

NOTICE INVITING e-TENDER

Webel Technology Ltd. (WTL) will engage a System Integrator (SI) for implementation of Analytics solution for the Directorate of Commercial Taxes (CTD), GoWB.

The Directorate of Commercial Taxes, Government of West Bengal (GoWB) intends to implement the said solution in order to achieve the following parameters:

- Planning and Forecasting of revenue.
- Maximizing the revenues in a fair, equitable and efficient manner.
- Administering the Government's economic, tariff and trade policies with a pragmatic approach.
- Creating a climate for voluntary compliance by providing guidance and building mutual trust.

1.	Tender No. & Date	WTL/CT/BI/16-17/029 dated 31.03.2017
2.	Tender Version No.	1.0
3.	Brief description of Job	Engagement of System Integrator (SI) for implementation of Analytics solution for the Directorate of Commercial Taxes, GoWB
4.	Tender Fee	Rs.5000.00 (Rupees Five thousand only) in the form of Demand Draft from any Scheduled bank in favour of Webel Technology Limited payable at Kolkata
5.	Earnest Money Deposit	Rs. 200,000.00 (Rupees Two lakhs only) in the form of Demand Draft from any Scheduled bank in favour of Webel Technology Limited payable at Kolkata
6.	Date of Downloading/Sale of Tender document	31.03.2017; Websites - www.webeltechnology.com , www.wbcomtax.gov.in & https://wbtenders.gov.in
7.	Pre-Bid Meeting date & time	11.04.2017 at 15:00 Hrs <ul style="list-style-type: none">• The person should have proper authorization in respective company Letter Head.• Only queries as per format (Section - M) reaching WTL by 08.04.2017 at 18:00 Hrs will be taken for decision.• Queries will be entertained for those bidders who will submit the Tender Fee.• Queries will be sent to Manager (Purchase) (wtlpurchase@gmail.com) and copy to Debasis Majumdar (debasis.majumdar@wtl.co.in).
8.	Bid Submission Start date & time	17.04.2017 at 10:00 Hrs
9.	Last date & time of EMD & Tender Fee submission	24.04.2017 at 14:00 Hrs
10.	Last date & time of Bid Submission	22.04.2017 at 15:00 Hrs
11.	Date & time of Technical Bid Opening	24.04.2017 at 15:00 Hrs
12.	Venue of Pre-Bid Meeting & submission of EMD & Tender Fee	WEBEL TECHNOLOGY LIMITED (A Govt. of West Bengal Undertaking) Plot - 5, Block – BP, Sector – V, Salt Lake City, Kolkata – 700091.
13.	Contact person	Mr. Arunava Saha, Contact no. 23673403-06, Ext. 212 Mr. Debasis Majumdar, Contact no. 23673403-06, Ext. 227

1. Intending bidder may download the tender documents from the website <https://wbtenders.gov.in> directly with the help of Digital Signature Certificate. Necessary cost of tender documents (tender application fee) may be remitted through Demand Draft issued from any Scheduled Bank in favour of “Webel Technology Limited”, payable at Kolkata and also to be documented through e-filing. Cost of Earnest Money Deposit (EMD) may be remitted through Demand Draft issued from any Scheduled Bank in favour of “Webel Technology Limited”, payable at Kolkata and also to be documented through e-filing. The original Demand Draft against Tender Fees & Earnest Money Deposit (EMD) should be submitted physically to the Manager (Purchase)/Manager (Finance), Webel Technology Limited, Plot – 5, Block – BP, Sector-V, Salt Lake City, Kolkata-700 091 under sealed cover on or before 14:00 Hrs of 24.04.2017.
2. Bids are to be submitted concurrently duly digitally signed in the website <https://wbtenders.gov.in>
3. Tender documents may be downloaded from website and submission of 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 Technical 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.

CONTENTS OF THE TENDER DOCUMENT

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SECTION – A

SCOPE OF WORK & RESPONSIBILITY

Overview

The purpose of the project is to implement an analytics solution for the Directorate of Commercial Taxes, Government of West Bengal. This should help set targets for revenue collection, reduce operating costs, improve customer experience, provide decision support across divisions of the CTD, enhance taxpayer services to promote self-assessment and taxpayer compliance, expand taxpayer base and to prevent revenue leakages /tax evasion and streamline and/or support existing procedures of the various decisions. A substantial repository of electronic data is now created that receives inputs from online modules and services and other electronic statistical data. Directorate of Commercial Taxes now intends to build on the existing capabilities to add higher analytical capabilities to the data collected to derive insights out of the collected data. The objective is to mine the collected data for detection of patterns, trends, etc. for tax evasion, data misrepresentation, gaps in data etc.

Project Objectives

Central Govt. has taken up the proposal for implementing GST in the near future. The solution should be designed with focus on GST as the driving source system. However, existing legacy systems in CTD environment should also be integrated along the lines of GST integration. During the course of the project, it will be the responsibility of SI to understand, facilitate and assimilate the new set of reports / KPIs within the solution. No additional funding will be provided for any such integration which may arise in the future, within or beyond the timeline of the project.

The project needs to address the following broad use-cases:

- Forecast future Revenues and set Revenue Targets
- Improve Customer Experience
- Build Reports and Dashboards for Decision Support
- Identify Tax Evasion and Data Misrepresentation
- Fraud Detection Framework (Ex. Detection of carousel fraud and identity theft)
- Other Relevant Areas

The System Integrator is expected to identify the best approach to attain the above goals and implement the solution.

For SI

- 1) **Supply:** Entrusted vendor must supply and work as per work order. Supplied components must satisfy the minimum guiding specifications and guidelines, as applicable, proprietary technology must be mentioned against each component.
- 2) **Installation & Integration:** Installation will be governed by the stated guidelines and associated standards. Installation certificates must be availed by the authority. Installation, integration of all system software, required tuning for optimal performances (may be exceeding the minimum performance specifications), registration of components with OEM or developer for post installation warranty support are the sole responsibility of the SI vendor.

Note: The solution provided by SI, should be based on a COTS platform.

Data residing in the existing multiple sources (both Master and transactional in nature) needs to be extracted to the new proposed system, if required.

- 3) **Preparation of Bill of Materials for propose infrastructure :** The bidders are also requested to apprise themselves of the existing Infrastructure and propose their Bill of Material for propose infrastructure accordingly.

- 4) **Architecture and Sizing :** SI and OEM should provide their required architecture and sizing of hardware and other related items for their proposed solution keeping in mind requirements for the next 5 years. SI is requested to study the existing and available infrastructure with West Bengal Commercial Tax Department before deciding their requirements. WTL / CTD will procure the necessary infrastructure(including OS and database, if required) as guided by the SI for their proposed solution and the SI should coordinate with WTL for any patches or upgrades that will happen to the OS and the database during the project. WTL will ensure the entire proposed infrastructure (proposed by SI) to have back to back SLA of 99% uptime with respective OEMs. Existing infrastructure details given in **Section - Q** and System Integrator should submit their propose architecture and bill of Materials in **Section - R**.
- 5) **Acceptance:** After successful activities and related reports, acceptance will be considered by WTL/CTD.
- 6) **Ownership:** After acceptance, porting of business information on infrastructure, WTL/CTD will be the sole owner of the solution copyright, information repository, and associated processes. For procured system software, the Directorate will be the licensee or owner as applicable by the terms and conditions by the licensor or developer. The ownership on any infrastructure, solution architecture, software, hardware, coding, documentation and any other such asset will solely reside with CTD.
- 7) **Warranty :** The overall project should be under warranty for the full period of 3 calendar years, from the date of successful commissioning and acceptance by CTD of the whole integrated system. Within warranty period, entrusted vendor will replace, re-integrate faulty, buggy components (including firmware) with the latest and new ones but not losing performance, and will get the set-right / performance report jointly signed. Entrusted vendor will provide after warranty with terms, conditions and penalty clauses lay down by WTL/CTD. After warranty, all components will be handed over to the CTD in working conditions (both individual and integrated ones), failure of which will forfeit tangibly.
- 8) **Timelines:** The detailed time schedule for delivery, installation and implementation of the project is specified in Point No. 14 of Section D.
- 9) **Facility Management Service (FMS):** The bidder is expected to estimate and include the effort in Facility Management support charges as part of the Techno Commercial bid.
- 10) **Documentation:** SI will be responsible for development of process and system documents, detailed training manual and all other related documentation. Such a list of documentation will be finalized during the agreement with the selected bidder. However any additional requirement arising during the course of the project will also be done by the SI without any additional cost.
- 11) **Number of Users/Concurrent Users:** The SI would be required to build the solution for 50 users (wherein the number of concurrent users may be 20) which can be scalable up to 75 users (wherein the number of concurrent users may be 30).
- 12) **Training and Capacity Building:** The SI would be required to impart training/knowledge transfer to the CTD officials (approximately 75 users) to enable them to work competently with the solution.
- 13) **Flexibility of the solution:** The SI will propose the solution flexible enough to include any update / modifications that may arise in the Commercial Taxes parlance in the State or Central level during the course of the project will need to be included in the solution at no additional fees. Any such changes will also be incorporated in the solution by the SI till the support phase of the project, without any additional fees. Any such update / modification will be restricted to statutory changes to the existing tax rules / laws and upcoming GST. The solution must also be flexible enough to handle unstructured data in near future. In case, there is a need to have new infrastructure in place, depending upon the requirement of CTD, a separate Bill of Material will be prepared.

GST System Security and Privacy features:-

- When creating a national indirect tax system of this scale, Security and privacy of data within GST system is paramount and foundational.
- Data Security & Privacy is one of the utmost important aspects envisaged in the entire solution design of GST system.
- Clearly reflected in GSTN’s strategy, design and GST architecture.
- Significant protection for the Personal data (Name, Address, PAN, Mobile No etc) and Tax data (Trade, Invoice, Financial details etc) collected for the purpose of GST across GST system and its ecosystem.

Possible Routes for GSTN connectivity to State Department’s Infrastructure

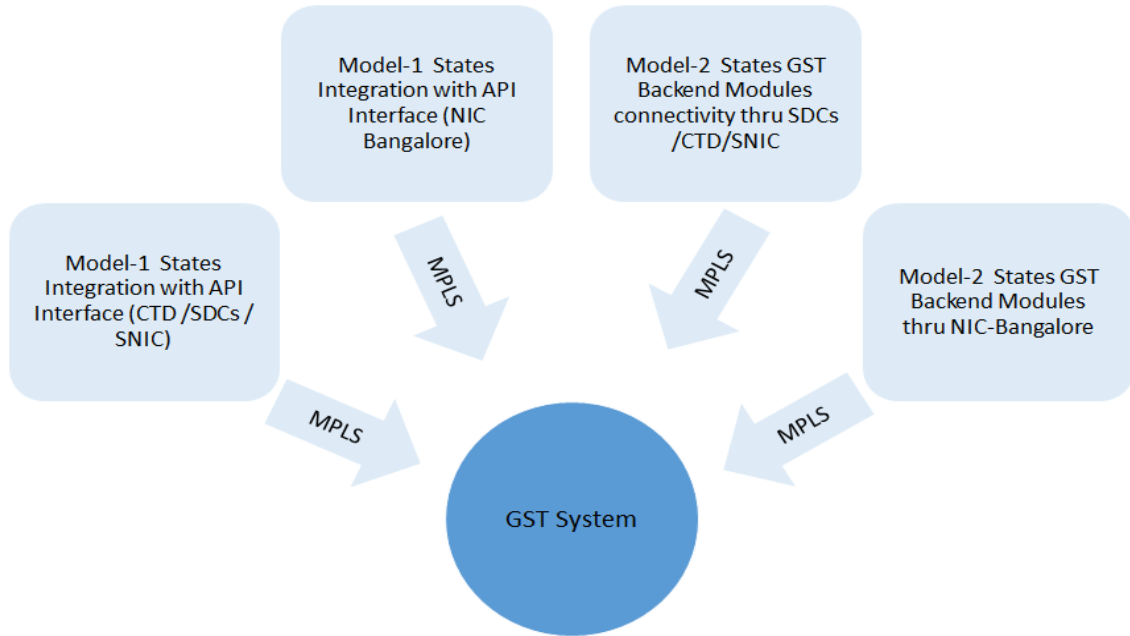


Figure 1: Possible Routes for GSTN connectivity to State Department’s Infrastructure

Government of West Bengal is to adopt the Model 2 of GSTN architecture.

GST Regime -Desired Features

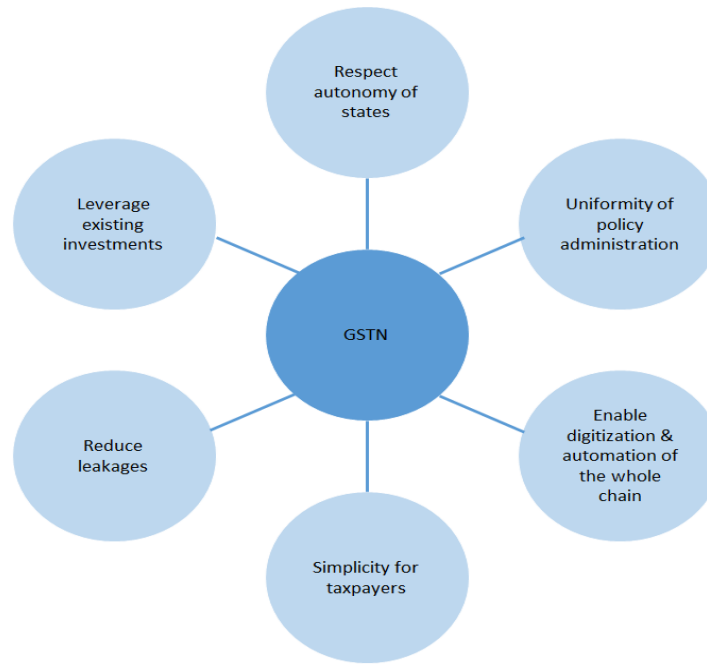


Figure 2: GST Regime -Desired Features

For WTL/CTD

WTL/CTD shall be responsible for provision of all resources, access and information under its control that are necessary during implementation of work relating to this job. The confidentiality of the data being shared shall be maintained.

The following facilities shall be provided for working on the assignment:

- WTL/CTD will work to identify the needed for installation & maintenance of said software solution provided by the selected SI.
- WTL/CTD or its representative will supervise the progress and commissioning of the total installation of Implementation of Analytic solution including Partial Acceptance/Final Acceptance. The System Integrator to conduct such activities shall provide all assistance.

Detailed scope of work for System Integrator and OEM

Implementation and Rollout

Overview

- SI , with help of OEM if required should provide services for installation, commissioning, integration and rollout of the solution at the CTD.
- SI should follow the standard **SDLC methodology** during the entire duration of the project.
- SI , with help of OEM if required should plan rollout of solutions in phases. The requisite hardware servers and other equipment should also be rolled out in phases along with the solutions implemented.
- The services including, but not limited to the following should be provided
 - Planning and scheduling for installation and commissioning of hardware and equipment.
 - Installation and commissioning of hardware and equipment.
 - Configuration and tuning of all the installed equipment and software.
 - Integration and testing of installed systems/subsystems/equipment/Software.
 - Co-ordination and troubleshooting with existing vendors to ensure that the solution is properly configured.
 - Planning and implementation of migration of legacy data from existing database to the target database.
 - Ensure that all the solutions are properly rolled out.
- SI will be responsible for the generation and submission of necessary documentation required during various stages viz. Planning, Installation, Commissioning and Rollout. Prior approval of CTD is required on all such documentation before commencement of activity.
- SI will be responsible for the installation of the equipment supplied, commissioning of the infrastructure, integration of the infrastructure with network, installation of system software and other related software and assistance and coordination to/with other vendors/entities to ensure proper rollout of the application.
- SI should document the baseline configurations for all equipment and get it approved from CTD prior to commencement of installation. SI should develop and implement a system to maintain these configurations and ensure adequate controls for change management process on an ongoing basis.
- All documentation and configuration items such as scripts, code, queries etc. developed by the SI shall be property of Government of West Bengal. The SI should create a repository of such resources and provide access to CTD.
- The solution would be considered acceptable only after the conditions of this tender are completely met to the satisfaction of CTD.
- SI should be responsible for co-ordination with all the vendors, troubleshooting, addressing borderline issues, coordinating with users at CTD, to ensure successful rollout of the solution.
- CTD would provide necessary space and basic utilities infrastructure at its office location for SI resources. However CTD will not provide for any desktops, printers, stationary and other consumables etc. required by the SI resources for providing services under this contract.
- The following services at the minimum should be provided by SI under '**Implementation and Rollout Phase**':

Requirement Study

- SI should conduct a detailed study for a complete understanding of the requirements for Analytic solution. Requirements would be studied through interactions with key stakeholders across divisions of the CTD.
- SI should also visit the base locations to understand the requirements of users at those locations.
- A detailed requirement report should be submitted to the CTD for its review and approval, before final sign-off.
- **Deployment activities for the COTS applications**
 - As part of this development activity, SI should carry out the following:
 - Software Requirement Analysis and Specification
 - Software Design specifications
 - Build Stage –Customization and Unit Testing
 - **Documentation**
 - SI should develop manuals such as User Manuals, Training Manuals, FAQ & Trouble Shooting Guide, etc. as agreed upon with CTD.
 - SI should ensure that the documentation is in line with the defined documentation standards.
 - SI should use tools for creation of help documents, user manuals etc. that minimize the documentation and change efforts.
 - SI, in coordination with CTD, should prepare setting up the production environment, installation of the application in the production environment, creation of application database, creation of application user profiles, loading the legacy data, etc.
 - SI should rollout the application. SI should coordinate with CTD to resolve any problems encountered after rollout. All post implementation issues should be documented and the necessary fixes/resolutions would be implemented by SI.
 - SI should ensure necessary support is provided to resolve defects. SI should document the defects/bugs encountered during this phase as well as document the resolution of the same. SI should also prepare and maintain a database of consolidated list of common errors & their resolution.
 - As per the User Training Plan, SI should prepare the training manuals and submit the same to CTD for review and approval.
 - SI should ensure necessary environment setup, data creation to conduct end user training. CTD should provide the necessary infrastructure to conduct the end user training.
 - SI should conduct the end user training and ensure that the training module covers all the business transactions expected to be carried out using this application.
- **Requirements Change Management**
 - SI in consultation with CTD should define a formal process to manage the requirements changes.
 - CTD should be responsible to collect the change requests initiated by user- groups, assess the need to implement the suggested changes, take necessary approvals to implement the suggested changes. CTD should forward the approved change requests to SI.
 - SI should maintain a change request log to keep track of the change requests. Each entry in the log should contain a change request number, a brief description of the change, the effect of the change, the status of the change request, and the key dates.
 - SI should assess the effect of the change by performing impact analysis.
 - SI should maintain the change request log with updated information and provide the same to CTD as and when desired.

Note: No additional funding will be provided for any such change requests which may arise in the future, within or beyond the timeline of the project.

Ongoing Administration and Maintenance Services

Software Application Maintenance under FMS

- The objective of application maintenance is to provide application maintenance and support services, including request based services (problem requests/defect fixes), , patches , configuration management and post release support. As part of these services, SI should provide support for bug fixes, , patches, operational support, and assistance to CTD.
 - SI should be required to undertake the application maintenance and support services. This service should not be sub contracted to third party.
 - SI should commit to provide all necessary resources and expertise to resolve any issues and carry out required changes, optimizations and modification so that complete system as a whole works according to the specified requirements and satisfaction of CTD.
 - CTD shall require reports to be submitted for a complete ‘health-check’ of all components of the system. SI shall provide such reports within 1 week from CTD’s request.
 - SI should ensure that the entire solution as a whole is operational and run according to stipulated performance standards.
 - SI should ensure efficient knowledge transfer on a continuous basis so as to ensure that application knowledge is passed on to new members subsequently joining the team.
 - The following sections explain the scope of each activity SI is expected to perform application maintenance and support services for the period of contract.
- **End User Support**
 - The end user support would include all activities related to resolving the bugs / defects reported by application users. Every bug/defect should be logged. Every bug/defect should be categorized on the severity levels.
 - SI should identify the solution and take necessary approvals from CTD and release the patch for UAT after fixing the defects.
 - SI should document defects/bugs encountered as well as document the resolution of the same. SI should also update the Consolidated List of Common Errors and their Resolution document.
 - SI activities would be monitored as per SLAs (Service Level Agreement).
 - **Application enhancement / New Development**
 - The application may require modifications or enhancements in the functionality. The enhancements or new development may also be required to fix some complex problem requests or fixe defects and upgrade the application performance.
 - SI should ensure that correct version of the application/program units are being considered to carry out application enhancements/new development.
 - SI should follow the configuration management plan for configuration management and version control using the version control software.
 - SI should support CTD in carrying out the UAT for the modifications/enhancements.
 - **Configuration management and version control**
 - As the application undergoes enhancements and modifications due to problem requests, defect fixes and change requests, it becomes increasingly important to keep the source code under version control and the system under configuration management.
 - With the objective of keeping track of the version updates in the application, SI should adhere to the configuration management process defined in conjunction with CTD. The process shall consists of at least the following steps:
 - Classification – An incident or change is identified and routed to the appropriate organization for resolution
 - Evaluation – An initial solution is identified. CM control is provided by either a Change Control Board (CCB) or Working Group (WG) depending on the nature of the proposed solution.
 - Modeling and Testing – If the proposed solution involves an architectural change, the change is modeled

and tested to determine its effect on the existing BI architecture.

- Implementation – The final solution is approved before deployment.

- SI may be required to assist CTD personnel in ensuring that a copy of the production environment is backed up and stored in the repository before the new/modified components are copied to Production. SI may be required to assist CTD personnel in restoring the backed up application versions for testing purpose mainly addressing the restorability of the media.

- **Release management**
 - Release management procedure should be defined in conjunction with CTD to ensure smooth transition of the application changes from release environment to production environment.
 - As part of the release management SI should perform the following activities:
 - SI should group the related change requests, assess their development progress and accordingly prepare a schedule for their release.
 - SI should in consultation with CTD prepare a detailed release plan for every release. This plan should include the release number and date of release. It should also contain details about the change request to be released.

- **Change Management**
 - SI should undertake planning required for changes, draw up a task list, decide on responsibilities, coordinate with CTD users, establish and maintain communication with CTD to identify and mitigate risks, manage the schedule, execute the change, ensure and manage the port change tests and documentation.

- **MIS Reports**
 - The following is an indicative list of MIS reports. The selected SI should draw an exhaustive list of reports along with CTD. SI should submit the reports on a regular basis in a mutually decided format.
 - SI should submit 2 hard copies and 1 soft copy of each of the reports.
 - Others (if any)

- **Weekly reports**
 - Log of backup and restoration undertaken.
 - Summary of resource utilization of critical components
 - Others (if any)

- **Fortnightly reports**
 - Project Progress Report with schedule slippage details.
 - Overall performance reports including the analysis of queries completed, queries pending, queries escalated, completion time, responsiveness, concern areas, etc.
 - Summary of measured end user application response time for selected business transaction.
 - Others (if any)

- **Monthly reports**
 - Summary of resource utilization of all components in the datacenters.
 - Log of preventive / break-fix maintenance undertaken.
 - Summary of usage of tape media provisioned.
 - Summary of changes undertaken in all the datacenters including major changes like configuration changes, release of patches, database reorganization, storage reorganization, etc. and minor changes like log truncation, volume expansion, user creation, user password reset, etc.
 - Consolidated SLA / non-conformance report
 - Others (if any)

- **Quarterly Reports**
 - Asset database report and Asset Audit report
 - Summary of incidents reported like Application down, Components down, overall downtime, security vulnerabilities detected, hacker attacks / security threats, peaking of utilization, etc
 - Inventory of spare parts in datacenter.
 - Feedback report from users for the services rendered.
 - Others (if any)

- **Incident Reporting (as and when it occurs)**
 - Complete system down – with root cause analysis
 - Peaking of resource utilization on any component
 - Bottlenecks observed in the system and the possible solutions and workarounds.

- **Security Incident Reporting (as and when it occurs)**
 - Detection of security vulnerability detection with the available solutions/workarounds for fixing.
 - Hacker attacks, Virus attacks, unauthorized access, security threats, etc.– with root cause analysis and plan to fix the problems.
 - Any hazards or events like fire, environmental conditions, physical security, etc. at the datacenters

- **Training**
 - Imparting training on the Application software to the departmental officials
 - The selected bidder is responsible to manage the training schedules, training facilities, training material, training infrastructure including faculty.

SECTION – B
ELIGIBILITY CRITERIA FOR BIDDER (System Integrator) & OEM

Eligibility Criteria For Bidder (System Integrator)

1. The bidder should be a company registered under the Companies Act, 1956 and 2013 or an LLP and in operation for at least 5 years as on 31.03.2017 and should have their registered offices in India. Documentary (Certificate of Registration / Details of Registered Offices, with Contact persons) evidence to be submitted.
2. The bidder should be a CMM Level3 company. Copy of Certificate and the link to the CMM website should be submitted along with the bid.
3. The bidder should have average annual turnover of at least Rs. 100 Crore for the last three financial years (i.e. 2013-14, 2014-15, 2015-16) and should have positive net profit in all the three years. Turnover Statement and net profit statements from Auditors for last three years, clearly stating nature of activities and country where turnover is reported.
4. The bidder should have implemented at least two BI/Analytics solution (that includes customization and implementation of ETL, BI/Analytics tools) in the last 5 financial years (2011-12, 2012-13, 2013-14, 2014-15, 2015-16) or in the current financial year (2016-17), with total Number of users \geq 20. For each of these projects, the minimum contract value should be at least Rs. 10,000,000 (Rupees One Crore). Photocopies of Work Orders / Credentials, Documentary evidences / letters from clients and Contact details of client and references for each project to be submitted.
5. The bidder should have prior experience of handling at least 2 assignments for Central / State / PSU / Govt. undertakings in India as System Integrator in the last 5 financial years (2011-12, 2012-13, 2013-14, 2014-15, 2015-16) or in the current financial year (2016-17) with a minimum contract value of Rs. 20,000,000 (Rupees Two Crore Each). Here, 'System Integrator' role shall necessarily include projects where scope of work includes Customization Services and Implementation of COTS products and at least 2 of the following:
 - Application Development
 - Facilities Management Services
 - IT Support and Maintenance Services

Photocopy copies of work orders / Credentials, Documentary evidences / letters from clients and Contact details of client and references for each project to be submitted

6. For each element of the solution stack (ETL, Data Quality, BI and analytics tool), there should be trained personnel in the SI Organization that have experience. Self-declaration by Authorized Signatory to be provided.
7. The bidder shall not have been blacklisted by any State/Central Government or PSU Organization or bilateral/multilateral funding agencies for breach of ethical conduct or fraudulent practices as on date of submission of the proposal (as per DIT guidance note issued on 26-Dec-2011). Declaration on bidder's letter head to be submitted.
8. The bidder shall submit the Power of Attorney of Authorization for signing the bid in Rs.10.00 Non Judicial Stamp Paper.
9. Bidder should submit Earnest Money Deposit (EMD) of Rs. 200,000.00 (Rupees Two lakhs only) in the form of Demand Draft from any Scheduled Bank in favour of Webel Technology Limited payable at Kolkata.
10. Bidder should submit Tender Document Fee of Rs. 5000.00 (Rupees Five thousand only) in the form of Demand Draft from any Scheduled Bank in favour of Webel Technology Limited payable at Kolkata.
11. Manufacturer's tender specific authorizations for Software License must be submitted as per format enclosed (Section - S).

ELIGIBILITY CRITERIA FOR OEM

1. The OEM should have a global presence and turnover of more than Rs. 1000 crores per year globally for the last three financial years (i.e. 2013-14, 2014-15, 2015-16). An undertaking from OEM to be provided.
2. The OEM should have minimum 10 year presence in India. OEM Self certificate with supporting document to be provided.
3. The OEM should provide SLA based support for various product related issues. Details of Support Services with address of support center in India (preferably) is to be provided.
4. The OEM should have Authorized Trainer / product specialists to facilitate training in India. Trainers may be required to provide on-site training if necessary. OEM Self certificate is to be provided.
5. The proposed solution for Analytics by the OEM should have been implemented in at least one project for Central / State / PSU/ Govt. undertakings in India. Copy of Work order for bidder / OEM to be provided.

SECTION – C

DATE AND TIME SCHEDULE

Sl. No.	Particulars	Date & Time
1	Date of uploading of N.I.T. & other Documents (online) (Publishing Date)	31.03.17.
2	Documents download/sale start date (Online)	31.03.17.
3	Last Date and time of sending the queries (Offline)	08.04.2017 & 18:00 Hrs
4	Pre Bid Meeting at WTL Office (Off Line)	11.04.2017 & 15:00 Hrs
5	Corrigendum, if any will be published (On Line)	-
6	Bid Submission start date & time (On line)	17.04.2017 at 10:00 Hrs
7	Last Date & time of submission of original Demand Draft/Pay Order for cost of Earnest Money Deposit (Off line)	24.04.2017 & 14:00 Hrs
8	Last Date & time of submission of original Demand Draft/Pay Order for cost of Tender Documents, in case the bidder did not attend the Pre Bid Meeting (Off line)	24.04.2017 & 14:00 Hrs
9	Bid Submission closing date & time (On line)	22.04.2017 & 15:00 Hrs
10	Bid opening date & time for Technical Proposals (Online)	24.04.2017 & 15:00 Hrs
11	Date of uploading the final list of Technically Qualified Bidder (online) after disposal of appeals, if any	-
12	Date for opening of Financial Bid (Online)	-

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.

“**BI**” means Business Intelligence.

“**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.

“**COTS**” means Commercial off-the Shelf Software.

“**CTD**” means Directorate of Commercial Taxes, GoWB

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

“**FMS**” means Facility Management Service.

“**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 the Directorate of Commercial Taxes and eventually Gov. of W. Bengal of the benefits of free and open competition.

“**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.

“**GoI**” shall stand for the Government of India.

“**GoWB**” means Government of West Bengal

“**GSTN**” means Goods and Service Tax Network

“**Installation**” means installation of supplied Application Software.

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

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

"**Law**" shall mean any Act, notification, bye law, rules and regulations, directive, ordinance, order or instruction having the force of law enacted or issued by the Central Government and/or the Government of West Bengal or any other Government or regulatory authority or political subdivision of government agency.

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

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

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

"**SDLC**" means Software Development Life Cycle.

"**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.

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

"**Similar Nature of Work**" means implementation of BI and Analytics solution

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

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

"**WTL**" means Webel Technology Limited a GoWB undertaking.

2. PRE BID MEETING

Pre Bid Meeting will be held on 11.04.2017 at 15:00 hrs at premises of WTL. Bidder can send their queries as per format (Section - M) to Manager (Purchase) (wtlpurchase@gmail.com) and copy to Mr. Debasis Majumdar (debasis.majumdar@wtl.co.in). Only the queries received within the stipulated date prior to the Pre Bid Meeting will be answered. The entrance to the Pre Bid Meeting will be limited to two persons per bidder and carrying valid authorization letter on official letter head bearing company seal for those who will submit the tender fee before the Pre Bid Meeting.

3. COST OF BIDDING

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

4. BID DOCUMENT

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

5. AMENDMENT OF BID DOCUMENT

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

6. MODIFICATION AND WITHDRAWAL OF BIDS

The bidder may modify or withdraw its bid after submission, if written notice of the modification or withdrawal is received by WTL/CTD before the deadline prescribed for bid submission. The bidder's modification shall be prepared, sealed, marked and dispatched as follows:

The bidders shall provide in original of any modification to its bid, clearly identified as such, in separate envelope duly marked Bid Modification. The envelope shall be duly marked Bid Modifications.

Other provisions concerning the marking and dispatch of bid modification shall be in accordance with the bid.

A bidder wishing to withdraw its bid shall notify WTL/CTD in writing prior to the deadline prescribed for the bid submission. A withdrawal notice may be sent by post or fax followed by post confirmation post marked not later than the deadline for submission of bids. The notice of withdrawal shall be addressed to WTL/CTD at the address as mentioned/stated in the documents, bear the tender reference number and the words Bid Withdrawal Notice.

Bid Withdrawal Notice received after the bid submission deadline will be ignored and the submitted bid will be deemed to be a validity submitted bid. No bid may be withdrawn in the interval between the bid submission deadline and the expiration of the bid validity period specified in the RFP.

Withdrawal of the bid during this interval may result in the bidder's forfeiture of its EMD, pursuant to this RFP.

7. 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 & WTL will be in English language only. The correspondence by fax/E-mail must be subsequently confirmed by a duly signed formal copy.

8. BIDDER'S SOLUTION

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

9. EARNEST MONEY DEPOSIT (EMD)

The firm shall furnish an EMD of Rs. 200,000.00 (Rupees Two lakhs only) in the form of a demand draft from a Scheduled Bank payable at Kolkata and in favour of Webel Technology Limited. Any bid not accompanied with the EMD shall be rejected.

10. FORFEITURE OF EMD

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

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

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

If Bidder violates any of the provisions of the terms and conditions of the proposal.

In the case of a successful Bidder, if Bidder fails to:

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

The decision of WTL/CTD 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.

11. 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.

12. 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.

13. CONTRACT EXECUTION

On receipt of the Letter of Award/Purchase Order 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/Purchase Order. The PBG should be valid for six month more than the warranty period. All delivery of the material will have to be completed within 45 days 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 75 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.

14. TIME SCHEDULE FOR DELIVERY, INSTALLATION & IMPLEMENTATION OF THE PROJECT

Phase	Project Activity		Deliverables	Timeline (from the date of signing of Contract) (T) & (M=Months)
Zero (0)	General & System Requirement Study (SRS)	General	<ul style="list-style-type: none"> Detailed Project Plan 	T + 1M (Considering 1 week of review and approval time)
		Requirement Document Preparation	<ul style="list-style-type: none"> Functional Requirement Specifications document Software Requirement Specification document Gap analysis on existing infrastructure, network and 	T + 2M
One (1)	Design	Design and Development of Solution blueprinting	<ul style="list-style-type: none"> As per Scope of Work - Design document 	T + 4M
	Infrastructure Set Up	Software Licensing	<ul style="list-style-type: none"> Delivery of Software License (Perpetual License including 1st year Annual Technical Support). 	T + 2M
Two (2)	Implementation	Delivery of system for UAT	<ul style="list-style-type: none"> Installation of Software License and available environment for UAT 	T+7M
		Completion of User Acceptance Testing (UAT)	<ul style="list-style-type: none"> User Acceptance Certificates obtained from the department 	T + 8M

		Completion of training	<ul style="list-style-type: none"> Successful completion of training 	T + 9M
		Go-Live	<ul style="list-style-type: none"> Solution Go-Live 	T + 9M
Three (3)	FMS	Post Go-Live Handholding Support	<ul style="list-style-type: none"> As per Scope of Work 	T + 15M
Four (4)	Ongoing Support	Renewal of Software License and Support Charges	<ul style="list-style-type: none"> Renewal of 2nd Year Annual Technical Support Charge for Software License (Perpetual License) 	T + 14M
			<ul style="list-style-type: none"> Renewal of 3rd Year Annual Technical Support Charge for Software License (Perpetual License) 	T + 26M

15. SERVICE LEVEL AGREEMENT (SLA)

Priority Level	Description of Issue	Response Time	Resolution Time
P1 – Critical	Outage	Within 1 hour	4 hours
P2 – High	The end user can access the solution, however one or more significant features are unavailable	Within 4 hours	1 business day
P3 – Low	Other error, but that does not prevent the end user from accessing significant features of the solution	Within 1 business day	5 business days

Penalty will be calculated based on the downtime of the integrated solution being built by the SI. Hardware related issues, Network failure will be excluded from the penalty clause for SI.

Bidder will provide and calculate the detailed downtime for the respective quarter and get it vetted by CTD. The quarterly FMS bill will be prepared by the SI after deduction of the penalty amount (if any).

16. 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, WTL reserves the right to terminate the contract and WTL will get the job completed by any other competent party. The difference of cost incurred by WTL will be recovered from the contractor and PBG will be invoked.

17. LIABILITY

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

- Payment referred to in the Patents and Copyrights clause.
- Liability for bodily injury (including death) or damage to real property and tangible personal property limited to that cause by the Contractor's negligence.
- As to any other actual damage arising in any situation involving non-performance by Contractor pursuant to or in any way related to the subject of this Agreement, the charge paid by WTL for the individual product or Service that is the subject of the Claim. However, the contractor shall not be liable

for

- For any indirect, consequential loss or damage, lost profits, third party loss or damage to property or loss of or damage to data.

For any direct loss or damage that exceeds the total payment for Contract Price made or expected to be made to the Contractor hereunder.

18. PATENTS & COPYRIGHT

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

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

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

19. SUSPENSION OF WORK

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

20. TERMS OF PAYMENT

Payment terms will be on back-to-back basis, i.e., payment will be made only on receipt of payment from Directorate of Commercial Taxes, GoWB. A scheduled payment terms depicted below:

Phase	Project Milestone	Delivery Milestone	Payment Milestone
Zero (0)	General	<ul style="list-style-type: none">• Detailed Project Plan	100% Payment will be made on submission of Detailed Project Plan & SRS
	Requirement Document Preparation	<ul style="list-style-type: none">• Functional Requirement Specifications document• Software Requirement Specification document• Gap analysis on existing infrastructure, network and hardware recommendations	

One (1)	Design & Infrastructure Set Up	Design and Development of Solution blueprinting	<ul style="list-style-type: none"> As per Scope of Work - Design document 	After submission of Design & Development of solution Blueprinting and supply of Software License
		Software Licensing	<ul style="list-style-type: none"> Delivery of Software License (Perpetual License including 1st year Annual Technical Support). 	(a) 80% payment of the total Software License value will be made after successful delivery of Software with proper documentation. (b) 10% payment of the total Software License value will be made after successful installation. (c) 10% payment of the total Software License value will be made after successful Go-Live.
Two (2)	Implementation	Delivery of system for UAT	<ul style="list-style-type: none"> Installation of Software License and available environment for UAT 	100% payment of the Implementation charges will be made after successful go-live and starting of FMS.
		Completion of User Acceptance Testing (UAT)	<ul style="list-style-type: none"> User Acceptance Certificates obtained from the department 	
		Completion of training	<ul style="list-style-type: none"> Successful completion of training 	
		Go-Live	<ul style="list-style-type: none"> Solution Go-Live 	
Three (3)	Facility Management Service (FMS)	Post Go-Live Handholding Support	<ul style="list-style-type: none"> As per Scope of Work 	Payment will be made on quarterly deferred basis. Quarterly Facility Management Support charges will be calculated as: (total value of Facility Management Support charges)/12 (12 quarter = three years).
Four (4)	Ongoing Support	Renewal of Annual Technical Support Charge for Software License	<ul style="list-style-type: none"> Renewal of 2nd Year Annual Technical Support Charge for Software License (Perpetual License) 	100% Payment will be made after support renewal (Documentary evidence should be submitted)
			<ul style="list-style-type: none"> Renewal of 3rd Year Annual Technical Support Charge for Software License (Perpetual License) 	100% Payment will be made after support renewal. (Documentary evidence should be submitted)

21. 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.

22. 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.

23. BIDDING 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.

24. 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 WTL is obliged to make any compensation under the said rules and acts, then the amount shall be recovered without prejudice, from the bills and due of the Contractor. WTL shall not be bound to contest any claim made against the Contractor in respect of workmen's compensation.

25. 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.

26. 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.

27. EQUIPMENT

All tools & tackles necessary for the work shall have to be procured by the contractor unless other wise specified elsewhere in these tender documents. The equipment used by the contractor for a particular work must be

appropriate for the type of work. The contractor shall maintain the equipment used on the work properly so that they are in good working condition. In no case shall the contractor use defective or imperfect equipment in the work. The contractor shall arrange to replace or repair all defective equipment so that the progress of the work is not hampered. No defective equipment should be left at the site of work and the department shall not be responsible for any loss or damage to any of these equipments during the course of the execution of the work.

28. SUB-CONTRACT

The purchaser (WTL) does not recognize the existence of Sub-Contractors. The Contractor's (SI) responsibility is not transferable.

29. TERMINATION FOR DEFAULT

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

30. BANKRUPTCY

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

31. FORCE MAJEURE

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

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

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

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

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

- Constitute a default or breach of the contract.
- Give rise to any claim for damages or additional cost or expense occurred by the delay or nonperformance. If, and to the extent, that such delay or nonperformance is caused by the occurrence of an event of Force Majeure.

32. INSURANCE COVERAGE

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

33. WARRANTY

The overall project should be under warranty for the full period of 3 calendar years, from the date of successful commissioning and acceptance by CTD of the whole integrated system. Within warranty period, entrusted vendor will replace, re-integrate faulty, buggy components (including firmware) with the latest and new ones but not losing performance, and will get the set-right / performance report jointly signed. Entrusted vendor will provide after warranty with terms, conditions and penalty clauses lay down by WTL/CTD. After warranty, all components will be handed over to the CTD in working conditions (both individual and integrated ones), failure of which will forfeit tangibly.

34. WARRANTY SUPPORT

The total system will be warranted against bad workmanship and manufacturing defects from the date of acceptance of the system whole or part. Service support for the entire warranty period will be on site and comprehensive (including spares and all other support) and free of cost for the entire warranty period.

The average uptime averaged over each quarter should be 99%.

35. CONTRACTOR'S RESPONSIBILITIES

Refer Section – A (Scope of Work & Responsibility)

36. NO WAIVER OF RIGHTS

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

37. 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 WTL 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 WTL resulting from any cancellation. WTL shall then be entitled to deduct the amount so payable from any monies otherwise due to the contractor under contract.

38. ENFORCEMENT OF TERMS

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

39. PERIOD OF VALIDITY OF OFFER

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

40. TAXES & DUTIES

- The prices shall be inclusive of all taxes & levies including Service Tax. However the rate of taxes should be indicated separately in the Price Bid. The Purchaser shall reimburse taxes and levies at actual as applicable at the time of delivery.
- For the purpose of the Contract, it is agreed that Contract Price specified in Financial Bid, is based on the taxes & duties and charges prevailing at the date one day prior to the last date of Bid submission date. If any rate of tax changes and new tax rate is introduced then it will be accessed on the Bidder in connection with the performance of the Contract, an equitable adjustment of the Contract Price or deduction there from as the case may be.
- Deduction of all statutory and necessary Tax from each bill will be made as per Government Order prevailing at the time of payment. Necessary tax deduction certificate will be issued on demand by the Company.
- Bidder submitting a tender shall produce up to date VAT, Income Tax and Profession Taxes Certificate in the standard form from the Tax Authority or a Certificate that the assessment is under consideration. All such clearance certificates shall remain valid on the last date of permission.
- In case of CST billing WTL will provide "Waybill" and "C Form". Entry Tax will be borne by the bidder.

41. DISCREPANCIES IN BID

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

42. BID DUE DATE

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

43. LATE BID

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

44. OPENING OF BID BY WTL

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

45. CONTACTING WTL

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

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

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

47. BID CURRENCIES

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

48. PRICE

- Price should be quoted in the 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 WTL reserves the right to reject such vague offer.

49. CANVASSING

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

50. NON-TRANSFERABILITY OF TENDER

This tender document is not transferable.

51. FORMATS AND SIGNING OF BID

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

52. WITHDRAWAL OF BID

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

53. INTERPRETATION OF DOCUMENTS

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

54. SPLITTING OF THE CONTRACT AND CURTAILMENT OF WORK

WTL 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.

55. PREPARATION OF TENDER

Tender shall be submitted in accordance with the following instructions:

- a) 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.
- b) 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.
- c) 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.
- d) Tenders shall be uploaded as notified on or before the date and time set for the opening of tenders in the Notice Inviting Tenders.
- e) Tenders subject to any conditions or stipulations imposed by the bidder are liable to be rejected.
- f) Each and every page of the tender document must be signed with company seal by the bidder.
- g) 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.

56. PRE-DISPATCH INSTRUCTION

All materials / equipments supplied against the purchase order shall be subjected to Inspection, check and /or test by the authorized representative from WTL.

57. FINAL INSPECTION

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

58. SITE INSPECTION

Bidder can inspect (at their own cost) the sites if required, for which they have to take necessary permission from WTL in writing. WTL will take at least four days to organize such permission.

59. ERASURES OR ALTERNATIONS

The offers with overwriting and erasures may make the tender liable for rejection if each of such overwriting/erasures/manuscript ions is not only signed by the authorized signatory of the bidder. There should be no hand-written material, corrections or alterations in the offer. Technical details must be completely filled up. Correct technical information of the product being offered must be filled in. Filling up of the information using terms such as “OK”, “accepted”, “noted”, “as given in brochure/manual” is not acceptable. WTL/CTD may treat offers not adhering to these guidelines as unacceptable. WTL/CTD 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.

60. 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.

61. CLARIFICATION OF BIDS

During evaluation of the bids, WTL/CTD /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.

62. QUALITY CONTROL

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

63. SITE NOT READY

The bidder shall not be in any manner liable for any delay arising out of Directorate of Commercial Taxes inability to make the site ready within the stipulated period.

64. GENERAL TERMS

- a) 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.

- b) All the documents to be submitted by the bidder along with their offer should be duly authenticated by the person signing the offer and if at any point of time during procurement process or subsequently it is detected that documents submitted are forged/tampered/manipulated in any way, the total responsibility lies with the bidder and WTL reserves the full right to take action as may be deemed fit including rejection of the offer and such case is to be kept recorded for any future dealing with them.
- c) No Technical/Commercial clarification will be entertained after opening of the tender.
- d) Overwriting and erasures may make the tender liable for rejection if each of such overwriting/erasures/manuscription 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.
- e) Quantity mentioned in the tender document is indicative only and orders shall be placed subject to actual requirement. WTL reserve the right to increase or decrease the quantity specified in the tender.
- f) WTL reserve the right to reject or accept or withdraw the tender in full or part as the case may be without assigning the reasons thereof. No dispute of any kind can be raised the right of buyer in any court of law or elsewhere.
- g) WTL reserve the right to ask for clarification in the bid documents submitted by the bidder. Documents may be taken if decided by the committee.
- h) 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.
- i) No dispute by the bidders in regard to Technical/Commercial points will be entertained by WTL and decision taken by the Tender Committee will be final.
- j) 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.
- k) The price offers shall remain firm within the currency of contract and no escalation of price will be allowed.
- l) 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.
- m) WTL/CTD at its discretion may extend the deadline for the submission of Bids.
- n) 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.

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

Sub: Engagement of System Integrator (SI) for implementation of Analytics solution for the Directorate of Commercial Taxes, GoWB

Dear Sir,

1. We the undersigned bidder/(s), having read and examined in details the specifications and other documents of the subject tender no. WTL/CT/BI/16-17/029 dated 31.03.17, do hereby propose to execute the job as per specification as set forth in your Bid documents.
2. The prices of all items stated in the bid are firm during the entire period of job irrespective of date of completion and not subject to any price adjusted as per in line with the bidding documents. All prices and other terms & conditions of this proposal are valid for a period of 180 (one hundred eighty) days from the date of opening of bid. We further declare that prices stated in our proposal are in accordance with your bidding.
3. We confirm that our bid prices include all other taxes and duties and levies applicable on bought out components, materials, equipments and other items and confirm that any such taxes, duties and levies additionally payable shall be to our account.
4. Earnest Money Deposit: We have enclosed EMD in the form of Demand draft for a sum of Rs200,000/- (DD no. _____ dated _____ drawn on _____).
5. We declare that items shall be executed strictly in accordance with the specifications and documents irrespective of whatever has been stated to the contrary anywhere else in our proposal. Further, we agree that additional conditions, deviations, if any, found in the proposal documents other than those stated in our deviation schedule, save that pertaining to any rebates offered shall not be given effect to.
6. If this proposal is accepted by you, we agree to provide services and complete the entire work, in accordance with schedule indicated in the proposal. We fully understand that the work completion schedule stipulated in the proposal is the essence of the job, if awarded.
7. We further agree that if our proposal is accepted, we shall provide a Performance Bank Guarantee of the value equivalent to ten percent (10%) of the Order value as stipulated in Financial Bid (BOQ).
8. We agree that WTL reserves the right to accept in full/part or reject any or all the bids received or split order within successful bidders without any explanation to bidders and his decision on the subject will be final and binding on Bidder.

Dated, thisday of2017

Thanking you, we remain,

Yours faithfully

.....
Signature

.....
Name in full

.....
Designation

Signature & Authorized Verified by

.....
Signature

.....
Name in full

.....
Designation

.....
Company Stamp

SECTION – F

TECHNO COMMERCIAL EVALUATION & AWARDING OF CONTRACT

1. EVALUATION PROCEDURE

- Bidders who have submitted the valid Bid Security, i.e., EMD, Tender Document Fee & Bid Form as per requirement shall be considered for further evaluation. Absence of these documents may lead to summary rejection of the bid.
- The Eligibility Criteria (Section-B) will be evaluated by Tender Committee and those qualify will be considered for further evaluation.
- The Tender Committee shall verify the Technical Specification (Technical Specification with Compliance Statement, Section – I) Deviation in specification shall not be allowed. Bidder qualified in Technical Specification shall be considered for further evaluation.

2. EVALUATION CRITERIA

Techno Commercial Evaluation

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

Criteria	Max Score	Details	Breakup
A. Organization Capacity			
Experience in implemented at least two BI/Analytics solution (that includes customization and implementation of ETL, BI/Analytics tools) (As per clause No. 4 of Section - B) Photocopy of Work Order / Contract Agreement should be submitted	25	1. Two projects in the last 5 financial years (2011-12, 2012-13, 2013-14, 2014-15, 2015-16) or in the current financial year (2016-17) of minimum contract value of Rs. 1 crore each and total number of users \geq 20.	15
		2. Three projects in the last 5 financial years (2011-12, 2012-13, 2013-14, 2014-15, 2015-16) or in the current financial year (2016-17) of minimum contract value of Rs. 1 crore each and total number of users \geq 20	20
		3. Four or more projects in the last 5 financial years (2011-12, 2012-13, 2013-14, 2014-15, 2015-16) or in the current financial year (2016-17) of minimum contract value of Rs. 1 crore each and total number of users \geq 20.	25
Proof of job carried out in Central / State / PSU / Govt. undertakings in India as System Integrator (As per clause No. 5 of Section - B)	20	1. Two projects in the last 5 financial years (2011-12, 2012-13, 2013-14, 2014-15, 2015-16) or in the current financial year (2016-17) of minimum contract value of Rs. 2 crore each.	10
		2. Three projects in the last 5 financial years (2011-12, 2012-13, 2013-14, 2014-15, 2015-16) or in	15

		the current financial year (2016-17) of minimum contract value of Rs. 2 crore each.	
Photocopy of Work Order / Contract Agreement should be submitted		3. Four or more projects in the last 5 financial years (2011-12, 2012-13, 2013-14, 2014-15, 2015-16) or in the current financial year (2016-17) of minimum contract value of Rs. 2 crore each.	20
B. Financial Profile			
Average annual turnover for the last three financial years (i.e. 2013-14, 2014-15, 2015-16)	20	1. Average annual turnover of greater than Rs. 100 Crore for each of the last three financial years (i.e. 2013-14, 2014-15, 2015-16)	10
		2. Average annual turnover of greater than Rs. 200 Crore for each of the last three financial years (i.e. 2013-14, 2014-15, 2015-16)	15
		3. Average annual turnover of greater than Rs. 500 Crore for each of the last three financial years (i.e. 2013-14, 2014-15, 2015-16)	20
C. Certification Level			
CMMI Level	15	1. CMMI Level 3 company Copy of Certificate and the link to the CMM website should be submitted.	5
		2. CMMI Level 4 company Copy of Certificate and the link to the CMM website should be submitted.	10
		3. CMMI Level 5 company Copy of Certificate and the link to the CMM website should be submitted.	15
The proposed solution for Analytics by the OEM should have been implemented in any Central / State / PSU/ Govt. undertakings in India. Copy of Work order for bidder / OEM to be provided	20	The proposed solution for Analytics by the OEM should have been implemented in at least one project	10
		The proposed solution for Analytics by the OEM should have been implemented in two projects.	15
		The proposed solution for Analytics by the OEM should have been implemented in three projects.	20
TOTAL	100		

3. FINAL EVALUATION

Financial bid of the qualified bidders shall be opened on the scheduled date & time, in the presence of the Tender Committee and representative of bidders. Final evaluation will be done among the short listed bidders in accordance with Quality & Cost and will involve both Techno Commercial & Financial Evaluation with the following weight-age.

A	Techno Commercial Evaluation	70%
B	Financial Evaluation	30%

Commercial Bid Score (B) will be calculated for each responsive bid using the following formula which permits a comprehensive assessment of the bid price and techno commercial merits of each bid.

$$BS = \frac{TC}{TTC} \times 0.70 + \frac{LBP}{BP} \times 0.30$$

Where

BS - Evaluated Bid Score

BP - Amount of Bid Price of bidder

LBP - Lowest Amount of Bid Price among bidders

TC - Techno Commercial Score awarded to bidder

TTC - Total Techno Commercial Score (100 marks in this case)

The bid with the highest Evaluated Bid Score (BS) among the responsive bids shall be most responsive bid.

4. AWARDING OF CONTRACTING

An affirmative Post Qualification determination will be prerequisite for award of the contract to the most overall responsive bidder. A negative determination will result in rejection of bidder's bid, in which event the WTL will proceed to the next lowest evaluated bidder to make a similar determination of that bidder's capability to perform satisfactorily. WTL will award the contract to the successful bidder whose bid has been determined to be substantially responsive after final negotiation may held with the most responsive bidder, if required. The successful bidder (s) will have to give security deposit in the form of Performance Bank Guarantee.

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 Document1 (scanned & join in pdf format then upload)

1. Copy of Demand Draft of Earnest Money Deposit (EMD)
2. Copy of Demand Draft of Tender Fee
3. Bid Form as per format (Section – E)

Technical Document2 (scanned & join in pdf format then upload)

1. N I T Declaration duly stamped & signed in letter head, Section - P
2. Declaration of Eligibility Criteria, Section - O

Technical Compliance (scanned & joins in pdf format then upload)

1. Technical Specification With Compliance Statement (Section – I)
2. Proposed Infrastructure (Section-R)

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)

For Bidder (System Integrator) :

Sl. No.	Category Name	Sub Category Name	Sub Category Description
A	CERTIFICATES	A1. CERTIFICATES	<ul style="list-style-type: none"> • VAT/CST Registration Certificate as per Section – O • Service Tax Registration Certificate as per Section – O • Trade License as per Section – O • Certificates as per Section – B
B	COMPANY DETAILS	B1. COMPANY DETAILS 1	<ul style="list-style-type: none"> • Document as per Section – B and Section – O
		B2. COMPANY DETAILS 2	<ul style="list-style-type: none"> • Company Profile (Not more than 3 pages)
C	CREDENTIAL	CREDENTIAL 1	<ul style="list-style-type: none"> • Credentials as per Section – B
		CREDENTIAL 2	<ul style="list-style-type: none"> • Other documents, if any
D	DECLARATION	DECLARATION 1	List of Clients as per format (Section – N)
		DECLARATION 2	Financial Capability of Bidder as per format (Section – K)
		DECLARATION 3	Bidder's Details as per format (Section – L)
		DECLARATION 4	Technical Capability as per format (Section – J)
		DECLARATION 5	Declaration as per Section – B
E	FINANCIAL INFO	P/L & BALANCE SHEET 2013-2014	Turnover and Net Profit statements as per Section B
		P/L & BALANCE SHEET 2014-2015	Turnover and Net Profit statements as per Section B
		P/L & BALANCE SHEET 2015-2016	Turnover and Net Profit statements as per Section B

Note:

The hand copy of total set of Technical/Techno Commercial documents uploaded in e-Tender site except BOQ to be submitted in a sealed envelope at office premises of Webel Technology Ltd. before opening of Technical Bid. The envelope superscripted with words “Hard copy of document uploaded against Tender no. WTL/CT/BI/16-17/029 except BOQ”.

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SECTION – H **BILL OF MATERIAL**

Sl. No.	Item Description	Qty	Unit
1.	Detailed Project Plan & System Requirement Study (SRS) (Requirement Gathering and Validation from CTD) (Phase 0)	1	LS
2.	Design & Development of Solution Blueprinting and Delivery of Software License (Perpetual License including 1st year Annual Technical Support) (Phase 1)	1	LS
3.	Renewal of 2nd Year Annual Technical Support Charge for Software License (Perpetual License) (Phase 4)	1	LS
4.	Renewal of 3rd Year Annual Technical Support Charge for Software License (Perpetual License) (Phase 4)	1	LS
5.	Implementation Cost - As per Time Schedule for Delivery, Installation & Implementation of the Project (Phase 2)	1	LS
6.	Facility Management Support for three years (3 years x 4 quarter = 12 Quarter / Nos. (Phase 3)	12	Nos.

Bill of quantity may change at the time of ordering of Purchase Order. Detailed Technical Specifications are given in Section - I

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SECTION - I

TECHNICAL SPECIFICATION WITH COMPLIANCE STATEMENT

(Tender No. WTL/CT/BI/16-17/029)

- The proposed solution should be COTS based
- The technical compliance should be submitted on the letter head of the OEM signed and stamped by the authorized signatory of both the OEM and the Bidder.
- Bidder should submit all relevant data sheet/brochure of all quoted items and should also available in respective OEM's official website.
- Bidder should indicate items mentioned in the OEM data sheet / brochure by marketing as mentioned in minimum specification in the RFP

General - Integrated Solution	Specification (Quoted / Applicable – by the bidder)	Complied (Yes / No)	Remarks
The suite should have a robust Extract Transform Load tool			
The ETL tool should provide integrated data quality			
The suite should have storage capability for multidimensional analysis and statistical analysis			
The reporting solution should be available as a web based portal with customizable features			
The analytics suite should provide Time Series Analysis, Statistical Analysis, Econometric Modeling, Optimization and Data Mining			
All the tools in the suite should be integrated with common metadata and provide a single point management interface of ETL Jobs, Reports, Data Elements, Analytical Models, Forecasting Models, Optimization, Data Mining and Access controls			
The suite should have a sophisticated data mining workbench with support for predictive analytics			
The Statistical Analysis and Reporting suite have a single point of control over administrative tasks in the intelligence platform from Data Integration, Statistical Analysis, Analytical Models, OLAP, Data Mining Models, Forecasting, Optimization and Business Intelligence Reports			
Platform Support - Support for all leading industry standard platforms			
The suite's server components should be compatible with all standard operating systems			
Common Metadata			
The Suite for the centralized management of metadata repositories			
Support for exchange of metadata (internal and external)			
Provision for Metadata Integration Bridges for integration with third party BI software			

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Administration			
The suite should offer single management console for metadata administration of the software from ETL, Data Quality, Statistical Analysis, Data Mining, Forecasting, and Optimization to Business Intelligence Reports			
The Solution should provide for a visual console to perform administrative tasks			
The Solution should provide the ability to View Users Data and Metadata Queries			
The Solution should provide for services being started/stopped from the administrative console			
Security			
The tool should control access to applications, modules and functions based on user security			
The data access should be controlled based on individual profiles			
The security should be based on roles			
The Tool should provide for privileges to be set at a user level			
The product should support personalization			
The Suite should support SSL			
The Solution should support for digital certificates			
The Solution should support for encryption. The suite should provide for data, metadata, data transmission between systems in encrypted format			
The BI Solution should support Single Sign-on			
Single Sign-on should be compatible supporting the Windows SSPI framework			

Extract / Transform / Load – Data Integration (ETL)	Specification (Quoted / Applicable – by the bidder)	Complied (Yes / No)	Remarks
The tool should provide a Central Metadata Repository to manage the flow and traceability of data and structures			
The tool should provide native access Industry leading RDBMS like ORACLE, SQL Server, Sybase, MYSQL and have specific data access application to access SAP modules			
The Tool Should provide for Multiple-user design environment supports collaboration on large, enterprise wide projects			
The tool should support targets which are normalized or de-normalized. The tool should provide specific functionality to support either of these two design approaches			
The tool should provide for reuse of individual transformations			
The tool should support for surrogate key generation			
The tool should provide for creation of user-defined			

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external transformation functions			
The tool should provide pre-build functionalities for the following: <ul style="list-style-type: none"> • Financial Transformations • Mathematical Transformations • Statistical Transformations 			
User interfaces for Data Profiling, Data Standardization, and Clustering and Data Augmentation capabilities. In Data Profiling it should be able to conduct the following analysis :			
<ul style="list-style-type: none"> • Structure discoveries, • Frequency distribution • Pattern distribution • Various Statistical Analysis • Outliers Detection and Percentile reporting • Relationship Discoveries • Referential Integrity Analysis • Redundant Data Analysis • Enable business rule validation. 			
Support data quality measurement on an on-going basis embedded into batch, near-time, and real- time process			
The Tool should supports client requests via standard SOAP interfaces			
Should be customizable and allow enhancement of its knowledge base by constantly updating Indian Dictionary			
Should support data cleansing and de-duplication, duplicate suspect processing, house holding, with array of out-of-the-box standardization rules conform data to corporate standards – or can build customized rules for special situations			
Should have business rules and GUI's for automatic merging and manual merging			
The Tool should have capabilities for master data management with semantic data descriptions of input and output data sources uniquely identify each instance of a business element customer, account, etc. and standardize the master data to provide a single source of truth			
The Tool should provide for Business rules library. Reusable business rules clean, standardize, match and enhance data as it moves into the master reference file and is reused for downstream processes			
The Tool Should provide fuzzy logic to induce tolerance during matching			
The Tool Should use the parsed data to provide flexible matching criteria			
The Tool Should have options for manual/automatic merging of clustered records			
The Tool Should enable to define rules for record and/or field selections during the merging process			
The Tool Should have the capability to enrich data from internal data sources			

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The Tool Should have the capability to enrich data from external/third party data sources			
The tool should have integrated and customized design-time checks for early notification of potential problems as you build the process flow for a job			
The tool should have the ability to disable and enable nodes and submit flows in any state			
The tool should have the ability of performing integrated impact analysis			
The tool should have documentation available in the form of notes on nodes and on the canvas			
The tool should have enhanced mapping features that includes intelligent handling of data type conversions, easy and selectable customizes mappings, and controlled propagation of changes to mappings			
The tool should have status indicators that identify complete and incomplete transformations in a job			
The tool should have status messages that explain the status issues with incomplete transformations			
The tool should have Rule-based mappings that support pattern mapping, user customizations, and automatic numeric to character or character to numeric mappings			
The tool should have the ability to start job runs from the source, the target, or the middle of the job			
The tool should have the ability to easily capture and display performance information such as real time, CPU time, memory use, input/output, and record count data, with the ability to display this information as a table or as a graph			
The tool should have transformations to perform analytical operations like Correlations, Distribution Analysis, Frequency and Summarization			
The Data integration jobs should be building the data-marts in a seamless single process flow			
System shall contain the data, software, and processes needed to cleanse, consolidate and transform the data from their source system format to the data warehouse format			
System shall be able to facilitate bulk data movement			
System shall be able to join data from multiple sources and support for concurrent processing of multiple source data streams, without writing procedural code, while at the same time allowing for coding for power users			
System shall be able to extract and transform information from multiple sources without any intermediate files			
System shall be able to check incoming data for quality, reliability, consistency and validity, and then transform as required			

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System shall facilitate data profiling based on dynamic, user defined validation rules and support identification of user defined 'events' to trigger alerts (through email reports) to authorities			
System shall support In-memory data handling			
System shall allow high-performance movement and transformation of data between disparate systems in batch mode			
System shall support batch mode data quality implementation			
System shall be able to generate notification alerts based on the occurrences of relevant knowledge items and as per pre-defined priority			
System shall have the capability to correct mistakes in spellings, inconsistencies, casings and abbreviations			
System shall support correction logic for Indian names, addresses, phone numbers, pan numbers, passport number and other identification proof documents and demographic details			
Data warehouse shall have the capability to export data in open standards (such as XML formats)			
Analytics			
System shall support analysis of variance, Multivariate analysis of variance and repeated measurements and Linear and non-linear mixed models			
System shall support Coefficient of variation plot			
System shall support factor analysis to determine significant parameters that can be used to prepare a revenue forecast model (through regression models)			
System shall support identification of common patterns/factors/profile characteristics that could enable selection of criteria for selection of Business Audit cases, selection of Refund Audit cases, dealer risk or revenue reliability rating			
System shall provide a rich set of data mining algorithms that can be used for classification, regression, clustering, detection of outliers and anomalies, feature extraction, association analysis, and attribute ranking			
System shall provide for Supports binary, nominal, ordinal and interval inputs and targets			
System shall support Clustering with following features: Several strategies for encoding class variables into analysis Handles missing values			
Variable segment profile plots showing the distribution of the inputs and other factors within each cluster			

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System shall support identification of certain groups of records that are similar between themselves but different from the rest of the data using algorithms like clustering techniques, Neural Networks, Self-organized maps, other visualization methods System shall enable ability to refine the model based on various techniques i.e. the facility to predict interaction between variables - establish a relationship between a 'dependent variable' (e.g. refund amount) and other explanatory variables (e.g. source & destination of the transaction, cross-check data, type of dealer, etc.). Depending on the various values of explanatory variables in the dataset, predict what the impact will be on dependent variable			
System shall support detection of patterns from the transaction data set over a defined time period for particular individuals / groups			
System shall have flexibility of imputing missing values automatically using different statistical options such as min, max, median etc.			
System shall support automated algorithms which will help the end-users to run multiple algorithms at a time and hence compare the results between them			
System shall support information exchange between the data mining tool and the Analytics tool so that inputs for data mining can be taken from analytics tool and vice – versa on a common user platform			
System shall provide multiple methods to visualize data mining models and provide the user with sufficient levels of understanding and trust			
System shall be able to provide statistical summary of the transaction records			
System shall be able to discover new patterns in the dataset (detect untrained patterns) and identify defined patterns in the dataset (trained patterns)			
System shall support inbuilt data transformations and allow definition of custom transformations			
System shall provide user interface to other related software such as Business Intelligence for further analysis in data mining tool			
System shall support processing of data-points for exponential smoothing, missing data and outlier data on all data-sets before trend analysis / modeling			
System shall support trend analysis and modeling / forecasting for identified parameters on dealer-wise, transaction-wise and commodity-wise data received from multiple sources			
System shall support decomposition of historical data (time series data) and development of regression models for forecasting region-wise refunds and target setting using significant factors from dealer based refunds data			
Forecasting and time series methods available shall			

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<p>include the following methods:</p> <ul style="list-style-type: none"> • Trend extrapolation; exponential smoothing; Winters method (additive and multiplicative) ARIMA (Box-Jenkins), ARIMAX • Structural time series models or unobserved components models (UCM) • Time series decomposition and seasonal adjustment 			
System shall support profile matching through multi-field text matching functionality on dealer-profile information (comparison could be on combination of name, PAN, address, telephone number etc.)			
System shall allow user to view test statistic for each model built, and hence select the model other than the auto select model			
System shall have the ability to perform multi-level hierarchical forecasting with the ability to choose the best forecast for each level in the hierarchy (rather than force one model across all levels)			
System shall provide Graphical User Interface (GUI) based & user friendly what-if facility based on (estimated model parameters) to create and save different scenarios			
System shall support identification of associations (supplier, supplier to supplier, customer, customer of customer etc.) across n levels, through matching TIN, names, addresses etc.			
System shall help in determining dealers' segments based on a variety of customizable relationships and attributes – Location, demographics, turnover, commodities, return category, officer, dealer rating, Top tax payers- location wise, Dealers having Top Turnover etc.			
System shall identify the risks associated with a given set of dealers or commodities			
System shall support Time Series and dependent scenario (“What-If”) analysis			
System shall also contain statistical algorithms like Cox regression, robust regression, Poisson Regression, Gamma regression, Panel Data Analysis etc.			
System shall support algorithms that are suited based on the learning pattern through the data			
<p>System shall provide facility to perform following kinds of analysis on data:</p> <ul style="list-style-type: none"> • Trends across dimensions over time evident in the fact records • Drill-down across hierarchy of levels within a target dimension • Drill-across dimensions for selected records • Slice and Dice of data sets • Sorting • Filtering 			

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System shall allow derived or calculated data like ratios that is not available in the data source for the purpose of comparison or analysis: <ul style="list-style-type: none"> • Ranking • Analytic (Max, min, Average etc.) • Statistical (sum, difference, round up or down, etc.) • Percentage (%difference, % total, etc.) • Analytic (standard deviation, percentile, quartile etc.) 			
System shall provide facility to allow creation of logical grouping of data based on user defined criteria. e.g. pattern matches, value thresholds			
System shall provide facility to define Business rules in simple business terms with logical conditions like IF, ELSE, AND, OR etc.			
System shall provide facility to create ad hoc queries through use of simple business terms for querying the data sources			
System shall provide facility to save the queries and edit the same in future to derive newer queries			
System shall provide facility to save and export the generated reports in file formats like RTF, HTML, PDF			
System shall provide facility to summarize and present data using a variety of highly customizable charts, including vertical and horizontal bar, pie, donut, sub-grouped pie, star and block charts, plots like scatter, line, area bubble, multiple axis and overlay plots			
System shall provide facility to generate static or dynamic interactive visualization charts and graphs			
System shall provide ability to provide interactive simulations and time series modeling			
System shall provide dashboard facility with visual features like Metric Dials, Graphs, etc. for display and track of metrics			
System shall support handling of multi-dimensional analysis (i.e. slicing and dicing the data), drill-down, drill-up and drill-across facilities for dealer, commodity and transaction data			
The solution should offer a wide range of network analytics and optimization capabilities which will be used in identifying suspicious behavior, such as connected components, dealer clusters and communities, dealer centrality metrics and ability to identify shortest path to suspect / watchlisted dealers			
The solution should incorporate strong text mining capabilities to identify key / similar commodities from dealer data through text clustering, and derive rules to classify the same.			
End User Application - Reporting Framework			

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The proposed solution should incorporate two key aspects – one is a BI solution which provides dashboards and reporting at aggregated level for key officers and stakeholders, and the other should be an investigative workbench which also enables operational stakeholders (officers of BIU, enforcement department etc.) to take action on the alerts that emerge for a dealer, assess the evidence around the same, and take a decision on further action on the alert.			
BI/Reporting with a comprehensive, end-to-end offering that can be combined with leading project management (PM) and analytical applications			
The BI Solution should be seamlessly integrated with the Analytics framework, Data Quality, Reporting, and Statistical Analysis & forecasting			
The BI Suite should come with capabilities designed for Commercial Tax scenarios			
The BI Suite should be able to create personal views (personas)			
The BI solution should be web-enabled			
The BI solution should support wireless communications and mobility solutions			
The BI solution should be able to send alerts to specific people when specific measures need input or are performing exceptionally (under or over performance)			
The BI solution should provide data should be presented in fully customizable views including data tables, graphs, scorecard dashboard creation through - dials, gauges And other reporting controls			
The BI solution should have the ability to use speedometers or other customized images to signal KPI status. Associate any image to a certain threshold or range value. Users should be able to create any number of threshold ranges			
The BI solution should provide capabilities to drill down to subordinate scorecards, supporting analytics or to the transaction system			
The BI solution should allow the flexibility to compare the measures with multiple benchmarks and targets			
The BI solution should be integrated with forecasting solution and should be able to exchange information results			
The BI solution should provide graphical displays of data through a variety of reporting controls			
The BI solution should provide the flexibility in defining any detailed targets for any measures. Interface for user to personalize the indicator settings/preferences			

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The BI solution should provide an intuitive zero-client, browser-based user interface			
The BI Solution should allow browsing of metadata repositories to locate reports, dashboards, performance indicators, analytical models and reports			
The BI Solution should contain sub-components that are updated upon page refresh, including KPI's going out of range and other items of interest that become available			
The BI Solution should have Point and click wizards that enable users to create, delete and reorder pages, add and remove content and modify page layout to self-sufficiently organize content in their work area			
The BI Solution should provide Single sign on capabilities with other web applications and other party products such as LDAP and ADS			
The BI Solution to schedule reports for execution/refresh and/or distribution			
The BI Solution should provide zero-footprint Web-based interactive reporting interface			
The BI Solution should provide Load, organize, view and save reports from one or more data sources			
The BI Solution should provide Multidimensional data exploration			
The BI Solution should provide print reports to PDF or export formatted tables and graphs, or simply data, to Excel			
The BI Solution should provide Slice and dice multidimensional data and applying filters on any level of a hierarchy			
The BI Solution should provide Drill up/down through hierarchies or expand/collapse entire levels			
The BI Solution should provide detailed information for every cell (drill through) with the option to export it to Excel			
The BI Solution should Rank multidimensional data to identify top performers or top lower end entities			
The BI Solution should display totals and subtotals on cross tables			
The BI Solution should provide for Conditional highlighting to provide visual highlight information inside tables and graphs depending on conditions defined			
The BI Solution should provide for Creation of filters to control data displayed on a report			

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The Solution should provide for dynamic and cascading prompts			
Add/view report comments			
Email link to report, optionally with parameter values			
Ability to call a report directly from a URL			
The BI Solution should provide for Integration with Microsoft Word, Microsoft Excel, and Microsoft PowerPoint			
The BI Solution should provide for Offline viewing of previously created results			
The BI Solution should provide for Use all the capabilities of Excel on the data displayed			
Ability to send the KPI Indicators (gauges, dials etc.) to reporting users through Microsoft Outlook			
The Solution should have the capability to build flash dashboards with interactive filters			
The Reporting should have flash data visualization with multi-dimensional view in a moving time-series			
The Reporting interface should provide for cascading and shared prompts			
Embedded Analytics: The Reporting Portal should provide complete statistical operations including (What-If Analysis) for carrying out simulations. Descriptive Statistics, Regression, Correlations etc. should be integrated seamlessly with the Reporting Portal			
The Business Intelligence Interfaces of Reporting and Portal should have seamless integration (common technical metadata) with Analytics (Statistical Analysis)			
The dashboard should allow interaction with other objects on the portal page			
Provide self-sufficient and easy access to enterprise data sources on multiple platforms, operating systems and databases			
The process and the nodes selected in the process flow diagram should generate its own code. The process flow should have the facility to view and edit the code generated by the system.			
The system should allow the users to link separate code nodes to the process			
Analysis results to be delivered in various formats like HTML, RTF, text, and/or PDF form. Should provide the facility to save output in tables or data as the same as the			

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input format			
Windows based point and click application which provides the business analysts and power users to carry out extensive analysis on data such as descriptive statistics, drag and drop tabular reports, correlation, multiple regression etc. as described in the statistical analysis requirement section			
A single interface for data integration & manipulation such as tabulation, statistical analysis, econometric modeling and multi-dimensional analysis			
Flexibility to choose the template of reports & report output formats			
Define report layout through wizards: add tables, graphs, headers & footers			
Graphical Query Builder for users to visually access and manipulate their data without SQL expertise			
Join tables, order the joins, graphically or programmatically subset data to reduce the results to acceptable sizes and to identify the data you require			
Parameterize data to interactively filter the information required for intelligent decision-making			
Organize information for easy viewing with a Select and Sort interface			
Users can format existing variables and create new calculated variables			
Visually build calculated variables / computed columns from a comprehensive list of pre-defined functions			
Preview generated query code, check the query syntax validity or copy the code for reuse in other applications			
The dashboard should allow collaboration within departments and users by means of commenting and replying. Additional functionality of attaching supporting documents to substantiate the comments should be possible			
Creation of KPIs and Dashboards should allow drag-and-drop functionality in a WYSIWYG (What You See Is What You Get) fashion			
Compatibility with 3rd party portal - should be able to interface with 3rd Party portals for better adaptability within the organization			
Users should be able to bookmark favorite KPIs and Dashboards for quick reference			

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<p>Visualizations to aid filter selection by:</p> <ul style="list-style-type: none"> • Filter all dashboard KPIs at once • Data Brushing and contextual filtering between KPIs 			
<p>Reports can be designed without the need for an underlying cube / summarized data structure Parameters can be passed among reports to retrieve details and investigate specific dealers / taxpayers / entities / taxpayer segments.</p>			
<p>The dashboard should be able to enable display of trend within a dashboard with the functionality to zoom the indicators for better view</p>			
<p>In case of change in the underlying database, the system should provide functionality of auto-repairing of the reports</p>			
<p>Scheduling - Option to schedule the same report multiple times in a single flow</p>			
<p>Report Creation - GUI to copy/paste objects in reports creation facilitating quick creation/editing</p>			
<p>Printing dashboard - Should allow printing of individual dashboards and email options</p>			
<p>System shall provide an Enterprise Reporting and Visualization solution to author, manage, and deliver all types of highly formatted reports</p>			
<p>Reports created by the system should be dynamic and not static - i.e. - they should be interlinked, filterable and capable of drill down analysis</p>			
<p>The tool should have the ability to be configured on commodity hardware which gives the scalability and brings down upfront capital investments for an organization</p>			
<p>The tool should provide capabilities to forecast on the fly with forecasting confidence intervals to further enhance data exploration and analysis. The tool should provide enhanced forecasting capabilities with Scenario Analysis allowing users to see impact of variable values on the forecasted trend</p>			
<p>The tool should provide a clear explanation of Analytical results by providing “What does it mean” capabilities</p>			
<p>The tool should provide analytical capabilities such as Correlations , Regression, Text Analytics/Word Cloud using predefined ontologies, Network Plot, Decision Trees, Scenario Analysis, Statistical Analysis</p>			
<p>The tool should provide Auto charting. Based on data items selected for analysis, the tool should automatically choose best visualization suited for representation</p>			
<p>Should support advanced analytics, statistical analysis, forecasting and advanced aggregation</p>			

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GENERIC			
The user interface should have the capability to integrate with Web-Services i.e. Should support sending and receiving web services			
The solution should provide flexibility of displaying the dashboards on third-party portals including MS-Office applications			
The solution should allow generation of dashboard using ad-hoc queries by the user			
Fraud Framework Compliance Requirements			
Solution should have capability to detect various types of tax related frauds.			
Solution should have inbuilt business rules administration engine to implement scenarios			
Solution should have ability to add new scenarios			
Solution should be able to make scenarios active			
Solution should be able to execute scenarios in specific order			
Business rule administrative engine should have capability to change scenario parameters easily			
Solution should have ability to group scenarios together for performance			
Solution should be capable to execute scenarios at scheduled times such as days, weeks or months			
Solution should have the ability for the rules engine to allow criteria to be defined / modified (add, delete, create, update)			
Solution should have the ability for unlimited rules capacity			
Solution should have the ability for the rules engine to allow decisions based on criteria (what to do with the item / record)			
Rules engine should have the functionality to retrieve historical activity and capture for rule creation / maintenance			
Rules engine should be able to create a case based on externally and internally created scores as a decision element			
Rules engine should be able to create scores that are portfolio specific and/ or relationship specific			
Rules engine should have the ability for allowing criteria to be defined / modified (add, delete, create, update)			

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Rules engine should have the ability to prioritize work based on portfolio and / or relationship specific scores			
Rules engine should use updatable user defined tables as decision elements such as: Negative and / or positive files			
Rules engine should have the ability to track changes to rules (i.e. who, when, what, why) (audit changes)			
Rules engine should have the ability for each transaction to be evaluated by every rule			
Rules engine should be able to identify the rules triggered by a transaction			
Rules engine should be able to list, by priority, of all rules triggered by a transaction			
Rules engine should be able to create / modify exclusion criteria, within a rule, to route activity to an 'exclusion' queue'			
Solution should be able to define systematic actions at the rule level			
Rules engine should be able to assign a unique alert identification number to each item scored and actioned by the rules engine or out sorted for analyst review			
The solution should have ability to assign risk / fraud scores to transactions			
Solution should have ability to score individual transactions			
Solution should be able to apply fraud score at either event, entity or network level			
Solution should be able to build anomaly detection models to find previously unknown activities that are indicative of fraud			
Solution should have ability to build and deploy new models			
Solution should have ability to define clusters using several different techniques and relations			
Solution should have ability to include different sets of limits and thresholds for different event types			
Solution should have ability to build predictive fraud models designed to learn from past fraud and better predict future attempts			
As the nature of fraud models is dynamic , the proposed solution should have strong fraud model comparison capabilities which identify the best performing model from a variety of techniques adopted by the department, and thus enable a champion challenger approach.			
Solution should have ability to suppress unwanted alerts			

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Solution should route alerts to the appropriate person/group			
Solution should have advanced routing rules to route along any data event			
Solution should have capability to reduce redundant alerts			
Solution should have capability to group alerts into single entity actionable events			
Solution should provide reports on alerts			
Solution should have capability to visualize the network related to alerts or risk networks. The networks should have been generated as a result of analytics rather than just selecting an individual entity as a target			
Analyst should be able to action alerts by routing, emailing, closing or other events			
Analyst should be able to make notes in alerts			
The solution should be able to enter investigation steps taken and their results in the system. There should be configurable templates (e.g. Drop-down list) for both of these, in order to speed up data entry for typical actions and results			
Investigators should be able to sort and filter all case records by entering search criteria into any data field. Possibilities should include logical searches like "Equals A or contains B", etc. Query results should be displayed as a list, possibility to open a record on the list to view all fields, then close and return to result list			
Solution should be able to export the results of a query, or the entire table to xls and/or csv			
Solution should support batch update: Ability to update many records at the same time, e.g. Overwrite recovered amount for several hundred records at the same time			
Solution should provide the ability to perform systematic actions based upon an analyst's work action			
Solution should be able to define the systematic actions to be taken, based upon an analyst's work action			
Solution should have ability to add /update/delete users/groups easily			
Solution should have ability to add add/update/delete reports easily			
Solution should have ability to add/update user/group privileges			
Solution should have ability to integrate alerts from other systems			

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Solution should have ability to integrate 3rd party data			
Solution should have ability to add/update data inputs			
System should support exploration of relationships (either transactional or demographic / profile based) of dealers through network diagrams. Adequate emphasis on core measures such as transaction amount, size of dealer etc. should be depicted as node size / link width etc.			

Authorized Signatory (Signature In full): _____

Name and title of Signatory: _____

Stamp of the Company: _____

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SECTION – J

TECHNICAL CAPABILITY OF BIDDER

(Tender No. WTL/CT/BI/16-17/029)

Sl. No.	Project Name	Start Date	End Date / Status	Brief description of project & scope of work (implementation, operation & maintenance)	Type of project	Approx value of the project	Contact details of the Customer

Authorized Signatory (Signature In full): _____

Name and title of Signatory: _____

Stamp of the Company: _____

Note:

- A. Type of Project shall indicate the implementation of services (Software Implementation, system Integrator/ FM support etc).
- B. Scope of work shall indicate whether it is implementation, Operation or maintenance.
- C. Submit details of the order indicating the project value, customer contact details, project completion certificate, customer satisfaction certificate etc.

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SECTION – K

FINANCIAL CAPABILITY OF BIDDER

(Tender No. WTL/CT/BI/16-17/029)

FINANCIAL INFORMATION

Sl. No.	Name of the Bidder	Turnover (Rs. / Crores)		
		2013-14	2014-15	2015-16
1				

Authorized Signatory (Signature In full): _____

Name and title of Signatory: _____

Stamp of the Company: _____

Note:

1. Submit the audited financial statement/ audited annual report of the last three financial years.
2. Minimum requirement of turnover is 500 crores in each of the last three financial year.

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SECTION – L

BIDDERS’S DETAILS

(Tender No. WTL/CT/BI/16-17/029)

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	
5	Former name of the company, if any	
6	<p>Is the firm</p> <ul style="list-style-type: none"> ▪ 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. 	
7	Is the firm registered with Sales Tax department? If yes, submit valid VAT Registration certificate.	
8	Is the firm registered for Service Tax with Central Excise Department (Service Tax Cell)? If yes, submit valid Service Tax registration certificate.	
9	Total number of employees. Attach the organizational chart showing the structure of the organization.	
10	Are you registered with any Government/ Department/ Public Sector Undertaking (if yes, give details)	
11	How many years has your organization been in business under your present name? What were your fields when you established your organization	
12	<p>What type best describes your firm? (Purchaser reserves the right to verify the claims if necessary)</p> <ul style="list-style-type: none"> ▪ Manufacturer ▪ Supplier ▪ System Integrator ▪ Consultant ▪ Service Provider (Pl. specify details) 	

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	<ul style="list-style-type: none">▪ Software Development▪ Total Solution provider (Design, Supply , Integration, O&M)▪ IT Company	
13	Number of Offices in district head quarters in West Bengal	
14	Is your organization has ISO 9001:2008 certificates?	
15	List the major clients with whom your organization has been / is currently associated.	
16	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)	
17	Have you ever been denied tendering facilities by any Government / Department / Public sector Undertaking? (Give details)	

Authorized Signatory (Signature In full): _____

Name and title of Signatory: _____

Company Rubber Stamp: _____

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SECTION – M

FORMAT FOR PRE-BID MEETING QUERY

(Tender No. WTL/CT/BI/16-17/029)

Name of the Bidder:

Queries

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

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

Authorized Signatory (Signature In full): _____

Name and title of Signatory: _____

Company Rubber Stamp: _____

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SECTION – N

LIST OF CLIENTS OF SIMILAR ORDERS

(Tender No. WTL/CT/BI/16-17/029)

Sl. No.	Name of the Client	Address	Contact Person	Designation	Contact Numbers

Authorized Signatory (Signature In full): _____

Name and title of Signatory: _____

Company Rubber Stamp: _____

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SECTION - O

DECLARATION OF ELIGIBILITY CRITERIA

(Tender No. WTL/CT/BI/16-17/029)

Eligibility Criteria for SI:

Sl. No.	Eligibility Criteria	Document Submitted
1.	The bidder should be a company registered under the Companies Act, 1956 and 2013 or an LLP and in operation for at least 5 years as on 31.03.2017 and should have their registered offices in India. Documentary (Certificate of Registration / Details of Registered Offices, with Contact persons) evidence to be submitted.	Yes / No
2.	The bidder should be a CMM Level3 company. Copy of Certificate and the link to the CMM website should be submitted along with the bid.	Yes / No
3.	The bidder should have average annual turnover of at least Rs. 100 Crore for the last three financial years (i.e. 2013-14, 2014-15, 2015-16) and should have positive net profit in all the three years. Turnover Statement and net profit statements from Auditors for last three years, clearly stating nature of activities and country where turnover is reported.	Yes / No
4.	The bidder should have implemented at least two BI/Analytics solution (that includes customization and implementation of ETL, BI/Analytics tools) in the last 5 financial years (2011-12, 2012-13, 2013-14, 2014-15, 2015-16) or in the current financial year (2016-17), with total Number of users \geq 20. For each of these projects, the minimum contract value should be at least Rs. 10,000,000 (Rupees One Crore). Photocopies of Work Orders / Credentials, Documentary evidences / letters from clients and Contact details of client and references for each project to be submitted.	Yes / No
5.	The bidder should have prior experience of handling at least 2 assignments for Central / State / PSU / Govt. undertakings in India as System Integrator in the last 5 financial years (2011-12, 2012-13, 2013-14, 2014-15, 2015-16) or in the current financial year (2016-17) with a minimum contract value of Rs. 20,000,000 (Rupees Two Crore Each). Here, 'System Integrator' role shall necessarily include projects where scope of work includes Customization Services and Implementation of COTS products and at least 2 of the following: Application Development Facilities Management Services IT Support and Maintenance Services	Yes / No
6.	For each element of the solution stack (ETL, Data Quality, BI and analytics tool), there should be trained personnel in the SI Organization that have experience. Self-declaration by Authorized Signatory to be provided.	Yes / No
7.	The bidder shall not have been blacklisted by any State/Central Government or PSU Organization or bilateral/multilateral funding agencies for breach of ethical conduct or fraudulent practices as on date of submission of the proposal (as per	Yes / No

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	DIT guidance note issued on 26-Dec-2011). Declaration on bidder's letter head to be submitted.	
8.	The bidder shall submit the Power of Attorney of Authorization for signing the bid in Rs.10.00 Non Judicial Stamp Paper	Yes / No
9.	Bidder should submit Earnest Money Deposit (EMD) of Rs. 200,000.00 (Rupees Two lakhs only) in the form of Demand Draft from any Scheduled Bank in favour of Webel Technology Limited payable at Kolkata.	Yes / No
10.	Bidder should submit Tender Document Fee of Rs. 5000.00 (Rupees Five thousand only) in the form of Demand Draft from any Scheduled Bank in favour of Webel Technology Limited payable at Kolkata.	Yes / No
11.	Manufacturer's tender specific authorizations for Software License must be submitted as per format enclosed (Section - S).	Yes / No

Eligibility Criteria for OEM:

Sl. No.	Eligibility Criteria	Document Submitted
1.	The OEM should have a global presence and turnover of more than Rs. 1000 crores per year globally for the last three financial years (i.e. 2013-14, 2014-15, 2015-16). An undertaking from OEM to be provided	Yes / No
2.	The OEM should have minimum 10 year presence in India. OEM Self certificate with supporting document to be provided.	Yes / No
3.	The OEM should provide SLA based support for various product related issues. Details of Support Services with address of support center in India (preferably) is to be provided.	Yes / No
4.	The OEM should have Authorized Trainer / product specialists to facilitate training in India. Trainers may be required to provide on-site training if necessary. OEM Self certificate is to be provided.	Yes / No
5.	The proposed solution for Analytics by the OEM should have been implemented in at least one project for Central / State / PSU / Govt. undertakings in India. Copy of Work order for bidder / OEM to be provided.	Yes / No

Authorized Signatory (Signature In full): _____

Name and title of Signatory: _____

Stamp of Company: _____

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SECTION – P

NIT DECLARATION

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

Sub: Engagement of System Integrator (SI) for implementation of Analytics solution for the Directorate of Commercial Taxes, GoWB

Dear Sir,

We the undersigned bidder/(s) declare that we have read and examined in details the specifications and other documents of the subject tender no. WTL/CT/BI/16-17/029 dated 31.03.17 implementation of Analytics solution for the Directorate of Commercial Taxes, GoWB published by Webel Technology Limited in e-Tender website.

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

Thanking you, we remain
Yours faithfully

.....
Signature

.....
Name in full

..... Designation

.....
Company Stamp

Dated, thisday of2017

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SECTION – Q Existing Infrastructure

EXISTING SETUP & TECHNICAL DETAILS FOR INTERNAL CENTRAL SERVER (G2G) INSTALLED AT WBSDC KOLKATA, SALT LAKE, KOLKATA-91

Sl. No.	Category	Qty.	Make, Model & Min Configuration	Operating System	Oracle & other Software	Status/Remarks
1	Database Server	2	Dell(TM) PowerEdge(TM) R710 Rack Mount Server Quad core dual CPU; 144 GB RAM	RHEL 5.7 64 bit	Oracle 11g Release 2 Real Application Clusterware version 11.2.0.3.0 64 bit; Oracle 11g Release 2 Enterprise Edition Database server version 11.2.0.3.0 64 bit with Partitioning and Tuning and Diagnostic options.	In production
2	Nexus Switch	2	Cisco Nexus5020 Chassis ("40x10GE/Supervisor") Intel(R) Celeron(R) M CPU with 2065536 kB of memory	N/A	N/A	In production
3	Core Switch	2	Cisco Cat4500 E-Series	N/A	N/A	In production

Note : Current Database size of G2G system is approximately 650 GB (uncompressed).

EXISTING HARDWARE & SOFTWARE DETAILS FOR WEB SERVER (G2C) INSTALLED AT WBSDC KOLKATA, SALT LAKE, KOLKATA-91

Sl. No.	Category	Qty.	Make, Model & Min Configuration	Operating System	Oracle & other Software	Status/Remarks
1	Database Server	2	HP DL 380p Gen8	RHEL 5.7 64 bit	Oracle 11g Release 2 Real Application Clusterware version 11.2.0.3.0 64 bit; Oracle 11g Release 2 Enterprise Edition Database server version 11.2.0.3.0 64 bit with Partitioning and Tuning and Diagnostic options.	In production
2.	Storage	1	EMC VNX 8000 SPE	N/A	Storage 58 TB (RAW)	In Production

Note : Current Database size of G2C system is approximately 520 GB (uncompressed).

Oracle Golden Gate has implemented between G2G and G2C system for real time data synchronization with bi-directional mode

EXISTING HARDWARE & SOFTWARE DETAILS FOR DOCUMENT MANAGEMENT SYSTEM (DMS) INSTALLED AT CTD HQ, KOLKATA -15

Sl. No.	Category	Qty.	Make, Model & Min Configuration	Operating System	Oracle & other Software	Status/Remarks
1	Database Server	2	x3750 M4		IBM DB 2	In production
2.	Storage	1	x3750 M4	N/A	IBM Storwize V7000	In Production

Note : Current Database size of DMS system is approximately 50 GB (uncompressed).

The above bill of material has been implemented finally; schematic diagram is tentative

WEBEL TECHNOLOGY LIMITED

Section - R **Proposed Infrastructure**

Proposed Architecture and Sizing : SI and OEM should provide their required architecture and sizing of hardware and other related items for their proposed solution keeping in mind requirements for the next 5 years. SI is requested to study the existing and available infrastructure with West Bengal Commercial Tax Department before deciding their requirements. WTL / CTD will procure the necessary infrastructure(including OS and database) as guided by the SI for their proposed solution and the SI should coordinate with WTL for any patches or upgrades that will happen to the OS and the database during the project. WTL will ensure the entire proposed infrastructure (proposed by SI) to have back to back SLA of 99% uptime with respective OEMs. Existing infrastructure details given in **Section - Q** and System Integrator should submit their propose architecture and bill of Materials in **Section - R**.

WEBEL TECHNOLOGY LIMITED

Section - S MANUFACTURER'S AUTHORIZATION FORM

Date:

To
Webel Technology limited
Plot-5, Block-BP, Sector-V
Salt Lake
Kolkata-700 091

Ref: Tender No.: WTL/CT/BI/16-17/029 dated 31/03/2017

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

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

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

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

We also confirm that the products quoted are on our current product list and are not likely to be discontinued within 3 years from the day of this letter. We assure availability of spares for the products for the next two years after five years warranty.

We also confirm that the License will be delivered within scheduled delivery dated as per the tender terms from the date of placement of confirmed order.

Name _____ In the capacity of _____

Signed _____

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

Dated on _____ day of _____ 2017

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

WEBEL TECHNOLOGY LIMITED

SECTION - T PROFORMA FOR PERFORMANCE BANK GUARANTEE

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

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

Ref Bank Guarantee no.....

Date.....

PROFORMA OF BG FOR SECURITY DEPOSIT

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

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

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

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

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

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

WEBEL TECHNOLOGY LIMITED

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

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