

Bid Documents
Including
Terms and conditions E-Tender
For

Online Tender documents are invited for AMC, redevelopment of some modules of WBNC ERP Application and engagement of one Dedicated Software Support Personnel for maintaining of WBNC ERP Application for 2026-2029

2026 - 2029

NIT NO. : WBNC/ERP/AMC/26-29/01 dated 11-08-2026 Dated: 11.08.2026

Tender Id : 2026_HFW_1037047

Office of West Bengal Nursing Council
Purta Bhavan, Room No – 302, 3rd Floor
DF Block, Salt Lake City, Sec- 1
Kolkata - 700091





Office of the West Bengal Nursing Council
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 Website: www.wbnc.in / wbnc.wb.gov.in



No. 1486...520.../NC

Date: 10/08/2026.

From: Registrar, West Bengal Nursing Council.

NOTICE INVITING e-TENDER

Online Tender documents are invited for Annual Maintenance Contract, redevelopment of some modules of WBNC ERP application and engagement of One Dedicated Software Support Personnel for maintaining of WBNC ERP Application.

Reputed entities/organizations having sufficient experience and credentials for successful completion of "Similar Nature" of work in a Government Department/PSU/Autonomous Body. Bidder must have adequate experience and expertise on aforesaid subject.

1.	Tender No. & Date	WBNC/ERP/AMC/26-29/01 dated 11-08-2026
2.	Brief description of Job	Online Tender documents are invited for Annual Maintenance Contract, redevelopment of some modules of WBNC ERP application and engagement of One Dedicated Software Support Personnel for maintaining of WBNC ERP Application for 2026-2029.
3.	Earnest Money	Earnest Money Deposit Rs.20,000(Rupees Twenty Thousand)
4.	Date of Downloading	11.08.2026
5.	Bid Submission Start date & time	11.08.2026 at 12.00 Hrs
6.	Last date & time of Bid Submission	18.08.2026 at 12.00Hrs
7.	Date & time of Technical Bid Opening	20.08.2026 at 12.00Hrs
8.	Office Address	West Bengal Nursing Council Purta Bhavan, 3rd Floor, Room No-302, DF Block, Salt Lake City, Sec-1, Kol-700091
9.	WBNC Contact Details	033-23212059

1. Intending bidder may download the tender documents from the website <https://wbtenders.gov.in> directly with the help of Digital Signature Certificate. Necessary Earnest Money Deposit (EMD) may be remitted electronically through e-tender portal in favour of "Webel Technology Limited" and also to be documented through e-filling.

2. Both Techno Commercial Bid and Financial Bid are to be submitted concurrently duly digitally signed in the website <https://wbtenders.gov.in>





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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 / corrigendum will be published only on the WBNC Website & <https://wbtenders.gov.in>.



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10/08/2026
Registrar

West Bengal Nursing Council

Registrar
West Bengal Nursing Council



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CONTENTS OF THE TENDER DOCUMENT

The Tender document comprises of the following:

SECTION	–A	SCOPE OF WORK & RESPONSIBILITY
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SECTION	–C	DATE AND TIME SCHEDULE
SECTION	–D	INSTRUCTION TO BIDDER
SECTION	–E	BID FORM
SECTION	–F	TECHNO COMMERCIAL EVALUATION & AWARDDING OF CONTRACT
SECTION	–G	GUIDANCE FOR E-TENDERING
SECTION	–H	BILL OF MATERIAL FOR PROCUREMENT
SECTION	–I	DETAILS OF ORDERS EXECUTED BY BIDDER
SECTION	–J	FINANCIAL CAPABILITY OF BIDDER
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SECTION	–L	CHECKLIST FOR ELIGIBILITY/QUALIFICATION CRITERIA COMPLIANCE
SECTION	–M	LIST OF CLIENTS OF SIMILAR ORDERS
SECTION	–N	PROFORMA FOR PERFORMANCE BANK GUARANTEE
SECTION	–O	SERVICE LEVEL AGREEMENT
SECTION	–P	NIT DECLARATION FOR BIDDER





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SECTION – A

Detailed Scope of work

- Annual Maintenance of total WBNC ERP Application.
- Redevelopment of WBNC Renewal Validity Portal.
- Development of CNE Portal.
- Development of WBNC Grievance Portal.
- Development of WBNC Life Certificate Portal for Pensioner.

Facility Management for Change request and maintenance of the other modules as required:

The system should cover a complete lifecycle shall include student admission/enrolment, registration, examination management (including form fill-up, marks entry, evaluation, and result processing), progression across academic years/semesters, and culminating in final certification/award of qualification. The overall solution must be capable of handling multiple overlapping batches simultaneously at different stages of the lifecycle (entry-level, intermediate, and final stages), ensuring seamless continuity and data integrity across all examination processes. The selected bidder should ensure the facility management of all the services related to the examination i.e. a complete lifecycle. The selected bidder should also ensure the maintenance of the system and incorporating the change request as per instruction from WBNC authority time to time. Change Request (CR) Requirements may relate to the requirement of functionality, enhancement, report, integration, workflow modification, business rule change, statutory change bug fixes, performance tuning, security updates, configuration changes, and corrections etc. Bidder shall submit the commercial implications accordingly.

SECTION – B

Eligibility Criteria

1. The bidder must be a company registered under Companies Act, 1956/2013 or Partnership or LLP or Proprietary Firm and operational last 5 (Five) years as on 31st March 2025. Documentary (Certificate of incorporation/Relevant document) evidence to be submitted.
2. The bidder should have own registered office in West Bengal for last 5 years. The supporting documents to be submitted.
3. The bidder should have valid Trade License, GST Registration Number & PAN. Bidder shall have to submit photocopy of the documents.
4. The bidder should have valid PF & ESI registration certificate. Copy of the valid certificate to be submitted.





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5. The bidder should have minimum 10 (Ten) manpower on their payroll of which 5 must be software developer. Letter on company letterhead certifying the software developers along with PF and ESI statements of January, February & March 2025 for all the 10 employees have to be submitted.
6. The bidder should have executed "Similar Nature Work" of single order an amount not less than Rs. 10.00 (Ten Lakh) in last three financial years (FY – 2023-24, 2024-25, 2025-26) in Government Department / PSU / Autonomous Body/ any reputed organization. References order copy for the project to be provided.
7. The bidder should have average annual turnover of not less than Rs. 5.00 (Five crores) in the last three financial years (FY – 2022-23, 2023-24, 2024-25) Bidder shall have to submit Audited Balance Sheet / Audited Accounts / Auditor Certificate.
8. The bidder should have positive net worth each year in the last financial years (FY – 2024 25). Auditor Certificate to be submitted.
9. Bidder should have quality certificate (ISO 9001:2015). Copy of valid certificate to be submitted.
10. The bidder shall not have been blacklisted by any State/Central Government or PSU 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.

SECTION – C

DATE AND TIME SCHEDULE

Sl. No.	Particulars	Date & Time
1.	Date of uploading of N.I.T. & other Documents (online) (Publishing Date)	11.08.2026
2.	Bid Submission start date & time (On line)	11.08.2026
3.	Bid Submission closing date & time (On line)	18.08.2026
4.	Bid opening date & time for Technical Proposals (On line)	20.08.2026





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SECTION – D

INSTRUCTION TO BIDDER

1. DEFINITIONS

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

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

“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 at Labour Department, Government of West Bengal

“Good Industry Practice” shall mean the exercise of that degree of skill, diligence and prudence which would reasonably and ordinarily be expected from a reasonably skilled and experienced Operator engaged in the same type of undertaking under the same or similar circumstances.

“Government” / “Gov. of W. Bengal” means the Government of West Bengal.

“GoWB” means Government of West Bengal

“Similar Nature of Work” The same shall hereinafter be referred to as "Section A"





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"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, by law, rules and regulations, directive, ordinance, order or instruction having the force of law enacted or issued by the Central Government and/or the 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 WBNC to place the Purchase Order with the successful bidder.

"Operator" means the company providing the services under Agreement.

"Service" means provision of Contracted service viz., development operation, maintenance and associated services as per Section titled "Scope of Work"

"Termination Notice" means the written notice of termination of the Agreement issued by WBNC.

"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 Gov. of W. Bengal and its user departments and organizations.

"WBNC" means West Bengal Nursing Council a Govt. of W. Bengal undertaking.

Customer/Department/End user means "WBNC or West Bengal Nursing Council

2. COST OF BIDDING

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

3. 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.





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4. LANGUAGE OF BID & CORRESPONDENCE

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

5. 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 has to be take care by the contractor to maintain the guaranteed uptime.

6. EARNEST MONEY DEPOSIT (EMD) / TENDER FEE

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

7. 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.

8. 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 WBNC 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:

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





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The decision of WBNC 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.

9. 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.

10. 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.

11. CONTRACT EXECUTION

On receipt of the Letter of Award the contractor should submit a Performance Bank Guarantee (PBG) equivalent to 10% 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 contract period. All delivery of the material will have to be completed as per project timeline from the date of acceptance of contract and the contractor has to ensure all activities leading to the commissioning of the contract to be completed within 15 days from the date of award. Subsequent to the award of contract, the contractor will have to arrange for the requisite material as per BOM.

12. TIME SCHEDULE FOR DELIVERY

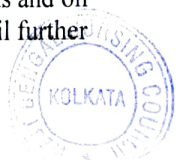
Within 10 days from the date of receiving final order from WBNC.

13. LIQUIDATED DAMAGE / PENALTY

The job includes the supply and installation of materials mentioned in the tender document. In the event of failure to meet the job completion in stipulated date/time liquidated damage may be imposed on the contractor for sum not less than 0.5% of the contract value for that item/job for each week or part thereof, subject to a ceiling of 10% of the total contract value (excluding all taxes & duties and other charges). In the event of LD exceeds 10% of the order value, WBNC reserves the right to terminate the contract and WBNC will get the job completed by any other competent party. The difference of cost incurred by WBNC will be recovered from the contractor and PBG will be invoked.

14. SUSPENSION OF WORK

WBNC 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





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notice from WBNC. The Contractor shall recommence work immediately after receiving a notice to do so from WBNC. The whole or any part of the time lost for such delay or suspension shall, if WBNC in its absolute discretion thinks fit, but not otherwise, be added to the time allowed for completion.

15. **TERMS OF PAYMENT**

Payment terms will be on back-to-back basis, i.e., payment will be made only on receipt of payment from relevant customer with signed stamped monthly Job Completion Certificate or similar equivalent as applicable. The payment will be made quarterly basis.

16. **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.

17. **CORRUPT OR FRAUDULENT**

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.

18. **BIDING 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.





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19. **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 workmen employed by the contractor, is payable, then this should be done by the Contractor. If WBNC 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. WBNC shall not be bound to contest any claim made against the Contractor in respect of workmen's compensation.

19. **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.

20. **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.

21. **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 equipment's during the course of the execution of the work.

22. **SUB-CONTRACT**

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

23. **TERMINATION FOR DEFAULT**

WBNC 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





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specified in the contract or any extension thereof granted by WBNC in writing and fails to remedy its failure within a period of thirty days after receipt of default notice from WBNC. 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 WBNC will invoke the amount held back from the contractor as PBG.

24. **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, WBNC 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 WBNC.

25. **WARRANTY/Maintenance SUPPORT & SLA**

As per Section – O & Section- A

26. **PERFORMANCE BANK GUARANTEE (PBG)**

As a guarantee for timely delivery, installation and commissioning of equipment/Solution as well as performance of on-site warranty support, as mentioned in Bill of Material, from the date of final acceptance of systems and pertaining to proper running of the systems, the bidder will have to submit 10% of the contract value as security in the form of Performance Bank Guarantee from any nationalized bank as per format enclosed (Section – N). The bidder should also follow the Section – D Serial no. 11 (CONTRACT EXECUTION).

27. **SI/BIDDER/CONTRACTOR'S RESPONSIBILITIES**

Refer Section – A (Scope of Work & Responsibility)

28. **GRAFTS, COMMISSIONS, GIFTS, ETC.**

It is the Purchaser's policy to require that bidders, suppliers, contractors and consultants under contracts, observe the highest standard of ethics during the procurement and execution of such contracts. Any graft, commission, gift or advantage given, promised or offered by or on behalf of the contractor or his partner, agent, officers, director, employee or servant or any one on his or their behalf in relation to the obtaining or to the execution of this or any other contract with WBNC shall in addition to any criminal liability which it may incur, subject the contractor to the cancellation of this and all other contracts and also to payment of any loss or damage to WBNC resulting from any cancellation. WBNC shall then be entitled to deduct the amount so payable from any monies otherwise due to the contractor under contract.





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29. **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.

30. **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, WBNC may ask for extension of the period of validity and such a request shall be binding on Bidders. WBNC'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.

31. **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, WBNC 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 filing on the part of the bidder.

32. **DISCREPANCIES IN BID**

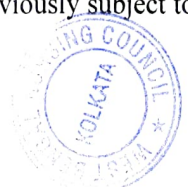
Discrepancy between description in words and figures, the rate which corresponds to the words quoted by the bidder shall be taken as correct.

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.

33. **BID DUE DATE**

The online tender has to be submitted not later than the due date and time specified in the Important Dates Sheet. WBNC may at 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 WBNC and the bidders, previously subject to the bid due date, shall thereafter be subject to the new bid due date as extended.





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34. **OPENING OF BID BY WBNC**

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 WBNC premises at scheduled date & time.

35. **CONTACTING WBNC**

Bidder shall not approach WBNC officers beyond office hours and/or outside WBNC office premises from the time of the Bid opening to the time of finalization of successful bidder. Any effort by bidder to influence WBNC 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 WBNC, it should be in writing following the procedure mentioned hereinabove.

36. **WTL'S RIGHT TO REJECT ANY OR ALL BIDS**

WBNC 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.

37. **BID CURRENCIES**

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

38. **PRICE**

- Price should be quoted in the Price Bid format only. No deviation in any form in the Price Bid sheet 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 WBNC reserves the right to reject such vague offer.
- Price to be quoted inclusive of supply, installation & commissioning charges.

39. **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.

40. **NON-TRANSFERABILITY OF TENDER**

This tender document is not transferable.

41. **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





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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.

42. **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.

43. **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.

44. **SPLITTING OF THE CONTRACT AND CURTAILMENT OF WORK**

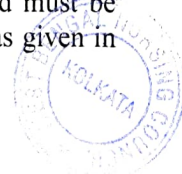
WBNC reserve the right to split up and distribute the work among the successful bidders and to curtail any item of work in the schedule partly or fully.

45. **PREPARATION OF TENDER**

- Tender shall be submitted in accordance with the following instructions:
- 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.
- 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.
- 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.
- Tenders shall be uploaded as notified on or before the date and time set for the opening of tenders in the Notice Inviting Tenders.
- Tenders subject to any conditions or stipulations imposed by the bidder are liable to be rejected.
- Each and every page of the tender document must be signed with company seal by the bidder.
- Any bidder may withdraw his tender by written request at any time prior to the scheduled closing time for receipt of tenders and not thereafter.

46. **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





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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.

47. **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.

48. **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.

49. **DEEMED ACCEPTANCE**

Deliverables will be deemed to be fully and finally accepted by the Labour Department, GoWB has not submitted such Deliverable Review Statement to Bidder/Implementation Partner before the expiration of the 30-days review period, or when the Labour Department uses the Deliverable in its business, whichever occurs earlier (“Deemed Acceptance”).

50. **QUALITY CONTROL**

- The contractor is obliged to work closely with WBNC, act within its authority and abide by directive issued by them on implementation activities.
- 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 WBNC.
- WBNC reserves the right to inspect all phases of contractor’s operation to ensure conformity to the specifications. WBNC 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 WBNC 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.





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51. **GENERAL TERMS**

- All the pages of the bid document including documents submitted therein must be duly signed and stamped failing which the offer shall be liable to be rejected.
- 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 WBNC 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.
- No Technical/Commercial clarification will be entertained after opening of the tender.
- Overwriting and erasures may make the tender liable for rejection if each of such overwriting/erasures/manuscript is not only signed by the authorized signatory of the bidder. All overwriting should be separately written and signed by the authorized signatory of the bidder.
- Quantity mentioned in the tender document is indicative only and orders shall be placed subject to actual requirement. WBNC reserve the right to increase or decrease the quantity specified in the tender.
- WBNC 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.
- WBNC reserve the right to ask for clarification in the bid documents submitted by the bidder. Documents may be taken if decided by the committee.
- 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.
- No dispute by the bidders in regard to Technical/Commercial points will be entertained by WBNC and decision taken by the Tender Committee will be final.
- 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.
- The price offers shall remain firm within the currency of contract and no escalation of price will be allowed.
- 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.
- The customer/WBNC at its discretion may extend the deadline for the submission of Bids.
- 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.





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SECTION – E

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
The West Bengal Nursing Council
Purta Bhavan, 3rd Floor, Room No-302,
DF Block, Salt Lake City, Sec-1,
Kolkata - 700091.

Sub: Online Tender documents are invited for Annual Maintenance Contract, redevelopment of some modules of WBNC ERP application and engagement of One Dedicated Software Support Personnel for maintaining of WBNC ERP Application for 2026-2029.

Dear Sir / Madam,

- We the undersigned bidder/(s), having read and examined in details the specifications and other documents of the subject **WBNC/ERP/AMC/26-29/01 dated 11-08-2026** propose to execute the job as per specification as set forth in your Bid documents.
- 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.
- We confirm that our bid prices include all other taxes and duties and levies applicable on bought out components, materials, equipment's and other items and confirm that any such taxes, duties and levies additionally payable shall be to our account.
- Earnest Money Deposit & Tender Fee: We have transferred EMD & Tender Fee amount online through e-Tender Portal.
- 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.





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- 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.
- We further agree that if our proposal is accepted, we shall provide a Performance Bank Guarantee of the value equivalent to ten percent (10%) of the Order value as stipulated in Financial Bid (BOQ).
- We agree that WBNC 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 2026

Thanking you, we remain,

Yours faithfully

.....Signature

.....
Name in full

.....Designation

Signature & Authorized Verified by

.....
Signature

.....
Name in full

.....
Designation

.....
Company Stamp





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SECTION – F

TECHNO COMMERCIAL EVALUATION & AWARDING OF CONTRACT

1. EVALUATION PROCEDURE

- The Eligibility Criteria (Section -B) will be evaluated by Tender Committee and those qualify will be considered for further process.
- 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 80% marks in the Techno Commercial Evaluation for qualifying for further process.
- Bidders after qualifying in Techno Commercial Evaluation will only be considers for Financial Bid Evaluation.

2. TECHNICAL EVALUATION

Sl No	Technical Evaluation Criteria	Maximum Score (100)	Supporting Document
1	Company existence as on 31.03.2025 ☐ More than 10 years = 5 Marks	05	Relevant document to be submitted
2	Average Annual Turnover over the last Three Financial Years (FY 2022-23,2023-24), 2024-25: • 5.1 Crores up to 8 Crores =10 Marks • Greater than 8 crores up to 10 Crores = 12 Marks • More than 10 Crores = 15 Marks	15	Auditor Certificate to be submitted.
3	Work experience on another single order (except the order submitted for eligibility criteria) last three financial years (FY 2021-22, 2022-23,2023-24): Orders from Government Department / PSU / Autonomous Body/ any reputed organization where minimum one is "Similar Nature Work" a) More than 35 Lakhs up to 50 lakhs = 05 Marks b) More than 50 Lakhs up to 70 lakhs = 10 Marks c) Above 70 Lakhs = 20 Marks	20	A Copy of Work Order/ completion certificate to be submitted.
4	Certification: a) ISO 27001: 2013 = 05 Marks	15	Copy of the valid certificate





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	b) CMMi Level 3 or Higher = 10 Marks		
5	Manpower (Software Developer): a) 6 up to 10 Manpower = 05 Marks b) More than 10 = 10 Marks	10	Bidder should Submit declaration in their company letterhead.
6	The bidder needs to provide their: • Understanding of the requirements of the project (as per scope of work = 05 Marks • Approached methodology = 15 Marks • Execution plan = 10 Marks • Support service = 05 Marks	35	Presentation to the Authority/ Committee

NOTE: The Bidder(s) must score minimum 80 out of total 100 points in this section for qualifying in Price Bid evaluation. The presentation shall be conducted by WBNC in the presence of the "Technical Committee" formed for tender evaluation. The bidders must provide the copies of the technical presentation as part of the proposal submitted as part of the bid. The decision of the technical committee in awarding of marks to the bidder for each section shall be final.

3. FINAL EVALUATION

Financial Proposal of the bidders qualifying in the evaluation of Eligibility Criteria & Technical Evaluation will be evaluated. The bidder who has qualified in the Eligibility Criteria & Technical Evaluation and returns with lowest quote (L1) in financial bid would normally be awarded the contract subject to Post Qualification. The L1 bidder would be decided upon total unit rate

4. AWARDING OF CONTRACT

An affirmative Post Qualification determination will be prerequisite for award of the contract to the lowest quoted bidder. A negative determination will result in rejection of bidder's bid, in which event the WBNC will proceed to the next lowest evaluated bidder to make a similar determination of that bidder's capability to perform satisfactorily. The successful bidder (s) will have to give security deposit in the form of Performance Bank Guarantee.

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 WBNC 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. At the time of post-qualification, Directorate of may also carry out tests to determine that the performance or functionality of the Information System offered meets those stated in the detailed Scope of Work.





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SECTION – G

GUIDANCE FOR E-TENDERING

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

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.

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.

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.

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.

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 Document 1 (scanned & join in pdf format then upload)

- NIT Declaration duly stamped & signed in letter head of bidder (Section – P)
- Other Documents

Technical Document 2 (scanned & join in pdf format then upload)

- Bid Form as per format (Section – E)
- Other Documents





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Financial Cover:

BOQ 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.

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	GST Registration Certificate PAN Trade License As required
B	COMPANY DETAILS	B1. COMPANY DETAILS 1	As required
		B2. COMPANY DETAILS 2	Company Profile (Not more than 3 pages) As required
C	CREDENTIAL	CREDENTIAL 1	Order copies as per Clause no. 7 of Section – B
		CREDENTIAL 2	Product brochure Other documents, if any
D	DECLARATION	DECLARATION 1	List of Clients as per format (Section – M)
		DECLARATION 2	Financial Capability of Bidder as per format (Section – J)
		DECLARATION 3	Bidder's Details as per format (Section – K)
		DECLARATION 4	Details of Order Execution as per format (Section –I)
		DECLARATION 5	As required
E	FINANCIAL INFO	P/L & BALANCE SHEET 2022-2023	P/L & BALANCE SHEET 2022-2023
		P/L & BALANCE SHEET 2023-2024	P/L & BALANCE SHEET 2023-2024
		P/L & BALANCE SHEET 2024-2025	P/L & BALANCE SHEET 2024-2025





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SECTION – H
BILL OF MATERIAL FOR PROCUREMENT

<u>Sl. No.</u>	<u>Job Description</u>	<u>Qty</u>	<u>UOM</u>
1	Annual Maintenance Contract, redevelopment of some modules of WBNC ERP application and engagement of One Dedicated Software Support Personnel	1	Job

Note:

- The successful bidder shall provide Software Stabilization Support for a period of 10 (Ten) days from the date of successful final deployment, at no additional cost to the Purchaser.
- The work order components will be picked from the BOM based on final requirement of the end customer.
- Bidder(s) are strictly advised not to quote any commercial in SECTION – H. This is an indicative BoM only and price should be quoted in financial bid as per e-Tender guidelines. Any increase in quantity may take place at the basic rate offered by the selected bidder.





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SECTION - I

DETAILS OF ORDERS EXECUTED BY BIDDER
(Tender no- WBNC/ERP/AMC/26-29/01 dated 11-08-2026)

Sl. No.	Order No.	Order Start Date & End Date	Order Value	Brief description of items and job details	Completed (Yes/NO) or under Support Period	Name of the Customer	Contact details of the Customer

Authorized Signatory (Signature in full): _____

Name and title of Signatory: _____

Stamp of the Company: _____

Note:

- Type of Project shall indicate the "Similar Nature of Work".
- Scope of work shall indicate whether it is Development, Revamping or maintenance.
- Submit Customer Order Copy details of the order indicating the project value, customer contact details.





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SECTION – J

FINANCIAL CAPABILITY OF BIDDER

(Tender no- WBNC/ERP/AMC/26-29/01 dated 11-08-2026)

FINANCIAL INFORMATION

Sl. No.	Name of the Bidder	Turnover (Rs. / Crores)		
		2022-23	2023-24	2024-25
1				

Authorized Signatory (Signature In full): _____

Name and title of Signatory: _____

Stamp of the Company: _____

Note:

Submit the Auditor Certificate/audited financial statement/ audited annual report of the last three financial years.





Office of the West Bengal Nursing Council

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D.F. Block, Sector – I, Salt Lake City,

Kolkata – 700 091. ☎ (033) 2321 2059.

Email: wbnc_22302059@ymail.com /

wbnursingcouncil@gmail.com

Website: www.wbnc.in / wbnc.wb.gov.in



No...../...../NC

Date:2026.

From: Registrar, West Bengal Nursing Council.

SECTION – K

BIDDERS'S DETAILS

(Tender no- WBNC/ERP/AMC/26-29/01 dated 11-08-2026)

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	
	E-mail	
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 - a Government/ Public Sector Undertaking - a propriety firm - a partnership firm (if yes, give partnership deed) - a limited company or limited corporation - a member of a group of companies, (if yes, give 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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13	What type best describes your firm? (Purchaser reserves the right to verify the claims if necessary) ▪ Manufacturer ▪ Supplier ▪ System Integrator ▪ Consultant ▪ Service Provider (Pl. specify details) ▪ Software Development ▪ Total Solution provider (Design, Supply, Integration, O&M) ▪ IT Company	
14	Number of Offices in district headquarters in West Bengal	
15	Is your organization has ISO 9001:2015 certificates or above?	
16	List the major clients with whom your organization has been / Is currently associated.	
17	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)	
18	Have you ever been denied tendering facilities by any Government / Department / Public sector Undertaking? (Give details)	
14	Number of Offices in district headquarters in West Bengal	

Authorized Signatory (Signature In full): _____

Name and title of Signatory: _____

Company Rubber Stamp: _____





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SECTION – L

Checklist for Eligibility / Qualification Criteria Compliance

(Tender no- WBNC/ERP/AMC/26-29/01 dated 11-08-2026)

SL	Specific Requirement	Documents Required	Compliance (Yes / No)
1	The bidder must be a company registered under Companies Act, 1956/2013 or Partnership or LLP or Proprietary Firm and operational last 5 (Five) years as on 31st March 2026. Documentary (Certificate of incorporation/Relevant document) evidence to be submitted.	Certificates of incorporation / Registration Certificates.	
2	The bidder should have own registered office cum software development centre in West Bengal for last 5 years. The supporting documents to be submitted.	Relevant document	
3	The bidder should have valid Trade License, GST Registration Number & PAN. Bidder shall have to submit photocopy of the documents.	GST Registration Certificate PAN Trade License Other documents as required	
4	The bidder should have valid PF & ESI registration certificate. Copy of the valid certificate to be submitted.	PF & ESI registration certificate	
4	The bidder should have minimum 10 (Ten) manpower on their payroll. Letter on company letterhead certifying the software developers along with PF and ESI statements of March, April & May 2026 for all the 10 employees have to be submitted.	Undertaking by the Authorized HR official on Bidders organizations letterhead to be submitted.	
5	The bidder should have executed of single order an amount not less than Rs. 10.00 Lakh (Ten Lakh) in last three financial years (FY – 2023-24, 2024-25, 2025-26) in Government Department / PSU / Autonomous Body. References order copy for the project to be provided.	3 years Audited Balance Sheet / Audited Accounts / Auditor Certificate to be submitted	
6	The bidder should have average annual turnover of not less than Rs. 5 crores in the last three financial years (FY – 2022-23, 2023-24, 2024-25) Bidder shall have to submit Audited Balance Sheet / Audited Accounts / Auditor Certificate.	Auditor Certificate to be submitted.	
7	The bidder should have positive net worth in the last financial years (FY – 2024-25). Auditor Certificate to be submitted.	Auditor Certificate to be submitted.	
8	Bidder should have quality certificate (ISO 9001:2015) or	Valid certificate to be submitted.	





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	above. Copy of valid certificate to be submitted.		
9	The bidder shall not have been blacklisted by any State/Central Government or PSU 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.	A self-certified declaration in this regard on Letter Head	
10	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.	(Section-E) In Letterhead	
11	Bidder shall submit NIT declaration (Section-P) duly signed by the authorized signatory of the company as per the format. Deviation in format may not be accepted.	(Section-P) In Letterhead	

Authorized Signatory (Signature In full): _____

Name and title of Signatory: _____

Company Rubber Stamp: _____





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No...../...../NC

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SECTION – N

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.....

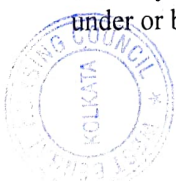
Date.....

PROFORMA OF BG FOR SECURITY DEPOSIT

KNOW ALL MEN BY THESE PRESENTS that in consideration of West Bengal Nursing Council, a Government of West Bengal Undertaking incorporated under the Companies Act, 1956 having its Registered office at Purta Bhawan, 3rd Floor, Room No-302, DF Block, Salt Lake City, Sec-1, Kolkata- 700091 (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.

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 _____.

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 _____





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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.

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.

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)

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

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.

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 _____ 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)





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INSTRUCTIONS FOR FURNISHING BANK GUARANTEE

- 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.
- 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.
- 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.
- A Confirmation Letter of the concerned Bank must be furnished as a proof of genuineness of the Guarantee issued by them.
- 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.
- Each page of the B.G. must bear signature and seal of the Bank and B.G. Number.
- The content of the B.G. shall be strictly as Proforma prescribed by WBNC in line with Purchase Order.
- LOI/ Work Order etc. and must contain all factual details.
- Any correction, deletion etc. in the B.G. should be authenticated by the Bank Officials signing the B.G.
- In case of extension of a Contract the validity of the B.G. must be extended accordingly.
- B.G. must be furnished within the stipulated period as mentioned in Purchase Order / LOI / Work Order etc.
- 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 WBNC.





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SECTION - O

SERVICE LEVEL AGREEMENT

(Tender no- WBNC/ERP/AMC/26-29/01 dated 11-08-2026)

This SLA is between the selected bidder and WBNC. For purposes of this Service Level Agreement, the definitions and terms as specified in the contract along with the following terms shall have the meanings set forth below:

- “Availability” shall mean the time for which the services and facilities offered by the
- Client are available for conducting operations from the Service Recipient Body’s Property Tax Module.
- Days: All working and non-working days (365 days in a Calander year)
- 24*7 means three shifts of 8 hours every day. This is applicable for all seven days of the week without any non-working days.
- Non-working days: Saturday, Sunday and Public Holidays declared by the Management Categorization

The SLA has been logically segregated in the following categories:

- Implementation phase
- System Availability
- System Performance
- Incident Management

#	Measurement	Definition	Target	Penalty
1.	Delay in any of the project milestones	Measured as the difference between the planned date for the milestone and the actual date of its completion	<=10 days	No Penalty
			>10 day & <=20 days	0.1% of the contract value
			>20 days & <=25 days	0.2% of the contract value
			>25 days & <=30 days	0.3 % of the contract value For each additional week after 30 days, additional penalty of 0.3% shall be levied
2.	Delay in overall GO-Live date	Measured as the difference between the planned date of the Go-live and the actual Go-Live of the system shall mean that all users are able to use application to the satisfaction of the Client and confirming to the application response time parameters as defined in this document	<=10 days	No Penalty
			>10 day & <=20 days	0.1% of the contract value
			>20 days & <=25 days	0.2% of the contract value
			>25 days & <=30 days	0.5 % of the contract value
			>30 days	For each additional day after 30 days, additional penalty of 0.1% shall be levied





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System Availability

#	Measurement	Definition	Target	Penalty
1.	Availability of all the citizen services	Availability of citizen services for at least 99.9% of time measured on a monthly basis for a 24*7*365 time period	95% requests within the limit of 5 Seconds > 95 % & >=93% within the limit of 5 seconds >93% & >=91% within the limit of 5 seconds >=91% & >=89% within the lime of 5 seconds	No Penalty 0,5% 1% 2% For each additional drop of 1% in performance below 89%, 1% of Quarterly payment of Operations & Maintenance cost shall be levied as additional penalty.
2.	Average time for Submission of data by the Client Users	Response time of System measured at data centre	95% requests within the limit of 3 Seconds > 95 % & >=93% within the limit of 3 seconds >93% & >=91% within the limit of 5 seconds >=91% & >=89% within the lime of 3 seconds	No Penalty 0.1% of the contract value 0.2% of the contract value 2% For each additional drop of 1% in performance below 89%, 1% of Quarterly payment of Operations & Maintenance cost shall be levied as additional penalty.

System Performance

#	Measurement	Definition	Target	Penalty
1.	Average time for transactions by system user.	Response time of System measured at data centre (applicable only in case MeitY approve cloud provisioned by the Bidder)	95% requests within the limit of 5 Seconds > 95 % & >=93% within the limit of 5 seconds >93% & >=91% within the limit of 5 seconds	No Penalty 0,5% 1%





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			>=91% & >=89% within the lime of 5 seconds	2% For each additional drop of 1% in performance below 89% , 1% of Quarterly payment of Operations & Maintenance cost shall be levied as additional penalty.
2.	Average time for Submission of data by the Client Users	Response time of System measured at data centre (applicable only in case MeitY approve cloud provisioned by the Bidder)	95% requests within the limit of 3 Seconds	No Penalty
			> 95 % & >=93% within the limit of 3 seconds	0.1% of the contract value
			>93% & >=91% within the limit of 5 seconds	0.2% of the contract value
			>=91% & >=89% within the lime of 3 seconds	2% For each additional drop of 1% in performance below 89% , 1% of Quarterly payment of Operations & Maintenance cost shall be levied as additional penalty.





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No...../...../NC

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From: Registrar, West Bengal Nursing Council.

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
West Bengal Nursing Council
Purta Bhawan, 3rd Floor, Room No-302,
DF Block, Salt Lake City, Sec-1
Kolkata- 700091.

Sub: Online Tender documents are invited for Annual Maintenance Contract, redevelopment of some modules of WBNC ERP application and engagement of One Dedicated Software Support Personnel for maintaining of WBNC ERP Application for 2026-2029.

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- WBNC/ERP/AMC/26-29/01 dated 11-08-2026** for Development and deployment of Plantation Reporting System.

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 of2026

