

**TENDER FOR DEPARTMENT OF CORRECTIONAL ADMINISTRATION  
FOR EXTENSION OF TELEPHONE FACILITIES TO THE INMATES AT  
ALIPORE CENTRAL AND PRESIDENCY CORRECTIONAL HOMES**

Department of Correctional Administration, Government of West Bengal invites sealed offers from reputed, experienced agencies to extend secured, moderated and recorded telephone facilities for use by the inmates in Presidency and Alipore Central correctional homes against payment. A conceptual note on the proposed facility may be consulted at the Departmental Office at Writers' Buildings, Block-B, Second Floor on any working day between 11 AM and 3 PM.

Interested agencies are to inspect the work site, with prior permission from the Department, and submit the proposal as a two-part bid. The detailed tender document including the scope of the work, terms & conditions as well as suggested themes for the facility is available on the Government of West Bengal website [www.banqlarmukh.com](http://www.banqlarmukh.com) and [www.westbengalcorrectionalservices.org](http://www.westbengalcorrectionalservices.org)

Agencies fulfilling the requirement mentioned in the tender document may apply to the OSD & Ex-officio Deputy Secretary, Department of Correctional Administration latest by 12 May 2010 till 3.00 P.M.

**Department of Correctional Administration,  
Govt. of West Bengal, Writers Buildings,  
Kolkata - 700001.**

**Telephone & Fax: 033-2214 1196**

**Email: [dibyasarkar@gmail.com](mailto:dibyasarkar@gmail.com)**

## TECHNICAL BID

1. Name of the agency
2. Date of acquisition of the spectrum
3. Licence No. and other details of the spectrum allocation
4. Agency's Profile in brief:

3. Past Experience in innovating customised solutions for a particular sector:

Sl. No.	Particulars of work	Year	Name of the Assigning Agency	Documentary evidence

4. PAN Number/VAT Number:
5. Brief concept note on the theme:  
(Add paper/s, if required).
6. Detail about the technical team:
7. Copies of the ITCC and last three years balance sheet

Signature

Name of the person with designation:

Name of the Firm:

Address:

Tel. No.:

Fax No.:

Mobile No.:

Email:

Date: .....

## FINANCIAL BID

I, hereby quote the rates inclusive of all incidental expenses and taxes for the following jobs of the Department of Correctional Administration on behalf of my firm:

### Rates in figures & words

Design of software, supply of hardwares and personnel for providing secured and monitored telephone facilities for the inmates in Alipore Central and Presidency Correctional Homes.

**Rs. ....** (Rupees )

This rate includes all material, labour, incidental charges, Taxes, levies etc. for designing,

I, undertake to abide by the terms & conditions as laid down in the tender documents and also follow the instructions given by the Department of Correctional Administration, Govt. of West Bengal from time to time. To be read with Terms & Conditions.

Signature

Name of the person with designation:

Name of the Firm:

Address:

Tel. No.:

Fax No.:

Mobile No.:

Email:

**TENDER FORM FOR DEPARTMENT OF CORRECTIONAL  
ADMINISTRATION FOR FABRICATION AND DEVELOPMENT OF  
CHILDREN'S CORNER AT ALIPORE WOMEN CORRECTIONAL HOME**

1. Name of the Firm:

2. Address with Telephone No. & Fax:

3. Pay order/Demand Draft No. & Date for Rs.5, 000/- (Rupees five thousand only) valid for six months towards the earnest money.

I, hereby enclose the **Technical bid** and **Financial bid** in separate sealed covers.

Terms & conditions duly accepted and signed are also enclosed.

Signature:

Name of the person with designation:

Address:

Tel. No.:

Fax No.:

Mobile No.:

Email:

**TENDER NOTICE FOR DEPARTMENT OF CORRECTIONAL  
ADMINISTRATION FOR FABRICATION AND DEVELOPMENT OF  
CHILDREN'S CORNER AT ALIPORE WOMEN CORRECTIONAL HOME**

**TERMS AND CONDITIONS**

The Department of Correctional Administration, Government of West Bengal proposes to provide secured and monitored facilities for making telephone calls against certain pre-approved numbers against payment.

**A. CONCEPT**

Inmates in correctional homes find it difficult to reach out to their families, friends and legal representatives in absence of any instant means of communication. The following means of communication are presently available:

1. Regulated visit wherein the visitors are allowed to meet the inmates behind bars at pre-determined intervals
2. Using postal services wherein the mails are examined by the correctional home authority before giving clearance for posting.

Now, in the present age of communication revolution, it is very difficult to keep regular touch when the channel for telephonic communication is blocked. On the other hand, the correctional homes are places where the concern for security makes it mandatory to impose certain restrictions on free communication. Hence, free use of telephones or mobile connectivity cannot be permitted there.

While searching for the avenues to ensure that the inmates are allowed the benefit to get in touch with certain pre-approved persons, the Department of Correctional Administration, Government of West Bengal, in association with Vodafone Ltd. Came out with a unique system at Dum Dum Central Correctional Home where the inmates are allowed to dial three pre-approved numbers for a total period of forty minutes per month against payment of a particular amount. The dialling facility is given to the inmates only and there is no system of receiving calls from outside. The system has been developed in such a way that any call to a number not approved earlier, i.e., any number beyond the three approved one will not mature at all. Moreover, the conversation is recorded with the provision for replay at the discretion of the authority.

The phone sets, the software, the cabling, other hardware facilities have been installed by Vodafone Ltd. For which the Department approved some amount of money.

Vodafone is also providing a competent person to operate the system including collection of charges/ recharging etc.

We propose to introduce similar kind of a system at Alipore Central and Presidency Correctional Homes.

## **B. ELIGIBILITY**

The Tenderer should have a minimum one year's experience as mobile/telephone service providers. Evidence of a large scale institutional project implemented would be regarded as an additional qualification.

## **C. GUIDELINES FOR IMPLEMENTATION OF THE PROJECT**

1. The tenderer should create a system wherein any unauthorise call cannot be connected at all
2. Six to eight telephone booths in each of the correctional homes are fabricated and put to use under direct supervision of an authorised representative of the service provider, who is supposed to be present at the site on six days a week basis for seven working hours a day.
3. Appropriate recording arrangements should be made which should be preserved for a period of 15 days at the minimum for use by the Department of Correctional Administration or its representatives.

## **D GUIDELINES FOR SUBMISSION OF PROPOSAL**

1. The offers are to be submitted in three sealed covers as follows:

### **A) First Cover – Technical Bid:**

Following should be submitted in the Technical bid:

1. Agency's Profile in brief with details of experience as a telephone service provider
2. Proof of Experience
3. Copies of the audited balance sheet for the last three years should be enclosed, duly signed by the Chartered Accountant along with attested copies of Income Tax returns filed in last three years.
4. PAN/ TAN No.
5. Conceptual note on the project indicating the details of the software, hardware and manpower to be used

### **B) Second Cover- Financial Bid-**

This cover will consist of the cost of the project with component-wise break up

(Note- After evaluation of the Technical Bid with design illustration and description including the concept note, the Financial Bid of the successful tenderer/bidder only will be opened for final selection. L 1 may not be the only consideration and more emphasis would be on the artistic conceptualization and illustration of the subject/theme).

## **E SELECTION PROCESS OF AGENCY FOR EXECUTING THE JOB**

Selection will be made on the assessment of the technical bid, treatment of the theme and its presentation in the form of drawings and designs as well as the financial estimates provided by the agencies.

#### **F SCOPE OF WORK AND GUIDELINES FOR SUBMISSION OF RATES**

1. The rates should be quoted on turnkey basis for the entire job for, conceptualisation, software development, supply and installation of hardware, cable laying, maintenance for the first two years, manpower support, including all incidental charges, rates and taxes. Rates should be quoted separately for Alipore Central and Presidency Correctional Homes.

3. The Agency must be competent for carrying out any corrections /modifications/ changes etc. in the project as per suggestions of the Department.

5. Material to be used for various parts of the project must be specified with tender.

6. The entire job will have to be executed by the successful tenderer on turnkey basis as per the terms and conditions and must be completed within two months from the date of acceptance of tender and issue of work order.

8. In case the work is not completed within the stipulated time limit i.e. time stipulated by the Department for completion or it is not found up to the mark by the Department, the Department shall have the liberty to get it done from any other source and the tenderer shall be liable to compensate for the additional expenditure. No payment will be made to the defaulting tenderer on any ground, whatsoever.

9. All efforts should be made to construct the facility in the most attractive manner.

10. It may be noted that this tender is subject to selection and approval of the project by the Department of Correctional Administration and the Department reserves the right to accept or reject a proposal without assigning any reason.

#### **G SECURITY DEPOSIT**

1. The tender in the prescribed proforma, along with the earnest money (EMD) of Rs.5,000/- only (Rupees five thousand only) by way of pay order/demand draft valid for six months in favour of the Superintendent, Alipore Women Correctional Home be submitted by 12 May 2010 by 3 P.M in the Office of the Department of Correctional Administration, Writers' Buildings, Block-b, 2<sup>nd</sup> Floor, Kolkata-700001

Technical bid on proposed themes will be opened before the Committee of Departmental officials constituted for this purpose, on the same day at 3.30 PM.

2. The EMD of unsuccessful bidders shall be returned within one month.
3. Before assigning the job, a Bank Guarantee / DD of Rs.5,000/- only (Rupees five thousand only) will have to be deposited by way of security deposit for three months in favour of the Superintendent, Alipore Women Correctional Home by successful tenderer.
4. In case of default of any kind including failure to fulfill the terms and conditions of the job agreement / tender, Alipore Women Correctional Home can forfeit the security deposit provided by the agency.

#### **H TIME FRAME**

The Tenderer will complete the job as per the time limit stipulated by this Department without fail.

#### **I PAYMENT TERMS**

100% payment for the project shall be made after the system is made operational and on receipt of proper bill.

#### **J OTHER TERMS**

1. All disputes or differences, whatsoever arising between the parties within or relating to the construction/ meaning/operation /effect and/or dispute with regard to this agreement or the breach of contract thereof shall be referred to the Sole Arbitrator, a nominee of the Department of Correctional Administration not being an employee of the Department and the award made in pursuance thereof shall be binding on both the parties. The party hereby agrees and undertakes that it shall not challenge the award made in pursuance of the aforesaid arbitration clause on the ground that the arbitrator was the nominee of the Department of Correctional Administration.
2. This Agreement is subject to Kolkata jurisdiction and only Courts of competent jurisdiction at Kolkata shall have exclusive jurisdiction in regard to the matter under the Indian Arbitration and Conciliation Act, 1996. The parties hereto agree and confer jurisdiction to Kolkata Courts in the event of any dispute and that no other court shall have jurisdiction in regard to any matter under this Agreement.
3. Any offer received after the stipulated date & time is liable to be rejected.

Accepted

Name of the person with designation

Name of the firm

Tel. No.

Fax No.