

# WEBEL TECHNOLOGY LIMITED

## **NOTICE INVITING e-TENDER**

Online Tender documents are invited for Selection of System Integrator for supply ,installation, configuration, testing, integration , commissioning & maintenance of Co-located Computing & Storage Infrastructure at Primary Site & Disaster Recovery (DR) of SDC required for implementation of West Bengal Aadhar Authentication Framework through setting up AUA/KUA and ASA/KSA infrastructure .The bidder should have sufficient experience and credentials on successful completion of “Similar Nature” of work in a Government Department /PSU /Autonomous Body or any reputed organization. Similar nature means supply, installation, commissioning, integration & maintenance support of Computing & Storage infrastructure including TOR Switch which comprises of Server Nodes, Storage Nodes, virtualization software, system software, ToR Switch to Government Department /PSU /Autonomous Body

1.	Tender No. & Date	WTL/PAR/CSI-AUA-ASA/23-24/021 Dated 03.08.2023
2.	Tender Version No.	2 <sup>nd</sup> Call
3.	Brief description of Service required	Supply ,installation, configuration, testing, integration , commissioning & maintenance of Computing & Storage Infrastructure at Primary Site & Disaster Recovery (DR) of SDC required for implementation of West Bengal Aadhar Authentication Framework through setting up AUA/KUA and ASA/KSA infrastructure
4.	Tender Fee	Rs. 6000.00 (Rupees six thousand only).The amount to be transferred online through e-tender portal.
5.	Earnest Money Deposit	Rs. 6,00,000.00 (Rupees Six lakhs only). The amount to be transferred online through e-tender portal. Alternately, The EMD / Bid Security may be submitted in the form of Bank Guarantee valid for 6 months from the date of bid submission. For submission of EMD in the form of Bank Guarantee/ Bid Security, the following are details: Name of the beneficiary: WEBEL TECHONOLGY LIMITED Address: Plot -5, Block – BP, Sector – V, Salt Lake, Kolkata – 700091 Contact No. Landline. ( 033)23673403/Mobile - 9007881238 ID No. AAACW4201G(Nature of ID : PAN CARD) Name of the Bank – State Bank of India Name of Branch with bank Branch code: Salt Lake Electronics, 09985 Account Type [ CBS Allotted A/C No. ] 10224931533 Branch IFSC[11 digits] : SBIN0009985 Branch MICR[9 digits] 700002193.
6.	Date of Downloading	03.08.2023
7.	Bid Submission Start date & time	09.08.2023 at 14.00 Hrs.
8.	Last date & time of EMD & Tender Fee submission	Before uploading of Tender.
9.	Last date & time of Bid Submission	14.08.2023 at 14.00 Hrs.
10.	Date & time of Technical Bid Opening	16.08.2023 at 14.00 Hrs.
11.	Tendering Authority	WEBEL TECHNOLOGY LIMITED (A Govt. of West Bengal Undertaking) Plot - 5, Block – BP, Sector – V, Salt Lake City, Kolkata – 700091.
12.	Contact Number/email	23673403-06, <a href="mailto:purchase@wtl.co.in">purchase@wtl.co.in</a>

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1. Intending bidder may download the tender documents from the website <https://wbtenders.gov.in> directly with the help of Digital Signature Certificate. Cost of tender fee may be remitted through electronically and also to be documented through e-filing. Cost of Earnest Money Deposit (EMD) may be remitted through electronically and also to be documented through e-filing. The details given in Clause – 10, Section – E.
2. Both Techno Commercial Bid and Financial Bid 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 Techno Commercial Bid and Financial Bid will be done as per Time Schedule stated in Section – C of this Tender Document.
4. The Financial Bid of the prospective Bidder will be considered only if the Techno Commercial Bid of the bidder is found qualified by the Tender Committee. The decision of the 'Tender Committee' will be final and absolute in this respect. The list of Qualified Bidders will be displayed in the website.
5. All clarifications/ corrigenda will be published only on the WTL / <https://www.wbtenders.gov.in> website.

6.

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## **SECTION – A**

### **SCOPE OF WORK**

#### **1. Scope of Work**

Webel Technology Limited, the State Implementing Agency (SIA) for e-Governance under the administrative control of Department of Personnel & Administrative Reforms (P&AR) (e-Governance Call), Govt. Of West Bengal is desirous for implementation of Aadhaar based authentication of beneficiaries in respect of various G2C services of the State Govt through Selection of System Integrator & Service Provider (SI &SP) for Supply, Installation, Configuration, Testing, Integration, Commissioning and Maintenance of AUA/KUA and ASA/KSA infrastructure and development of all associated Software and Connectors for a period of 5 years with hosting at WB State Data Centre on behalf of Department of Personnel & Administrative Reforms (e-Governance Call), Govt. of West Bengal.

Department of Personnel & Administrative Reforms Govt. Of West Bengal has been approved by UIDAI for functioning as a Global Authorized User Agency (AUA) with e-KYC permission as well as Authorized Service Agency (ASA) with e-KYC permission of UIDAI.

In order to implement Aadhaar Authentication Framework through deployment of AUA/KUA Software Stack including Aadhaar Data Vault & e-KYC middleware and ASA/KSA Software Stack, P&AR Department require necessary Co-located Computing & Storage Infrastructure including Top-of-Rack (TOR) Switch

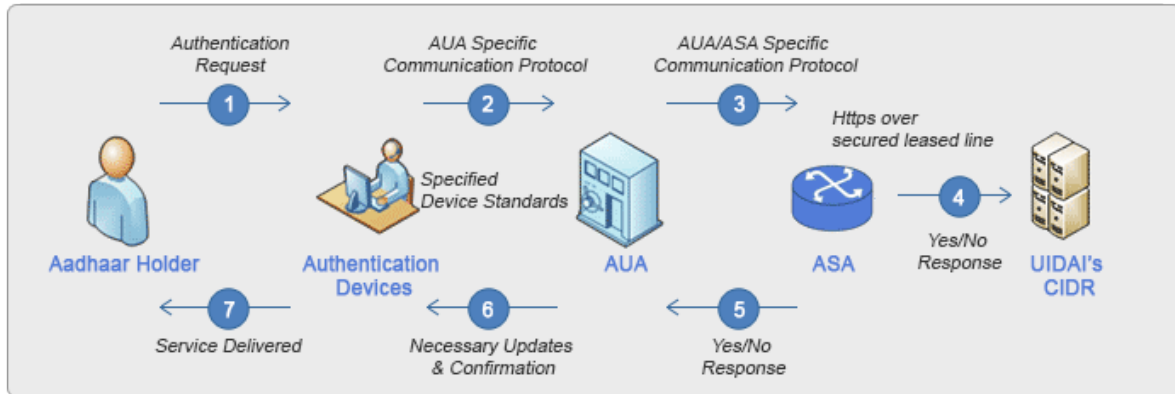
The bidder is required to provide supply, installation, commissioning, integration & maintenance support of the following hardware & system software at Primary Site & DR Site of State Data Centre to meet Co-located Computing & Storage Infrastructure required by P&AR Department for implementation of West Bengal Aadhaar Authentication Framework through setting up AUA/KUA and ASA/KSA infrastructure

1. Server Nodes
2. Storage Nodes
3. Top- of- the Rack (TOR) Switch
4. Required System software (Server Operating System on Windows/Linux,RDBMS), virtualization software, Server Antivirus (Windows/Linux), Host based security software required for virtual/host/guest machines for the Server Nodes, & all other system software as required for the Server Nodes
5. Required System software (Server Operating System on Windows/Linux,RDBMS), Server Antivirus (Windows/Linux), Host based security software & all other software as required for the Storage Nodes (NFS)

**It may please be noted that implementation of West Bengal Aadhaar Authentication Framework through setting up AUA/KUA and ASA/KSA infrastructure integrated with UIDAI through leveraging of above Co-located Computing & Storage Infrastructure is out of scope of the bidder. It is the responsibility of the successful bidder to successfully install, configure, fine tune, test, integrate, commission and maintain Co-located Computing & Storage infrastructure at Primary Site & Disaster Recovery (DR) Site of State Data Centre enabling P&AR Department, Govt of West Bengal to implement West Bengal Aadhaar Authentication Framework through**

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setting up AUA/KUA and ASA/KSA infrastructure integrated with CIDR of UIDAI .The details of such Co-located Computing& Storage infrastructureset up & it's indicative Physical servers, VMs, usability ,OS,v-CPU ,Memory ectto start with which will be optimized and scalable as required are given in the RFP



Deliverables at Primary Site & Disaster Recovery (DR) Site of State Data Centre

For Primary Site (SDC) for AUA/ASA

Physical Server – 8 nos

Storage Node- 2nos

TOR Switch – 2 nos

S/N	Physical Server	Environment	VMs	Usability	OS	vCPU	Memory
<b>A</b>						<b>64</b>	<b>256</b>
A1	Server-1	Production	Virtual	Web Server 1	Linux	16	64
A2	Server-1	Production	Virtual	Integration 1	Linux	16	64
A3	Server-1	Production	Virtual	HA Proxy for APP 1	Linux	8	32
A4	Server-1	Production	Virtual	Ha proxy for DB 1	Linux	8	32
A5	Server-1	Production	Virtual	My SQL Tool	Linux	8	32
A6	Server-1	Production	Virtual	AD 1 (if required )	Windows	8	32
<b>B</b>						<b>64</b>	<b>256</b>
B1	Server-2	Production	Virtual	Web Server 2	Linux	16	64
B2	Server-2	Production	Virtual	Integration 2	Linux	16	64
B3	Server-2	Production	Virtual	HA Proxy for APP 2	Linux	8	32
B4	Server-2	Production	Virtual	Ha proxy for DB 2	Linux	8	32
B5	Server-2	Production	Virtual	My SQL Tool	Linux	8	32
B6	Server-2	Production	Virtual	AD 2(if required )	Windows	8	32
<b>C</b>	<b>Server-3</b>	<b>Production</b>	<b>Physical</b>	<b>App 1</b>	<b>Linux</b>	<b>64</b>	<b>256</b>
<b>D</b>	<b>Server-4</b>	<b>Production</b>	<b>Physical</b>	<b>APP 2</b>	<b>Linux</b>	<b>64</b>	<b>256</b>
<b>E</b>	<b>Server-5</b>	<b>Production</b>	<b>Physical</b>	<b>DB 1</b>	<b>Linux</b>	<b>64</b>	<b>256</b>

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<b>F</b>	<b>Server-6</b>	<b>Production</b>	<b>Physical</b>	<b>DB 2</b>	<b>Linux</b>	<b>64</b>	<b>256</b>
<b>G</b>						<b>64</b>	<b>256</b>
G1	Server-7	Pre-Production	Virtual	Web Server	Linux	8	32
G2	Server-7	Pre-Production	Virtual	App	Linux	24	96
G3	Server-7	Pre-Production	Virtual	Integration	Linux	8	32
G4	Server-7	Pre-Production	Virtual	DB	Linux	24	96
<b>H</b>						<b>32</b>	<b>128</b>
H1	Server-8	Staging	Virtual	Web Server	Linux	4	16
H2	Server-8	Staging	Virtual	App	Linux	12	48
H3	Server-8	Staging	Virtual	Integration	Linux	4	16
H4	Server-8	Staging	Virtual	DB	Linux	12	48

VMs,its v-CPU and Memory are indicative. The bidders are required to supply ,configure install,test ,integrate & commission through optimization of computing & storage infrastructure within the physical server nodes ,Storage Node & TOR Switch provisioned as above without any need of additional computing & storage infrastructure.

VMs required for e-KYC Middleware ,ADV and all other software for AUA/KUA stack and ASA/KSA stack with high availability as required will be configured out of the above servers without any provisioning of additional physical servers.

MySQL Database Software must be supported version for the contract period

### DR Site (Purulia)

Physical Server – 3 nos

Storage Node- 1nos

TOR Switch-1 no

<b>S/N</b>	<b>Physical Server</b>	<b>Environment</b>	<b>VMs</b>	<b>Usability</b>	<b>OS</b>	<b>vCPU</b>	<b>Memory</b>
<b>A</b>						<b>64</b>	<b>256</b>
A1	Server-1	Production	Virtual	Web Server 1	Linux	16	64
A2	Server-1	Production	Virtual	Integration 1	Linux	16	64
A3	Server-1	Production	Virtual	HA Proxy for APP 1	Linux	8	32
A4	Server-1	Production	Virtual	Ha proxy for DB 1	Linux	8	32
A5	Server-1	Production	Virtual	My SQL Tool	Linux	8	32
A6	Server-1	Production	Virtual	AD 1(if required )	Windows	8	32
<b>B</b>	<b>Server-3</b>	<b>Production</b>	<b>Physical</b>	<b>App 1</b>	<b>Linux</b>	<b>64</b>	<b>256</b>
<b>C</b>	<b>Server-5</b>	<b>Production</b>	<b>Physical</b>	<b>DB 1</b>	<b>Linux</b>	<b>64</b>	<b>256</b>

VMs,its v-CPU and Memory are indicative. The bidders are required to configure through optimization of computing & storage infrastructure within the physical server nodes ,Storage Node & TOR Switch provisioned as above without any need of additional computing & storage infrastructure.

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VMs required for e-KYC Middleware ,ADV and all other software for AUA/KUA stack and ASA/KSA stack with high availability as required will be configured out of the above servers without any provisioning of additional physical servers.

MySQL Database Software must be supported version for the contract period

The bidders are required to supply,install, integrate, test , commission & maintain Computing & Storage infrastructure at State Data Centre (Primary Site) & DR Site (Purulia) to be provisioned using Co-located hosting model through leveraging of Server rack, Top-of-the Rack (ToR) Switch, Networking (10G/40G Leaf &Spine), Security Sub-System and Gateway Router provided through Data Centre.

The indicative Utilization of Computing Nodes ,Storage nodes & TOR Switch at Primary & DR Site would be as under

## **AT PRIMARY SITE**

Physical Servers: Total 8 nos

Storage Nodes: 2 nos

TOR Switch: 2 nos

Out of 8 physical Servers, 4 nos Servers will be used for deployment of ADV application on Linux platform & ADV Database on Linux Platform with MySQL Database (supported version) with failover. 4 Physical Servers will be virtualized to create VMs to meet various Production, Pre-Production & Staging environment of AUA/KUA and ASA/KSA infrastructure

2 nos Storage nodes will be used as NAS with Active -Passive configuration to meet storage need of all the physical servers & Virtual Machines of AUA/KUA and ASA/KSA infrastructure

2 nosTOR Switch to connect Server nodes & storage nodes

## **AT DISASTER RECOVERY (DR) SITE**

Physical Servers: Total 3 nos

Storage Node: 1 no

Managed Switch: 1 nos 10G/40G.

Out of 3 physical Servers, 1 no Servers will be used for deployment of ADV application on Linux platform & 1 no server for ADV Database on Linux Platform with MySQL Database. 1 Physical Server will be virtualized to create VMs to meet Production Environment for AUA/KUA and ASA/KSA infrastructure

1 noStorage nodes will be used as NAS to meet storage need of all the physical servers & Virtual Machines of AUA/KUA and ASA/KSA infrastructure

1 no TOR Switch to connect server nodes & storage node

## **2. Technical Specification**

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## 2.1. Server Node Specification (without Virtualization Software) for deployment of ADV application & ADV database with high availability/failover (PRIMARY SITE-SDC)- 4 nos Physical Servers

#	Description	Compliance (Yes/No)	Remarks
1.	Physical Cores- minimum 2 x 24 Cores (3 <sup>rd</sup> /4th Generation Intel Xeon processor /AMD EPYC <b>processorminimum 2.4 GHz speed</b> ).).		
2.	RAM - minimum 1024GB (DDR4) (each RAM module should be of minimum 16 GB).It should support minimum 3200 MHZ		
3.	<ul style="list-style-type: none"> <li>- SSD for operating system – 2x480 GB M.2 SSD in RAID1 or better for booting</li> <li>- SSD for Storage- 5 TB (Usable) offered with RAID 6.</li> </ul>		
4.	Network Interface per physical Server- <ul style="list-style-type: none"> <li>- Dual port 25 Gig Ethernet Card populated with 2 nos. of <b>10/25GbE</b> SFP28 Multimode transceivers <b>supporting dual speed auto-negotiating</b> and</li> <li>- 4 nos. of Multimode Patch Cords of minimum 3m length</li> <li>- 1 no. of 1GbE dedicated management interface. (Direct Attached Cables should not be proposed to meet the transceiver requirement).</li> </ul>		
5.	Server solution should have interface for keyboard, mouse, monitor – minimum 1x VGA & 2x USB		
6.	Power supply and fans- Proposed solution should have hot swappable redundant power supply and fans to meet 100% workload with proposed components.		
7.	Common Criteria certification: System's integrated remote management should be min. Evaluation Assurance Level (EAL2+) certified. Certificate from certifying authority to be submitted		
8.	Management – Out of Band Management with IPMI license / feature ready.		
9.	OEM Support for 5 (five) years with advance hardware replacement warranty for all proposed components, sub-components (including SSD), for entire warranty period.		
10.	TAC Support for hardware in India for last 5 years		
11.	Service facility & spare warehouse of the OEM should be available in Kolkata. GST registration document to be submitted		
12.	Spare parts to be made available by OEM within 7 business days from the date of call log.		
13.	Product should not be end of support by next 5 years.		
14.	Max. 2U rack mountable with rail kit		

## 2.2. Software & services for each of servers for Server Node (without Virtualization Software) for deployment of ADV Application & ADV database with high availability / failover (PRIMARY SITE-SDC) for 4 nos Physical Servers

1.	The servers should be supplied with the following software as per proposed solution-		
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	<ul style="list-style-type: none"> <li>- Required operating system software (Windows/Linux)</li> <li>- Required database software</li> <li>- Host based security software required for virtual/host/guest machines.</li> </ul>		
2.	OEM support for 5 (five) years for proposed, security software, operating system, database software etc		

Note. MySQL RDBMS supported version to be supplied.

## 2.3. Server Node Specification (with Virtualization Software) for deployment of other Production environment, Pre-Production Environment & Staging Environment (PRIMARY SITE-SDC) for 4 nos Physical Servers

#	Description	Compliance (Yes/No)	Remarks
1.	Physical Cores- minimum 2 x 24 Cores (3 <sup>rd</sup> /4 <sup>th</sup> Generation Intel Xeon processor /AMD EPYC <b>processorminimum 2.4 GHz speed</b> )..		
2.	RAM - minimum 1024GB (DDR4) (each RAM module should be of minimum 16 GB).It should support minimum 3200 MHz		
3.	<ul style="list-style-type: none"> <li>- SSD for operating system – 2x480 GB M.2 SSD in RAID1 or better for booting</li> <li>- SSD for Storage- 5 TB (Usable) offered with RAID 6.</li> </ul>		
4.	Network Interface per physical Server- <ul style="list-style-type: none"> <li>- Dual port 25 Gig Ethernet Card populated with 2 nos. of <b>10/25GbE</b> SFP28 Multimode transceivers <b>supporting dual speed auto-negotiating</b> and</li> <li>- 4 nos. of Multimode Patch Cords of minimum 3m length</li> <li>- 1 no. of 1GbE dedicated management interface. (Direct Attached Cables should not be proposed to meet the transceiver requirement).</li> </ul>		
5.	Server solution should have interface for keyboard, mouse, monitor – minimum 1x VGA & 2x USB		
6.	Power supply and fans- Proposed solution should have hot swappable redundant power supply and fans to meet 100% workload with proposed components.		
7	Common Criteria certification: System's integrated remote management should be min. Evaluation Assurance Level (EAL2+) certified. Certificate from certifying authority to be submitted		
8.	Management – Out of Band Management with IPMI license / feature ready.		
9.	OEM Support for 5 (five) years with advance hardware replacement warranty for all proposed components, sub-components (including SSD), for entire warranty period.		
10.	TAC Support for hardware in India for last 5 years		
11.	Service facility & spare warehouse of the OEM should be available in Kolkata. GST registration document to be submitted		
12.	Spare parts to be made available by OEM within 7 business days from the date of call log.		

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13.	Product should not be end of support by next 5 years.		
14.	Max. 2U rack mountable with rail kit		

## 2.4. Software & services for each of servers Node (with Virtualization Software) for deployment of other Production environment, Pre-Production Environment & Staging Environment (PRIMARY SITE-SDC) for 4 nos Physical Servers

1.	The servers should be supplied with the following software as per proposed solution- <ul style="list-style-type: none"> <li>- Virtualization Software</li> <li>- Required operating system software (Windows/Linux)</li> <li>- Required database software</li> <li>- Host based security software required for virtual/host/guest machines.</li> </ul>		
2.	OEM support for 5 (five) years for proposed virtualization, security software, operating system, database software etc		

## 2.5. Storage Node Specification (Active-Passive configuration) (PRIMARY SITE-SDC)- 2 nos

#	Description	Compliance (Yes/No)	Remarks
1.	Physical Cores- minimum 2 x 16 Cores (3 <sup>rd</sup> /4 <sup>th</sup> Generation Intel Xeon processor /AMD EPYC <b>processorminimum 2.4 GHz speed</b> )..		
2.	RAM - minimum 512 GB (DDR4) (each RAM module should be of minimum 16 GB). It should support minimum 3200 MHZ		
3.	<ul style="list-style-type: none"> <li>- SSD for operating system – – 2x480 GB M.2 SSD in RAID1 for booting</li> <li>- SSD for Storage- 20TB (Usable) offered with RAID 6.</li> </ul>		
4.	Network Interface per physical Server- <ul style="list-style-type: none"> <li>- Dual port 25 Gig Ethernet Card populated with 2 nos. of <b>10/25GbE</b> SFP28 Multimode transceivers <b>supporting dual speed auto-negotiating</b> and</li> <li>- 4 nos. of Multimode Patch Cords of minimum 3m length</li> <li>- 1 no. of 1GbE dedicated management interface. (Direct Attached Cables should not be proposed to meet the transceiver requirement).</li> </ul>		
5.	Server solution should have interface for keyboard, mouse, monitor – minimum 1x VGA & 2x USB		
6.	Power supply and fans- Proposed solution should have hot swappable redundant power supply and fans to meet 100% workload with proposed components.		
7.	Common Criteria certification: System's integrated remote management should be min. Evaluation Assurance Level (EAL2+) certified. Certificate from certifying authority to be submitted		
8.	Management – Out of Band Management with IPMI license/feature ready.		
9.	OEM Support for 5 (five) years with advance hardware replacement warranty for all proposed components, sub-		

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	components (including SSD), for entire warranty period.		
10.	TAC Support for hardware in India for last 5 years		
11.	Service facility & spare warehouse of the OEM should be available in Kolkata. GST registration document to be submitted		
12.	Spare parts to be made available by OEM within 7 business days from the date of call log.		
13.	Product should not be end of support by next 5 years.		
14.	2U rack mountable with rail kit		

## 2.6. Software & services for Storage Node (Active-Passive configuration) (PRIMARY SITE-SDC) for 2 nos Storage Nodes

1.	The servers should be supplied with the following software as per proposed solution- - Virtualization - Required operating system software (Windows/Linux) - Required database software - Host based security software required for virtual/host/guest machines.		
2.	OEM support for 5 (five) years for proposed virtualization, security software, operating system, database software etc		

## DISASTER RECOVERY SITE (DR Site)

### 2.7. Server Node Specification (without Virtualization Software) for deployment of ADV Application & ADV database without high availability/failover (DR SITE) for 2 nos physical servers

#	Description	Compliance (Yes/No)	Remarks
1.	Physical Cores- minimum 2 x 24 Cores (3 <sup>rd</sup> /4 <sup>th</sup> Generation Intel Xeon processor /AMD EPYC <b>processorminimum 2.4 GHz speed</b> )..		
2.	RAM - minimum 1024GB (DDR4) (each RAM module should be of minimum 16 GB). It should support minimum 3200 MHZ		
3.	- SSD for operating system – 2x480 GB M.2 SSD in RAID1 or better for booting - SSD for Storage- 5 TB (Usable) offered with RAID 6.		
4.	Network Interface per physical Server- - Dual port 25 Gig Ethernet Card populated with 2 nos. of <b>10/25GbE</b> SFP28 Multimode transceivers <b>supporting dual speed auto-negotiating</b> and - 4 nos. of Multimode Patch Cords of minimum 3m length - 1 no. of 1GbE dedicated management interface. (Direct Attached Cables should not be proposed to meet the transceiver requirement).		
5.	Server solution should have interface for keyboard, mouse, monitor – minimum 1x VGA & 2x USB		

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6.	Power supply and fans- Proposed solution should have hot swappable redundant power supply and fans to meet 100% workload with proposed components.		
7	Common Criteria certification: System's integrated remote management should be min. Evaluation Assurance Level (EAL2+) certified. Certificate from certifying authority to be submitted		
8.	Management – Out of Band Management with IPMI license / feature ready.		
9.	OEM Support for 5 (five) years with advance hardware replacement warranty for all proposed components, sub-components (including SSD), for entire warranty period.		
10.	TAC Support for hardware in India for last 5 years		
11.	Service facility & spare warehouse of the OEM should be available in Kolkata. GST registration document to be submitted		
12.	Spare parts to be made available by OEM within 7 business days from the date of call log.		
13.	Product should not be end of support by next 5 years.		
14.	Max. 2U rack mountable with rail kit		

### 2.8. Software & services for each of servers for Server Node (without Virtualization Software) for deployment of ADV Application & ADV database without high availability/failover (DR-SITE) for 2 nos physical server

#	Description	Compliance (Yes/No)	Remarks
1.	The servers should be supplied with the following software as per proposed solution- <ul style="list-style-type: none"> <li>Required operating system software (Windows/Linux)</li> <li>Required database software</li> <li>Host based security software required for virtual/host/guest machines.</li> </ul>		
2.	OEM support for 5 (five) years for proposed, security software, operating system, database software etc		

Note. MySQL RDBMS supported version to be supplied.

### 2.9. Server Node Specification (with Virtualization Software) for deployment of Production environment (DR SITE) for 1 no physical server

#	Description	Compliance (Yes/No)	Remarks
1.	Physical Cores- minimum 2 x 24 Cores (3 <sup>rd</sup> /4 <sup>th</sup> Generation Intel Xeon processor /AMD EPYC <b>processorminimum 2.4 GHz speed</b> )..		
2.	RAM - minimum 1024GB (DDR4) (each RAM module should be of minimum 16 GB). It should support minimum 3200 MHZ		
3.	<ul style="list-style-type: none"> <li>SSD for operating system – 2x480 GB M.2 SSD in RAID1 or better for booting</li> <li>SSD for Storage- 5 TB (Usable) offered with RAID 6.</li> </ul>		

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4.	Network Interface per physical Server- - Dual port 25 Gig Ethernet Card populated with 2 nos. of <b>10/25GbE</b> SFP28 Multimode transceivers <b>supporting dual speed auto-negotiating</b> and - 4 nos. of Multimode Patch Cords of minimum 3m length - 1 no. of 1GbE dedicated management interface. (Direct Attached Cables should not be proposed to meet the transceiver requirement).		
5.	Server solution should have interface for keyboard, mouse, monitor – minimum 1x VGA & 2x USB		
6.	Power supply and fans- Proposed solution should have hot swappable redundant power supply and fans to meet 100% workload with proposed components.		
7.	Common Criteria certification: System's integrated remote management should be min. Evaluation Assurance Level (EAL2+) certified. Certificate from certifying authority to be submitted		
8.	Management – Out of Band Management with IPMI license / feature ready.		
9.	OEM Support for 5 (five) years with advance hardware replacement warranty for all proposed components, sub-components (including SSD), for entire warranty period.		
10.	TAC Support for hardware in India for last 5 years		
11.	Service facility & spare warehouse of the OEM should be available in Kolkata. GST registration document to be submitted		
12.	Spare parts to be made available by OEM within 7 business days from the date of call log.		
13.	Product should not be end of support by next 5 years.		
14.	Max. 2U rack mountable with rail kit		

### 2.10. Software & services for each of servers Node (with Virtualization Software) for deployment of other Production environment (DR SITE) for 1 no physical server

#	Description	Compliance (Yes/No)	Remarks
1.	The servers should be supplied with the following software as per proposed solution- - Virtualization Software - Required operating system software (Windows/Linux) - Required database software - Host based security software required for virtual/host/guest machines.		
2.	OEM support for 5 (five) years for proposed virtualization, security software, operating system, database software etc.		

### 2.11. Storage Node Specification (DR SITE) - 1 no

#	Description	Compliance (Yes/No)	Remarks
1.	Physical Cores- minimum 2 x 16 Cores (3 <sup>rd</sup> /4 <sup>th</sup> Generation Intel Xeon processor /AMD EPYC <b>processorminimum 2.4</b>		

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	GHz speed)..		
2.	RAM - minimum 512 GB (DDR4) (each RAM module should be of minimum 16 GB). It should support minimum 3200 MHZ		
3.	<ul style="list-style-type: none"> <li>- SSD for operating system – – 2x480 GB M.2 SSD in RAID1 for booting</li> <li>- SSD for Storage- 20TB (Usable) offered with RAID 6.</li> </ul>		
4.	Network Interface per physical Server- <ul style="list-style-type: none"> <li>- Dual port 25 Gig Ethernet Card populated with 2 nos. of <b>10/25GbE</b> SFP28 Multimode transceivers <b>supporting dual speed auto-negotiating</b> and</li> <li>- 4 nos. of Multimode Patch Cords of minimum 3m length</li> <li>- 1 no. of 1GbE dedicated management interface. (Direct Attached Cables should not be proposed to meet the transceiver requirement).</li> </ul>		
5.	Server solution should have interface for keyboard, mouse, monitor – minimum 1x VGA & 2x USB		
6.	Power supply and fans- Proposed solution should have hot swappable redundant power supply and fans to meet 100% workload with proposed components.		
7	Common Criteria certification: System's integrated remote management should be min. Evaluation Assurance Level (EAL2+) certified. Certificate from certifying authority to be submitted		
8.	Management – Out of Band Management with IPMI license/feature ready.		
9.	OEM Support for 5 (five) years with advance hardware replacement warranty for all proposed components, sub-components (including SSD), for entire warranty period.		
10.	TAC Support for hardware in India for last 5 years		
11.	Service facility & spare warehouse of the OEM should be available in Kolkata. GST registration document to be submitted		
12.	Spare parts to be made available by OEM within 7 business days from the date of call log.		
13.	Product should not be end of support by next 5 years.		
14.	2U rack mountable with rail kit		

## 2.12. Software & services for Storage Node (DR SITE) for 1 no storage node

#	Description	Compliance (Yes/No)	Remarks
1.	The servers should be supplied with the following software as per proposed solution- <ul style="list-style-type: none"> <li>- Virtualization Software</li> <li>- Required operating system software (Windows/Linux)</li> <li>- Required database software</li> <li>- Host based security software required for virtual/host/guest machines.</li> </ul>		
2.	OEM support for 5 (five) years for proposed virtualization,		

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	security software, operating system, database software etc.		
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## 2.13. Managed Switch - 3 nos (2 nos for DC & 1 no for DR)

### Ethernet switches

#### Technical Specification of TOR switches

#	Description		Compliance (Yes/No)	Remarks
	Switch	Top-of-Rack switches		
	Qty	03 units (2 for DC & 1 for DR)		
Sl.	Parameters	Specification for TOR switch	Compliance	Remarks
1	Model	Specify make & model:		
2	Form factor	1RU rack mount		
	Ports	28 x <b>10G</b> SFP+ ports with transceivers 2 x QSFP28 ports supporting 10 / 25 / 40 / 50 / 100 GbE ports		
3	Switching capacity	Min. 960Gbps (full-duplex) non-blocking, cut-through switching fabric		
4	Throughput	Min. 720Mpps		
5	Switch class	Layer 2 and 3 switching and routing protocols with integrated IP services, quality of service, manageability and automation features		
6	Protocols & services	Protocols & services- QoS, ACL, OSPF, BGP and PBR. Converged network support for Data Center Bridging, with priority flow control (802.1Qbb), ETS (802.1Qaz)/ DCBx		
7	Power supplies	Redundant & hot-swap		
8	Fans	Redundant & hot-swap		
9	Compatibility	Should be certified by the OEM of the quoted server for compatibility. Declaration from the server OEM to be included.		
10.	OEM support	OEM Support for 5 (five) years for entire warranty period.		
11.	Service facility	Service facility & spare warehouse of the OEM should be available in Kolkata. GST registration document to be submitted		
12.	TAC support	TAC Support for hardware in India for last 5 years		

Co-located Computing & Storage infrastructure through leveraging of Server Rack, Network, Security Sub-Systems & Router of SDC & DR. Security Subsystems of SDC e.g. Firewall, IPS/IDS, Antivirus, Web-Access Firewall/SLB etc for implementation of Aadhar Authentication Framework will be implemented by the successful bidder at WB State Data Centre (Primary Site) & Disaster Recovery (DR) Site at Purulia,

Aadhar Authentication Framework through setting up AUA/KUA and ASA/KSA will be implemented by P&AR Department at WB State Data Centre (Primary Site) & Disaster

Recovery (DR) Site at Purulia, West Bengal through leveraging of Server & Storage System ,Server Rack, Network, Security Sub-Systems & Router of SDC &DR .

Security Subsystems of SDC includes but not limited to are namely Firewall, IPS/IDS, Antivirus, Web-Access Firewall/SLB etc. SDC is having 10G/40G Leaf & Spine network

The bidder must have the necessary experience and required professional skills for carrying out the project implementation as referred above.

### **3. Broad Scope of Work:**

#### **3.1.1. Server Nodes, Storage Nodes ,TOR Switch & all system software**

- Supply, install and maintain the deliverables at the locations specified WB State Data Center (SDC as Primary Site) & Disaster Recovery(DR)) at Purulia, West Bengal.
- Should maintain high availability within datacenter
- Supply updates and upgrades including new versions of all the software supplied as part of this tender during the entire contract period
- The Bidder should enter into Annual Maintenance Contract (AMC) with WTL for a period of **five years Comprehensive on-site warranty/AMC from the date of final acceptance and go-live** and shall be responsible for timely troubleshooting, updates, patches, upgrades and bug-fixes including additional customization/up gradation, configuration & integration requirements during the contract ensuring 99.95% SLA uptime. The bidder should maintain uptime of 99.95% on monthly basis for the solution including hardware & software attributable to the bidder provided for the Aadhaar Data Vault and Aadhaar Authentication Framework Solutions.
- The bidder shall deploy necessary skilled manpower on site during implementation as well as Operation and Maintenance phase of the proposed solution.
- Training shall be imparted to the (client) technical team

#### **3.2. On Site Comprehensive Warranty forServer Nodes, Storage Nodes, System Software ,virtualization software ,TOR Switch & all other software-**

5 years Comprehensive onsite warranty/AMC & technical support from the date of successfully installation, commissioning, integration, final acceptance and Go-Live

Selected bidder shallprovide onsite comprehensive warranty/AMC for the specified contract period from the date of Go-Live The selected bidder shall be responsible for providing timely troubleshooting, updates,patches, upgrades, and bug-fixes including additional customization/up gradation,configuration & integration requirements during the contract period from Go-Live.

For all the installed Hardware and software, the bidder should have back to back agreement with respective OEMs for technical services, spares and support during the entire period of contract.

The Bidder is to furnish Authorization/ Undertaking including **back to back OEM service agreement/ arrangement for comprehensive maintenance from the OEMs** of all systems and solutions that will be provided as part of solution during contract. The Authorization/Undertaking must be submitted on OEMs letter head and OEM back to warranty certificate with warranty tenure as per RFP terms including serial number all deployed product should be submitted.

The new hardware that will be provided should not be under EoS (End-of-Support)/EoS from respective OEM for the next Seven years from date of installation

#### **3.3. Delivery Days: The bidder goods and services should reach the consignee within a period of 90 days or before.**



**3.4. Commissioning Time** 15 Days after delivery of the goods

**3.5. Timely Servicing / rectification of defects during warranty period:** Timely Servicing / rectification of defects during warranty period: After having been notified of the defects /service requirement during warranty period Seller has to complete the required Service / Rectification within 2 days time limit.

If the Seller fails to complete service / rectification with defined time limit a penalty of 0.5% of Unit Price of the product shall be charged as penalty for each week of delay from the seller. Seller can deposit the penalty with the Buyer directly else the Buyer shall have a right to recover all such penalty amount from the Performance Security (PBG). Cumulative Penalty cannot exceed more than 3% of the total contract value after which the Buyer shall have the right to get the service / rectification done from alternate sources at the risk and cost of the Seller besides forfeiture of PBG. Seller shall be liable to reimburse the cost of such service /rectification to the Buyer

**3.6** The contract period shall be for a period of five years from Go-Live during which the bidder shall be responsible for

- (a) necessary updates/upgrades/patches
- (b) Providing 24x7 supports through various means such as email/phone/website etc.
- (c) Bidder has to ensure on-site/offsite support for resolving all issues including re-installation reconfiguration etc. during warranty period within the stipulated timelines to maintain compliance at all times.

**3.7 High Availability (HA)** - All components are to be commissioned in High Availability mode at WB SDC

**3.8** Bidder shall perform proper **hand-holding with necessary training documentation** (System and user manuals) etc. with end-to-end knowledge transfer to ensure smooth continuity of operations.

**3.9** Selected Bidder will provide five (5) years Operation & Maintenance Support from the date of final acceptance of deployed infrastructure. Valid back to back OEN support warranty will be provided during O&M support service.

**3.10** Entrusted bidder must supply and RFP and Work Order. All supplies must be certified, new and RoHS compliant. Supplied components must satisfy the minimum guiding specifications and guidelines, as applicable, proprietary technology must be mentioned against each component.

**3.11** Bidder is allowed to propose only one make / model per system or software required for the proposed solution. Bids with optional offers would be summarily rejected.

**3.12** Installation, Integration & Implementation: Installation, integration & implementation will be governed by the stated guidelines and associated standards & in line with the scope of work defined in this document. Installation, integration & implementation of all IT hardware components, system software, required tuning of the computing infrastructure including hardware, network, system software, database, application servers and utilities for optimal performances, registration of components with OEM or developer for post installation warranty support are the sole responsibility of the Bidder.

**3.13** Delivery at DC Site& DR Site: The successful Bidder will install the Hardware at the designated installation sites. The equipment shall be delivered at site location and all arrangements for loading/unloading, movement etc. shall be done by the successful bidder. The Bidder will make all necessary arrangement for hosting equipment's & transportation of materials (raw and/or fabricated) at site of work. WTL will not provide any equipment to the successful Bidder for any site work.

- 3.14 Packing, Unpacking, unloading &etc. : The Vendor is responsible for installation and configuration of systems at sites including unpacking of cartons / boxes, assembling, wiring, cabling between hardware units and connecting to power supplies. The Contractor will test all hardware operations and accomplish all adjustments necessary for successful and continuous operation of the hardware at all installation sites.
- 3.15 Installation, Re-installation & Migration: Installation/ re-installation, configuration / re-configuration, and all other activities related to Hardware / Software/ DB/ HA/ Third party tools are the responsibility of the Bidder during entire contract period. Necessary License for End point security, OS and RDBMS will be procured separately.
- 3.16 Site Inspection: The Bidder, before submitting his tender, is suggested to visit the site and ascertain the local conditions, labor rules, availability of construction materials, traffic restrictions, and all obstructions in the area and also ascertain all site conditions. After the award of work no additional claims will be entertained on these accounts under any circumstances.
- 3.17 Coordination with other agencies: The successful Bidder shall coordinate with other agencies working at the site for the successful and timely implementation of the work.
- 3.18 Damage during implementation: Ensuring that no other equipment/structure/setup gets damaged due to Bidder's activities. Any damages if caused to WTL's property due to Bidder's negligence shall be passed on Successful Bidder's account and will be recovered from Bills of service provider.
- 3.19 Back to Back OEM Service Agreement : The Bidder is to furnish Authorization/ Undertaking including back to back service arrangement for comprehensive maintenance from the OEMs of IT and other systems and solutions that will be provided as part of solution during contract. The Authorization/Undertaking must be submitted on OEMs letter head and OEM back to warranty certificate with warranty tenure as per RFP terms including serial number all deployed product should be submitted.
- 3.20 Patch Management: Bidder or Selected SI should conduct periodic patch management as per recommendation from respective OEM and consultation.
- 3.21 License: All Licenses, OEM warranty certificate issued by respective OEM. Respective License should be in the name of Government of West Bengal.
- 3.22 End of Support by OEM: The new hardware that will be provided should not be under EoS/EoSL from respective OEM for the next Seven years from date of installation.
- 3.23 Testing: Entrusted bidder must test the installed and integrated systems(s) in-situ and produce system generated report showing that all asked-for minimum specifications and guidelines are met. Integration and testing of components may be jointly done by the WTL and entrusted Bidder / System Integrator
- 3.24 OEM responsibility: Bidder to include confirmation from the respective OEMs for the products / solution proposed by them for the following:
- a) All product specific compliance information has been certified by the OEM
  - b) OEM has not withheld any information about the product / solution that undermines the objectives of the proposed solution
  - c) After final acceptance of successful installation, commissioning and integration bidder will submit item-wise warranty coverage for five years (warranty start date from the date of final acceptance) for all hardware, system software and accessories from the respective OEMs.
  - d) For any change in system part no. / Serial no. of any hardware / software from the time of submission of offer till completion of the contract (for reasons like model changes or replacement systems), bidder should notify the change to the purchaser in written with

supporting justification letter from the respective OEM for the change. The Purchaser reserves the right to accept or reject such changes.

e) Warranty Period: The entire system along with all the installed components shall be under comprehensive maintenance support for 5 years contract after successful final acceptance of the entire system. The scope of work shall cover manpower, spares and service. For all the installed Hardware and software, the bidder should have back to back agreement with respective OEMs for technical services, spares and support during the entire period of contract.

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## SECTION – B

### ELIGIBILITY CRITERIA

The bidder must possess the requisite experience, strength and capability in providing the services necessary to meet the requirements as described in the tender document. The bidder must also possess the technical know-how and the financial wherewithal that would be required to successfully provide the “Supply ,installation, configuration, testing, integration , commissioning & maintenance of Computing & Storage Infrastructure at Primary Site & Disaster Recovery (DR) of SDC required for implementation of West Bengal Aadhar Authentication Framework through setting up AUA/KUA and ASA/KSA infrastructure” sought by the WTL, for the entire period of the contract. The bids must be complete in all respects and should cover the entire scope of work as stipulated in the Tender document. The invitation to proposal is open to all bidders who qualify the eligibility standards as presented under:

Sl. No.	Qualification Criteria	Documents Required
1	<b>Legal Entity:</b> The Bidder should be a company registered in India under companies Act 1956 or 2013/ Partnership Act 1932/ LLP registered and operating for the last three years in IT/ITeS Services as of 31 <sup>st</sup> March 2023.	Bidder should submit the following for Prime bidder: a) RoC b) Copy of GST Registration Certificate. c) Copy of PAN
2	The responding firm / agency (Bidder) a) Should have made online payment of Rs. 6,000/- (Rupees six thousand only) for the RFP document through eTender Portal; b) Should have submitted a EMD of Rs. 6,00,000/- (Rupees Six Lakh only) through eTender Portal;	Tender Fee & EMD to be submitted Electronically through e-Tender Portal. EMD /Bid Security also would be submitted in the form of Bank Guarantee valid for 6 month from the date of Bid Opening
3	The OEM/bidder shall have executed “Similar Nature of work” of at least two (02) orders each of an amount not less than Rs. 2 Crore, over the preceding five financial years in Government Department /PSU/Autonomous Body /any reputed organization in the country.  OR The OEM/bidder/group company shall have executed “Similar Nature of work” of at least three (03) orders totalling of an amount not less than Rs.5 Crore, over the preceding five financial years in Government Department /PSU/Autonomous Body /any reputed organization in the country.	Reference order copies for the project to be submitted with work completion certificate
4	Bidder should submit escalation matrix with all details for resolutions of technical and administrative issues	

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Sl. No.	Qualification Criteria	Documents Required
5	The bidder should have an average annual turnover of not less than Rs. 25 Crore in the last three financial years (2020-2021, 2021-2022 & 2022-23)	Bidder shall have to submit Audited Accounts in support of their claim
6	The bidder should have their presence in Kolkata with own office The bidder should have valid GST Registration Certificate & PAN. The bidder should have call centre number	Valid proof should be submitted along with the bid Bidder shall have to submit photocopy of the documents. Call centre details of bidder with number to be submitted
7	The Bidder must have certification for the following standards: ISO 9001:2015, ISO / IEC 27001:2013, ISO / IEC 20000-1:2018.	Copy of valid Certificate to be submitted.
8	A power of attorney / Board resolution in the name of the person signing the bid by the Bidder	Original Power of attorney/ Board resolution copy
9	<b>Blacklisting:</b> The Bidder must not be blacklisted /suspended by UIDAI /Financial /Educational /Govt. Organizations /PSU/BFSI body or debarred from bidding process, as on date of submission of the bids.	Bidder should submit Self declaration that the Bidder is not black listed and is not in any legal disputes as on the bid calling date. Self-Declaration Certificate to be enclosed in the bid duly signed by the authorized signatory on its company letter head.
10	The bidder shall submit Bid Form (Section – E) duly signed by the authorized signatory of the company as per the format enclosed. Deviation in format may not be accepted.	Bidder should submit the Self declaration Form.

However, WTL preserves the right to evaluate the Bidder's performance through the report from any Govt. Department / Quasi Govt. Dept / PSU / Board / Council or similar organization at their own discretion or ask the bidder to produce service satisfaction certificate from the customer base mentioned as per above criteria.

**In absence of any one of the above, the offer will be treated as non-responsive and in that case the Tender Committee will have the right to decide accordingly.**

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## **SECTION – C**

### **DATE AND TIME SCHEDULE**

<b>Sl. No.</b>	<b>Particulars</b>	<b>Date &amp; Time</b>
1	Date of uploading of N.I.T. & other Documents (online)(Publishing Date)	03.08.2023
2	Documents download start date (Online)	03.08.2023
3	Bid Submission start date & time (On line)	09.08.2023 at 14.00 hrs.
4	Last Date & time of submission of Tender fee & Earnest Money Deposit (through e-Tender Portal)	Before uploading of Tender
5	Bid Submission closing date & time (On line)	14.08.2023 at 14.00 hrs.
6	Bid opening date & time for Technical Proposals (Online)	16.08.2023 at 14.00 hrs.
7	Technical Presentation by the Pre-Qualified bidders as per Eligibility Criteria & technical proposal	To be informed
8	Date of uploading the final list of Technically Qualified Bidder (online) after disposal of appeals, if any	-
9	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.

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

**“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 with whom Webel Technology Limited signs the agreement for supply, install, commission and render services for the systems.

**“Contract”** is used synonymously with Agreement.

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

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

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

**“Installation”** Shall means installation of supplied Hardware, System Software, Software and associated accessories, implementation and integration of achieve functional objective define in the RFP.

**“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 Department of Par& e-Governance 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” / “Government of West Bengal”** means the Government of West Bengal.

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

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

**“Installation”** means that the laying down and installation of the Solution in accordance with this Contract.

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

**“Similar Nature of Work”** means Supply, installation, configuration, testing, integration , commissioning & maintenance of Computing & Storage Infrastructure at Primary Site & Disaster Recovery (DR) of SDC required for implementation of West Bengal Aadhar Authentication Framework through setting up AUA/KUA and ASA/KSA infrastructure

**“OEM” or “Original Equipment Manufacturer”** means the original manufacturer and

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owner of the Intellectual Property Rights of any Equipment or system software to be used in the Project and to which WTL has been granted license to use

**“Contract Performance Guarantee” or “Performance Bank Guarantee”** shall mean the guarantee provided by a Scheduled Commercial Bank / Nationalized Bank to WTL by the successful bidder

**“Project”** means the Project for “Supply ,installation, configuration, testing, integration , commissioning & maintenance of Computing & Storage Infrastructure at Primary Site & Disaster Recovery (DR) of SDC required for implementation of West Bengal Aadhar Authentication Framework through setting up AUA/KUA and ASA/KSA infrastructure

**“SI’s Team”**mean the Successful Bidder along with all of its partners / OEMs, who have to provide goods & services to the Purchaser under the scope of this RFP / Contract. This definition shall also include any authorized service providers/partners/agents and representatives or other personnel employed or engaged either directly or indirectly by the SI for the purposes of this SI /Contract

**“Request for Proposal/(RFP)”** means the documents containing the general, technical, functional, commercial and legal specifications forSupply, installation, configuration, testing, integration, commissioning & maintenance of Computing& Storage Infrastructure at Primary Site & Disaster Recovery (DR) of SDC required for implementation of West Bengal Aadhar Authentication Framework through setting up AUA/KUA and ASA/KSA infrastructure**“Tender” or “Tender Document”** means RFP

**“Timelines”** means the duration of the contract as described in the RFP

**“WorkingDay”**meansanydayonwhichanyoftheofficeofWTLshallbefunctioning, including gazetted holidays, restricted holidays or other holidays, Saturdays and Sundays

**“Project Plan”** means the document to be developed by the Contractor and approved by WTL, based on the requirements of the Contract and the Preliminary Project Plan included in the Contractor’s bid. For the sake of clarity, the Agreed and Finalized Project Plan” refers to the version of the Project Plan submitted by the contractor after receiving the letter of Award and the same approved by Webel Technology Ltd. The project plan may be changed/ modified during the course of the project. Should the Project Plan conflict with the provisions of the Contract in any way, the relevant provisions of the Contract, including any amendments, shall prevail.

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

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

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

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

**“Operator”** means the company providing the services under Agreement.

**“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.

**“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”

**“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.

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

**“PAR”** means Department of Personnel & Administrative Reforms, Government of West



Bengal.

“**AUA**” means Authentication User Agency

“**ASA**” means Authentication Service Agency

“**KUA**” means KYC User Agency

“**Personnel**” means professional and support staff provided by the firm/company and assigned to perform services to execute an assignment and any part thereof

## **2. BID PRICE**

- 3.** We declare that our Price is for the entire scope of the work as specified in the RFP document. We agree that there can be an increase or decrease of 10% in the overall scope of work or any stream of scope of work. Any increase of up to 10% in the scope of work shall not warrant a change order and shall be done by us without any additional cost to Client. We agree that except for the prices quoted, no other payment, charges, fees, costs etc. shall be payable by the Client. The prices quoted by the bidder are all inclusive. Bidder also confirms that, unless otherwise agreed, none of the stakeholders (officers, citizens, etc.) will have to pay any charges, fees, costs etc. to use the system developed under this RFP

## **4. 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.

## **5. 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.

## **6. 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.

## **7. PENALTIES:**

- a.** WTL reserves the right to levy a penalty at Rs. 50,000/- per week of delay in deployment of technology platform and /or delay in providing services, beyond scheduled date. The technology platform will not be certified as deployed till the errors, flaws, defects, bugs, if any are removed to the satisfaction of P&AR/WTL.
- b.** WTL reserves the right to cancel the order in case the delay in satisfactory deployment of technology platform is more than 5 weeks.
- c.** If the SI&SP fails to resolve the issues/ problems pertaining to the deployed technology platforms within 48 hours of notice (letter, e-mail or telephone) from WTL, under conditions of no law and order concerns to the satisfaction of WTL, this will invoke penalty @ 1% per day of delay beyond 48 Hours, with a maximum up to Rs 10% of the Quarterly payment due to SI&SP.
- d.** The delay in development / deployment arising out of conditions of Force Majeure and for the delay attributed to the PAR / WTL will not be considered for the purpose of calculating penalties.
- e.** If UIDAI and/ or CCA impose any penalty (monetary or otherwise) for non-compliance of their requirements or for breach of any rule, the same will be imposed on SI&SP on back-to-back basis. This will be over and above the penalties stipulated at para 7a and 7c above.

## **8. 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.

## 9. 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 take care by the contractor to maintain the guaranteed uptime.

## 10. TENDER FEE & EARNEST MONEY DEPOSIT (EMD)

The bidder shall furnish Tender Fee of Rs. 6,000.00 (Rupees Six thousand only) through e-Tender Portal

EMD of Rs. 6,00,000.00 (Rupees Six lakhs only) through e-Tender Portal. The EMD / BID Security should be denominated in Indian Rupees and should be in the form of Bank Guarantee valid for 6 months from the date of bid submission.

The bidder shall also furnish the details of Tender Fee & EMD submission in the bid document. In absence of payment details prior to Bid Opening, then the bid will be considered as invalid bid. Any bid not accompanied with the EMD & Tender Fee shall be rejected.

## 11. FORFEITURE OF EMD

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

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

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

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

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

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

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

## 12. 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.

## 13. CONTRACT EXECUTION

On receipt of the Letter of Award the contractor should submit a Performance Bank Guarantee (PBG) equivalent to 3% of the total contract value within three weeks from the date of receipt of Letter of Award/Order. **The PBG should be valid for six month more than the warranty period (5 years from the date of Go-live).**

## 14. INFORMATION PROVIDED

The RFP document contains statements derived from information that is believed to be reliable at the date obtained but does not purport to provide all of the information that may be

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necessary or desirable to enable an intending contracting party to determine whether or not to enter into a contract or arrangement with WTL in relation to the provision of services. Neither WTL nor any of its employees, agents, contractors, or advisers gives any representation or warranty, express or implied as to the accuracy or completeness of any information or statement given or made in this RFP document.

## **15. FOR RESPONDENT ONLY**

The RFP document is intended solely for the information to the party to whom it is issued ("the Recipient" or "the Respondent") and no other person or organization.

## **16. COSTS BORNE BY RESPONDENTS**

All costs and expenses incurred by Recipients / Respondents in any way associated with the development, preparation, and submission of responses, including but not limited to attendance at meetings, discussions, demonstrations, etc. and providing any additional information required by WTL, will be borne entirely and exclusively by the Recipient / Respondent.

## **17. NO LEGAL RELATIONSHIP**

No binding legal relationship will exist between any of the Recipients / Respondents and WTL until execution of a contractual agreement.

## **18. ERRORS AND OMISSIONS**

Each Recipient should notify WTL of any error, omission, or discrepancy found in this RFP document.

## **19. ACCEPTANCE OF TERMS**

A Recipient will, by responding to WTL RFP, be deemed to have accepted the terms as stated in the RFP. Except for suggestion/deviations recommended by the bidders with necessary justification, will be acceptable only, if the technical committee to be considered during evaluation process.

## **20. TIME SCHEDULE FOR COMPLETION**

8-10 weeks from the date of issuance of Letter of Intent/work order

## **21. LIQUIDATED DAMAGE**

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 5% of the total contract value (including all taxes & duties and other charges). In the event of LD exceeds 5% of the order value, WTL reserves the right to terminate the contract and WTL will get the job completed by any other competent party. The difference of cost incurred by WTL will be recovered from the contractor and PBG will be invoked.

## **22. 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 contractor tort claim), Contractor shall be liable for no more than:

- Payment referred to in the Patents and Copy rights 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.
- In case of 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 the Contractor for the individual product or Service that is the subject of the Claim.
- 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 Contract or hereunder.

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- Overall liability to a maximum of 100% of the Contract Value

## 23. PATENTS & COPYRIGHT

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

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

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

## 24. 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.

## 25. TERMS OF PAYMENT AND PAYMENT MILESTONE

Payment Milestones against each stage of deliverables are stated as under

S.N.	Project Component	Deliverables	Max time limit	Payment Milestone
1	Server Nodes, Storage Nodes ,TOR Switch,Related System Software	Delivery of goods	90 days	50% against delivery & submission of invoice and submission of back-to-back AMC/Warranty support from OEM
2	Server Nodes, Storage Nodes ,TOR Switch, Related System Software	Installation, Integration, Configuration, Deployment, testing & Commissioning	105 days	30% against successful Installation, Integration, Configuration, Deployment, testing & Commissioning and submission of acceptance & sign-off of ordering authority.
3	Server Nodes, Storage Nodes ,TOR Switch, Related System Software	Go-live	105 days	20% against Go-live of West Bengal Aadhar Authentication Framework through setting up AUA/KUA and ASA/KSA integrated with UIDAI CIDR and submission of acceptance & sign-off of Go-live of ordering authority.

**N.B: Payment will be made only if the invoice submitted is as per payment terms and after completion of respective deliverables.**

## 26. 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

## 27. 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.

The Applicants and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the Selection Process. Notwithstanding anything to the contrary contained in this RFP, the Client will reject a Proposal without being liable in any manner whatsoever to the Applicant, if it determines that the Applicant has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice (collectively the "Prohibited Practices") in the Selection Process. In such an event, the Client will, without prejudice to its any other rights or remedies, forfeit and appropriate the Bid Security, as mutually agreed genuine pre-estimated compensation and damages payable to the Client for, inter alia, time, cost and effort of the Client, in regard to the RFP, including consideration and evaluation of such Applicant's Proposal.

Without prejudice to the rights of the Client under this Clause, hereinabove and the rights and remedies which the Client may have under the LOA or the Agreement, if an Applicant or System Integrator, as the case may be, is found by the Client to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the Selection Process, or after the issue of the LOA or the execution of the Agreement, such Applicant or System Integrator shall not be eligible to participate in any tender or RFP issued by the Client during a period of 2 (two) years from the date such Applicant or System Integrator, as the case may be, is found by the Client to have directly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, as the case may be.

For the purposes of this Clause, the following terms shall have the meaning hereinafter respectively assigned to them:

- (i) "corrupt practice" means (i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of any person connected with the Selection Process (for avoidance of doubt, offering of employment to or employing or engaging in any manner whatsoever, directly or indirectly, any official of the Client who is or has been associated in any manner, directly or indirectly with the Selection Process or the LOA or has dealt with matters concerning the Agreement or arising there from, before or after the execution thereof, at any time prior to the expiry of one year from the date such official resigns or retires from or otherwise ceases to be in the service of the Client, shall be deemed to constitute influencing the actions of a person connected with the Selection Process; or (ii) save as provided herein, engaging in any manner

whatsoever, whether during the Selection Process or after the issue of the LOA or after the execution of the Agreement, as the case may be, any person in respect of any matter relating to the Project or the LOA or the Agreement, who at any time has been or is a legal, financial or technical System Integrator/ adviser of the Client in relation to any matter concerning the Project;

- (ii) “fraudulent practice” means a misrepresentation or omission of facts or disclosure of incomplete facts, in order to influence the Selection Process;
- (iii) “coercive practice” means impairing or harming or threatening to impair or harm, directly or indirectly, any persons or property to influence any person’s participation or action in the Selection Process;
- (iv) “undesirable practice” means (i) establishing contact with any person connected with or employed or engaged by the Client with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Selection Process; or (ii) having a Conflict of Interest; and
- (v) “restrictive practice” means forming a cartel or arriving at any understanding or arrangement among Applicants with the objective of restricting or manipulating a full and fair competition in the Selection Process.

## 28. 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.

## 29. 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.

## 30. 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.

## 31. 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.

## 32. EQUIPMENT

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

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

### **33. SUB-CONTRACT**

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

### **34. 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 (development, implementation/deployment, training and delivery, commissioning as well as warranty maintenance support and post AMC support viz.) is not carried out according to scope & 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.

### **35. 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.

### **36. 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 up to 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.

### 37. 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.

### 38. WARRANTY

The Contractor will warranty that products (i.e. Hardware / System Software) supplied under the contract are newly made and are free from defects in the design, engineering and workmanship. The Contractor would be responsible for the upkeep and maintenance of the infrastructure and necessary deliverables under the scope of work during the entire warranty period, i.e. **5 years** from the date of final acceptance and go-live of the system by the customer. The Contractor shall not, without the express prior written consent of WTL, assign to any third party of the contractor part thereof. Service support for the entire warranty period will be onsite and comprehensive (including spares) and free of cost for the entire warranty period. The Selected Bidder would also be responsible for the up keep, maintenance; rectifications of defects, wear and tear of the infrastructure procured from the OEM during the entire period of contract and provide WTL with copies of warranty and AMC certificates for all equipment, valid for the entire period of the contract. The selected bidder will also ensure that license of any third party application, if supplied by the bidder will be given to the Government of West Bengal in perpetuity

**On Site Comprehensive Warranty for HSM, ADV Software, e-KYC Middleware, & all other software (Years)-**

5 years Comprehensive onsite warranty/AMC & technical support from the date of successfully installation, commissioning, integration, final acceptance and Go-Live

Selected bidder shall provide onsite comprehensive warranty/AMC for the specified contract period from the date of Go-Live. The selected bidder shall be responsible for providing timely troubleshooting, updates, patches, upgrades, and bug-fixes including additional customization/up gradation, configuration & integration requirements as per the directions of UIDAI during the contract period from Go-Live.

The entire West Bengal Aadhaar Authentication Framework using Setting up AUA/KUA and ASA/KSA integrated with UIDAI CIDR along with all the installed components shall be under comprehensive maintenance support for 5 years (3 years & Extended 4<sup>th</sup> year & 5<sup>th</sup> year) contract after successful final acceptance of the entire system. The scope of work shall cover manpower, spares and service. For all the installed Hardware and software, the bidder should have back to back agreement with respective OEMs for technical services, spares and support during the entire period of contract.



The Bidder is to furnish Authorization/ Undertaking including **back to back OEM service agreement/ arrangement for comprehensive maintenance from the OEMs** of all systems and solutions that will be provided as part of solution during contract. The Authorization/Undertaking must be submitted on OEMs letter head and OEM back to warranty certificate with warranty tenure as per RFP terms including serial number all deployed product should be submitted.

The new hardware that will be provided should not be under EoS (End-of-Support)/EoSL from respective OEM for the next Seven years from date of installation

### 39. 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 onsite and comprehensive (including spares and all other support) and free of cost for the entire warranty period. The bidder should have a call centre in Kolkata. The contact details of the call centre must be furnished along with the bid. Any call logged with the service centre must be given a running docket number to the person reporting the call. Maximum response time – Next Business day. Call resolution time – 48 hrs maximum. If the uptime goes below the prescribed limit in any quarter, the same will be noted. At the scheduled end of the warranty period the total of such deviation will be done and the contractor will have to extend the warranty support by the default time. Penalty shall be deducted for deviation of warranty support.

- Selected bidder shall provide a comprehensive warranty that covers all components during entire contract period Aadhaar based Authentication & e-KYC Software Platform. The warranty should cover all materials, services, and support for both hardware and software. Selected bidder shall administer warranties with serial number and warranty period. During exit process and final acceptance by WTL, all OEM warranties will be transferred to the WTL at no additional charge. All warranty documentation (whether expired or not) will be delivered to WTL based on which final acceptance and project closure certificate will be issued to bidder.
- Selected bidder is required to provide Premium Level warranty and support through the vendor for all hardware and software used for Aadhaar based Authentication & e-KYC Software Platform which should be adhere to the SLA requirement of the RFP. Selected bidder's warranty must cover all equipment and work activities contained in the contract against all design, manufacturing, and environment faults during the contract period.
- Selected bidder is required to commit to the following warranty terms:
  - All products / components / parts shall be covered under OEM warranty up to the Implementation Phase and AMC support shall commence after successful implementation.
  - The warranty shall include the repair or replacement of the products/ components / parts during the warranty period by the bidder. The replacement products / components shall meet the related specifications without further repair or modification.
  - Selected bidder shall be liable for all costs including, but not limited to, the costs of material, labour, travel, transport and living expenses associated with the collection and return of the units covered by the warranty.
  - The date of manufacture or assembly of any equipment, parts or consumables, shall not be more than six months before delivery.
  - Selected bidder shall state the location of his repair Centre(s) for all items not being repaired onsite.
  - Selected bidder ensures that replacement components shall be available for any failed component during the warranty period.

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- Selected bidder need to define the process & methodology in their proposal, for achieving the response time of engineers to respond to an incident and also for resolving such incidents as per the SLA.
- Selected bidder is required to provide additional training if the satisfaction levels / learning does not reach 80% in evaluation / feedback from trainees, and expected to provide additional training, if required.
- Selected bidder is required to explain their warranty, maintenance procedures, and support to meet the terms and requirements outlined above.

## **40. PERFORMANCE BANK GUARANTEE (PBG)**

As a guarantee for timely delivery, installation and commissioning of equipment as well as performance of on-site warranty support, as mentioned in Bill of Material, from the date of final acceptance of systems and pertaining to proper running of the systems, the bidder will have to submit 3 % of the contract value as security in the form of Performance Bank Guarantee from any nationalized bank as per format enclosed

The WTL will require the selected bidder to provide a Performance Bank Guarantee, within <15> days from the Notification of award, for a value equivalent to <3%> of the total cost of ownership. The Performance Guarantee should be valid for a period of <60 months>. The Performance Guarantee shall be kept valid till completion of the project and Warranty period. The Performance Guarantee shall contain a claim period of three months from the last date of validity. The selected bidder shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account of non-completion of the project and Warranty period. In case the selected bidder fails to submit performance guarantee within the time stipulated, the WTL at its discretion may cancel the order placed on the selected bidder without giving any notice. WTL shall invoke the performance guarantee in case the selected Vendor fails to discharge their contractual obligations during the period or WTL incurs any loss due to Vendor's negligence in carrying out the project implementation as per the agreed terms & conditions.

## **41. CONTRACTOR'S RESPONSIBILITIES**

Details given in Scope of Work as per Section-A: Responsibility of Successful bidder

## **42. 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.

## **43. 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.

## **44. 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.

## **45. PERIOD OF VALIDITY OF OFFER**

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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.

## **46. TAXES & DUTIES**

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

## **47. 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.

## **48. BID DUE DATE**

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

## **49. LATE BID**

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

## **50. OPENING OF BID BY WTL**

Bids shall be opened and downloaded in the presence of Tender Committee and Bidder's representative (maximum 2) may attend, which is not compulsory. The bidder's representatives who are present shall sign a register evidencing their attendance and produce necessary authorization. The bidder's name, Bid modifications or withdrawals, discounts and the presence or absence of relevant Bid Security and such other details as WTL office at his/her discretion, may consider appropriate, shall be announced at the opening. WTL shall open the bid security at mentioned time.

## **51. 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.

## **52. 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.

## **53. BID CURRENCIES**

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

## **54. PRICE**

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

## **55. 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.

## **56. NON-TRANSFERABILITY OF TENDER**

This tender document is not transferable.

## **57. 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.

## **58. 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.

## **59. 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.

## **60. 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.

## **61. 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.

## **62. PRE-DISPATCH INSTRUCTION**

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

## **63. FINAL INSPECTION**

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

## **64. LOCATION OF DELIVERY, INSTALLATION & COMMISSIONING**

West Bengal State Data Centre (SDC), 2<sup>nd</sup>Floor, Monibhandar, Webel, EP&GP Block, Salt Lake City, Sec-V, Kolkata-91.

## **65. ERASURES OR ALTERNATIONS**

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

## **66. 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.

## **67. CLARIFICATION OF BIDS**

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

## **68. QUALITY CONTROL**

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

- The Court of Kolkata only will have the jurisdiction to deal with and decide any legal matters or dispute whatsoever arising out of the contract.

## 69. DEEMED ACCEPTANCE

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

## 70. CONFIDENTIALITY

Information relating to evaluation of proposals and recommendations concerning awards of contract shall not be disclosed to the System Integrator who submitted the proposals or to other persons not officially concerned with the process, until the winning firm has been notified that it has been awarded the contract.

## 71. 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/manuscript is not only signed by the authorized signatory of the bidder. All overwriting should be separately written and signed by the authorized signatory of the bidder.
- 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) 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.
- i) 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.
- j) The price offers shall remain firm within the currency of contract and no escalation of price will be allowed.
- k) 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.
- l) The customer/WTL at its discretion may extend the deadline for the submission of Bids.

## 72. MISCELLANEOUS

The Selection Process shall be governed by, and construed in accordance with, the laws of India and the Courts at Kolkata shall have exclusive jurisdiction over all disputes arising under, pursuant to and/or in connection with the Selection Process.

The Client, in its sole discretion and without incurring any obligation or liability, reserves the right, at any time, to:

- i. suspend and/or cancel the Selection Process and/or amend and/or supplement the Selection Process or modify the dates or other terms and conditions relating thereto;
  - ii. consult with any Applicant in order to receive clarification or further information;
  - iii. retain any information and/or evidence submitted to the Client by, on behalf of and/or in relation to any Applicant; and/or
  - iv. Independently verify, disqualify, reject and/or accept any and all submissions or other information and/or evidence submitted by or on behalf of any Applicant.
- ✓ It shall be deemed that by submitting the Proposal, the Applicant agrees and releases the Client, its employees, agents and advisers, irrevocably, unconditionally, fully and finally from any and all liability for claims, losses, damages, costs, expenses or liabilities in any way related to or arising from the exercise of any rights and/or performance of any obligations hereunder, pursuant hereto and/or in connection herewith and waives any and all rights and/ or claims it may have in this respect, whether actual or contingent, whether present or future.
- ✓ All documents and other information provided by Client or submitted by an Applicant to Client shall remain or become the property of Client. Applicants and the System Integrator, as the case may be, are to treat all information as strictly confidential. Client will not return any Proposal or any information related thereto. All information collected, analysed, processed or in whatever manner provided by the System Integrator to Client in relation to the project shall be the property of Client.

The Client reserves the right to make inquiries with any of the clients listed by the Applicants in their previous experience record

### 73. SERVICE LEVELS AGREEMENT (SLA)

The following measurements and targets shall be used to track and report performance on a regular basis. The targets shown in the following tables are applicable for the duration of the contract.

The Successful Bidder should provide post implementation support for 5years. The Selected Bidder shall provide Help Desk support software for logging of complaints by the WTL, and the end user of Aadhaar based Authentication & e-KYC SoftwarePlatform. The system should be able to acknowledge a receipt as a proof of having lodged a complaint by the WTL, and the end user of Aadhaar based Authentication & e-KYC Software Platform.

Successful bidder shall ensure that services are available-100% of time and end users are always able to get the results conveniently. The Service Provider should ensure 100% data recovery in the event of System crash at any point during the project period.

The Selected Bidder would be the first point of contact for the WTL & S/he in turn would be responsible to co-ordinate with the West Bengal State Wide Area Network (WBSWAN) Operator, State Data Centre (SDC) Operator and WBSWAN bandwidth service provider or any other bandwidth provider to resolve downtime issues.

The tools to monitor the SLA (Server uptime and Application Uptime) should be supplied by the System Integrator. The penalties would be levied on the Selected Bidder in the event of downtime attributable to the Selected Bidder exceeds 1%. The Selected Bidder should submit the downtime reports for every quarter clearly indicating the reasons for the downtime and attributing the downtimes to the WBSWAN operator, WBSWAN bandwidth service provider or any other bandwidth service provider, SDC operator.

SLA Terms	Description
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Uptime	<ul style="list-style-type: none"> <li>Time for which user is able to access the applications, website and other components of the IT solution during the working hours. The system can be down due to any of the reasons including failure of hardware, network, system software, application etc.</li> <li>Scheduled downtime for example, backup time, batch processing time, routine maintenance time will not be considered while evaluating the system uptime. However, the selected SI will be required to schedule such down time with prior approval of WTL. The selected SI will plan scheduled downtime outside working time. In exceptional circumstances, WTL may allow the SI to plan scheduled downtime in the working hours.</li> </ul>
Bugs / Issues in the Application Software /Hardware device/Network Equipment	<ul style="list-style-type: none"> <li>Critical bugs / issues – Bugs / issues affecting more than one division or more than one user in a division,</li> <li>Non-critical bugs / issues – Bugs / issues affecting at most one user in a division</li> </ul>

## SLA Monitoring

Measurement			Target	Penalty
Application & Service Availability.			=100%	1% of the QGR payment for every 2 hours of downtime at a stretch or in parts.
Type of Incident	Resolution time	Penalty		
Critical (P1) For critical the resolution time shall be mutually agreed by the department and the service provider at the time of award of contract. T shall be the agreed resolution time which is less than 30 minutes.	T	No Penalty		
	T1 = T+2 hours	0.05% payment of the for QGR every additional 2 hours of non-resolution for every call		
	> T1	2% of the QGR payment for every additional 2 hours of non-resolution for every call		
Medium (P2)	1 hour from the time of incident logged at the helpdesk	No penalty		
	> 1 hour and < =2 hours	0.05% of the QGR payment for every unresolved call		
	> 2 hours	1% of the QGR payment for every		



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		additional 2 hours of non-resolution for every call		
Low (P3)	<= 2 hours from time of response logged.	No Penalty		
	> 2 hours and < = 4 hours	0.01% of the QGR payment for every unresolved cal		
	> 4 days	0.05% of the QGR payment for every additional 48 hours of non-resolution for every call		
Downtime required for maintenance, new initiatives undertaken by service provider or for performance enhancement measures shall not be considered while calculating application availability.				1% of the QGR payment for every subsequent hour of downtime at a stretch or in parts for total down time more than 10 hours

Note:

1. SI will submit the uptime report on completion of every quarter.
2. For monitoring of application uptime SI shall have to provision for monitoring and measurement tools etc. required for this purpose & the same is required to be factored into in the price bid by the bidder

## 76.3. OPERATIONAL SLA'S FOR HELPDESK

Support calls to the helpdesk should be answered in:

#	Call Type	Description	Response Time
1	Critical Calls	Incidents which impact the overall solution like outage of Aadhaar based Authentication & e-KYC Software Platform and which has a high impact on the service delivery to citizens and respective departments. Incidents whose resolution shall require additional investment in components or time or shall involve coordination with OEMs. Incidents for which no work around is available. Any incident which is affecting a majority of users (over 80% of users including Department users).	(within 15 min)

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#	Call Type	Description	Response Time
2	Medium	Incidents which impact a limited number of users. The main application at SDC is available but the productivity of a limited number of users is getting affected. For e.g., Aadhaar based Authentication & e-KYC Software Platform are up and running but certain users are unable to login / access / submit request / process citizen service requests etc. Incidents whose resolution shall require replacement of hardware or software parts, requiring significant interruption in working of that individual component. Acceptable work around is available. For example, installation of operating system, patches, etc.	(within 30 min)
3	Low	Incidents whose resolution shall require changes in configuration of hardware or software, which will not significantly interrupt working of that component. Incidents like functionality enhancement and/or support for modification or maintenance of source code, application version enhancement etc.	(within 45 min)

## 76.1. CATEGORIZATION OF CALL

The calls would be defined in the following categories:

- A. Severity level:** The severity level of a service call is defined by the extent of impact the problem has on the overall state portal solution performance.
- S1-Very High Severity:** Business can't Work-Issue in which significant portion of business is non-operational and for which there is no workaround.
  - S2-High Severity:** Application is not down but there is a serious problem affecting user's productivity. Workaround if provided is awkward and inefficient.
  - S3-Medium Severity:** Application is not down but there is an issue affecting small number of users or customers. Acceptable work around is available.
  - S4-Low Severity:** Functionality enhancement and/or support for modifications or maintenance of source code, training documentation or user documentation.
- B. Priority level:** The priority level of a service call is defined by the priority in which the calls would be handled in case of queuing.
- P1-High Priority:** Total failure of critical systems, services, applications or underlying hardware Hosting centre failure Network failure External attack on network Immediate investigation and status reports.
  - P2-Medium Priority:** Partial failure of critical systems, services, applications or underlying hardware failure in standard operating procedures. Non-critical hardware defect, Operating system failure of backup system, hourly reporting of investigations.
  - P3-Low Priority:** Total or partial failure of non-critical services or applications, standard operational, Standard operating procedures, Routine password changes, Errors in hosted content, Updating hosted content, Report of initial investigations within four hours.

The resolution time should be as per the matrix defined below:

Severity/Priority	P1	P2	P3
S1	0.5 Hrs	1 Hrs	3 Hrs

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S2	1 Hrs	4 Hrs	8 Hrs
S3	8 Hrs	16 Hrs	24 Hrs
S4	16 Hrs	24 Hrs	32 Hrs

\* Time by which the calls have to be resolved

**Note:** Breaching of above resolution time will lead to penalty of 0.5% of O&M Cost.

## 77. EXIT MANAGEMENT

### 77.1 Purpose

- a) This clause sets out the provisions which will apply upon completion of the contract period or upon termination of the agreement for any reasons. The Parties shall ensure that their respective associated entities, in case of P&AR Department, Govt of West Bengal or Webel Technology Limited, any third party appointed by P&AR Department, Govt of West Bengal and in case of the SI&SP, carry out their respective obligations set out in this Exit Management Clause. Exit Management criteria will be a part of Master Service Agreement with detailed information about exit criteria and exit management plan.
- b) The exit management period starts, in case of expiry of contract, or on the date when the contract comes to an end or in case of termination of contract, or on the date when the notice of termination is sent to the SI&SP. The exit management period ends on the date agreed upon by Webel Technology Limited.
- c) The SI&SPs shall pay all transfer costs and stamp duty applicable on transfer of project assets except in case the Project is being terminated due to default of Webel Technology Limited where Webel Technology Limited shall be responsible for transfer costs and stamp duty, if any. For clarification of doubt, transfer costs in this Clause relate to taxes and duties applicable due to transfer of the Aadhaar Authentication Framework project, if any. At the beginning of the exit management period, the SI&SPs shall ensure that:
  1. All Project Assets including the hardware, software, documentation and any other infrastructure shall have been renewed and cured of all defects and deficiencies as necessary so that the Aadhaar Based Authentication Framework is compliant with the Specifications and Standards set forth in the RFP, Agreement and any other amendments made during the contract period;
  2. SI&SP delivers relevant records and reports pertaining to the Aadhaar Based Authentication Framework project and its reports, concepts notes and feasibility report including all manuals pertaining thereto and complete as on the Divestment Date;
  3. On request by P&AR Department, Govt of West Bengal or Webel Technology Limited or any third party appointed by P&AR Department, Govt of West Bengal or Webel Technology Limited, the SI&SP shall effect such assignments or service provision agreement between SI&SPs and any third party, in favor of P&AR Department, Govt of West Bengal or Webel Technology Limited or any third party appointed by P&AR Department, Govt of West Bengal or Webel Technology Limited if it is required by P&AR Department, Govt of West Bengal or Webel Technology Limited or any third party appointed by P&AR Department, Govt of West Bengal or Webel Technology Limited and is reasonably necessary for the continuation of services by P&AR Department, Govt of West Bengal or Webel Technology Limited or any third party appointed by P&AR Department, Govt of West Bengal or Webel Technology Limited;

The SI&SP shall comply with all other requirements as may be prescribed under Applicable Laws to complete the divestment and assignment of all the rights, title and interest of the Aadhaar Based Authentication Framework Project free from all encumbrances absolutely and free of any charge or tax to P&AR Department, Govt of West Bengal or Webel Technology Limited or its nominee

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The SI&SP shall provide the source code and required documentation for the entire application software and handover to WTL. Source Code, documentation and all other related matters, AMC, all compliances under ADV as per UIDAI, up gradation will be provided

## 77.2 Cooperation and Provision of Information

### During the Exit Management Period:

The SI&SP will allow P&AR Department, Govt of West Bengal or Webel Technology Limited or any third party appointed by P&AR Department, Govt of West Bengal or Webel Technology Limited, access to information reasonably required to define the then current mode of operation associated with the provision of the services to enable P&AR Department, Govt of West Bengal or Webel Technology Limited or any third party appointed by P&AR Department, Govt of West Bengal or Webel Technology Limited to assess the existing services being delivered;

Promptly on reasonable request by P&AR Department, Govt of West Bengal or Webel Technology Limited or any third party appointed by P&AR Department, Govt of West Bengal or Webel Technology Limited, the SI&SP shall provide access to and copies of all information held or controlled by them which they have prepared or maintained in accordance with the "Contract", the Project Plan, SLA and Scope of Work, relating to any material aspect of the services. P&AR Department, Govt of West Bengal or Webel Technology Limited or any third party appointed shall be entitled to copy all such information. Such information shall include details pertaining to the services rendered and other performance data. The SI&SP shall permit P&AR Department, Govt of West Bengal or Webel Technology Limited or any third party appointed to have reasonable access to its employees/ facility as reasonably required by P&AR Department, Govt of West Bengal or Webel Technology Limited or any third party appointed to understand the methods of delivery of the services employed by the SI&SP and to assist appropriate knowledge transfer.

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## SECTION – E

### BID FORM

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

To

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

**Sub: Supply ,installation, configuration, testing, integration , commissioning & maintenance of Computing & Storage Infrastructure at Primary Site & Disaster Recovery (DR) of SDC required for implementation of West Bengal Aadhar Authentication Framework through setting up AUA/KUA and ASA/KSA infrastructure.**

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/PAR/CSI-AUA-ASA/23-24/021 Dated 03.08.2023 (2<sup>nd</sup> Call) 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, equipment 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 submitted EMD Rs. 6,00,000/- through electronic transfer of fund (Transaction details/UTR details, amount transferred with date of transfer).
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 Three percent (3 %) of the Order value as stipulated in Financial Bid (BOQ).

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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, this .....day of .....2023

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**

#### **1.1. Criteria for Evaluation of Bids**

- A three-stage procedure will be adopted for evaluation of proposals, with the pre-qualification being completed before the technical evaluation and thereafter financial proposals being opened and compared. Pursuant to the pre-qualification criterion Bidders will be short-listed for technical bid. Technical bids will be opened only for the Bidders who succeed the pre-qualification criterion. The technical bids for the disqualified Bidders will be returned unopened at the address mentioned on the envelopes containing the technical bid.
- WTL will review the technical bids of the short-listed Bidders to determine whether the technical bids are substantially responsive. Bids that are not substantially responsive are liable to be disqualified.
- WTL will assign points (quality of services score) to the technically qualified Bidders based on the technical evaluation criterion as mentioned in ANNEXURE-I: TECHNICAL EVALUATION MATRIX. The commercial bids for the technically qualified Bidders will then be opened and reviewed to determine whether the commercial bids are substantially responsive.
- The evaluation will be made on the basis of least cost.
- Conditional bids are liable to be rejected.

#### **1.1.1. Criteria for Evaluation and Comparison of Pre-Qualification Bids**

- The Bidder shall be liable for adherence to all provisions of this request for proposal. The Pre-Qualification proposal will be evaluated using the checklist given in Section - B.

#### **1.1.2. Criteria for Evaluation and Comparison of Technical Bids**

- Technical proposal of only those bidders will be opened and evaluated who meet all the pre-qualification criteria.
- The evaluation committee will evaluate the Technical Proposals on the basis of the technical evaluation criterion as provided below.
- Technical bids will be reviewed for determining the technical capability of the Bidder for the Project and to ascertain Compliance of the Technical bids with the RFP terms and conditions, technical requirements and scope of work as defined in this RFP.

#### **1.1.3. Financial Bid Evaluation**

- The Financial Bids of technically qualified bidders will be opened on the prescribed date in the presence of bidder representatives.
- Only fixed price financial bids indicating total price for all the deliverables and services specified in this bid document will be considered.
- The bid price will include all taxes and levies and shall be in Indian Rupees and mentioned separately.
- Any conditional bid would be rejected.
- Errors & Rectification: Arithmetical errors will be rectified on the following basis: "If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail".

- If there is no price quoted for certain material or service, the bid shall be declared as disqualified.
- The lowest quoted price of the financial bid amongst the technically qualified bidders will be declared L1 bid.
- In the event that there are 2 or more bidders having the same value in the financial bid, the bidder securing the highest technical score will be adjudicated as the “Best responsive bid” for award of the Project.

## **1.2. Appointment of bidder**

### **1.2.1. Award Criteria**

WTL will award the Contract to the successful bidder whose financial proposal is the lowest and would consider it as substantially responsive as per the process outlined above.

### **1.2.2. Right to Accept Any Proposal and To Reject Any or All Proposal(s)**

WTL reserves the right to accept or reject any proposal, and to annul the tendering process / Public procurement process and reject all proposals at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for WTL action.

### **1.2.3. Notification of Award**

Prior to the expiration of the validity period, WTL will notify the successful bidder in writing or by fax or email, that its proposal has been accepted. In case the tendering process / public procurement process has not been completed within the stipulated period, WTL may like to request the bidders to extend the validity period of the bid.

The notification of award will constitute the formation of the contract. Upon the successful bidder's furnishing of Performance Bank Guarantee, WTL will notify each unsuccessful bidder and return their EMD.

### **1.2.4. Contract Finalization and Award**

The WTL shall reserve the right to negotiate with the bidder(s) whose proposal has been most responsive. On this basis the draft contract agreement would be finalized for award & signing.

WTL may also like to reduce or increase the quantity of any item in the Scope of Work defined in the RFP. Accordingly, total contract value may change on the basis of the rates defined in the financial proposal.

### **1.2.5. Signing of Contract**

After the WTL notifies the successful bidder that its proposal has been accepted, WTL shall enter into a contract, incorporating all clauses, pre-bid clarifications and the proposal of the bidder between WTL and the successful bidder. The Draft Legal Agreement is provided as a separate document as a template.

### **1.2.6. Failure to Agree with the Terms and Conditions of the RFP**

Failure of the successful bidder to agree with the Draft Legal Agreement and Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which event WTL may award the contract to the next best value bidder or call for new proposals from the interested bidders.

In such a case, the WTL shall invoke the PBG of the most responsive bidder.

### **1.2.7. Confidentiality of the Document**

This Tender Document is confidential and the Bidder shall ensure that anything contained in this Tender Document shall not be disclosed in any manner, whatsoever.

## **1.3. Rejection Criteria**

Besides other conditions and terms highlighted in the tender document, bids may be rejected under following circumstances:



## **1.3.1. Pre-Qualification Rejection Criteria**

- Bids submitted without or with improper EMD.
- Bids which do not conform to unconditional validity of the bid as prescribed in the Tender.
- If the information provided by the Bidder is found to be incorrect / misleading at any stage / time during the Tendering Process.
- Any effort on the part of a Bidder to influence the bid evaluation, bid comparison or contract award decisions.
- Bids received by the WTL after the last date prescribed for receipt of bids.
- Bids without signature of person (s) duly authorized on required pages of the bid
- Bids without power of authorization and any other document consisting of adequate proof of the ability of the signatory to bind the Bidder.

## **1.3.2. Technical Rejection Criteria**

- Technical Bid containing commercial details.
- Revelation of Prices in any form or by any reason before opening the Commercial Bid.
- Failure to furnish all information required by the RFP Document or submission of a bid not substantially responsive to the Tender Document in every respect.
- Bidders not quoting for the complete scope of Work as indicated in the Tender documents, addendum (if any) and any subsequent information given to the Bidder.
- Bidders not complying with the Technical and General Terms and conditions as stated in the RFP Documents.
- The Bidder not conforming to unconditional acceptance of full responsibility of providing services in accordance with Scope of work and Service Level Agreements of this tender.
- If the bid does not confirm to the timelines indicated in the bid.

## **1.3.3. Commercial Rejection Criteria**

- Incomplete Price Bid
- Price Bids that do not conform to the Tender's price bid format.
- Total price quoted by the Bidder does not include all statutory taxes and levies applicable.

## **1.4. Concessions permissible under statutes**

Bidder, while quoting against this tender, must take cognizance of all concessions permissible under the statutes including the benefit under Central Sale Tax Act, 1956, failing which it will have to bear extra cost where Bidder does not avail concessional rates of levies like customs duty, excise duty, sales tax, etc. WTL will not take any responsibility towards this. However, WTL may provide necessary assistance, wherever possible, in this regard.

## **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.

#### **1. Registration of Bidder:**

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

#### **2. Digital Signature Certificate (DSC):**

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

#### **3. Search & download N.I.T. & BOQ**

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

#### **4. Participation in more than one work:**

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

#### **5. Submission of Tenders:**

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

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

#### **Techno Commercial Cover:**

##### **Technical Document1 (scanned & join in pdf format then upload)**

1. Details of fund transfer with transaction reference for electronics transfer of Earnest Money Deposit (EMD)
2. Details of fund transfer with transaction reference for electronics transfer of Tender Fee
3. Bid Form as per format (Section – E)

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

1. NIT Declaration duly stamped & signed in bidder's letter head, Section - P

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

1. Technical & Compliance Statement (Section – I)

#### **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-STATUTARY COVER (MY SPACE) CONTAIN FOLLOWING DOCUMENT:**

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

**Table 17: Document List**

Sl. No.	Category Name	Sub Category Name	Sub Category Description
A	CERTIFICATES	A1. CERTIFICATES	<ul style="list-style-type: none"> <li>• GST Registration Certificate</li> <li>• Service Tax Registration Certificate</li> <li>• PAN</li> </ul>
B	COMPANY DETAILS	B1. COMPANY DETAILS 1	<ul style="list-style-type: none"> <li>• Document supporting company profile</li> </ul>
		B2. COMPANY DETAILS 2	<ul style="list-style-type: none"> <li>• Company Profile (Not more than 3 pages)</li> <li>• ISO Certificate as required</li> </ul>
C	CREDENTIAL	CREDENTIAL 1	<ul style="list-style-type: none"> <li>• Order copies</li> </ul>
		CREDENTIAL 2	<ul style="list-style-type: none"> <li>• Product brochure</li> <li>• Other documents, if any</li> </ul>
D	DECLARATION	DECLARATION	<ul style="list-style-type: none"> <li>• List of Clients as per format</li> <li>• Financial Capability of Bidder as per format</li> </ul>
F	FINANCIAL INFO	P/L & BALANCE SHEET	P/L & BALANCE SHEET for 2018-2019, 2019-2020 & 2020-2021

## SECTION – H

### UNPRICED BOQ/COMMERCIAL BID DETAILS

**Table: BoQ for Supply, installation, configuration, testing, integration, commissioning & maintenance of Computing& Storage Infrastructure at Primary Site & Disaster Recovery (DR) of SDC required for implementation of West Bengal Aadhar Authentication Framework through setting up AUA/KUA and ASA/KSA infrastructure:**

It is the responsibility of the successful bidder to supply,successfully install, configure, fine tune ,test, integrate ,commission & maintain Co-located Computing& Storage infrastructure at Primary Site & Disaster Recovery (DR) Site of State Data Centre for implementation of West Bengal Aadhar Authentication Framework through setting up AUA/KUA and ASA/KSA infrastructure integrated with CIDR of UIDAI. The details of such Co-located Computing& Storage infrastructureset up & it's indicative Physical servers, VMs, usability ,OS,V-CPU ,Memory ecto start with which will be optimized and scalable as required are as under

**Unpriced BoQ for setting up Supply ,installation, configuration, testing, integration , commissioning & maintenance of Computing & Storage Infrastructure at Primary Site & Disaster Recovery (DR) of SDC required for implementation of West Bengal Aadhar Authentication Framework through setting up AUA/KUA and ASA/KSA infrastructure**

Sl No	Item description	Unit	Qty
1	<b>Server Nodes (Physical Server)</b> for Production Environment, Pre-Production Environment & Staging Environment with 5 years Comprehensive onsite warranty/AMC & technical support from the date of Go-Live ( 8 nos for Primary Site & 3 nos for DR Site)	Nos	11
2	Software & services for each of 6 nos Physical Server Nodes as per sl no 1 (without Virtualization Software) : <b>Enterprise Linux Premium (Server Operating System )(latest) with 5 years subscription</b>	Nos	6
3	Software & services for each of 6 nos Physical Server Nodes as per sl no 1 (without Virtualization Software) : <b>Server Antivirus for Enterprise Linux Premium (Server Operating System ) with 5 years support</b>	Nos	6
4	Software & services for each of 3 Servers out of the 6 Physical Server Nodes as per sl no 1 (without Virtualization Soft-ware) : <b>MySQL Enterprise RDBMS (1-4 Socket) with 5 year support</b>	Nos	3
5	Software & services for each of 5 nos Physical Server Nodes as per sl no 1 (with Virtualization Software for Production Environment, Pre-Production Environment & Staging Environment): <b>Enterprise Linux for Virtual Data Centre Premium (latest) with 5 years subscription</b>	Nos	5
6	Software & services for each of 5 nos Physical Server Nodes as per sl no 1 (with Virtualization Software for Production Environment, Pre-Production Environment & Staging Environment): <b>Server Antivirus for Enterprise Linux for Virtual Data Centre Premium with 5 years support</b>	Nos	5
7	Software & services for each of 2 Servers out of the 5 Physical Server Nodes as per sl no 1 (with Virtualization Software for Production Environment, Pre-Production Environment & Staging Environment): <b>MySQL Enterprise RDBMS (1-4 Socket) with 5 year support</b>	Nos	2

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8	Software & services for each of 5 nos Physical Server Nodes as per sl no 1 (with Virtualization Software for Production Environment, Pre-Production Environment & Staging Environment): <b>VMware vSphere / Nutanix Acropolis Hypervisor (for each of 5 nos Physical Server Nodes each server with 2 CPU) ( 5 years support)</b>	Set	5
9	Software & services for each of the 5 Servers for Physical Server Nodes as per sl no 1 (with Virtualization Software for Production Environment, Pre-Production Environment & Staging Environment): <b>VMWare vSAN / Nutanix Acropolis Operating System (for each of 5 nos Physical Server Nodes each server with 2 CPU) ( 5 years support)</b>	Set	5
10	Software & services for each of the 5 Servers for Physical Server Nodes as per sl no 1 (with Virtualization Software for Production Environment, Pre-Production Environment & Staging Environment): <b>VMWare vCentre Standard / Nutanix Prism (for 5 nos Physical Server Nodes each server with 2 CPU) with 5 years support</b>	Set	1
11	<b>Nutanix Files/NAS Software including license with 5 years support ( will be procured on pro-rata basis for each TB depending on requirement from time to time)</b>	TB	20
12	<b>Storage Nodes</b> with 5 years Comprehensive onsite warranty/AMC & technical support from the date of Go-Live for Production Environment, Pre-Production Environment & Staging Environment( 2 for Primary Site & 1 for DR Site)	Nos	3
13	<b>Software &amp; services for Storage Node</b> for Production Environment, Pre-Production Environment & Staging Environment: The servers should be supplied with the following software as per proposed solution- – <b>Required Nutanix Files/NAS Software for the Storage Nodes (5 years support)</b>	Set	3
14	<b>Top-of-the Rack (TOR) Switch</b> with all cables & accessories for connectivity of Servers with 5 years Comprehensive onsite warranty/AMC & technical support from the date of Go-Live ( 2 for Primary Site & 1 for DR Site)	Nos	3

Note:

1. Server Rack, SDC's Network & Security Subsystem, Router etc will be leveraged & provided both at Primary Site & DR Site by the department
2. Virtualization Software will be in use for all the Physical Servers wherever Virtualization will be required depending on deployment scenario of solutions proposed and decision of tendering authority. The physical servers without virtualization software would also be required with virtualization software to meet the overall implementation of setting up AUA/KUA & ASA/KSA & optimum usage of the infrastructure
3. Delivery would be in two phases out of which phase-1 delivery will be at least 70% of the deliverables as per RFP and the remaining delivery would be within one year from the date of issuance of phase-1 work order at the same rate and terms and conditions.
4. Quantity of System Software will be required as per proposed Software Solution Stack for Aadhar Authentication Framework
5. In case of requirement of Window Server Operating System & Antivirus Software for the same as per Aadhar Authentication Software Solution, the same will be provided by WTL separately. Quantity of System Software will be as per Aadhar Authentication Software Solution,

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## SECTION - I

### TECHNICAL & COMPLIANCE STATEMENT

(Tender No. WTL/PAR/CSI-AUA-ASA/23-24/021)

**The bidder is required to submit Technical compliance statement as per details given in the Section-1**

#### **1. Technical Specification**

##### **1.1. Server Node Specification (without Virtualization Software) for deployment of ADV application & ADV database with high availability/failover (PRIMARY SITE-SDC)- 4 nos Physical Servers**

#	Description	Compliance (Yes/No)	Remarks
1.	Physical Cores- minimum 2 x 24 Cores (3 <sup>rd</sup> /4 <sup>th</sup> Generation Intel Xeon processor /AMD EPYC <b>processorminimum 2.4 GHz speed</b> ).).		
2.	RAM - minimum 1024GB (DDR4) (each RAM module should be of minimum 16 GB).It should support minimum 3200 MHZ		
3.	<ul style="list-style-type: none"><li>- SSD for operating system – 2x480 GB M.2 SSD in RAID1 or better for booting</li><li>- SSD for Storage- 5 TB (Usable) offered with RAID 6.</li></ul>		
4.	Network Interface per physical Server- <ul style="list-style-type: none"><li>- Dual port 25 Gig Ethernet Card populated with 2 nos. of <b>10/25GbE</b> SFP28 Multimode transceivers <b>supporting dual speed auto-negotiating</b> and</li><li>- 4 nos. of Multimode Patch Cords of minimum 3m length</li><li>- 1 no. of 1GbE dedicated management interface. (Direct Attached Cables should not be proposed to meet the transceiver requirement).</li></ul>		
5.	Server solution should have interface for keyboard, mouse, monitor – minimum 1x VGA & 2x USB		
6.	Power supply and fans- Proposed solution should have hot swappable redundant power supply and fans to meet 100% workload with proposed components.		
7	Common Criteria certification: System's integrated remote management should be min. Evaluation Assurance Level (EAL2+) certified. Certificate from certifying authority to be submitted		
8.	Management – Out of Band Management with IPMI license / feature ready.		
9.	OEM Support for 5 (five) years with advance hardware replacement warranty for all proposed components, sub-components (including SSD), for entire warranty period.		
10.	TAC Support for hardware in India for last 5 years		
11.	Service facility & spare warehouse of the OEM should be available in Kolkata. GST registration document to be submitted		

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12.	Spare parts to be made available by OEM within 7 business days from the date of call log.		
13.	Product should not be end of support by next 5 years.		
14.	Max. 2U rack mountable with rail kit		

### 1.2. Software & services for each of servers for Server Node (without Virtualization Software) for deployment of ADV Application & ADV database with high availability / failover (PRIMARY SITE-SDC) for 4 nos Physical Servers

1.	The servers should be supplied with the following software as per proposed solution- <ul style="list-style-type: none"> <li>- Required operating system software (Windows/Linux)</li> <li>- Required database software</li> <li>- Host based security software required for virtual/host/guest machines.</li> </ul>		
2.	OEM support for 5 (five) years for proposed, security software, operating system, database software etc		

Note. MySQL RDBMS supported version to be supplied.

### 1.3. Server Node Specification (with Virtualization Software) for deployment of other Production environment, Pre-Production Environment & Staging Environment (PRIMARY SITE-SDC) for 4 nos Physical Servers

#	Description	Compliance (Yes/No)	Remarks
1.	Physical Cores- minimum 2 x 24 Cores (3 <sup>rd</sup> /4 <sup>th</sup> Generation Intel Xeon processor /AMD EPYC <b>processorminimum 2.4 GHz speed</b> )..		
2.	RAM - minimum 1024GB (DDR4) (each RAM module should be of minimum 16 GB).It should support minimum 3200 MHz		
3.	<ul style="list-style-type: none"> <li>- SSD for operating system – 2x480 GB M.2 SSD in RAID1 or better for booting</li> <li>- SSD for Storage- 5 TB (Usable) offered with RAID 6.</li> </ul>		
4.	Network Interface per physical Server- <ul style="list-style-type: none"> <li>- Dual port 25 Gig Ethernet Card populated with 2 nos. of <b>10/25GbE</b> SFP28 Multimode transceivers <b>supporting dual speed auto-negotiating</b> and</li> <li>- 4 nos. of Multimode Patch Cords of minimum 3m length</li> <li>- 1 no. of 1GbE dedicated management interface. (Direct Attached Cables should not be proposed to meet the transceiver requirement).</li> </ul>		
5.	Server solution should have interface for keyboard, mouse, monitor – minimum 1x VGA & 2x USB		
6.	Power supply and fans- Proposed solution should have hot swappable redundant power supply and fans to meet 100% workload with proposed components.		
7	Common Criteria certification: System's integrated remote management should be min. Evaluation Assurance Level (EAL2+) certified. Certificate from certifying authority to be submitted		

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8.	Management – Out of Band Management with IPMI license / feature ready.		
9.	OEM Support for 5 (five) years with advance hardware replacement warranty for all proposed components, sub-components (including SSD), for entire warranty period.		
10.	TAC Support for hardware in India for last 5 years		
11.	Service facility & spare warehouse of the OEM should be available in Kolkata. GST registration document to be submitted		
12.	Spare parts to be made available by OEM within 7 business days from the date of call log.		
13.	Product should not be end of support by next 5 years.		
14.	Max. 2U rack mountable with rail kit		

### 1.4. Software & services for each of servers Node (with Virtualization Software) for deployment of other Production environment, Pre-Production Environment & Staging Environment (PRIMARY SITE-SDC) for 4 nos Physical Servers

1.	The servers should be supplied with the following software as per proposed solution- <ul style="list-style-type: none"> <li>- Virtualization Software</li> <li>- Required operating system software (Windows/Linux)</li> <li>- Required database software</li> <li>- Host based security software required for virtual/host/guest machines.</li> </ul>		
2.	OEM support for 5 (five) years for proposed virtualization, security software, operating system, database software etc		

### 1.5. Storage Node Specification (Active-Passive configuration) (PRIMARY SITE-SDC)- 2 nos

#	Description	Compliance (Yes/No)	Remarks
1.	Physical Cores- minimum 2 x 16 Cores (3 <sup>rd</sup> /4 <sup>th</sup> Generation Intel Xeon processor /AMD EPYC <b>processorminimum 2.4 GHz speed</b> )..		
2.	RAM - minimum 512 GB (DDR4) (each RAM module should be of minimum 16 GB). It should support minimum 3200 MHZ		
3.	<ul style="list-style-type: none"> <li>- SSD for operating system – – 2x480 GB M.2 SSD in RAID1 for booting</li> <li>- SSD for Storage- 20TB (Usble) offered with RAID 6.</li> </ul>		
4.	Network Interface per physical Server- <ul style="list-style-type: none"> <li>- Dual port 25 Gig Ethernet Card populated with 2 nos. of <b>10/25GbE</b> SFP28 Multimode transceivers <b>supporting dual speed auto-negotiating</b> and</li> <li>- 4 nos. of Multimode Patch Cords of minimum 3m length</li> <li>- 1 no. of 1GbE dedicated management interface. (Direct Attached Cables should not be proposed to meet the transceiver requirement).</li> </ul>		
5.	Server solution should have interface for keyboard, mouse, monitor – minimum 1x VGA & 2x USB		



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6.	Power supply and fans- Proposed solution should have hot swappable redundant power supply and fans to meet 100% workload with proposed components.		
7	Common Criteria certification: System's integrated remote management should be min. Evaluation Assurance Level (EAL2+) certified. Certificate from certifying authority to be submitted		
8.	Management – Out of Band Management with IPMI license/feature ready.		
9.	OEM Support for 5 (five) years with advance hardware replacement warranty for all proposed components, sub-components (including SSD), for entire warranty period.		
10.	TAC Support for hardware in India for last 5 years		
11.	Service facility & spare warehouse of the OEM should be available in Kolkata. GST registration document to be submitted		
12.	Spare parts to be made available by OEM within 7 business days from the date of call log.		
13.	Product should not be end of support by next 5 years.		
14.	2U rack mountable with rail kit		

### 1.6. Software & services for Storage Node (Active-Passive configuration) (PRIMARY SITE-SDC) for 2 nos Storage Nodes

1.	The servers should be supplied with the following software as per proposed solution- <ul style="list-style-type: none"> <li>- Virtualization</li> <li>- Required operating system software (Windows/Linux)</li> <li>- Required database software</li> <li>- Host based security software required for virtual/host/guest machines.</li> </ul>		
2.	OEM support for 5 (five) years for proposed virtualization, security software, operating system, database software etc		

### DISASTER RECOVERY SITE (DR Site)

### 1.7. Server Node Specification (without Virtualization Software) for deployment of ADV Application & ADV database without high availability/failover (DR SITE) for 2 nos physical servers

#	Description	Compliance (Yes/No)	Remarks
1.	Physical Cores- minimum 2 x 24 Cores (3 <sup>rd</sup> /4 <sup>th</sup> Generation Intel Xeon processor /AMD EPYC <b>processorminimum 2.4 GHz speed</b> )..		
2.	RAM - minimum 1024GB (DDR4) (each RAM module should be of minimum 16 GB). It should support minimum 3200 MHZ		
3.	<ul style="list-style-type: none"> <li>- SSD for operating system – 2x480 GB M.2 SSD in RAID1 or better for booting</li> <li>- SSD for Storage- 5 TB (Usable) offered with RAID 6.</li> </ul>		

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4.	Network Interface per physical Server- <ul style="list-style-type: none"> <li>- Dual port 25 Gig Ethernet Card populated with 2 nos. of <b>10/25GbE</b> SFP28 Multimode transceivers <b>supporting dual speed auto-negotiating</b> and</li> <li>- 4 nos. of Multimode Patch Cords of minimum 3m length</li> <li>- 1 no. of 1GbE dedicated management interface. (Direct Attached Cables should not be proposed to meet the transceiver requirement).</li> </ul>		
5.	Server solution should have interface for keyboard, mouse, monitor – minimum 1x VGA & 2x USB		
6.	Power supply and fans- Proposed solution should have hot swappable redundant power supply and fans to meet 100% workload with proposed components.		
7.	Common Criteria certification: System's integrated remote management should be min. Evaluation Assurance Level (EAL2+) certified. Certificate from certifying authority to be submitted		
8.	Management – Out of Band Management with IPMI license / feature ready.		
9.	OEM Support for 5 (five) years with advance hardware replacement warranty for all proposed components, sub-components (including SSD), for entire warranty period.		
10.	TAC Support for hardware in India for last 5 years		
11.	Service facility & spare warehouse of the OEM should be available in Kolkata. GST registration document to be submitted		
12.	Spare parts to be made available by OEM within 7 business days from the date of call log.		
13.	Product should not be end of support by next 5 years.		
14.	Max. 2U rack mountable with rail kit		

### 1.8. Software & services for each of servers for Server Node (without Virtualization Software) for deployment of ADV Application & ADV database without high availability/failover (DR-SITE) for 2 nos physical server

#	Description	Compliance (Yes/No)	Remarks
1.	The servers should be supplied with the following software as per proposed solution- <ul style="list-style-type: none"> <li>- Required operating system software (Windows/Linux)</li> <li>- Required database software</li> <li>- Host based security software required for virtual/host/guest machines.</li> </ul>		
2.	OEM support for 5 (five) years for proposed, security software, operating system, database software etc		

Note. MySQL RDBMS supported version to be supplied.

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## 1.9. Server Node Specification (with Virtualization Software) for deployment of Production environment (DR SITE) for 1 no physical server

#	Description	Compliance (Yes/No)	Remarks
1.	Physical Cores- minimum 2 x 24 Cores (3 <sup>rd</sup> /4th Generation Intel Xeon processor /AMD EPYC <b>processorminimum 2.4 GHz speed</b> )..		
2.	RAM - minimum 1024GB (DDR4) (each RAM module should be of minimum 16 GB). It should support minimum 3200 MHZ		
3.	<ul style="list-style-type: none"> <li>- SSD for operating system – 2x480 GB M.2 SSD in RAID1 or better for booting</li> <li>- SSD for Storage- 5 TB (Usable) offered with RAID 6.</li> </ul>		
4.	Network Interface per physical Server- <ul style="list-style-type: none"> <li>- Dual port 25 Gig Ethernet Card populated with 2 nos. of <b>10/25GbE</b> SFP28 Multimode transceivers <b>supporting dual speed auto-negotiating</b> and</li> <li>- 4 nos. of Multimode Patch Cords of minimum 3m length</li> <li>- 1 no. of 1GbE dedicated management interface. (Direct Attached Cables should not be proposed to meet the transceiver requirement).</li> </ul>		
5.	Server solution should have interface for keyboard, mouse, monitor – minimum 1x VGA & 2x USB		
6.	Power supply and fans- Proposed solution should have hot swappable redundant power supply and fans to meet 100% workload with proposed components.		
7.	Common Criteria certification: System's integrated remote management should be min. Evaluation Assurance Level (EAL2+) certified. Certificate from certifying authority to be submitted		
8.	Management – Out of Band Management with IPMI license / feature ready.		
9.	OEM Support for 5 (five) years with advance hardware replacement warranty for all proposed components, sub-components (including SSD), for entire warranty period.		
10.	TAC Support for hardware in India for last 5 years		
11.	Service facility & spare warehouse of the OEM should be available in Kolkata. GST registration document to be submitted		
12.	Spare parts to be made available by OEM within 7 business days from the date of call log.		
13.	Product should not be end of support by next 5 years.		
14.	Max. 2U rack mountable with rail kit		

## 1.10. Software & services for each of servers Node (with Virtualization Software) for deployment of other Production environment (DR SITE) for 1 no physical server

#	Description	Compliance (Yes/No)	Remarks
1.	The servers should be supplied with the following software as per proposed solution- <ul style="list-style-type: none"> <li>- Virtualization Software</li> </ul>		

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	<ul style="list-style-type: none"> <li>- Required operating system software (Windows/Linux)</li> <li>- Required database software</li> <li>- Host based security software required for virtual/host/guest machines.</li> </ul>		
2.	OEM support for 5 (five) years for proposed virtualization, security software, operating system, database software etc.		

### 1.11. Storage Node Specification (DR SITE) - 1 no

#	Description	Compliance (Yes/No)	Remarks
1.	Physical Cores- minimum 2 x 16 Cores (3 <sup>rd</sup> /4 <sup>th</sup> Generation Intel Xeon processor /AMD EPYC <b>processorminimum 2.4 GHz speed</b> )..		
2.	RAM - minimum 512 GB (DDR4) (each RAM module should be of minimum 16 GB). It should support minimum 3200 MHZ		
3.	<ul style="list-style-type: none"> <li>- SSD for operating system – – 2x480 GB M.2 SSD in RAID1 for booting</li> <li>- SSD for Storage- 20TB (Usble) offered with RAID 6.</li> </ul>		
4.	Network Interface per physical Server- <ul style="list-style-type: none"> <li>- Dual port 25 Gig Ethernet Card populated with 2 nos. of <b>10/25GbE</b> SFP28 Multimode transceivers <b>supporting dual speed auto-negotiating</b> and</li> <li>- 4 nos. of Multimode Patch Cords of minimum 3m length</li> <li>- 1 no. of 1GbE dedicated management interface. (Direct Attached Cables should not be proposed to meet the transceiver requirement).</li> </ul>		
5.	Server solution should have interface for keyboard, mouse, monitor – minimum 1x VGA & 2x USB		
6.	Power supply and fans- Proposed solution should have hot swappable redundant power supply and fans to meet 100% workload with proposed components.		
7	Common Criteria certification: System's integrated remote management should be min. Evaluation Assurance Level (EAL2+) certified. Certificate from certifying authority to be submitted		
8.	Management – Out of Band Management with IPMI license/feature ready.		
9.	OEM Support for 5 (five) years with advance hardware replacement warranty for all proposed components, sub-components (including SSD), for entire warranty period.		
10.	TAC Support for hardware in India for last 5 years		
11.	Service facility & spare warehouse of the OEM should be available in Kolkata. GST registration document to be submitted		
12.	Spare parts to be made available by OEM within 7 business days from the date of call log.		
13.	Product should not be end of support by next 5 years.		
14.	2U rack mountable with rail kit		

# WEBEL TECHNOLOGY LIMITED

## 1.12. Software & services for Storage Node (DR SITE) for 1 no storage node

#	Description	Compliance (Yes/No)	Remarks
1.	The servers should be supplied with the following software as per proposed solution- <ul style="list-style-type: none"> <li>- Virtualization Software</li> <li>- Required operating system software (Windows/Linux)</li> <li>- Required database software</li> <li>- Host based security software required for virtual/host/guest machines.</li> </ul>		
2.	OEM support for 5 (five) years for proposed virtualization, security software, operating system, database software etc.		

## 1.13. Managed Switch - 3 nos (2 nos for DC & 1 no for DR)

### Ethernet switches

#### Technical Specification of TOR switches

#	Description		Compliance (Yes/No)	Remarks
	Switch	Top-of-Rack switches		
	Qty	03 units (2 for DC & 1 for DR)		
Sl.	Parameters	Specification for TOR switch	Compliance	Remarks
1	Model	Specify make & model:		
2	Form factor	1RU rack mount		
	Ports	28 x <b>10G</b> SFP+ ports with transceivers 2 x QSFP28 ports supporting 10 / 25 / 40 / 50 / 100 GbE ports		
3	Switching capacity	Min. 960Gbps (full-duplex) non-blocking, cut-through switching fabric		
4	Throughput	Min. 720Mpps		
5	Switch class	Layer 2 and 3 switching and routing protocols with integrated IP services, quality of service, manageability and automation features		
6	Protocols & services	Protocols & services- QoS, ACL, OSPF, BGP and PBR. Converged network support for Data Center Bridging, with priority flow control (802.1Qbb), ETS (802.1Qaz)/ DCBx		
7	Power supplies	Redundant & hot-swap		
8	Fans	Redundant & hot-swap		
9	Compatibility	Should be certified by the OEM of the quoted server for compatibility. Declaration from the server OEM to be included.		
10.	OEM support	OEM Support for 5 (five) years for entire warranty period.		
11.	Service facility	Service facility & spare warehouse of the OEM should be available in Kolkata. GST registration document to be submitted		
12.	TAC support	TAC Support for hardware in India for last 5		

## WEBEL TECHNOLOGY LIMITED

		years		
--	--	-------	--	--

Co-located Computing & Storage infrastructure through leveraging of Server Rack, Network, Security Sub-Systems & Router of SDC &DR .Security Subsystems of SDC e.g. Firewall, IPS/IDS, Antivirus, Web-Access Firewall/SLB etc for implementation of Aadhar Authentication Framework will be implemented by the successful bidder at WB State Data Centre (Primary Site) & Disaster Recovery (DR) Site at Purulia,

Aadhar Authentication Framework through setting up AUA/KUA and ASA/KSA will be implemented by P&AR Department at WB State Data Centre (Primary Site) & Disaster Recovery (DR) Site at Purulia, West Bengal through leveraging of Server & Storage System ,Server Rack, Network, Security Sub-Systems & Router of SDC &DR .

Security Subsystems of SDC includes but not limited to are namely Firewall, IPS/IDS, Antivirus, Web-Access Firewall/SLB etc. SDC is having 10G/40G Leaf & Spine network

The bidder must have the necessary experience and required professional skills for carrying out the project implementation as referred above.

# WEBEL TECHNOLOGY LIMITED

## SECTION – J

### TECHNICAL CAPABILITY OF BIDDER

(Tender No. WTL/PAR/CSI-AUA-ASA/23-24/021)

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. Scope of work shall indicate whether it is implementation, Operation or maintenance.
- B. Submit Customer Order Copy details of the order indicating the project value, customer contact details.

# WEBEL TECHNOLOGY LIMITED

## SECTION – K

### FINANCIAL CAPABILITY OF BIDDER

(Tender No. WTL/PAR/CSI-AUA-ASA/23-24/021)

### FINANCIAL INFORMATION

Sl. No.	Name of the Bidder	Turnover (Rs. / Crores)		
		2020-21	2021-22	2022-23
1				

Authorized Signatory (Signature In full): \_\_\_\_\_

Name and title of Signatory: \_\_\_\_\_

Stamp of the Company: \_\_\_\_\_

**Note:**

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



# WEBEL TECHNOLOGY LIMITED

## SECTION – L

### BIDDERS'S DETAILS

(Tender No. WTL/PAR/CSI-AUA-ASA/23-24/021)

1	Name of the Firm	
2	Registered Office Address	
	Contact Number	
	Fax Number	
	E-mail	
3	Correspondence / Contact address	
	Name & Designation of Contact person	
	Address	
	Contact Number	
	Fax Number	
	E-mail	
4	Is the firm a registered company? If yes, submit documentary proof	
	Year and Place of the establishment of the company	
6	Former name of the company, if any	
7	Is the firm <ul style="list-style-type: none"><li>▪ a Government/ Public Sector Undertaking</li><li>▪ a propriety firm</li><li>▪ a partnership firm (if yes, give partnership deed)</li><li>▪ a limited company or limited corporation</li><li>▪ a member of a group of companies, (if yes, give</li><li>▪ name and address and description of other companies)</li><li>▪ 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.</li></ul>	
8	Submit valid GST Registration certificate with up to date tax clearance.	
9	Total number of employees. Attach the organizational chart showing the structure of the	

## WEBEL TECHNOLOGY LIMITED

	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"> <li>▪ Manufacturer</li> <li>▪ Supplier</li> <li>▪ System Integrator</li> <li>▪ Consultant</li> <li>▪ Service Provider (Pl. specify details)</li> <li>▪ Software Development</li> <li>▪ Total Solution provider (Design, Supply , Integration, O&amp;M)</li> <li>▪ IT Company</li> </ul>	
13	Number of Offices in district headquarters 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: \_\_\_\_\_

# WEBEL TECHNOLOGY LIMITED

## SECTION – M

### LIST OF CLIENTS OF SIMILAR ORDERS

(Tender No. WTL/PAR/CSI-AUA-ASA/23-24/021)

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: \_\_\_\_\_

# WEBEL TECHNOLOGY LIMITED

## SECTION – N

### PROFORMA FOR PERFORMANCE BANK GUARANTEE

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

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

Ref ..... Bank Guarantee no.....

Date.....

#### PROFORMA OF BG FOR SECURITY DEPOSIT

KNOW ALL MEN BY THESE PRESENTS that in consideration of WEBEL TECHNOLOGY LIMITED, a Government of West Bengal Undertaking incorporated under the Companies Act, 1956 having its Registered office at WebelBhavan, 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.

# WEBEL TECHNOLOGY LIMITED

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

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

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

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

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

DELIVERED SIGNED, SEALED AND

\_\_\_\_\_  
(Stamp of the executants)

WITNESS

1) \_\_\_\_\_

2) \_\_\_\_\_

(Name & address in full with Rubber Stamp)

# WEBEL TECHNOLOGY LIMITED

## PROFORMA FOR BID SECURITY (BANK GUARANTEE)

Bank Guarantee No.....

Date.....

WHEREAS,.....(name & address) (hereinafter called "the Applicant") has submitted his Bid dated \_\_\_\_\_ [date] or will submit his Bid for execution of \_\_\_\_\_ [name of Contract] (hereinafter called "the Bid") under Request for Bids No..... [insert number] (hereinafter called "the RFB")

KNOW ALL PEOPLE by these presents that We \_\_\_\_\_ [name of bank] of \_\_\_\_\_ [name of country] having our registered office at \_\_\_\_\_ (hereinafter called "the Bank") are bound unto \_\_\_\_\_ [name of Employer] (hereinafter called "the Employer") in the sum of \_\_\_\_\_ for which payment will and truly to be made to the said Employer the Bank binds itself, his successors and assigns by these presents.

SEALED with the Common Seal of the said Bank this \_\_\_\_\_ day of \_\_\_\_\_ 2023

THE CONDITIONS of this obligation are:

(1) If after Bid opening the Applicant (a) withdraws his bid during the period of Bid validity specified in the Letter of Bid, ("the Bid Validity Period"); or (b) does not accept the correction of the Bid Price

or

(2) If the Applicant having been notified of the acceptance of his bid by the Employer during the period of Bid validity:

(a) fails or refuses to execute the Contract Agreement in accordance with the Instructions to Bidders, if required; or

(b) fails or refuses to furnish the Performance Security, in accordance with the Instruction to Bidders.

we undertake to pay to the Employer up to the above amount upon receipt of his first written demand, without the Employer having to substantiate his demand, provided that in his demand the Employer will note that the amount claimed by him is due to him owing to the occurrence of one or any of the four conditions, specifying the occurred condition or conditions.

This Guarantee will remain in force up to and including the date \_\_\_\_\_ 30 days after the deadline for submission of Bids as such deadline is stated in the Instructions to Bidders or as it may be extended by the Employer, notice of which extension(s) to the Bank is hereby waived. Any demand in respect of this guarantee should reach the Bank not later than the above date.

DATE \_\_\_\_\_ SIGNATURE OF THE BANK \_\_\_\_\_

WITNESS \_\_\_\_\_ SEAL \_\_\_\_\_

\_\_\_\_\_  
[signature, name, and address]

## **INSTRUCTIONS FOR FURNISHING BANK GUARANTEE**

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

# WEBEL TECHNOLOGY LIMITED

## SECTION –O

### 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

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

**Sub: Supply, installation, configuration, testing, integration , commissioning & maintenance of Computing & Storage Infrastructure at Primary Site & Disaster Recovery (DR) of SDC required for implementation of West Bengal Aadhar Authentication Framework through setting up AUA/KUA and ASA/KSA infrastructure**

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/PAR/CSI-AUA-ASA/23-24/021 Dated 03.08.2023 (2<sup>nd</sup> Call) for Supply, installation, configuration, testing, integration , commissioning & maintenance of Computing & Storage Infrastructure at Primary Site & Disaster Recovery (DR) of SDC required for implementation of West Bengal Aadhar Authentication Framework through setting up AUA/KUA and ASA/KSA infrastructure 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,  
Yours faithfully

.....  
Signature

.....  
Name in full

.....  
Designation

.....

Company Stamp

Dated, this.....day of.....2022



# **WEBEL TECHNOLOGY LIMITED**

## **SECTION-P**

### **FORMAT FOR POWER OF ATTORNEY FOR AUTHORISED REPRESENTATIVE**

(Tender No. WTL/PAR/CSI-AUA-ASA/23-24/021)

Know all men by these presents, We, [name of organization and address of the registered office] do hereby constitute, nominate, appoint and authorise Mr. / Ms. [name], son/ daughter/ wife of [name], and presently residing at [address], who is presently employed with/ retained by us and holding the position of [designation] as our true and lawful attorney (hereinafter referred to as the "Authorised Representative"), with power to sub-delegate to any person, to do in our name and on our behalf, all such acts, deeds and things as are necessary or required in connection with or incidental to submission of our Proposal for and selection as System Integrator for [name of assignment], to be developed by Webel Technology Limited (the "Authority") including but not limited to signing and submission of all applications, proposals and other documents and writings, participating in pre-bid and other conferences and providing information/ responses to the Authority, representing us in all matters before the Authority, signing and execution of all contracts and undertakings consequent to acceptance of our proposal and generally dealing with the Authority in all matters in connection with or relating to or arising out of our Proposal for the said Project and/or upon award thereof to us until the entering into of the Contract with the Authority.

AND, we do hereby agree to ratify and confirm all acts, deeds and things lawfully done or caused to be done by our said Authorised Representative pursuant to and in exercise of the powers conferred by this Power of Attorney and that all acts, deeds and things done by our said Authorised Representative in exercise of the powers hereby conferred shall and shall always be deemed to have been done by us.

IN WITNESS WHEREOF WE, [name of organization], THE ABOVE NAMED PRINCIPAL HAVE EXECUTED THIS POWER OF ATTORNEY ON THIS [date in words] DAY OF [month] [year in 'yyyy' format].

For [name and registered address of organization]

[Signature]

[Name]

[Designation]

Witnesses:

1. [Signature, name and address of witness]

2. [Signature, name and address of witness]

Accepted

Signature]

[Name]

[Designation]

[Address]

Notes:

- 1) The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executant(s) and when it is so required the same should be under seal affixed in accordance with the required procedure.
- 2) Wherever required, the Applicant should submit for verification the extract of the charter documents and other documents such as a resolution/power of attorney in

favour of the person executing this Power of Attorney for the delegation of power hereunder on behalf of the Applicant.

- 3) For a Power of Attorney executed and issued overseas, the document will also have to be legalised by the Indian Embassy and notarised in the jurisdiction where the Power of Attorney is being issued. However, the Power of Attorney provided by Applicants from countries that have signed The Hague Legislation Convention, 1961 are not required to be legalised by the Indian Embassy if it carries a conforming Appostille certificate.

# **WEBEL TECHNOLOGY LIMITED**

## **SECTION – Q**

### **COMMENTS AND SUGGESTIONS ON THE TERMS OF REFERENCE AND ON COUNTERPART STAFF AND FACILITIES TO BE PROVIDED BY THE CLIENT**

(Tender No. WTL/PAR/CSI-AUA-ASA/23-24/021)

A: On the Scope of Work

B: On the data, services and facilities to be provided by the client

C: On Technical Proposal

D: General Comments

Authorized Signatory (Signature In full): \_\_\_\_\_

Name and title of Signatory: \_\_\_\_\_

Company Rubber Stamp: \_\_\_\_\_

## SECTION – R

### PROPOSED SOLUTION ARCHITECTURE

(Tender No. WTL/PAR/CSI-AUA-ASA/23-24/021)

**1) Bidder shall furnish complete Technical Solution and give detailed architecture for:**

- covering interpretability and scalability design and parameters and testing methodology in connection with Implementation of Aadhaar based Authentication with requisite hardware covering interpretability and scalability design and parameters and testing methodology.
- Training, awareness and sensitization including change management process
- Entire Project Management approach for both implementation and operations
- Any other detail required for the implementation of system

**2) The Architecture for execution of the above Project should contain the following:**

- Functional Architecture
- Technology Architecture with details of all hardware equipment their numbers, technical specifications, Software details etc.
- ✓ Process Architecture
- ✓ People Architecture
- ✓ Resource Architecture

**Note:** Please furnish different architecture on different pages, along with a sheet showing the integration of the proposed architectures into one system. The Bidder is further expected to give complete and detailed implementation strategy and time lines for covering all locations.

Authorized Signatory (Signature In full): \_\_\_\_\_

Name and title of Signatory: \_\_\_\_\_

Company      Rubber      Stamp: \_\_\_\_\_

## **SECTION – S**

### **DESCRIPTION APPROACH, METHODOLOGY AND WORK PLAN FOR PERFORMING THE ASSIGNMENT**

(Tender No. WTL/PAR/CSI-AUA-ASA/23-24/021)

Technical approach with methodology and work plan is key component of the Technical Proposal. The System Integrator is suggested to present its Technical Proposal divided into the following chapters:

- a) Technical Approach and Methodology,
- b) Work Plan, and
- c) Organisation and Staffing.
- Technical Approach and Methodology. In this chapter the System Integrator should explain the understanding of the objectives of the assignment, approach to the services, methodology for carrying out the activities to obtain the expected output and the degree of detail of such output. The System Integrator should highlight the problems to be addressed along with their importance and explain the technical approach the System Integrator would adopt to address them. The System Integrator should also explain the proposed methodologies to adopt and highlight the compatibility of those methodologies with the proposed approach. Please limit the discussion to 20 single sided pages (10 double sided pages).
- Work Plan. In this chapter the System Integrator should propose the main activities of the assignment, their content and duration, phasing and interrelations, milestones (including interim approvals by the Client) and delivery dates of the reports. The proposed work plan should be consistent with technical approach and methodology, showing understanding of the TOR and ability to translate them into a feasible working plan. A list of the final documents, including reports, drawings, and tables to be delivered as final output, should be included here.
- Organisation and Staffing. In this chapter the System Integrator should propose the structure and composition of the proposed team. The System Integrator should list the main disciplines of the assignment, the key expert responsible, and proposed technical and support staff.

Authorized Signatory (Signature In full): \_\_\_\_\_

Name and title of Signatory: \_\_\_\_\_

Company Rubber Stamp: \_\_\_\_\_

# WEBEL TECHNOLOGY LIMITED

## FORM I: MANUFACTURERS AUTHORISATION

Scanned copy of original (duly signed by bidder) as part of Technical Proposal to  
uploaded Online -

**(This form has to be provided by the OEMs of the products proposed)**

No. \_\_\_\_\_

Date: \_\_/\_\_/\_\_\_\_

To

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

Subject: OEM Authorization Letter

Ref: RFP No. ....

Dear Sir,

We who are established and reputable manufacturers / producers of \_\_\_\_\_ having factories / development facilities at (address of factory / facility) do here by authorize M/s \_\_\_\_\_ (Name and address of Agent) to submit a Bid, and sign the contract with you against the above Bid Invitation.

We hereby extend our full guarantee and warranty for the Solution, Products and services offered by the above firm against this Bid Invitation.

We hereby declare that we are not insolvent, in receivership, bankrupt or being wound up, our affairs are not being administered by a court or a judicial officer, our business activities have not been suspended and we are not the subject of legal proceedings for any of the foregoing.

We also undertake to provide any or all of the following materials, notifications, and information pertaining to the Products manufactured or distributed by the Supplier:

- a) Such Products which may opt to purchase from the Supplier, provided, that this option shall not relieve the Supplier of any warranty obligations under the Contract; and
- b) in the event of termination of production of such Products:
  - i. Advance notification to the Bank of the pending termination, in sufficient time to permit the Bank to procure needed requirements; and
  - ii. Following such termination, furnishing at no cost to the Bank, the blueprints, design documents, operations manuals, standards, source codes and specifications of the Products, if requested.

We duly authorize the said firm to act on our behalf in fulfilling all installations, Technical support and maintenance obligations required by the contract.

Yours faithfully, (Name)

(Name of Producers)

**Note:** This letter of authority should be on the letterhead of the manufacturer and should be signed by a person competent and having the power of attorney to bind the manufacturer. The Bidder in its Bid should include it.

# WEBEL TECHNOLOGY LIMITED

## ANNEXURE - I

### UNDERTAKING ON NOT BEEN BLACKLISTED

Ref:

Date:

To

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

In response to the TENDER No ..... Dated ..... as a Director of  
....., I/We hereby declare that our Company ..... is having  
unblemished past record and was not declared ineligible for corrupt and fraudulent practiced  
either indefinitely or for a particular period of time.

I/We ..... are not blacklisted in any Department of Government of  
India or any State Government / UTs / PSUs.

I/We further undertake that our company ..... having office at  
..... are also not blacklisted in any Department  
/Organization of Government of India or any State Government / UTs / PSUs

I/We hereby declare that our Company or Director/Owner of the Company have not been  
declared by any Court or Competent Authorities in solvent or involved in any fraudulent mean  
(Economical & Criminal) as on .....

For .....

Name: .....

Designation: .....

# **WEBEL TECHNOLOGY LIMITED**

## **ANNEXURE - II**

### **UNDERTAKING ON DEVIATIONS**

Ref:

Date:

**To**

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

**In response to the TENDER No.....Dated ....., I/We hereby undertake that there are no deviations to the specifications mentioned in the TENDER document either with the technical or financial bids submitted.**

**For .....**

**Name: .....**

**Designation: .....**



# WEBEL TECHNOLOGY LIMITED

## ANNEXURE-III

**Please submit undertaking letter as per Ministry of Finance Memorandum No.: F.No.6/18/2019PPD dated 23.07.2020 & Office Memorandum No.: F.18/37/2020-PPD dated 08.02.2021 as per Proforma given below on bidder's letterhead.**

### **(UNDETAKING LETTER OF BIDDER)**

**Sub: Undertaking as per Office Memorandum No.: F. No.6/18/2019-PPD dated 23.07.2020 & Office Memorandum No.: F.18/37/2020-PPD dated 08.02.2021 published by Ministry of Finance, Dept. of Expenditure, Public Procurement division**

**Ref: Bid Number:**

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Dear Sir,

I have read the clause regarding restriction on procurement from a bidder of a country which shares a land border with India. I certify that we as a bidder and quoted product from following OEMs are not from such a country or, if from such a country, these quoted products OEM has been registered with competent authority. I hereby certify that these quoted product & its OEM fulfills all requirements in this regard and is eligible to be considered for procurement for Bid number\_\_\_\_\_.

No.	Item Category	Quoted Make & Model

In case I'm supplying material from a country which shares a land border with India, I will provide evidence for valid registration by the competent authority, otherwise Webel Technology Limited/End user Dept. reserves the right to take legal action on us.

(Signature)

Authorized Signatory of **M/s <<Name of Company>>**

Date

# WEBEL TECHNOLOGY LIMITED

## ANNEXURE-IV

**Please submit undertaking letter as per Ministry of Finance Memorandum No.: F.No.6/18/2019PPD dated 23.07.2020 & Office Memorandum No.: F.18/37/2020-PPD dated 08.02.2021 as per Proforma given below on OEM letterhead.**

### **(UNDETAKING LETTER OF OEM)**

**Sub: Undertaking as per Office Memorandum No.: F. No.6/18/2019-PPD dated 23.07.2020 & Office Memorandum No.: F.18/37/2020-PPD dated 08.02.2021 published by Ministry of Finance, Dept. of Expenditure, Public Procurement division**

**Ref: Bid Number:**

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Dear Sir,

I have read the clause regarding restriction on procurement from a bidder of a country which shares a land border with India. I certify that our quoted product and our company are not from such a country, or if from such a country, our quoted product and our company have been registered with competent authority. I hereby certify that these quoted products and our company fulfills all requirements in this regard and is eligible to be considered for procurement for Bid number\_\_\_\_\_.

No.	Item Category	Quoted Make & Model

In case I'm supplying material from a country which shares a land border with India, I will provide evidence for valid registration by the competent authority; otherwise, Webel Technology Limited /End user Dept. reserves the right to take legal action on us.

(Signature)

Authorized Signatory of **M/s <<Name of Company>>**

Date