Power of Attorney is to be witnessed by two persons mentioning their full name and address.
3. The B.G. should be executed by a Nationalised Bank/ Scheduled Commercial Bank preferably on a branch located in Kolkata. B.G. from Co-operative Bank / Rural Banks is not acceptable.
4. A Confirmation Letter of the concerned Bank must be furnished as a proof of genuineness of the Guarantee issued by them.
5. Any B.G. if executed on Non-Judicial Stamp paper after 6 (six) months of the purchase of such stamp shall be treated as non-valid.
6. Each page of the B.G. must bear signature and seal of the Bank and B.G. Number.
7. The content of the B.G. shall be strictly as Proforma prescribed by WTL in line with Purchase Order /LOI/ Work Order etc. and must contain all factual details.
8. Any correction, deletion etc. in the B.G. should be authenticated by the Bank Officials signing the B.G.
9. In case of extension of a Contract the validity of the B.G. must be extended accordingly.
10. B.G. must be furnished within the stipulated period as mentioned in Purchase Order / LOI / Work Order etc.
11. Issuing Bank / The Bidder are requested to mention the Purchase Order / Contract / Work Order reference along with the B.G. No. For making any future queries to WTL.

WEBEL TECHNOLOGY LIMITED
SECTION – P

NIT DECLARATION FOR BIDDER

(Bidders are requested to furnish the Format given in this section, filling the entire Blank and to be submitted on Bidder"s Letter Head)

To
**WebelTechnologyLimited Plot-5, Block-BP, Sector-V, Salt Lake City,
Kolkata-700091.**

Sub: SITC of Notification, Intimation Over IP Speaker & Digital Display System for DVC Head Office and Control Room.

Dear Sir,

We the undersigned bidder/(s) declare that we have read and examined in details the specifications and other documents of the subject Tender No. WTL/DVC/PA/25-26/039 DATED 12/11/2025 for SITC of Notification, Intimation Over IP Speaker & Digital Display System for DVC Head Office and Control Room published by Webel Technology Limited in e-Tender website.

We further declare that we have agreed and accepted all the clauses / sub-clauses / formats / terms & conditions other requirements related to the said tender and we will abide by the same as mentioned in the tender document while participating and executing the said tender.

Thanking you, we remain Yours faithfully

..... Signature
..... Name in full
..... Designation
..... Company Stamp

Dated, this.....day of... 2025

WEBEL TECHNOLOGY LIMITED

SECTION – Q

MAKE, MODEL & PART NUMBER DECLARATION

(Tender No. WTL/DVC/PA/25-26/039 DATED 12/11/2025)

SITC of Notification, Intimation Over IP Speaker & Digital Display System for DVC Head Office and Control Room.

S I	Description	Qty	UoM	Make	Model	Part No
1	Commercial Display with Minimum Configuration Diagonal Size 75inch or 189.3 cm or better Operating System Android 11.0 or better Resolution 3840 x 2160 or Better, Brightness 400cd/m2 or Higher, Viewing Angle 178 x 178, RAM 2 GB or Higher, ROM 16 GB or Higher Input Ports 3 x HDMI (4K up to 60Hz), ARC (HDMI1),1 x VGA (Optional), 2 x USB 2.0, 1 x Audio IN, RJ 45, Wi-Fi Speaker Built-in 10W x 2 or	9	Nos			
2	Cat6 UTP 23AWG Twisted Pair Armoured Cable:305M Enhanced performance cable for transmission of high speed data, digital and analogue voice and video (RGB) signals on LANs. Supports Gigabit Ethernet (1000 baseT) standard. Operates at bandwidth of 250 MHz. This cable well exceeds the requirements of	7	Nos			
3	TV Mount 32" to 75" TV on this portable cart with rolling wheels for easy movement. It features an AV/VC shelf, camera shelf, and supports VESA 600x400 mm. With a weight capacity of 100 lbs (45.5 kgs), this cart is perfect for presentations, conferences or home use	9	Nos			
4	20MM Conduit Pipe MMS 10 Ft	70	Mtr			
5	IP Phone 4 SIP Account, 10/100/1000 Dual Ethernet, 2.8" LCD Display PoE, Wifi 2.4 GHz, 9 DSS/BLF keys, Opus Codec, 2 x Gigabit Ethernet	1	Nos			
6	Software base IPPBX, Software application suit, Development Customization, TTS Integration, API Integration and other developments.	1	Lot			
7	IP Speaker with 2 SIP lines PoE enabled (Power Over Ethernet) Wall-mounted installation A built-in audio output to connect external speaker Support external power supply Industry certification: CE/FCC.	12	Nos			
8	Power Cable 3 Core 2.5 Sqmm	900	Mtr			

WEBEL TECHNOLOGY LIMITED

Authorized Signatory (Signature In full): _____

Name and title of Signatory: _____

Company Rubber Stamp: _____

WEBEL TECHNOLOGY LIMITED

SECTION – R

TECHNICAL SPECIFICATION COMPLIANCE STATEMENT

(Tender No. WTL/DVC/PA/25-26/039 DATED 12/11/2025)

Technical Specification (Please mark Compliance Yes / No):

1. 75 Inch Commercial Display

Specification			Compliance (Yes/No)
DISPLAY PANEL	SCREEN SIZE	189.3 cm diagonal or 75 Inch	
	ASPECT RATIO	16:9	
	RESOLUTION	3840*2160 (UHD)	
	DISPLAY AREA (H x V)	1649.664(H) × 927.936(V)	
	PIXEL PITCH	429.6(H) ×429.6(V)	
	VIEWING ANGLE (HORIZONTAL / VERTICAL)	178°(H)/178°(V)((T yp.)	
	DISPLAY COLOURS	1.07G	
CONNEC TION TERMINA L	RF IN	1*Side	
	AV IN	Mini AV 1*Side	
	USB INPUT (2.0 SUPPORT)	2*Side (USB2.0)	
	HDMI INPUT	3*Side	
	SPDIF OUT	YES	
	RJ-45	1*Side	
	USB DEVICE SUPPORT	FAT16/FAT32/ NTFS (Read only)	
	SUPPORTED FORMATS	PICTURE FORMAT: JPEG/PNG/BMP VIDEO FORMAT: VP8/VP9/VC1/AV 1/H.263/H.264/HE VC/H.265/MPEG1/ 2 /MPEG4 AUDIO	

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		FORMAT:MPEG1/2 Layer2 / MPEG1/2/2.5 Layer3 / AC3(DD) / EAC3(DD+) / HEAAC / AC4	
AUDIO	AUDIO OUTPUT POWER (RMS)	10 W+10 W(Typ.)	
UTILITY	Capable of Running 24x7	Yes	
MAIN FEATURES	HOTEL MODE	Yes, Basic	
	CEC	Yes, Basic	
	SOUND OUT (ARC)	Yes	
	HDR10	Yes	
	WIFI TYPE(STANDARD)	8802.11 a/b/g/n/ac 2.4G+5G 2T2R	
	WIFI BAND TYPE	2.4G/5G	
SOC SPECIFIC ATIONS	CPU	A53*4-1.5GHz	
	GPU	Mali-G52MC1	
	OS & VERSION INFO	Android OS 11.0(Google TV)	
	MEMORY FLASH	16GB	
	RAM	2GB	
ELECTRIC AL	OPERATING VOLTAGE	110~240V 50HZ/60HZ	
	POWER CONSUMPTION	300W	
	STD BY POWER CONSUMPTION	Passive<0.5W / Active<<2W	
MECHANI CAL	NET WEIGHT WITH PEDESTAL	29.4KG	
	NET WEIGHT W/O PEDESTAL	28.8KG	
	NET DIMENSIONS WITH PEDESTAL	166.78*36.31*103. 44 CM	
	NET DIMENSIONS W/O PEDESTAL	166.78*8.35*96.36 CM	
	GROSS DIMENSIONS (PACKING BOX)	179x20.3x115.8 CM	

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	GROSS WEIGHT (WITH PACKING BOX)	37.6KG	
ACCESSORIES	REMOTE CONTROL	Yes	
	AV CONNECTING CABLE	Yes	
	POWER CORD	Yes	
	WALL MOUNT BRACKET	Yes	
	BATTERY	2 "AAA" Batteries	
	PEDESTAL	YES	
	USER MANUAL	YES	
CERTIFICATION	SAFETY	BIS	

2. Cat6 Cable ECCS Armored UTP

Feature	Specification	Compliance (Yes/No)
CABLE FEATURES	Generally complied to ANSI/TIA-568-C.2:2009 Category 6. & ISO/IEC 11801, EN 50173 Performance of cable up to 250 MHz Double Jacket Construction Steel tape (ECCS) Armour provides Excellent Mechanical protection Suitable for Outdoor installation.	
COMPOSITION	Cable Consists of PE Insulated 23 AWG Solid Bare Annealed Copper Conductors, twisted 4 pair stranded over Cross PE Separator filler, FRPVC Inner sheath, ECCS tape Armour and Outer PE Jacket.	
CABLE CONSTRUCTION & CROSS-SECTION	23 AWG Solid Bare Copper conductor High Density Polyethylene Two Insulated conductors Twisted together to form pair 4 pairs laid together and separated by cross element FRPVC ECCS, Corrugated Tape; > 0.125mm HDPE, Colour: Black 10.7 ± 1.5 mm	
ELECTRICAL CHARACTERISTICS@ 20°C	Conductor Resistance Max 9.38Q/100m Conductor Resistance Unbalance Max. 5 % Mutual Capacitance Nom 5.6 nF/100m Capacitance Earth Unbalance Max. 330 pF/100m Characteristics Impedance 100±15Q Propagation Delay Skew 1-250 MHz Max. 45 ns/100m	
MECHANICAL PROPERTIES	Minimum Bending radius 20x Diameter (mm) Pulling Force 500N (max.)	
Operating Temperature	- 20°C to + 70°C	
Certification	RoHS ISO/IEC 11801, EN 50173	

3. TV Mount

Item	Description	Compliance (Yes/No)
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TV Stand	32" to 75" TV on this portable cart with rolling wheels for easy movement. It features an AV/VC shelf, camera shelf, and supports VESA 600x400 mm. With a weight capacity of 100 lbs (45.5 kgs), this cart is perfect for presentations, conferences, or home use. Make: Tailored Make	
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4. 20MM PVC Conduit Pipe MMS

Item	Description	Compliance (Yes/No)
20 MM Conduit	PVC Conduit 20MM MMS ISI Marked Make, Presto, Precision, AKG	

5. 4 SIP IP Phone Wired/Wireless

Item	Description	Compliance (Yes/No)
Product Description	2 SIP Account PoE Wi-Fi (2.4 GHz) NXP 504HD IP phone is a high-performance Business VoIP Phone designed for businesses that require a reliable and feature-rich communication solution. Phone supports up to four SIP accounts, making it an ideal solution for businesses with multiple departments or employees.	
Product Features	The phone has a 2.8-inch color screen that provides a clear and user-friendly interface. Phone comes with dual Gigabit Ethernet ports, allowing for high-speed data transfer and network connectivity. The phone includes a USB 2.0 port and an RJ9 port for added flexibility. The NXP 504HD features integrated Power over Ethernet (PoE) technology, allowing the phone to receive power and data over a single Ethernet cable. This feature eliminates the need for a separate power supply, making installation and maintenance more straightforward. The phone also includes 2.4G Wi-Fi connectivity, allowing users to connect to wireless networks when Ethernet is not available.	

6. Software base IPPBX, Software application suit, Development Customization

Item	Description	Compliance (Yes/No)
PBX Features -	Intercom IVR (Auto attendant) Time Condition profile SIP / WebRTC Extensions Call Forward Call Waiting Live Monitoring Call Pickup Call Queues Call Recordings Call Routing Announced Transfer Blind Transfer Attend Transfer Follow Me Find Me DID/DOD Do Not Disturb Call detail report Music on Hold Operator Panel Ring Group Voicemail Caller ID Call Park / Retrieve Valet Park Call Waiting Video Call Speed dial Voicemail Barge-In DISA Phonebook Meet-Me conference 3 Way conference Status wallboard	
Other Features	Role & Permission Management IVR Broadcast management Call Queue Management Agent / Manager CRM Login Manual and Auto call Dialing Call Popup on Agent CRM SMS- Email Integration Call history tracking Disposition Management CRM Designer tool	

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	User performance report Call analytics report DTMF Report Click 2 Call / Click 2 IVR QC call Audit	
CDR and Call Analytics:	Call Details reports Extension CDR Analytics IVR DTMF Reports QC Call Audit report User Login / Logout Report User Performance Report CRM Form data Report WFH Report	
Telephony Automation	Telephony Event triggered SMS - Email Alerts URL and JSON APIs for 3rd Party Integration Email - SMS Templet-based alerts API Event triggered Voice Broadcast Click 2 Call, Click 2 IVR automation Priority / Restricted Call Alerts Auto Announcement by API on Event Greeting Announcement DTMF driven Alerts Scheduled call details reports	
Ticketing System	Auto Ticket ID on Call / Email Ticket allocation automated or manual Pre-Defined SMS Email Templet Auto Status Alert Notification User Performance Report Status Integration with telephony events Click to call Ticket Dashboard	
3rd Party Integration:	As a value-added feature, facilitates seamless integration with third-party CRM systems and applications through pre-defined URLs and JSON API events. This capability empowers third-party applications with telephony capabilities, enabling real-time sharing of telephony events for enhanced customer management and monitoring	
Paging & Announcement:	The suite incorporates a comprehensive SIP-based paging and announcement system, facilitating one-way, two-way, and scheduled voice announcements. This feature promotes effective internal voice broadcasts, an emergency announcements, and enhances information dissemination throughout the organization. Location Management Zone Management Subzone Management End Point Management Map View Status Monitoring Operator Panel Remote Call Announcement One-Way & Two-Way Paging Scheduled Announcement Video Intercom API Triggered Paging & Announcement Role & Permission Management	

7. 2 SIP IP Speaker

Item	Description	Compliance (Yes/No)
Basic Functions	2 SIP lines, Wall-mounted installation, rotary support installation (optional), Main speaker 8Ω15W can be connected to external 8Ω15W passive sub-speaker, Built-in microphone, support monitoring, self-test, intercom application, Support HD voice, using G.722 and Opus encoding, Support lossless sound quality broadcasting, MP3 and Wav encoding, Support 20 multicast partitions, Built-in 24MB audio file storage space, support scheduled task broadcast, Customize audio files for emergency notification and alarm, 3 short circuit input detection, 1 short-circuit output, linkage security alarm device, Support external IP camera video linkage, Support Web remote	

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Item	Description	Compliance (Yes/No)
	adjustment volume, Support PoE/PoE+ power supply or DC24V/2A power supply, adaptive 10/100 Mbps network port	
Device Function	Default auto answer (Auto-answering), Network time synchronization, Remote volume adjustment, Dynamic multicast function, Action URL / Active URI	
Audio	<p>Audio codecs: G.711A/U, G.729A/B, iLBC, G.723, G.726-32K, G.722, Opus, DTMF: In-band, out-of-band (RFC2833/SIP INFO)</p> <p>Speaker:</p> <ul style="list-style-type: none"> • " coaxial treble • requency response: 100-20KHz • ensitivity: 88dB±3dB 1M/1W • mpedance: 8Ω • AX SPL: 105dB • peaker power PoE: Main speaker 8W PoE+: Main speaker 15W DC 24/2A: Main speaker 15W (support external 8Ω15W sub speaker) <p>Mic</p> <ul style="list-style-type: none"> • mnidirectional microphone • ensitivity: -38±3dB, impedance 2.2k ohm, bias voltage 2V 	
Network	10/100 Mbps, Network mode: IPv4/IPv6/IPv4&IPv6 IP Setting: Static IP / DHCP / PPPoE, VPN: L2TP / OpenVPN, VLAN, LLDP	
Protocol	SIP2.0 over UDP/TCP/TLS, RTP/RTCP/SRTP, STUN, DHCP, IPv6, PPPoE, L2TP, OpenVPN, SNTIP, FTP/TFTP, HTTP/HTTPS, TR-069	
Deployment & Management	Auto-Provisioning via FTP/TFTP/HTTP/HTTPS/DHCP OPT66/SIP PnP/TR-069, Web management portal, Web-based Packet-dump, Configuration export/import, Firmware upgrade, Syslog	
Physical Specification	<p>DC 24V/2A port×1</p> <ul style="list-style-type: none"> • pin Terminal socket • J45 port×1: connect the Internet or LAN Support PoE power supply (IEEE 802.3at, class 4) SPK port×1: support external 8Ω15W sub speakers Short circuit input port×3 Short circuit output port×1 • ax support: 30V/2A • erminal socket LED: Blue, green, cyan, can be customized DC power input: DC 24V/2A Working temperature: -20°C~ 55°C Storage temperature: -30°C~ 60°C Working humidity: 10~95% Installation: Wall-mounted installation, universal bracket installation(optional) Color: Black/White Device overall dimensions: 184.85mm×275.38mm×124.56mm 	

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Item	Description	Compliance (Yes/No)
	Outer CTN dimensions: 578mm×375mm×500mm(6 PCS)	

Authorized Signatory (Signature In full): _____

Name and title of Signatory: _____

Stamp of the Company: _____

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SECTION – S

MANUFACTURER'S AUTHORIZATION FORM

Date:

To
WebelTechnologylimited Plot-5, Block-BP, Sector-V Salt Lake
Kolkata-700 091

Ref: Tender No.: WTL/DVC/

WHEREAS _____ who are _____ official
producers of _____
and having production facilities at _____
do _____ hereby authorize
located _____ at _____
_____ (hereinafter, the "Bidder") to submit a bid of
the following Products produced by us, for the Supply Requirements associated with the above Invitation for
Bids.

When resold by _____, these products are subject to our applicable standard
end user warranty terms.

We assure you that in the event of _____, not being able to fulfill its obligation as
our Service Provider in respect of our standard Warranty Terms we would continue to meet our
Warranty Terms through alternate arrangements.

We also confirm that _____ is our authorized service provider/system
integrator and can hence provide maintenance and upgrade support for our products.

We also confirm that the products quoted are on our current product list and are not likely to be
discontinued within from the day of this letter. We assure availability of spares for the products for the
next two years after warranty period.

We also confirm that the material will be delivered within 30(thirty) days from the date of placement of
confirmed order.

Name _____ In the capacity of _____

Signed _____

Duly authorized to sign the authorization for and on behalf of _____

Dated on _____ day of _____ 2025

Note: This letter of authority must be on the letterhead of the Manufacturer and duly signed by an authorized signatory.