THE WEST BENGAL UNIVERSITY OF HEALTH SCIENCES

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No. OG/WBUHS/2026/1716 *Date: 06.11.2026*

CORRIGENDUM

In reference to the tender no WBUHS/ADMIN/NIT/02/2026-2027 dated 02.11.2026 (Tender id: 2026_HFW_5082772_1) the corrigendum is hereby issued as per approval of the competent authority of the WBUHS.

a) Reply of Queries:

SL.	Queries	Response
1.	Section B, Clause 1 (repeated in Section H, Clause 4) permits a proprietorship firm to bid, and Section B, Clause 3 provides for a trade licence in the case of a proprietorship organisation. The scope of this tender is large and intensive in both technology and manpower. It covers AI-based live CCTV surveillance at examination centres across the State of West Bengal, cloud-based DC and DR at two different seismic zones, secured VPN connectivity, an HQ Control Room/ICCC with a 10x12 ft video wall, and deployment of trained male and female frisking personnel with HHMD at every centre. This is for about 82,000 examinees a year (Section R). As sub-contracting and consortium are not permitted (Section D, Clause 30), the bidder alone must possess and deploy this technology, infrastructure and manpower. A proprietorship has no legal identity separate from its proprietor, so continuity, accountability and liability under the contract rest on a single individual. This is a material risk for confidential University examinations over a three-year period. The tender itself requires an undertaking along with a Board Resolution (Section B, Clause 9), which presupposes an incorporated entity. We therefore request that 'proprietorship' be deleted from Section B, Clauses 1 and 3 and Section H, Clause 4, with consequential changes in Section K (Sl. 7) and Section P (Sl. 1 and 3).	As per Bid Document
2.	Section B, Clause 7 requires an average annual turnover of not less than Rs. 10.00 crore per year for FY 2022-23, 2023-24 and 2024-25, but does not specify the source of that turnover. Section F, Item 1 awards up to 20 marks on the same basis. The scope of this tender is specific to the conduct of examinations: frisking and admit-card checking of candidates at entry, live surveillance of examination rooms, and AI alerts for examination-specific events such as invigilator inactivity, movement in the question-paper room and use of electronic devices inside the examination room. Delivering this requires proven experience of examination-day operations, coordination with Centre Superintendents and handling of confidential examination data. Turnover earned from other activities, such as election webcasting, event security, general surveillance or system integration, does not demonstrate this capability. We therefore request that Clause 7 be amended to read: 'Bidder should have average annual turnover of not less than Rs. 10.00 crore per year from examination-related Security Ancillary services covering the last three financial years ending on 31.03.2025 (FY 2022-23, 2023-24 & 2024-25), duly certified by a Chartered Accountant with UDIN.' The same basis should apply to Section F (Item 1), Section J and Section P (Sl. 7).	As per Bid Document
3.	Section B, Clause 10 requires ISO 9001:2015 and CMMI Level 3 certification as on the day of bidding. The solution involves a cloud-based platform with DC and DR at two different seismic zones, AI-based video analytics, secured VPN streaming from examination centres across the State and an ICCC for live monitoring of University examinations. Its reliability and data security depend on mature, institutionalized software	As per Bid Document

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	development and service delivery processes. CMMI Maturity Level 5 indicates processes that are quantitatively managed and continuously optimized, and gives better assurance of uninterrupted delivery for high-stakes examinations. We therefore request that 'CMMI Level 3' be replaced with 'CMMI Maturity Level 5, valid as on the day of bidding (verifiable on CMMi website https://cmmiinstitute.com/pars)' in Section B, Clause 10, with consequential changes in Section K (Sl. 15) and Section P (Sl. 10).	
4.	Section B does not prescribe any minimum manpower strength for the bidder. The work is highly manpower-intensive. Frisking alone requires one male personnel per ≤80 male candidates and one female/third gender personnel per ≤40 female candidates at every centre (Section A, Clause 2.2 (xi)), in addition to installation and support teams at each centre and HQ Control Room staff, for about 82,000 examinees a year across the State. Sub-contracting is not permitted (Section D, Clause 30), and the contractor must comply with PF and ESI regulations for all deployed staff (Section D, Clause 27). A large, trained workforce on the bidder's own payroll is therefore essential to deploy vetted personnel simultaneously across centres while maintaining confidentiality and accountability. We therefore request that the following clause be added to Section B, with a corresponding entry in Section P: 'The bidder must have at least 500 full-time employees on its payroll as on the date of submission of the bid.' Documents required: (i) EPF Registration Certificate; and any one EPF challan from the last five (06) months prior to the date of bidding.	Not Accepted.
5.	Section G sets out the Bill of Material (A1, A2, A3 and B). In the BOQ published on the e-tender portal (BOQ_5198128.xls), these appear as items 1.01 to 1.03 (CCTV) and 2.01 (Frisking). The template is locked and bidders may enter only rates, but it lacks essential information: (a) Units: no unit is shown in the 'Units' column for items 1.01 to 1.03; 'Per Candidate Per Shift' appears only within the item description, and item 1.05 shows the unit as 'Average'. (b) Quantity: no quantity is shown for items 1.01 to 1.03, and items 1.05 and 2.01 carry a nominal quantity of 1. No estimated quantity (number of candidate-shifts) is given for any item. (c) Individual rates without GST: the 'Final Rate Without GST' and 'Total Amount Without GST' columns are blank and locked for items 1.01 to 1.03, and are filled only for the average CCTV rate (item 1.05) and Frisking (item 2.01). The individual rates for A1, A2 and A3 therefore do not appear in the priced columns. (d) Amount in words: 'Total Amount in Words' is not provided for items 1.01 to 1.03; it appears only for items 1.05 and 2.01 and the grand total. This information is necessary for bidders to quote correctly and for uniform evaluation, particularly as Clause 42 provides that the rate in words prevails over figures. We therefore request that WBUHS publish an updated BOQ through a corrigendum on the e-tender portal showing, for each of A1, A2, A3 and B, the unit, estimated quantity, individual rate excluding GST in the Final Rate and Total Amount columns, applicable GST rate and total amount in words. The updated BOQ should retain the evaluation formula Fs = ((A1+A2+A3)/3) + B and incorporate all amendments arising from the pre-bid clarifications. We also request that adequate time be allowed after its publication for bidders to prepare their financial bids.	BOQ is correct. The bidders are requested to quote the rate to the Sl no (1.01 , 1.02, 1.03) under column 7 for CCTV surveillance service and to the Sl no (2.01) under column 7 for Frisking services which will be inclusive of all levies, duties, transportation & incidental charges excluding GST
6.	Category A (CCTV surveillance with AI) and Category B (Frisking through HHMD) are distinct specialised services. Kindly permit category-wise participation and category-wise evaluation/award, so that specialised agencies can bid for the category in which they are experienced. If a combined bid is mandatory, kindly see our request at Sl. 11 (frisking partner).	As per Bid Document
7.	Since rates are to be quoted per candidate per shift, kindly share indicative data for pricing: (a) number of examination drives per year; (b) number of exam centres and districts/towns per drive; (c) number of exam rooms per centre; (d) average candidates per centre per shift; (e) number of shifts per day, shift duration and	In 2026 about 370 examinations were conducted

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	number of exam days per drive. Also confirm whether the Section R figures for 2025 (approx. 31,000 Modern Medicine / approx. 51,000 other than Modern Medicine) are annual unique candidates or total candidate-shifts.	round the year. The number of centres may even be rise to 40 per course across the State of West Bengal. There can be even three rooms per centre. And usually in one shift. All these figures as well as are those cited in Section – R are only indicative in nature.
8.	Kindly confirm the camera deployment norm. The penalty clause implies one camera per ≤24 candidates. Please confirm whether this is the norm (one camera per exam room / per 24 candidates), and whether additional cameras are required at entry/exit gates, the question paper room and the frisking area.	Additional cameras are required at entry/exit gates of the examination room, the question paper printing area and in the frisking station.
9.	For multi-day examinations, kindly confirm that cameras may remain installed at the centre for the whole drive and need not be re-installed every day. Please also confirm that the centre authorities will provide secure custody of installed equipment during non-exam hours, and that the bidder will not be liable for theft or damage at premises under the control of WBUHS or the college.	Confirmed that the cameras and other equipment will remain installed in the non-examination hours at the centre and the college authorities will provide the security for the same.
10.	Clause 2.1(v) requires at least 90% live feed availability at the HQ control room, while Clause 16(iii) exempts only 5% camera failure per exam. Kindly harmonise these and confirm that 90% availability is the SLA. Please also confirm that no penalty will apply for feed loss caused by factors outside the bidder's control: power failure beyond the 15-minute backup required under Clause 2.1(x), absence of mobile network, mobile signal jammers deployed at the centre, or the centre denying access or internet.	Requirement for live feed availability at the HQ control room may be read as 95% in Clause 2.1(v) and where ever the same clause is written in bid document.
11.	HQ Control Room: (a) Should the 10x12 ft video wall, 4 persons and 4 laptops be deployed only during examination drives, or continuously for the 3-year rate contract? (b) Kindly confirm that space, furniture, air-conditioning and power will be provided by WBUHS.	Reply is affirmative
12.	Kindly specify how the complete recording is to be submitted (cloud download link or HDD), who will supply the storage media, and how long the bidder must retain	Complete recording is to be submitted in

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	recordings after submission.	both link as well as in HDD. The cloud storage after submission should be available with the bidder for one year.
13.	The clause reads 'for any of the CCTV surveillance and Frisking services'. Kindly confirm that work orders for CCTV surveillance or live webcasting alone (without frisking) qualify. Kindly also accept work orders executed through Government PSUs or Government-nominated agencies (e.g. BSNL, RailTel, WEBEL, State Electronics Corporations) for an end Government client as 'Govt work orders', supported by the end-client's work completion certificate.	The credentials for both CCTV surveillance and Frisking are to be submitted together.
14.	Live webcasting and CCTV surveillance of elections (polling stations and counting centres for ECI, CEOs and SECs), and of recruitment or entrance examinations conducted by Government bodies, involve the same requirements: multi-location camera deployment,, live cloud monitoring, central control room operations and recording. Kindly include these under 'Similar Nature of Work' for Category A. Where a candidate count is not applicable, kindly accept an equivalent based on the tender's own norm of one camera per ≤24 candidates (Sec. D Cl. 16), i.e. number of cameras deployed x 24.	As per Bid Document
15.	Frisking through HHMD is a manpower-based security service usually delivered by PSARA-licensed agencies. Kindly permit the bidder to engage a specialized frisking agency as a sub-contractor or consortium partner, and to count that partner's credentials towards Section B Clause 6 and Section F Criteria 6 and 8. The bidder would remain the single point of responsibility to WBUHS.	As per Bid Document – Engagement of Sub-Contractors is not allowed.
16.	This is a services contract, not software development. Kindly accept CMMI Level 3 (DEV or SVC) OR ISO/IEC 27001 / ISO/IEC 20000-1, in addition to ISO 9001:2015.	As per Bid Document
17.	Kindly permit sub-contracting of non-core activities, such as local installation/de-installation manpower, last-mile internet connectivity and frisking manpower from licensed security agencies. The bidder would retain full contractual responsibility.	As per Bid Document – Engagement of Sub-Contractors is not allowed.
18.	Clause 41, Bid Form Para 3 and the BOQ note state that prices are exclusive of GST, while Clause 48 states prices are inclusive of all taxes. Kindly confirm that the rates are to be quoted exclusive of GST, and that GST will be paid extra at the applicable rate.	The Price will be inclusive of all levies, duties, transportation & incidental charges excluding GST
19.	Clause 55 states that no splitting is allowed, while Clause 64(k) and Bid Form Para 8 reserve WBUHS's right to split the work among bidders. Kindly clarify whether the contract will be awarded to a single bidder (highest Comprehensive Bid Score, Bs, per Sec. F Cl. 3). If it may be split, please state the basis and the rate (e.g. L1 rate matching).	Splitting is not allowed Clause 64(k) is modified to that extend
20.	(a) Section B Clauses 4 to 6 use a 5-year experience period. Section F Criteria 3 to 7 use 3 years and Criterion 8 uses 5 years. Kindly make the period uniformly the last 5 years. (b) The Section F thresholds (single-shift bands up to ≥2,50,000 candidates in Criteria 5 and 6, and single-exam bands up to ≥8,00,000 in Criteria 7 and 8) are far larger than WBUHS's own indicative volume (approx. 31,000 Modern Medicine candidates in 2025, Section R). Kindly rationalise these thresholds in proportion to this assignment. (c) Kindly also accept election webcasting / CCTV surveillance assignments (as requested at Sl. 10) under Criteria 3, 4, 5 and 7, applying the camera-equivalent metric to the candidate counts in Criteria 5 and 7.	Credentials in section B may be read as three (03) years instead of 05(Five) years.

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b) **Additional points :**

i. **Net Worth of FY 22-23,FY 23-24 and FY 24-25 must be ₹1 crore**

ii. **Contract will be awarded for one year which may be extended up to three years on successful completion of services in each year.**

iii. **Communication will be made from the WBUHS mentioning the no of centres, days of examinations and the student count per centre per day which will be considered as work order.**

iv. **Invoices may be generated as per Average of Category A for CCTV Surveillance and Category B for Frisking services as mentioned in Section – G of the bid document.**

Registrar 6/11/26
The West Bengal University of Health Sciences

No. OG/WBUHS/2026/ 1716 / 1(02) Date: 06.11.2026

Copy forwarded for information and necessary action to:-

1. P.A to Vice Chancellor, WBUHS, Kolkata.
2. Office copy

Registrar 6/11/26
The West Bengal University of Health Sciences