

WEBEL TECHNOLOGY LIMITED

(A Govt. of West Bengal Undertaking)

Plot-5, Block-BP, Sector-V,
Salt Lake, Kolkata-700091.

NOTICE INVITING e-TENDER

Online Tender documents are invited for technical refreshment and enhancement of implementation of **Revamping of Egiye Bangla State Portal for West Bengal with 3 years Operation & Maintenance of the application for Information & Cultural Affairs Department, Govt. of West Bengal. The objective of this project is to Redesign Egiye Bangla State Portal with robust feature enriched Content Management platform to improve UI/UX.**

Online bids are invited from Reputed System Integrators having sufficient experience and credentials for successful completion of "Similar Nature" of work in a Government Department/PSU/Autonomous Body or any reputed organization. Bidder must have sufficient experience on State Portal redesign and develop using CMS solution and must have adequate resource for providing onsite support on AMC for 3 years after post successful go-live on annual basis within the stipulated time.

1.	Tender No. & Date	WTL/ICA/SP/23-24/055 dated 15.01.2024
2.	Tender Version No.	Second Call
3.	Brief description of Job	Revamping of Egiye Bangla State Portal for West Bengal with 3 years Operation & Maintenance of the Application
4.	Tender document Fee	Rs. 6000.00 (Six Thousand). The amount to be transferred online through e-Tender portal.
5.	Earnest Money Deposit	Rs. 5 lakhs (Five Lakhs). The amount to be transferred online through e-Tender portal.
6.	Date of Downloading/Sale of Tender document	15.01.2024
7.	Pre-Bid Meeting date & time	24.01.2024 at 12.00 Hrs. (On-Line Meeting) <ul style="list-style-type: none">Pre-Bid meeting will be organized on online platform only. Only queries as per format (Section - N) reaching WTL by 22.01.2024 at 15.00 Hrs. will be taken for decision. Interested bidders are requested to send mail to purchase@wtl.co.in for participation of online pre-bid meeting. Based on request WTL will share meeting id / links for meeting. Participants will be notified in advance if there are changes in pre-bid meeting date and time.Queries will be sent to Manager (Purchase) (purchase@wtl.co.in).
8.	Bid Submission Start date & time	31.01.2024 at 14.00 Hrs
9.	Last date & time of EMD & Tender Fee submission	Before Uploading of Tender
10.	Last date & time of Bid Submission	05.01.2024 at 12.00 Hrs
11.	Date & time of Technical Bid Opening	07.01.2024 at 12.00 Hrs

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12.	Venue of Pre-Bid Meeting & submission of EMD & Tender Fee	WEBEL TECHNOLOGY LIMITED (A Govt. of West Bengal Undertaking) Plot - 5, Block – BP, Sector – V, Salt Lake City, Kolkata – 700091.
13.	Contact person	033-23673403-06

1. Intending bidder may download the tender documents from the website <https://wbtenders.gov.in> directly with the help of Digital Signature Certificate. Necessary Tender fee may be remitted electronically through e-tender portal in favour of “Webel Technology Limited” and also to be documented through e-filing. Necessary Earnest Money Deposit (EMD) may be remitted electronically through e-tender portal in favour of “Webel Technology Limited” and also to be documented through e-filing.
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 / corrigendum will be published only on the WTL Website.

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CONTENTS OF THE TENDER DOCUMENT

The Tender document comprises of the following:

SECTION – A	SCOPE OF WORK & RESPONSIBILITY
SECTION – B	ELIGIBILITY CRITERIA
SECTION – C	DATE AND TIME SCHEDULE
SECTION – D	INSTRUCTION TO BIDDER
SECTION – E	BID FORM
SECTION – F	TECHNO COMMERCIAL EVALUATION & AWARDING OF CONTRACT
SECTION – G	GUIDANCE FOR E-TENDERING
SECTION – H	UNPRICED BOQ/COMMERCIAL BID DETAILS
SECTION – I	TECHNICAL SPECIFICATION WITH COMPLIANCE STATEMENT
SECTION – J	TECHNICAL CAPABILITY OF BIDDER
SECTION – K	FINANCIAL CAPABILITY OF BIDDER
SECTION – L	BIDDER'S DETAILS
SECTION – M	PRE-BID MEETING QUERY
SECTION – N	LIST OF CLIENTS OF SIMILAR ORDERS
SECTION – O	PROFORMA FOR PERFORMANCE BANK GUARANTEE
SECTION – P	NIT DECLARATION FOR BIDDER
SECTION – Q	PROPOSED SOLUTION ARCHITECTURE
SECTION – R	DESCRIPTION APPROACH, METHODOLOGY AND WORK PLAN FOR PERFORMING THE ASSIGNMENT

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SECTION – A

SCOPE OF WORK

Job title: Revamping of Egiye Bangla State Portal for West Bengal with 3 years Operation & Maintenance of the application for Information & Cultural Affairs Department, Govt. of West Bengal

1. Introduction

About WTL

Webel Technology Ltd, a Govt. of West Bengal Undertaking under the administrative control of Personnel & Administrative Reforms, Govt. of West Bengal is an ISO 9001:2015, ISO/IEC 27001:2013 and CMMI Level 5 certified e-Governance Solutions Provider and engaged in the Digital Transformation Journey of the State Government. WTL is the State Nodal Agency & State Implementing Agency for implementation of all e-Governance related activities in the State.

The state portal offers the following key benefits to the citizen user, as well as entrepreneurs:

- Single stop for all pertinent information regarding the state of WB, ranging from key statistics to important notifications, acts, tenders etc.
- Key contact information for all Departments and relevant top officials condensed and available to the citizen at one place
- Comprehensive linkages to Departmental web portals for easy access and reference
- Easy access to a range of electronic services across Departments as they are rolled out
- Latest updates on important events
- Ready reference to important schemes of Govt. of West Bengal for citizen welfare
- Linkages to important sectors like Tourism, Industry and the Biswa Bangla initiative
- Integrated image and video galleries capturing strides made by West Bengal in various spheres
- Integrated and ready access to official social networking initiatives of the Govt., viz Facebook and Twitter
- State Portal is to be designed & developed in compliance to GIGW 3.0 Guidelines (refer, guidelines.india.gov.in), Guidelines for Indian Govt Websites (version 2.0) prepared by NIC & adopted by DARPG, GoI and in compliance to Assessment Parameter for State Portal as per National e-Governance Service Delivery Assessment (NeSDA) ,2023.
- State portal includes Development of Role based; workflow driven Web based Content Management System (CMS) for contribution of any type of Content to the State Portal including the metadata.

WTL has been entrusted by Information & Cultural Affairs Department, Government of West Bengal for revamping of the Egiye Bangla State portal. Existing Application platform & Database: Existing Application platform has been developed on ASP.NET with MsSQL as RDBMS. Disaster Recovery (DR) site of the Primary Site of State Data Centre is located at Purulia IT Park.

Project Background

Information & Cultural Affairs Department, Government of West Bengal, is seeking to redesign and develop **West Bengal State Portal (<https://wb.gov.in/>)** to be responsive, interactive, dynamic and engaging with user friendly design, simple and intuitive structure with a rugged search.

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A new user-friendly design is necessary to create a comfortable and engaging user experience, as well as a clear explanation of what facilities the West Bengal Government provides to the citizen.

Goal & Objectives

The new Portal should:

- Serve the needs of all visitors by letting them easily find information they are seeking, providing them a 24/7 access.
- Represent Govt projects and services for visitors and showcase Govt in a way that highlights why this is a Govt they can trust in.
- Focus on making content that is useful, interactive and engaging.
- Promote transparency by making it easy for administrators to share and post information, and for visitors to find and interact with the information.
- Build a foundation that can adapt and evolve as Government's needs change over the near and long - term.
- Portal is the State Government's digital front door and Government goal is to focus on the needs of citizens, and on improving interactions and engagement with citizens.
- The Portal needs to be simple, intuitive, and easy to use.
- The Portal should be responsive for all different screen sizes.
- Improve the design/interface/use of the Portal, esp. the amounts of clicks to get to one particular page, have more drop-down menus, more pagination, improve search functions across the Portal (on the landing page, also have a search/filter option for events, news items, and for other Information)

Scope of Work

- Revamp State Portal
- Put in place new content architecture (i.e., create new sitemap, streamline content, etc.)
- Design and develop the CMS for the proposed Architecture
- Design new content tagging system
- Integration with Multiple API from various departments
- Integrate with Multiple API from Third Party services
- Integrate an improved and highly effective search functionality
- Migrate the Portal from current platform to alternative platform
- Migrate content from current Portal to the new Portal
- Publish new Portal
- Implement the design as per the requirement of I&CA & technical guidance of WTL
- Test and ensure the completeness of the content and functionality
- Implement the Portal on the UAT and Production environment
- Offer technical support package to maintain Portal
- SEO Services for a period of One Year.

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The SI will also propose requisite software etc. and design, develop, test, implement and maintain / support the Portal.

System Administration & Database Administration of the State Portal will be out of scope of the bidder which will be undertaken by WTL. However secured application deployment architecture with deployment of the application in the Staging environment & production environment of State Data Centre & deployment of application in the Disaster Recovery (DR) Site of SDC at Purulia IT Park, West Bengal will be undertaken by the bidder through leveraging the Hyper Converged Infrastructure (HCI), network, storage & backup infrastructure, security sub-systems of SDC

Gateway Services (SMS/Email/Payment), Data Centre services, Third Party Services for API like Google API, Network, Cloud Enabled Platform, System Software packages (such as Operating System, RDBMS, Security Software etc.), Backup Solution, Disaster Management etc proposed in the solution design will be provided by the I&CA Department.

The following services will be included in the proposed Portal Design.

High Level View of Proposed Solution

Proposed Solution will include the following.

- Consultation (System Design, Information Architecture, Workflow, Report Design, Process Mapping, Framework based)
- UX Design (Web UX, Mobile UX, Responsive)
- Portal Development (Content creation: Audio/Video Images, Content creation: Text Blogs/Reviews, Site Development, Mobile Responsive)
- Support (Hosting through secured cloud enabled platform of SDC)

Assumptions

- SI shall work with I&CA & WTL to finalize the UX Design.
- All data will be provided by client or picked up from the current website.
- Project teams will have authority and responsibility to make tactical decisions to ensure time bound and project completion within budget constraints.
- Key decisions regarding the direction of the project, resolution to conflicts, and other areas requiring direction will be taken quickly and in a focused manner.
- Any modifications identified as GAPS, if not mentioned in scope or identified after requirements sign-off will be taken forward as per the change request management process.

Methodology

Stage I: Design

1) Analysis of Existing Website Content and Outlining of New Requirements.

Gather end-user perspective about the existing website and develop a list of new site requirements. Identification of new features and functions relevant to I&CA Department

2) Development of New Navigational Structure and Site Map

Develop recommendations for a new navigational structure and site map.

3) Design Development

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Provision for homepage and interior page design options to I&CA Department and will include the approved navigational structure and site map. Design options will be visually appealing, support a simple, intuitive and consistent user experience.

Preliminary requirements for the design options include:

- Use interactive webpage design
- Integration of social media (LinkedIn, FaceBook, Twitter and Instagram integration)
- Transfer of existing news posts from the current database

4) Website Design Guidelines

Provide guidelines that ensure design effectiveness and consistency, to take care of site scalability, or criteria for adding pages and major navigational additions.

Stage II: Solution Development

1) Content Management System:

Robust high performance content management system for this project.

Development and Design of the features as per the Proposed Solution Components mentioned shall include.

2) Search Engine Optimization:

Search engine optimization will include following functions

- Simple-to-understand URLs.
- Simple directory structure
- One version of a URL to reach a document or specific content.
- Simple navigation
- Sitemap for site users (HTML)
- Sitemap for search engines (XML)
- Use of heading tags to present page structure to users (<h1> as most important down to <h6> as least important)

3) Evaluation and Migration of Existing Content

- In-depth evaluation of existing website content.
- Simplification of the contents
- Upload revised content or migrate existing content to the new navigation structure and CMS.

4) Staff Training:

Training sessions to client staff for the new Portal, focusing on how to help all stakeholders find answers.

Stage III: Solution Implementation

Implementation of solution in UAT and Production Environment.

Stage IV – Post-launch Evaluation and Support

- 1) 3 years of Portal design support services for any minor design changes
 - 2) Ongoing Technical Support and Security
- 3 years of annual support under a Service Level Agreement (SLA).
 - System maintenance and updates

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- Content Management System (CMS) support
- Maintenance and annual updates
- Security updates to all systems once vulnerability has been identified
- Search Engine Optimization (SEO) updates on quarterly basis.
- Support in the creation of additional modules or enhancements to existing modules and pages.

Proposed Solution Components

CMS Features

A strong content management system should be having following features

- CMS will have simple and intuitive user interface to allow extensive use by users of varying levels of technical knowledge
- Create and manage users, user groups, departments, organization, geographies, office location
- Define user specific Roles & Permissions i.e. assign users page-wise, microsite-wise, section-wise, component-wise, module-wise access permissions i.e. to Create, Update, Delete, View, Review, Publish etc
- The ability for site administrators to easily edit or extend the structured authoring web pages & templates, without requiring coding or technical knowledge and provide a point-and click interface for creating and managing structured authoring templates
- Provide ability to enforce the use of pre-defined themes, templates and style guidelines to ensure a consistent look and feel when entering and viewing content
- Provide predesigned, reusable components, modules and widgets to quickly build new static and dynamic pages
- Support drag and drop content organization and editing interface through a What You See Is What You Get (WYSIWYG) interface and in-context feature set for content authors
- Support personalized experiences across digital touchpoints including web, mobile and connected devices
- Ability to handle omnichannel requirements where a content and/or its variations are to be published to a website, mobile app, social media, digital screens etc
- CMS will support Full Responsive and Adaptive design
- Provide Multilevel Undo/Redo to Revert to Old Versions of the Content
- Editing and Preview option for any device or platform
- Support management of multiple sites in a global hierarchy
- Support multiple versions of the same site through the same web solution Instance
- Provide tools to support the management of multiple sites in multiple Languages
- Support for Machine Translation as well as Manual translation of content
- Accommodate external language translation services through Google and Bing
- CMS will be Unicode compliant
- Support content reusability between sites, pages and channels
- Standardize style and design across components or pages without back-end development. From a list of predefined styles, simply choose between different variations, instantly adapting fonts, colors, and formats

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- Use of pre-defined templates and styles to ensure a consistent look and feel when entering and viewing content
- Ability to schedule content publishing & expiration date/time i.e. single piece of content component should be scheduled to appear for different lengths of time in different places
- Provide Version comparison & Version history
- Ability to recover or retrieve deleted or expired content
- The solution will accommodate various content types (such as .txt, HTML, PDF, MS-Word, XML, graphics, audio, rich media, etc.) in terms of storage and management
- Provision to create multiple choice polls that keep track of votes and display results on the page
- Provision to create engaging Forms & Surveys and collect visitor's non- confidential data with reports and analytics capability
- Ability to create Email templates and Newsletters
- Provision to send bulk Email Notifications to generic users or subscribed users
- Provision to send custom Push Notifications across all platforms i.e. web & mobile app can could be generic, or subscription based
- Alerts and Announcements — Broadcast updates across sites or target announcements to specific roles
- SEO metadata & keywords authoring with actionable metrics
- Provide an HTML editor in editing environment
- Allow for associating metadata with content assets
- Support content indexing and cross-referencing through metadata, content keyword attributes or explicit identifiers
- Provides features for role-based content delivery, audience targeting and Segmentation
- Deliver the right content to the right audience with insights about web pages, content and users
- Ability to target website visitors based on cookies, device, URL, geolocation and locale
- Ability to personalize anything on a page for different audience segments through a page editor
- Ability to automate personalization of content based on user's past behavior and further behavior-based segmentations and interest-based content Recommendations
- Personalization based on user behavior i.e. Triggering the action on some user event for example download pdf doc (customization)
- Responsive and adaptive rendering that dynamically adjusts images to best fit the screen size and network speed of each device, addressing experience and performance issues
- Support bulk import and export of content
- Provide and manage a site hierarchy
- Ability to automatically generate and maintain a site map
- Ability to provide site breadcrumb navigation
- Ability to import feeds from third party social media content providers E.g. Twitter, Facebook etc.

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- Content Sharing capability via social media platforms e.g. Facebook, Twitter, WhatsApp etc
- Support Social media integration and capable multiple channel information delivery – webcasts, RSS feeds, etc
- Social channel content distribution, plus possibility of viewing how the content is shown when shared on social media, sent as an email, or even when printed out
- Provide personalized experiences and make it easier to find assets by automatically adding tags to images and documents upon upload
- Support metadata categorization and addition of metadata to a group of Assets
- Allow associating metadata with content assets
- Support content indexing and cross-referencing through metadata, content keyword attributes or explicit identifiers
- Ability to apply metadata in bulk across selected content items
- Provision for site rollback capabilities
- Provision to track changes to content in the author/editor process
- Support creation of private pages which can be accessible to authorized private users and not general public
- Auto-size images and generate thumbnails/images in required sizes based on device and the network speed on the user device
- Provide solution to convert PDF to HTML and HTML to PDF with least possible turnaround time
- Optimize updates to site map information and other metadata so that new pages are searchable by external search engines
- Content Reuse: Ability to reuse components across multiple pages
- Rule engine support and ease of use for end user to create rules on components level
- Advanced Caching mechanism to view content offline
- Provide content to third parties in a standard format like XML, JSON, etc
- Ability to create Microsites and further configure and manager them via CMS
- RSS feeds - Allow users to get dynamically updated digests of critical news, topics, blogs and other publications. Users can configure the order of topics displayed and how many articles are shown per provider
- Provide auto-save capabilities for better authoring experience
- CMS will support for latest third-party UI frameworks like Bootstrap, jQuery, ReactJS, AngularJS etc
- CMS will contain full featured blogging platform built for easy content authoring and sharing
- Allows users to leave comments on any user page.
- Allows users to leave ratings on any user page.
- Allows users to report inappropriate content on a page.
- Reduced content Go-To-Market time
- Should follow GIGW guidelines for especially abled people

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Technical Requirements

- Support separate authoring & publishing system
- Provide multiple deployment models and on-premise hosting capability
- CMS should use a Centralized Server Architecture (3-tier architecture with web & touch enabled user interface)
- The site should be compliant with Service oriented, RESTful Services and Open Architecture
- Capability of Single Sign-on for any future integrations with enterprise LDAP/AD systems
- An audit trail of changes to data in the system should be maintained to identify the users responsible for the modification. There should be a facility to create reports on audit logs
- CMS must have capability where application code can be hot swapped at runtime with no need to restart the application
- Ability to easily extract a full replica/copy of the site at any point in time (for backup or recovery purposes)
- Should come with an integrated Caching layer that multiple caching modes & controls (such as caching full page, pieces of content, sections of a page etc.)
- Ability to deliver content/pages in multiple formats (such as XML, JSON).
- System should provide Content-as-a-service capabilities with the ability to generate new services quickly
- Capability to help developers quickly and easily create multiple, highly customized industry standard applications from one code base to be able to render on desktop/smart phone/tablets browsers, all without requiring additional code changes, redeployment of files, or publishing of HTML.
- The tools must allow developer to apply different variants to generate multiple applications with varying presentation, business logic, data.
- The architecture should support both horizontal & vertical scaling with each layer in the architecture able to scale independently

Proposed Content Map

The new web site will have minimum following Content Areas which will be refined during the System study phase

1. Duare Sarkar

- Schemes
- Circulars and notifications
- Acts
- Forms
- Tenders
- FAQs

2. Integrated covid management system

- Covid app
- Check bed availability

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- Covid sample testing
- District wise information
- Hearse Van providers
- Nodal officers for burial and cremation
- Burial and cremation related information
- Ambulance providers
- Oxygen cylinder retailers
- Admission cell helpdesk
- District coordination center
- Covid videos

3. Bengal At a Glance

- Facts and figures
- Our culture

4. Paray Samadhan

- Schemes
- Circulars and notifications
- Acts
- Forms
- Tenders

5. State Govt

- About Govt
- Meet Governor
- Meet CM
- CMs corner
- Departments
- District and Local Govt
- Ministries and secretaries
- All Govt sites
- Awards

6. Industry Commerce and Enterprises

- Industry sectors
- Commerce
- Enterprises
- Invest in Bengal
- Doing business in Bengal
- Resource and assistance
- Business facilitation initiatives

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- Ease of doing businesses

7. Visitors

- Areas to visit
- Quick link
- Tourism website link
- Online booking link

8. Services

- eservices
- KMC services
- Other services

10. Contacts

- Directories
- Help line numbers

11. General Links

- About the portal
- Emergency contacts

12. Additional Functional features

- WhatsApp BOT
- Helpdesk
- Video channel

14. Additional Links

- Most viewed
- Latest news
- Most searched

Functional Requirements

Design

- Audience Identification / Confirmation

Audience Identification is a major element of UX design. Audience Identification is how companies determine what their users want and need. At its core, the website should provide the information that the audience is looking for, and so this is an important step in determining what exactly your users require. Without it, the designs are simply guesses. The Audience has been defined as all citizens of West Bengal. It means that the audience is composed of people with different background and knowledge of the field - from experts to beginners.

- Interaction Design

A subset of UX design is interaction design (IxD). It is defined as the interaction between a user and a product - the goal of that interaction is for it to be pleasant for the user. User scenarios and use cases discovered in the workshop shall come in handy in this case.

- Visual Design

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In visual design, creators use illustrations, photography, typography, space, layouts, and color to enhance user experience. To have successful visual design, artistic design principles including balance, space, and contrast are crucial. Color, shape, size, and other elements also impact visual design. WTL would work with the Client Graphic Designer for the samples and integration into the Website.

- Branding

A Strong, but Limited, Color Palette (cohesiveness between everything your programmed puts out.) with plenty of white spaces. WTL would work with the Client Graphic Designer for the same and confirm to the Branding Guidelines of the communication team.

- Navigation and Intuitiveness

A website anticipates what the visitor is thinking, caters directly to their needs, and has elements arranged in a way that makes sense. If a visitor is searching for one of products or services on a search engine or directory where site is listed, it's important that website have a landing page that is directly relevant to what they searched for rather than forcing them to filter through all of your information.

Web Content Architecture

- Data restructuring: Update of the database structure according to the new needs
- Information Architecture:
- Continuous Content Generation Strategy
- Admin Panel
- Panel for Content and Images Management of the Homepage.
- Panel for Content Management of the Internal Pages.
- Panel for Creating Menus / New Pages for the Site.
- Access the Data Submitted Online.
- Access the Queries raised via the site.
- Users – Intuitive Access

The website is expected to have a lot of new content regularly added to the database. The upload system should be easy to use and to track. Notifications of new Data Added to the Site.

- Users - Call for Actions

Workflow Requirements

The CMS should have a strong workflow having following features

- Ability to define any number of simple to complex business processes/workflows, tasks leveraging users, groups and roles
- Ability to define tasks and assign it to users
- Define due dates and timelines for a workflow process and specific tasks.
- Ability to replicate/copy/clone and modify existing workflows
- Support parallel, nested and conditional workflow processes
- Support content approval/rejection process with commenting and feedback where required
- Support workflows to track users and their tasks and assignments

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- Workflow Analytics for all instances of open and in progress processes in real time allowing for easy identification of operational bottlenecks and insight to optimize efficiency
- Should alert users when tasks are overdue, and alerts can be sent at regular and defined intervals.
- Define workflow status e.g. review, approved, not approved, pending approval, not submitted for approval etc. can be easily searched
- Users participating in review or approval workflows are provided with a personalized task list for all tasks assigned to them. Users can see at a glance their tasks, a description about task, who assigned the task and timelines for completion of task
- Maintain logs and audit trails for every activity
- Support workflow tasks to be linked to a calendar

Content Repository Features (Digital Asset Management)

- Provide unified repository that comprises of documents, video, audio, images and other media types from one place. It can be leveraged across an enterprise, within a specific group, or for a single individual as a web repository
- Support digital assets participate in workflow process
- Will provide the ability to create, share and comment on assets with registered users to increase collaboration for instances where multiple users need to work on a single asset
- Will have the ability to provide advance search options, search filters, keyword management, hierarchical keyword support
- Search for documents, video, audio, images and other media types based on keywords, file names, content description, tags, metadata, asset usage rights/policies and the file's text content
- Support graphics (Govt. of West Bengal logo, etc.) stored and manipulated for multiple device and location presentation
- Support images and multimedia (Images, Audio, Video, Flash etc.)
- Allow Visual resizing, rotating, and cropping of images
- Support assets be reviewed, approved, rejected, and annotated
- Provide the ability to apply custom metadata to digital assets, individually and in bulk
- Provision to configure custom metadata fields, such as asset ratings, favorites, descriptions, etc.
- Automatically format images and other rich media based on predefined standards for resolution, size etc. (e.g. Banner images)
- Support the defined User Interface guidelines, Brand and Design guidelines and further related policies
- Provide dynamic templates for customizing assets while ensuring brand consistency
- Support automatic version control and alerts to ensure latest versions are always used
- Provision to make commonly used assets available across application developed through proposed solution
- Ability to make project-based assets made available to projects teams/stakeholders and limit availability of sensitive or confidential assets
- Support Expiry and/or archival over-used or outdated digital assets

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- Ability to apply a watermark, copyright, etc. to an asset
- The solution will be accessed from anywhere at any time from the CMS portal
- Capability of applying compression algorithms such that there is no restriction on the size of the digital asset

Search Functionality

- Advanced Search functionality with a user-friendly interface.
- An advanced search system with several options should be developed (misspelling, content type selection).
- Searching content through a tagging mechanism
- Search through the indicators of the site.
- Search output would be in a user friendly human readable format with visual indicators / sizes and related links.
- Search for any keyword, documents, video, audio, images and other media types based off file names, tags, metadata and the file's text content regardless of content location and format
- Ability to define and perform advanced searches by setting up the search parameters in advance (e.g. Categories, documents only, PDF only, Excel only etc)
- Provision to apply Filter/Sort the search results within the UI
- Support search functionality for present, historic and archived content
- Ability to provide "Suggestions" when searching to display frequently searched items, its tagged category keyword and correct spelling errors
- View Frequently Searched / Most Searched Items in the Search page
- Ability to search content contained within documents like PDF, Word, Excel, PowerPoint files etc.
- Ability to search metadata stored with related digital assets
- View previously searched keywords / search history
- Support versioning, indexing, and full-text search of data
- Event-driven indexing, meaning instant updating of the index and search results through 3rd party integration like Kafka (Kafka setup is a part of the scope)
- Ability to weight search results and weighting should be able to be controlled and changed from Content Management System (CMS)
- Ability to set-up synonyms / equivalent terms
- Provision to customize search results rankings in order to highlight important Topics
- Provision to manage and control search engine indexing
- Ability to set-up spell checking and present near matches in the result set
- Provide search security i.e. the ability to exclude from results and areas where the searcher does not have access

Components and Modules

EVENTS MANAGEMENT

- Events creation and visibility at various location as modules

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- Announcements Space on the Portal
- Ability to Register at the Events

NEWS COMPONENT

- News Creation and Publication. Highlighting specific News Items
- News Modules on Multiple Pages
- News Tickers on Homepage
- Ability to Subscribe to the News.

GALLERY

- Audio Gallery
- Video Gallery
- Image Gallery

BLOG

- Blog Creation and publication under various categories.
- Cross linking

CHATBOT

Integration with Chatbot will be there

DISCUSSION FORUM

- Discussion Forum with Categories
- Moderation of the Forums

NEWSLETTER

- Integrate a newsletter function where the user can select different content to receive updates about.
- Real time send process using a queue system with throttling enabling you to overcome any server limitation.
- Subscription Module. Handle the subscription of registered users and visitors. Record the User IP to stay compliant with all country's laws. Double opt-in and automatic unsubscribe link
- Easily include Web Articles in your newsletters. Facebook and Twitter share on Newsletters. Newsletter template management.

SOCIAL MEDIA INTEGRATION

- Integrating the site with Twitter. Facebook. Tumblr. YouTube. Pinterest. Google+. LinkedIn. Instagram.
- Integrating these platforms into your website will help boost SEO, improve business' footprint on the social web.

MULTI LANGUAGE SUPPORT

Language translation: the google translate system should be kept on the website.

SEO BOOSTING ELEMENTS

- On Page Optimization: Keywords Identification and Content Quality Checks would be done

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- On Site Optimization: Provision of XML Sitemaps, Metadata, Fast queries would be provided.

ANALYTICS ENABLED

Strong analytics will be provided with following features

- View total visitors Count across all platforms
- View Top pages visited by visitors
- View individual Page-wise visit counts
- View individual Page sessions duration for measuring the average amount of time the visitor stayed on the page
- View Percentage of new sessions to ascertain out of the total number of visits, how many were returning visitors and how many were new
- Percentage of visitors visiting on Mobile site, Tablet, Desktop & Mobile app (Android & iOS)
- View Conversions / Success rate - Click events / Call to Actions (CTAs) to identify success rate
- Statistics of last page a visitor browses before leaving a website
- View Channels / Source for website traffic - Direct, Organic search, Referral, Email, Paid search, other advertising, Social and Display.
- Display traffic types, filter and visualize paths for easy source identification. Display assets and filter interactions on each asset by touchpoint
- Detects visitor device details, demographics and locates them based on their IP address
- View Bounce rate of single page website visits
- Asset analytics - Track and visualize engagement levels for digital assets and web content.
- View Asset-specific reports, detail use case-specific insight about usage, views and engagement.
- Support analysis for different segments, comparison of segments, generate reports for different time periods, metric comparison for two time periods etc.
- Ability to view User Path and further analyze trends
- Ability to pull customer data from multiple sources to create in-depth analytics and a single view to create known users. Visualize customer data, build dynamic segments and analysis segments and individuals
- Support A/B testing and MVT – Multivariate Testing
- Classify visitors/customers into segments based on interaction and system data
- Create and manage different content relevant to each segment you want to serve
- Provision to view dashboards and generate reports to identify patterns and trends in experience data. Further download reports and share with stakeholders

Non Functional Requirement

Security

- Server: Strong firewalls, Intrusion and Malware protection, Spam filtering leveraging WBSDC Secure Network and Cloud Infrastructure.
- SSL certificate
- Secure Gateway - Email / SMS / Payment

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Scaling

- The architecture should support both horizontal & vertical scaling with each layer in the architecture able to scale independently

Backup

- Remote Backups and Restoration Mechanism.

Web Compatibility:

- Chrome, Internet Explorer, Firefox, Safari and Opera viz.

Site Responsiveness:

- Ensure the website is web responsive on any kind of platform (mobile, touch pad...)

Speed Optimization:

- Optimization through Caching, Images / CSS Compression, Http Requests, Hosting services.

Accessibility:

- Screen reader access for accessibility

Training and Resource Requirement

Following resources will be required from SI for seamless implementation of the CMS

1. One dedicated resource should be available from SI side to coordination of all data requirements, approvals etc. The resource might not be required full time, but should be available whenever required.
2. A project management team from SI side for regular reviews and approvals
3. A resource assigned by SI after implementation to take care of any changes in CMS

Trainings*

- 1) The SI shall provide three days content administration training will be provided for use of CMS

Deliverables of Project Initiation and Planning

S.No	Item	Description
1	Project Plan	Document for all activities related to the project along with Timelines.
2	Information Architecture of the Website	Document the Information Architecture of the Website
3	User Scenarios	Use Cases and User Flow would be documented here
4	System Requirement Specification (SRS)	Detail the requirements of the complete solution
5	Data Migration Strategy	Details of the new data architecture and the process to be followed for data migration from the current site to the new one.

Solution Development

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Solution Design

FRONT END DESIGN FOR WEB

- Front End Design based on the Designs document.
- Design would be Responsive and compatible with IE/Edge Chrome, Firefox, Safari viz.
- The design would keep the Brand Image of the Client and user friendliness of the project.

PROCESS FLOW, DATABASE DESIGN

Process flow for the Login Access Areas of the Website, and optimized Database design

Modules and Components Creation

The Various Components and Modules required for the content types. Development of Landing Pages and Module Data flow on the basis of the Interactive Design would be done.

Data Migration

Data Mapping

- Data Mapping as per the New Information Architecture. Scripts for transforming the data in the required format.
- Provision for Manual Intervention if needed.

Data Migration to the New Containers

- Migration of the transformed data to the new website.
- Testing the Data as per the user scenarios and use cases.

Solution Testing and Training

Solution testing would be performed post development as per the criteria defined in the Planning stage. Some of the tests that would be carried out would be as follows.

Functional Testing

- Unit Testing: Test all individual units/ modules
- Integration Testing: Integration Test to execute the integrated components, including simulation of live operations, and analyses the results that are important for the functional verification of the production system. SI is required to ensure closure of bugs, observations etc. shall not lead to any adverse cascading effect on the overall solution.

Non-Functional Testing

Once the system integration testing has been conducted successfully, Load, scalability and stress testing would be conducted prior to commissioning & Go-Live

- Performance
- Load / Scalability
- Compatibility
- Security

User Acceptance Testing

- Provisioning on the UAT Server
- Training on the UAT Server
- Approval of the application on the UAT Server

Training and Documentation

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Training would be carried out for the Key Personnel. An operations manual would be provided for the Admin Panel.

Deliverables of Solution Testing and Training

S.No	Item	Description
1	UAT	Tested and Accepted Portal
2	User Manual	Detailed instructions on how to use the software. In addition, it shall describe how to access, submit inputs to, and interpret outputs from the application.

Operation and Maintenance

- Bidder shall provide 3 years on-site/remote site support from the date of GO Live of the application, the date when the users start using the system.
- Any bugs reported during this period will be fixed free of cost.
- The support also shall cover certain level of design changes or any enhancement or changes in the functionality of the application system.
- The AMC would need to be signed off for a minimum period of 3 Years
- Post go-live of State Portal, System Administration & Database Administration of State Portal will be out of scope of the bidder which will be undertaken by WTL
- All minor change requests with effort estimate for additional development/customization upto 5 person-days will be included under O&M Contract without any additional charges. Minor Change Request (CR), each of CR of which requires upto 5 person-day effort-estimate must be taken care by Bidder during maintenance period. All modification CR's are to be incorporated in technical document like SRS, process flow etc. Source will be updated accordingly.
- Cost involvement for any future major Change Request with effort-estimates at actual depends on complexities of change request multiplied by man-month rate on mutually agreeable terms

Design and Development of State Portal

The SI shall carryout a detailed systems study to prepare / refine the Functional Requirements Specifications and formulate the System and Software Requirements Specifications documents incorporating the functional specifications and standards provided by WTL / I&CA, Government of West Bengal.

System Study and Design

- a) The SI should prepare a detailed document on the implementation of State Portal with respect to configuration, customization, extension, Migration and integration as per the requirement of WTL / I&CA. The SI shall also prepare a change/reference document based on changes or deviations from the base version of the State Portal with appropriate references to all the facts/ documents provided by WTL / I&CA.
- b) As part of the System Study, the SI shall be responsible for Preparation of a comprehensive System Study document by studying the legislation, business processes and organization design of the State Portal and its Stakeholders
- c) The System Integrator shall perform the detailed assessment of the functional requirements and MIS requirements and prepare a new FRS report, as part of the System Study document incorporating list of additional features that shall result in further improvement in the overall application performance for consideration of WTL.

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- d) In case an existing application is being customized/ configured to meet the needs of WTL, the SI will provide a comparative report as part of System Study document, on the extent of functionality currently available in the application and the final FRS.
- e) The proposed website to be developed for State Portal should be cloud ready from day one.

Requirements Traceability Matrix

The SI shall ensure that developed State Portal is fully compliant with the requirements and specifications provided in the RFP such as functional, non-functional and technical requirements. For ensuring this, the SI shall prepare a Requirements Traceability Matrix on the basis of Functional Requirements Specifications (FRS), on Functional Requirements Specification, and Technical Requirements provided by State (updated, expanded and fine-tuned by the SI).

Project Documentation

The SI shall create and maintain all project documents that shall be passed on to the State as deliverables as per the agreed project timelines. The System Integrator shall prepare all necessary documentation for the project, and provide them to department or its designated Consultant for review, approval, record, reference etc. as mentioned in this RFP. Any other document(s) deemed necessary for implementation, operations and maintenance of the hardware and network equipment's and the overall system. The SI shall create and maintain all project documents that shall be passed on to the WTL as deliverables as per the agreed project timelines. The documents created by the SI will be reviewed and approved by WTL.

Project documents include but are not limited to the following:

1. Detailed Project Plan
 - a. Detailed System Study Report
 - b. Updated/vetted FRS
 - c. SRS document
 - d. HLD documents
2. State Portal architecture documents.
3. Documents related to Migration of old State Portal
 - i. Data migration to State Portal
 - ii. State Portal migration to cloud.
4. other data modeling documents.
5. Logical and physical data base design.
6. Data dictionary and data definitions.
7. Application component design including component deployment views, control flows, etc.
 - a. LLD documents
8. Application flows and logic.
9. GUI design (screen design, navigation, etc.).
 - a. All Test Plans
10. Requirements Traceability Matrix
11. Change Management and Capacity Building Plans.
12. SLA and Performance Monitoring Plan.
13. Design of real time MIS

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14. Training and Knowledge Transfer Plans.
15. Issue Logs.
16. Any other document as part of SDLC or as per requirement
17. Load Testing Report
18. Security Testing and Certificate

The SI shall submit a list of deliverables that they shall submit based on the methodology they propose. The SI shall prepare the formats/templates for each of the deliverables upfront based upon industry standards and the same will be approved by WTL prior to its use for deliverables.

All project documents are to be kept up to date during the course of the project. The SI shall maintain a log of the internal review of all the deliverables submitted. Softcopy of logs shall be submitted to WTL on regular basis.

Proposed Document Structure

In responding to the architecture requirements in this RFP, bidders should explicitly respond in terms of design and development, testing and implementation, and operational phases of the project. The bidders shall necessarily include following in their technical proposal:

- a) Describe how the functional requirements will be translated into technical implementations
- b) The bidder can estimate based on existing infrastructure details provided in RFP.
- c) Propose how availability, performance rates for the system will be measured and maintained
- d) Propose the details of how the existing infrastructure would be utilized and Provide details of all hardware and networking equipment's and off-the-shelf software proposed for the improved system

Preparation of Software Requirements Specifications (SRS)

As part of the preparation of SRS the selected SI shall be responsible for preparing and submitting detailed requirement specification documents as per IEEE or equivalent standards which meet all the Business, Functional and Technical (including localization) requirements of the departments concerned. The SI shall prepare the SRS documents and have it reviewed and approved by WTL. The State Nodal Agency will sign off on the SRS documents.

The SI is required to update the FRS/SRS as and when any enhancements/ modifications are made to the State Portal till the duration of the Contract

Preparation of State Portal Project Plan

SI will prepare detailed work plan and estimate the timelines and resources required for configuration, customization, extension, integration, migration and commissioning of the State Portal software as per the State requirements. All the plans and frameworks prepared by SI during the duration of the Contract shall be required to seek approval from WTL. The documents required to be updated as per changes and progress of the project.

Non-Functional Requirements – Project Management

- Selected bidder is required to provide a Project Management Plan for taking over of existing Egiye Bangla State Portal, implementation plan for New State Portal illustrating all functional analysis, development, testing, staging, and deployment activities.
- Selected bidder is required to specify and describe the different phases and activities of the project. It is very important for WTL that the selected bidder provide a quality implementation plan covering all aspects of the project. The plan shall clearly specify the start and end dates (relative to contract signing) of each of the project phases specifying key milestones allowing visibility of project progress.

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- Selected bidder is required to use standard project management tools such as Work Break Down Structure (WBS), Gantt Chart, PERT Chart, precedence diagrams, critical path charts, etc. to create and manage implementation plan and schedule. The table below shows the minimum stages and deliverables:

Stage	Activities	Deliverable
Functional Requirements & Analysis	Define Functional Requirements Requirements management Prototyping Documentation Data Migration Preparation	Software Requirements and Specifications Document Detailed Scope of Work Work Breakdown Structure Detailed Project Schedule Data Migration Plan
Design	Detailed Software Solution Architecture design Detailed Hardware Solution Architecture Design Data Schema design User Interface Design Integration & Interfaces Design Prototyping design Validation Documentation	Design Specifications Documents of Software solutions Design Specifications Documents of Hardware solutions User Interface Design Specifications Integration Design Specifications Data design and migration
Development	Software installation, configuration, and customization	Development Plan Updated Design Document
	Hardware installation and configuration Development Unit Testing Documentation	Installed software and hardware Functional modules & Portal Solution Problem reporting
Testing	System Testing Integration Testing Stress Testing User Acceptance Test Results Completed Test Cases Data Migration tests Documentation	Complete Test Cases Test Plan User Acceptance Criteria Problem reporting Problem resolution testing Data Migration Testing
Deployment	Training courses and sessions Operations Planning User Manual Operations Manuals	Knowledge Transfer and training plan Operations Plan Operations Policies and Procedures

- Selected bidder is required to describe in detail project management processes, methodologies and procedures
- Describe how WTL management will receive up-to-date reports on project status.
- Describe what procedures will be used to keep the project on track, and what escalation

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procedures will be employed to address any problems with project progress.

- Describe what quality assurance processes, procedures, formal reviews, etc. will be in place.
- Selected bidder is required to describe the proposed project structure identifying all project individuals including project manager, business analysts, software developers, QA engineers, hardware / network engineers, administrators, Change Management experts, and others..

Migration of Existing State Portal into New Architecture

The SI shall develop and migrate all the existing features, MIS dashboard of State Portal to the new Architecture.

Infrastructure

The SI would make use of the existing infrastructure necessary and also propose new infrastructure as per the RFP requirements. The system integrator has to consider the existing infrastructure and should submit the plan for migrating the existing application in to cloud. The Bidder will be responsible for sizing of required Cloud infrastructure for hosting the State Portal. The bidder has to provide the solution architecture and sizing of proposed solution. The solution proposed for State Portal should be cloud ready from day one. The infrastructure for the sizing proposed by bidder would be provided by WTL. The proposed solution for the deployment of State Portal solution is:

- a) Staging
- b) Production

Bidder has to provide the below information (not limited to) in their technical Proposal.

Software Licenses

- a) All the system software licenses shall be procured in the name of WTL.
- b) WTL shall provide a cloud enabled platform with MySQL or Postgres SQL as database software as proposed by the SI (or equivalent or, if required, may ask the SI to procure the hardware/software as per the infrastructure proposed)

Monitoring & supervision of Backup Management Services with the support WTL & Data Centre Operator (DCO) using back up & Storage subsystems provided by State Data Centre

The SI shall provide backup management services to conduct regular backups and restoration as required, of critical data and systems to achieve the required service level.

The activities shall include:

- a) Backup of operating system, database and application as per best industry standards.
- b) Monitoring and enhancement of the performance of scheduled backups, schedule regular testing of backups and ensure adherence to related retention policies.
- c) Ensuring prompt execution of on-demand backups of volumes, files and database applications whenever required by WTL / Departments or in case of upgrades and configuration changes to the system.
- d) Real-time monitoring, log maintenance and reporting of backup status on a regular basis. Prompt problem resolution in case of failures in the backup processes.
- e) Ongoing support for file and volume restoration requests.

Maintenance

The SI should define and indicate the Preventive maintenance schedule and procedure. Any

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special tools / instruments / equipment's required for carrying out the preventive and breakdown maintenance of the system offered should be clearly indicated and offered to WTL by the SI at no extra cost.

Scope of Services - Operation and Maintenance Phase

- a) The SI shall be responsible for the overall operation and management of existing State Portal till Go-Live of New State Portal (from the effective date of Contract). The operation and maintenance phase of State Portal shall commence after Go-Live for a period of 3 years.
- b) SI has to work with WTL / Departments for data collection and design of new features for implementation of new use case scenarios, if any.

Contract Performance Guarantee

Within 21 days after the receipt of notification of award of the Contract from WTL, the successful Bidder shall furnish Contract Performance Guarantee to WTL, Kolkata, which shall be equal to 3% of Contract Value and shall be in the form of a Bank Guarantee Bond / DD from a Nationalized Bank / Scheduled Bank in the Performa given here-in-after in this document valid for entire contract period.

1. The proceeds of the performance guarantees shall be payable to the Purchaser as compensation for any loss / penalties resulting from the Selected Bidder failure to complete its obligations under the contract.
2. The performance guarantee will be discharged by the purchaser and returned to the Selected Bidder within 60 days following the date of completion of the Selected Bidder performance obligations, including any warranty obligations under the Contract.

Statutory Requirements

1. During the tenure of this contract, nothing shall be done by the Selected Bidder in contravention of any law, act and/ or rules/regulations, there under or any amendment there of governing inter-alia customs, stow a ways, foreign exchange etc. and shall keep WTL indemnified in this regard.
2. The Selected Bidder and their personnel/representative shall not alter / change / replace any hardware component proprietary to WTL and/or under warranty or AMC of third party without prior consent of WTL.
3. The Selected Bidder and their personnel/representative shall not without consent of WTL install any hardware or software not purchased / owned by WTL.

Contract administration

1. Either party may appoint any individual / organization as its authorized representative through a written notice to the other party. Each Representative shall have the authority to:
 - (a) Exercise all of the powers and functions of his/her Party under this contract, other than the power to amend this contract and ensure proper administration and performance of the terms hereof; and
 - (b) Bind his or her Party in relation to any matter arising out of or in connection with this Contract.
2. The Selected Bidder shall be bound by all under takings and representations made by the authorized representative of the Selected Bidder and any covenants stipulated hereunder, with respect to this contract, for and on their behalf.
3. For the purpose of execution or performance of the obligations under this Contract, WTL representative would act as an interface with the nominated representative of the Selected Bidder. The Selected Bidder shall comply with any instructions that are given by WTL representative during the course of this contract in relation to the performance of its obligations under the terms of this contract and the Tender.

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4. A committee comprising of representatives from WTL and the Selected Bidder shall meet on a fortnightly / quarterly basis to discuss any issues / bottlenecks being encountered. The Selected Bidder shall draw the minutes of these meetings and circulate to WTL.

Right of Monitoring, Inspection and Periodic Audit

WTL reserves the right to inspect and monitor / assess the progress / performance at any time during the course of the Contract, after providing due notice to the Selected Bidder. WTL may demand, and upon such demand being made, the selected bidder shall provide with any document, data, material or any other information required to assess the progress of the project. WTL shall also have the right to conduct, either itself or through any other agency as it may deem fit, an audit to monitor the performance by the Selected Bidder of its obligations / functions in accordance with the standards committed to or required by WTL and the Selected Bidder undertakes to cooperate with and provide to WTL / any other Consultant / Agency appointed by WTL, all documents and other details as may be required by them for this purpose. Any deviations or contravention identified as a result of such audit / assessment would need to be rectified by the Selected Bidder failing which WTL may, without prejudice to any other rights that it may have, issue a notice of default.

Manpower deployed by SI

Replacement of resources shall generally not be allowed. The replacement of the resource by the bidder will be allowed (with penalty) only in case, the resource leaves the organization by submitting resignation with the present employer or physically unfit.

In case of failure to meet the standards of WTL, (which includes efficiency, cooperation, discipline and performance) WTL may ask the bidder to replace the resource without any penalty for the replacement / exit.

The replaced resource will be accepted by WTL only if he / she qualification / experience is same or more mentioned in this RFP and is found suitable to the satisfaction of WTL. The outgoing resource should complete the knowledge transfer with the replaced resource as per the satisfaction of WTL. The Selected Bidder shall be allowed maximum of 30 days to replace the resource.

The penalty per resource would be imposed in case of exit / replacement of resource from the project. After expiry of 30 calendar days of exit, a penalty of Rs. 1500 per working day per resource will also be imposed till suitable replacement is not being provided by the bidder.

However, WTL is free to relieve any resource at any time (beyond the minimum committed period) during the contract period without any penalty by serving 15 days advance notice.

Information Security

The Selected Bidder shall not carry and/or transmit any material, information, layouts, diagrams, storage media or any other goods / material in physical or electronic form, which are proprietary to or owned by WTL, out of the premises, without prior written permission from WTL.

The Selected Bidder shall, upon termination of this agreement for any reason, or upon demand by WTL, whichever is earlier, return any and all information provided to the Selected Bidder by WTL, including any copies or reproductions, both hard copy and electronic.

Selected Bidder acknowledges that Govt. of West Bengal business data and other Govt. of West Bengal proprietary information or materials, whether developed by WTL or being used by WTL pursuant to a license agreement with a third party (the foregoing collectively referred to herein as –proprietary information) are confidential and proprietary to WTL ; and Selected Bidder agrees to use reasonable care to safeguard the proprietary information and to prevent the unauthorized use or disclosure thereof, which care shall not be less than that used by Selected Bidder to protect its own proprietary information. Selected Bidder recognizes that the good will of WTL depends, among other things, upon Selected Bidder keeping such proprietary information confidential and that unauthorized disclosure of the same by Selected Bidder could

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damage WTL, and that by reason of Selected Bidder 's duties hereunder. Selected Bidder may come into possession of such proprietary information, even though

Selected Bidder does not take any direct part in or furnish the services performed for the creation of said proprietary information and shall limit access thereto to employees with a need to such access to perform the services required by this agreement. Selected Bidder shall use such information only for the purpose of performing the said services.

Selected Bidder shall, upon termination of this agreement for any reason, or upon demand by WTL, whichever is earliest, return any and all information provided to Selected Bidder by WTL, including any copies or reproductions, both hard copy and electronic. However Selected Bidder shall be entitled to retain its working papers.

Ownership of Equipment

WTL shall own all the equipment, Licenses and any solution supplied by the Selected Bidder arising out of or in connection with this Contract.

Notwithstanding the above, it is agreed that nothing contained herein above shall be applicable to Selected Bidder's pre-existing materials (i.e. Materials owned by the Selected Bidder's which were created and developed prior to this Agreement without direct reference to the deliverables under this Agreement) which may now be incorporated by the Selected Bidder's into the final deliverables / reports or the like, supplied to WTL here under in the course of delivering the Services pursuant to this Agreement. However, in the event any such pre-existing material is used in the deliverables / reports provided to WTL by the Selected Bidder, the Selected Bidder hereby agrees to grant WTL an non-exclusive, paid-up, royalty free and perpetual license to use such pre-existing material as it exists in the deliverable / reports prepared by the Selected Bidder as a part of this Agreement.

Risk Management

The Selected Bidder shall at his own expense adopt suitable Risk Management methodology to mitigate all risks assumed by the Selected Bidder under this Contract. Selected Bidder shall underwrite all the risk related to its personnel deputed under this Contract as well as equipment and components of the project, procured for the project, equipment, tools and any other belongings of the Selected Bidder or their personnel during the entire period of their engagement in connection with this Contract and take all essential steps to reduce and mitigate the risk. WTL / Government will have no liability on this account. Selected Bidder shall, at his own expense, arrange appropriate comprehensive insurance to cover all risks assumed by the Selected Bidder under this Contract. In connection with the provision of the Services, the Service Provider must have and maintain for the Agreement Period, valid and enforceable insurance coverage for:

- i. Public liability;
- ii. Either professional indemnity or errors and omissions;
- iii. Product liability;
- iv. Workers 'compensation as required by law; and
- v. Any additional types specified in Schedule I; and

The Implementation Agency must, on request by WTL, provide current relevant confirmation of insurance documentation from its insurance brokers certifying that it has insurance as required. The Service Provider agrees to replace any coverage prior to the date of expiry/cancellation. WTL or its nominated agencies may, at its election, terminate this Agreement upon the failure of Implementation Agency, or notification of such failure, to maintain the required insurance coverage. Inadequate insurance coverage for any reason shall not relieve Implementation Agency of its obligations under this Agreement.

Indemnity

The Selected Bidder shall execute and furnish to WTL, a Deed of Indemnity in favor of WTL, in a

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form and manner acceptable to WTL, indemnifying WTL from and against any costs, loss, damages, expense, claims, including those from third parties or liabilities of any kind how-so-ever suffered including patent, copyright, trademark and trade secret, arising or incurred inter-alia during and after the Contract period out of:

- a. Negligence or wrongful act or omission by the Selected Bidder or it's team or any Agency/ Third Party in connection with or incidental to this Contract; or
- b. Any breach of any of the terms the Selected Bidder's Proposal as agreed, the Tender and this Contract by the Selected Bidder, its Team or any Agency/ Third Party.
- c. The indemnity shall be to the extent of 100% of project cost in favor of WTL.

Sign-off Deliverables

The following are the broad list of deliverables that the SI has to submit. However, the detailed list of deliverables would depend on the Project Plan submitted by SI.

- Inception Report
- Software Requirement Specification (SRS) study and the document containing detailed requirement capture and analysis including functional requirement, Interface Specifications, application security requirements.
- Functional Requirement Specification (FRS)
- Process Flow, Workflow.
- Software Design Document including Software Architecture Design, Logical and Physical Database Design.
- Development of Software
- Complete Source Code with documentation.
- Test Plans and Test cases (including Unit Test Plan, System / Integration Test Plan, User Acceptance Test Plan, Security Test Plan, Load Test Plan).
- Software Testing Documentation (including details of defects / bugs / errors and their resolution).
- Tools to monitor the SLA should be supplied by the Implementing Agency.
- Trial Run, Test Run, User Acceptance Test.
- Training Manuals and literature.
- User Training.
- Manuals – Systems Administration Manuals, User Manuals, Installation Manuals, Operational Manuals, Maintenance & Support Manuals, and Stake-holder reference Manuals.
- Periodic Status and Review Reports.
- Internal Review and testing documents of the Implementation Agency.
- Remote Support.
- Exit Plan.
- High Level and Low-Level Design
- Functional and non-functional testing
- Detailed Project Plan
- Detailed System Study Report
- State Portal architecture documents.

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- GUI design (screen design, navigation, etc.).
- Requirements Traceability Matrix
- Change Management and Capacity Building Plans.
- SLA and Performance Monitoring Plan.
- The training manuals and administration manuals.
- Backup Policy & Security Policy
- Source Code (The Source Code of the complete solution would be owned by Government of West Bengal)
- Training and Knowledge Transfer Plans.
- Issue Logs.
- Any Other document deemed necessary or relevant

Application infrastructure of State Portal is planned to be hosted in State Data Centre as well as Disaster Recovery Site at Purulia IT Park through leveraging of Cloud Enabled Platform using Hyperconverged infrastructure (HCI), secured network and secured Security sub-systems, Storage & backup system

Besides the Server Operating System & Database Software (community edition) SDC does not provide any other System Software configured in each of the Virtual Machine using HCI based Cloud Enabled Platform.

WB Data Centre is equipped appliance-based Server Load Balancer in the DMZ Zone and Internet Gateway Security Sub-System.

Cloud Enabled Platform of Data Centre will be leveraged for on-premise Cloud hosting (including Data Storage, data backup, data restore) for deployment of proposed application including of all system, software, database software and supporting software.

In order to roll-out the proposed solution, a System Integrator (SI) will be identified through a competitive bidding process. The SI shall require to design, develop, migrate, install, test, implement and successfully roll-out the project as per the envisaged architecture and detailed Scope of Work as described in this RFP.

Project Timelines:

The Start date for the New State Portal development, implementation and maintenance project shall be as per RFP terms and condition. The comments of the client shall be incorporated in the final scheduled deliverable.

The milestones and timelines of the assignment are given in the table below:

SI No	Stage	Primary Deliverables	Timeline
1	System Study: Conduct System Study, Gap Analysis and BPR required, Preparation of SRS, FRS and finalizations of SRS, Sign off Software Requirement. Submit the SRS (Software Requirement Specification) document to WTL for a signoff	SRS, FRS and System Study Report	2 (Two) weeks after receipt of Work Order
2	Revamping, Designing & Development, Customization & and	Design, Development,	8 (eight) weeks after the signoff of

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	Development of the Software & Deployment in Staging Environment: Includes Customization, Configuration, Designing & Development, Deployment of Software in Staging Environment including integration with others	Customization, deployment, Integration, Test Cases	SRS
3	UAT & UAT Sign-off	UAT Sign-off	One (1) week after deployment in Staging Environment
4	Security Audit through Cert-In empaneled Security Auditor & Closure of all Vulnerabilities /open issues	Completion of Security Audit & submission of Safe-to-Host certificate by Cert-In empaneled Security Auditor	02 (two) week after UAT Sign-off
5	Training & Hand holding	Successfully completion of training & handholding	01 (one) week after UAT Sign-off
6	Go-live of State Portal including completion of all integration with others	Go-live	
7	Operation & Maintenance Support including Application-level support and incorporation of change request for the 3 years from the date of go-live. (includes product upgrades and maintenance, hosting support and manpower support)	On completion of the date of go-live for 3 years and submission of quarterly progress report	

Required Experience of the Key Staff

List of minimum key personnel/ staff

S. No.	Position	Minimum Years of Professional Experience	Specific Expertise
1.	Business domain expert	5	Should preferably have B.Tech/ M.Tech with PGDBM/MBA(as optional).
2.	Project Manager	10	Should preferably have B.Tech/ M.Tech, experienced in large Web Development, Mobility and System Integration projects. Work experience in government sector desirable
3.	Technical team Lead / Senior Software Engineers / DBA	5	Should have a bachelor's degree. Must have extensive technical expertise (5+ years) on complex Web and Mobile App development, Database administration and

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			configuration, System integration, Infrastructure setup, System support and maintenance
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- Age of the key staff proposed should not be more than 60 (sixty) Years on the last day of submission of proposal.
- The client reserves the right to ask for the details regarding the proof of age, qualification, experience and association of the key staff with the firm.
- System Integrators, who are executing ongoing mandates from Client, must propose a separate team of key staff while bidding for this project.
- A minimum of thirty (30) percent of the team will remain unchanged during the course of the contract.
- A summary of experience (in one page) is to be provided by the System Integrator for each of the key staff.

State Portal should be in compliant with Assessment Parameters for State Portal Questionnaire of National e-Governance Service Delivery Assessment (NeSDA) ,2023 as per details given in Annexure- II

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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 services for **“Revamping of Egiye Bangla State Portal for West Bengal”** and support services 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:

#	Qualification Criteria	Documents Required
1	Legal Entity: 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 st March 2023. The bidder should have valid GST Registration Certificate & PAN.	Bidder should submit the following for Prime bidder: a) RoC b) Copy of GST Registration Certificate. c) Copy of PAN
2	The bidder shall not have been blacklisted by any State/Central Government or PSU Organization or bilateral / multilateral funding agencies for breach of ethical conduct or fraudulent practices as on date of submission of the proposal (as per DIT guidance note issued on 26-Dec-2011).	Declaration on bidders letter head to be submitted.
3	The Bidder should be an Information Technology Solution and Service Provider with a registered office and operations in India	Certificate of company registered in India
4	The bidder should have minimum experience of 5 years in the field of Software Development	Supporting document proof to be submitted
5	The bidder should have credential in design, development, implementation & maintenance of Web portal & website for State Government/reputed corporate in the last 5 years	Supporting document proof to be submitted
6	The bidder should have credential in design, development, implementation & maintenance of State Portal in India	Supporting document proof to be submitted
7	The Bidder must have an office in the West Bengal or should furnish an undertaking that the same would be established within One month of signing the contract.	Undertaking in this regard by the authorized signatory of the bidder as per the given format

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#	Qualification Criteria	Documents Required
8	<p>Turnover :</p> <p>The Bidder should have a minimum average annual turnover of Rs 30 crores in Software development, IT/ ITeS Services and other areas, average during the last three financial years i.e., 2020-21, 2021-22 & 2022-23.</p>	<p>Bidder should submit any of the following:</p> <ol style="list-style-type: none">Copies of Certified audited Balance sheet / Profit & Loss statement. ORCertificate from the statutory auditor/Certificate from CA.Extracts from the audited Balance sheet and Profit & Loss Account; or Certificate from the statutory auditor. <p>Note: Bidders need to submit a provisional certificate from CA for 2022-23 turnovers if audited financial statements are not published.</p>
9	<p>The bidder should have positive Net Worth in each of the last three Financial Years (as of the year ending on 31st March 2021, 2022 & 2023)</p>	<p>Extracts from the audited Balance sheet and Profit & Loss Account;</p> <p>OR</p> <p>Certificate from the statutory auditor.</p> <p>Note: Bidders need to submit a provisional certificate from CA for 2022-23 net worth if audited financial statements are not published.</p>
10	<p>Past Experience:</p> <p>The bidder/Group Company should be an established Information Technology company / IT System Integrator who would have successfully designed developed & implemented & maintenance website in State Government / Central Government / Semi Government/PSU/Other Government Institutions in India during the last five years from the date of submission of bid.</p> <p>1. At least one of the project should be an integrated IT- projects of a value not less than Rs. 80 lakhs</p> <p>OR.</p> <p>2. At least two (2) projects should be an integrated IT- projects of a value not less than Rs. 45 Lakhs each</p> <p>OR</p> <p>3. At least Four (4) projects should be an integrated IT- projects of a value not less than Rs. 25 Lakhs each</p> <p>Projects for National/State/UT</p>	<p>Bidder should submit the following:</p> <ol style="list-style-type: none">Bidder should submit the PO / Work orders.Project Completion Certificate from the client in case of completed projects.Work Order + Phase Completion Certificate (for ongoing projects) from the client

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#	Qualification Criteria	Documents Required
	Government Depts. / PSUs in last five years (FY 18-19, 19-20, 20-21, 21-22, 22-23,) will only be considered.	
11	The bidder should be ISO 9001:2015. The certificate should be valid as on the date of submission of the bid and the bidder should ensure that valid certification is maintained throughout the period of implementation of the project.	Valid certificate needs to be attached.
12	The responding firm must have a minimum number of 25 Software Developer (own payroll) having minimum qualification of B.E/ B.Tech/ MCA or having 3 or more years of work experience in the domain of systems integration, as on date of submission of bid on its roll.	Certificate from HR Department /Company secretary for number of technically qualified professionals employed by the company
13	A power of attorney / Board resolution in the name of the person signing the bid by e Bidder	Original Power of attorney/ Board resolution copy
14	The bidder shall submit Bid Form (Section – E) and NIT Declaration (Section – Q)	Duly signed by the authorized signatory of the company as per the format enclosed. Deviation in format may not be accepted.
15	The bidder shall submit NIT Declaration (Section – Q)	Duly signed by the authorized signatory of the company as per the format enclosed. Deviation in format may not be accepted.

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.

N.B. - 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

Sl. No.	Particulars	Date & Time
1	Date of uploading of N.I.T. & other Documents (online) (Publishing Date)	15.01.2024
2	Documents download/sale start date (Online)	15.01.2024
3	Last Date and time of sending the queries (Offline)	22.01.2024 at 15.00 Hrs
4	Pre-Bid Meeting (On Line)	24.01.2024 at 12.00 Hours
5	Corrigendum, if any will be published (On Line)	-
6	Bid Submission start date & time (On line)	31.01.2024 at 14.00 Hours
7	Last Date & time of submission of Earnest Money Deposit & submission of remittance details	Before Uploading of Tender
8	Last Date & time of submission of Tender Fee & submission of remittance details	Before Uploading of Tender
9	Bid Submission closing date & time (On line)	05.01.2024 at 12.00 Hrs
10	Bid opening date & time for Technical Proposals (On line)	07.01.2024 at 12.00 Hrs
11	Date of uploading the final list of Technically Qualified Bidder (online) after disposal of appeals, if any	-
12	Date for opening of Financial Bid (Online)	-

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SECTION – D

INSTRUCTION TO BIDDER

1. DEFINITIONS

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

“Acceptance Test Document” means a document, which defines procedures for testing the functioning of installed system. The document will be finalized with the contractor within 7 days of issuance of the Letter of Award.

“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 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 W. 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 Design, Development, implementation & maintenance of State Portal Redesign with robust feature enriched Content Management platform to improve UI/UX.

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

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successful bidder

“Project” means Egiye Bangla State Portal Project for Design, Development, Implementation, & Maintenance of West Bengal State Portal and Continuity of State Portal including Operations & Maintenance for the period of 3 years as per the terms and conditions laid in the RFP and provision of Services in conformance to the SLA

“Project Implementing Agency is also termed as System Integrator (SI)” means the successful bidder whose bid has been accepted by the WTL and with whom the order for Design, Development, Implementation, & Maintenance of West Bengal State Portal and Continuity of Egiye Bangla State Portal for West Bengal has been placed as per requirements and terms & conditions specified in this RFP and shall be deemed to include the Bidder’s successors, representatives (approved by WTL), heirs, executors, administrators and permitted assigns, as the case may be, unless excluded by the terms of the contract

“SI’s Team” means 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 for the implementation of the Egiye Bangla State Portal for West Bengal including different Annexure and includes the clarifications, explanations, minutes of the meetings, corrigendum(s) and amendment(s) issued from time to time during the bidding process and on the basis of which bidder has submitted its Proposal

“Tender” or “Tender Document” means RFP

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

“Working Day” means any day on which any of the office of WTL shall be functioning, 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.

“PAR” mean Department of Par& e-Governance

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“**Service**” means provision of Contracted service viz., operation, maintenance and associated services for DEPLOYED SYSTEMS as per Section titled “Scope of Work”

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

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

“**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.

2. BID PRICE

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

3. BID DOCUMENT

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

4. 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.

5. MODIFICATION AND WITHDRAWAL OF BID

As per the bidding process available in the tender.

6. 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.

7. 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.

8. STRATEGIC CONTROL OF GOVERNMENT OF WEST BENGAL

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I. Control over Egiye Bangla State Portal

- a. It is the responsibility of Selected Bidder to provide the necessary systems and tools (version control and software management tools) to enable implementation of this strategic control framework ownership of project. To this end, the New State Portal shall be designed to ensure that:
 - i. The Application System and the Source Code will be deposited with the WTL before UAT and quality certification by a 3rd Party.
 - ii. After the initial certification by a 3rd Party, for any subsequent changes made to the software during the implementation and O&M period after approval from WTL, the Selected Bidder will provide Source code to WTL in every quarter.
 - iii. The Selected Bidder should deliver all the source code and version control to WTL, if contract is end or terminate.
 - iv. The developed and deployed application software will be the sole property of Government of West Bengal.
 - v. Any subsequent changes to the application are incorporated into the Application Repository on an incremental basis, after the process of approval prescribed herein is undergone.
- b. Any changes to the application, required to enhance the functionality, or to improve performance or to address the security gaps, shall first be hosted in an application staging environment, tested for consistency, integrity and performance by the Application Administrator of the Egiye Bangla State Portal. The Application Administrators of WTL shall review the proposed change and accord their approval or reject the request.
- c. WTL may entrust the responsibility to designated administrators, who can exercise the privilege of approval or rejection request JOINTLY.
- d. No change to the application shall be affected by the Selected Bidder unless the process defined at (b) above is gone through. To this end, all the actions of the users involved in the process shall be logged.

II. Version Control

- a. The application software shall be version controlled, adopting the industry standard practices like Version Control System (VCS), Source Code Management System and Software Configuration Management (SCM) in this regard.
- b. The System shall permit the latest versions of the application and source code to be deposited with WTL, with appropriate logs maintained for each change.

III. Retention of ownership and control over the Database

- a. WTL shall exercise ownership of the database, through appropriate system / tools supplied and implemented by Selected Bidder. To this end, Integrated system shall be designed to ensure that
- b. The entire database, including the table structures, schemas and master data are deposited with WTL after the initial certification by a 3rd Party and before the Go Live'.
- c. Any subsequent changes to the database system are incorporated into the Database Repository on an incremental basis, after the process of approval prescribed herein is undergone.
- d. Any changes to the database structure, required to enhance the functionality, or to improve performance or to cover security gaps, and any changes to the master data, shall first be hosted in a database staging environment, tested for consistency, integrity and performance of the Database Administrator of the Selected Bidder. There upon a request shall be preferred to the Database Administrator(s) of WTL, to permit the proposed changes, with clear reasons necessitating the change. The Database Administrators of WTL

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shall review the proposed change; test cases used for testing the functionality and accord their approval or reject the request.

- e. WTL may entrust the responsibility of designated Database Administrators, who can exercise the privilege of approval or rejecting a request JOINTLY.
- f. No change to the database structure or to the master data shall be effected by the Selected Bidder unless the process defined at (b) above is gone through. To this end, all the actions of the Database Administrator of the Selected Bidder shall be logged.
- g. Any direct access to the database must not be allowed and the database administration activities (especially all those actions that result in modification of data, schema and master data) shall be executed through an application which verifies and audits users, code and actions done on the database.

9. FORMS AND FORMATS

The various inputs for the Techno Commercial as Financial Bids are to be submitted in the format specified. The bidder shall use the form, wherever specified, to provide relevant information. If form does not provide space for any required information, space at the end of the form or additional sheets shall be used to convey the said information. For all other cases, the bidder shall design a form to hold the required information.

10. LACK OF INFORMATION TO BIDDER

The bidder shall be deemed to have carefully examined the Bid document to his entire satisfaction. Any lack of information shall not relieve the bidder of his responsibility to fulfill his obligation under the bid. If bidder has any queries relating to bid document, then he can send the queries before the Pre Bid Meeting.

11. CONTRACT EXECUTION

On receipt of the Letter of Award the contractor should submit a Performance Bank Guarantee (PBG) equivalent to 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 months more than the warranty period (3 years from the date of Go-live).**

12. 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 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.

13. 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.

14. 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.

15. NO LEGAL RELATIONSHIP

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

16. ERRORS AND OMISSIONS

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

17. 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.

18. TIME SCHEDULE FOR COMPLETION (FOR NEW STATE PORTAL)

Project Timeline

Sl No	Stage	Primary Deliverables	Timeline
1	System Study: Conduct System Study, Gap Analysis and BPR required, Preparation of SRS, FRS and finalizations of SRS, Sign off Software Requirement. Submit the SRS (Software Requirement Specification) document to WTL for a signoff	SRS,FRS and System Study Report	2 (two) weeks after receipt of Work Order
2	Revamping, Designing & Development, Customization & and Development of the Software & Deployment in Staging Environment : Includes Customization, Configuration, Designing & Development, Deployment of Software in Staging Environment,	Design, Development, Customization, deployment, Integration, Test Cases	8 (eight) weeks after the signoff of SRS
3	UAT & UAT Sign-off	UAT Sign-off	01 (one) week after deployment in Staging Environment
4	Security Audit through Cert-In empanelled Security Auditor & Closure of all Vulnerabilities /open issues	Completion of Security Audit & submission of Safe-to-Host certificate by Cert-In empanelled Security Auditor	02 (two) week after UAT Sign-off
6	Training & Hand holding	Successfully completion of training & handholding	01 (one) week after UAT Sign-off
7	Go-live of application including completion of all integration with other application	Go-live	
8	Operation & Maintenance Support including Application level support and incorporation of change request for the 3 years from the date of go-live.(includes product upgrades and maintenance, hosting support and dedicated manpower	On completion of the date of go-live for 3 years and submission of quarterly progress report	

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support)		
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19. 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.

20. 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.

21. 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.

22. 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

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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.

23. TERMS OF PAYMENT

Payment Milestones against each stage of deliverables will be done back-to-back i.e. upon receipt of payment from I&CA Department to WTL.

24. PAYMENT MILESTONE

#	Description	% of component	Basis for approval
1	Takeover of existing State Portal along with existing infrastructure i. Takeover and maintenance of the existing application ii. Support for infrastructure at SDC(including all Hardware, Software and licenses) till Go-Live of New State Portal (In As Is condition)	Nil	i. Against the milestone and delivery plan subject to verification and confirmation.
2	State Portal Development, Deployment and Go-Live of Egiye Bangla State Portal (Cloud Ready), including Data Migration from old portal to new portal	i. Submission of SRS, FRS, Data migration Plan- 10% of the component ii. Deployment at Staging, UAT Completion & make ready for Application Security Audit Compliance- 20% of the component iii. Deployment of end-to-end system for existing schemes/ services- 50% of the component iv. Remaining 20% after 3 months of completion of task	i. Submission of documents along with signoff ii. Deployment on cloud along with signoff iii. Security Audit Clearance Certificate for Cert-In Auditor iv. On satisfactory performance of application after 3 months
4	State Portal - Support, O&M of Applications after Go-Live of New State Portal (3 Years)	Quarterly payment in 12 quarters (in equal installment per quarter of the component)	On submission of Invoice and Server and Application Uptime Report.

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

25. 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,

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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

26. 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;

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- (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.

27. 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.

28. 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.

29. 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.

30. 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.

31. 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

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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 during the course of the execution of the work.

32. SUB-CONTRACT

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

33. 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.

34. 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.

35. 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

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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.

36. 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.

37. WARRANTY

The Contractor will warranty that product (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. 36 months from the date of final acceptance 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

38. 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 center in Kolkata. The contact details of the call center must be furnished along with the bid. Any call logged with the service center 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 Egiye Bangla State Portal. The warranty should cover all materials, licenses, 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

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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 Egiye Bangla State Portal 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.
 - WTL has the right to require a replacement if the repair is deemed to be impractical.
 - Selected bidder ensures that replacement components shall be available for any failed component during the warranty period.
 - Selected bidder shall guarantee the availability of spare parts and technical assistance for all components (or appropriate alternatives) to ensure the equipment would run for at least five (5) years, without major changes, at the completion of final acceptance. Six months advance notice is required on any discontinued part(s) with a suggestion for alternatives.
 - 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.
 - The application & infrastructure being provisioned by the bidder shall be insured. The Goods supplied under the Contract shall be fully insured against loss or damage incidental to manufacture or acquisition, transportation, storage and delivery for the entire project term.
 - Selected bidder is required to explain their warranty, maintenance procedures, and support to meet the terms and requirements outlined above.

39. 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

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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.

40. CONTRACTOR'S RESPONSIBILITIES

Refer Section – A (Scope of Work)

41. 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.

42. 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.

43. 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.

44. PERIOD OF VALIDITY OF OFFER

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

45. 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.

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- 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.

46. 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.

47. 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.

48. LATE BID

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

49. 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.

50. 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.

51. 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.

52. BID CURRENCIES

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

53. PRICE

- Price should be quoted in the BOQ format only. No deviation is acceptable.

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- 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.

54. 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.

55. NON-TRANSFERABILITY OF TENDER

This tender document is not transferable.

56. 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.

57. 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.

58. 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.

59. 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.

60. 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.

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- f) Each and every page of the tender document must be signed with company seal by the bidder.

61. 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.

62. FINAL INSPECTION

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

63. LOCATION OF DELIVERY, INSTALLATION & COMMISSIONING

West Bengal State Data Centre (SDC), 2ndFloor, Monibhandar, Webel, EP&GP Block, Salt Lake City, Sec-V, Kolkata-91 & DR Site at Purulia IT Park, West Bengal

64. 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.

65. 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.

66. 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.

67. 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

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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.

68. 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").

69. 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.

70. GENERAL TERMS

- a) All the pages of the bid document including documents submitted therein must be duly signed and stamped failing which the offer shall be liable to be rejected.
- b) All the documents to be submitted by the bidder along with their offer should be duly authenticated by the person signing the offer and if at any point of time during procurement process or subsequently it is detected that documents submitted are forged/tampered/manipulated in any way, the total responsibility lies with the bidder and WTL reserves the full right to take action as may be deemed fit including rejection of the offer and such case is to be kept recorded for any future dealing with them.
- c) No Technical/Commercial clarification will be entertained after opening of the tender.
- d) Overwriting and erasures may make the tender liable for rejection if each of such overwriting/erasures/manuscription is not only signed by the authorized signatory of the bidder. All overwriting should be separately written and signed by the authorized signatory of the bidder.
- e) Quantity mentioned in the tender document is indicative only and orders shall be placed subject to actual requirement. WTL reserve the right to increase or decrease the quantity specified in the tender.
- f) WTL reserve the right to reject or accept or withdraw the tender in full or part as the case may be without assigning the reasons thereof. No dispute of any kind can be raised the right of buyer in any court of law or elsewhere.
- g) WTL reserve the right to ask for clarification in the bid documents submitted by the bidder. Documents may be taken if decided by the committee.
- h) 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.

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1) The customer/WTL at its discretion may extend the deadline for the submission of Bids.

71. MISCELLANEOUS

The Selection Process shall be governed by, and construed in accordance with, the laws of India and the Courts at New 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, analyzed, 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

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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: Revamping of Egiye Bangla State Portal for West Bengal with 3 years Operation & Maintenance Support” for Information & Cultural Affairs Department, Govt. of West Bengal.

Sir,

1. We the undersigned bidder/(s), having read and examined in details the specifications and other documents of the subject Tender No. WTL/ICA/SP/23-24/055, 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 & Tender Fee: We have transferred EMD & Tender Fee amount online through e-Tender Portal.
5. We declare that items shall be executed strictly in accordance with the specifications and documents irrespective of whatever has been stated to the contrary anywhere else in our proposal. Further, we agree that additional conditions, deviations, if any, found in the proposal documents other than those stated in our deviation schedule, save that pertaining to any rebates offered shall not be given effect to.
6. If this proposal is accepted by you, we agree to provide services and complete the entire work, in accordance with schedule indicated in the proposal. We fully understand that the work completion schedule stipulated in the proposal is the essence of the job, if awarded.
7. We further agree that if our proposal is accepted, we shall provide a Performance Bank Guarantee of the value equivalent to ten percent (3%) of the Order value as stipulated in Financial Bid (BOQ).
8. We agree that WTL reserves the right to accept in full/part or reject any or all the bids received or split order within successful bidders without any explanation to bidders and his decision on the subject will be final and binding on Bidder.

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Dated, thisday of2023

Thanking you, we remain,

Yours faithfully

.....
Signature

.....
Name in full

.....
Designation

Signature & Authorized Verified by

.....
Signature

.....
Name in full

.....
Designation

.....
Company Stamp

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SECTION – F

TECHNO COMMERCIAL EVALUATION & AWARDING OF CONTRACT

1.1. 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.

1.2. 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.

1.2.1. 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 per Section B & Annexure -I.
- Qualifying marks for opening financial bid is 70
- 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.

1.2.2. Scoring Criteria and evaluation parameters:

Technical Scoring criteria is given in the ANNEXURE-I

1.2.3. Financial Bid Evaluation

- The Financial Bids of technically qualified bidders (i.e. above 70 marks) 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.

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- 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.

1.3. Appointment of bidder

1.3.1. 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.

1.3.2. 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.

1.3.3. 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.

1.3.4. 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.

1.3.5. 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.

1.3.6. 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.

1.3.7. Confidentiality of the Document

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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.

1.3.8. Rejection Criteria

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

1.3.8.1 Pre-Qualification Rejection Criteria

- 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.

1.3.8.2 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.

1.3.8.3 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.

1.3.9. 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.

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SECTION – G

GUIDANCE FOR E-TENDERING

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

- **Registration of Bidder:**

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

- **Digital Signature Certificate (DSC):**

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

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

- **Participation in more than one work:**

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

- **Submission of Tenders:**

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

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

Techno Commercial Cover:

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

1. Copy of Remittance details of Earnest Money Deposit (EMD)
2. Copy of Remittance details of Tender Fee

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

1. NIT Declaration duly stamped & signed in letter head of bidder (Section – P)
2. Bid Form as per format (Section – E)

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

1. Technical Specification with Compliance Statement (Section – I)
2. Proposed Solution Architecture (Section – Q)
3. Description Approach, Methodology and Work Plan (Section – R)
4. Curriculum Vitae (CV) (Form-I), Declaration of Source Code and Intellectual Property Rights (Form-II), Undertaking of Patent Rights (Form-III), Undertaking of Exit Management and Transition(Form-IV)
5. Technical Evaluation Matrix (Annexure-I & II)

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Financial Cover:

BOQ will be downloaded and same will be uploaded with quoted rates. While uploading BOQ file name shall remain unchanged. Absence of this document shall lead to summary rejection of the bid.

NON-STATUTARY COVER (MY SPACE) CONTAIN FOLLOWING DOCUMENT:

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

Sl. No.	Category Name	Sub Category Name	Sub Category Description
A	CERTIFICATES	A1. CERTIFICATES	<ul style="list-style-type: none">• GST Registration Certificate• PAN• Trade License• As required
B	COMPANY DETAILS	B1. COMPANY DETAILS 1	<ul style="list-style-type: none">• As required
		B2. COMPANY DETAILS 2	<ul style="list-style-type: none">• Company Profile (Not more than 3 pages)• As required
C	CREDENTIAL	CREDENTIAL 1	Order copies as per Clause no. 4 – 6 and 10 of Section – B
		CREDENTIAL 2	Other documents, if any
D	DECLARATION	DECLARATION 1	List of Clients as per format (Section – N)
		DECLARATION 2	Financial Capability of Bidder as per format (Section – K)
		DECLARATION 3	Bidder's Details as per format (Section – L)
		DECLARATION 4	Details of Order Execution as per format (Section – J)
		DECLARATION 5	As required
F	FINANCIAL INFO	P/L & BALANCE SHEET 2019-2020	P/L & BALANCE SHEET 2020-2021
		P/L & BALANCE SHEET 2020-2021	P/L & BALANCE SHEET 2021-2022
		P/L & BALANCE SHEET 2021-2022	P/L & BALANCE SHEET 2022-2023

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SECTION – H

UNPRICED BOQ/COMMERCIAL BID DETAILS

Sl. No.	Description	Unit	Quantity (C)
1	Takeover of existing Egiye Bangla State Portal along with existing infrastructure i. Takeover and maintenance of the existing Web Application ii. Support for infrastructure at SDC till Go-Live of Egiye Bangla State Portal (In As-Is condition)	Lump sum	1
2	Application Design, Development, Deployment at Primary & DR Site for Egiye Bangla State Portal, UAT with the department including Data Migration from old portal to new portal with closure of all open issues/vulnerabilities as per Cert –In empaneled auditor, Go-live of Portal	Lump sum	1
3	Egiye Bangla State Portal –Post Go-live Support, O&M of Applications after Go-Live of New Egiye Bangla State Portal (3 Years from the date of Go-Live) (excluding System Administration & Database Administration of State Portal Application infrastructure hosted at DC & DR post application deployment & Go-live)	Lump sum	1
	GRAND TOTAL		

Note: State Portal shall be designed & developed using Open Source Technology which is platform independent like Java, NodeJS etc. and robust framework based technology platform. Cost involvement towards all related 3rd party Software tools ,connectors, dependency software have to be factored into by the bidders while submission of bids.

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SECTION – I

TECHNICAL & COMPLIANCE STATEMENT

(Tender No. WTL/ICA/SP/23-24/055 dated 13/12/2023)

- Bidder should submit all relevant data sheet/brochure of all quoted items as per RFP.
- Application Security Audit compliance
- Final System Integration and Hosting in Production environment
- Documentation - Technical and User manuals
- Capacity Building and Training
- Comprehensive post-implementation support including operations and maintenance support for three (3) years, Project hand-over along with handover of all software and documentation and Exit management

Authorized Signatory (Signature In full): _____

Name and title of Signatory: _____

Stamp of the Company: _____

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SECTION – J

TECHNICAL CAPABILITY OF BIDDER

(Tender No. WTL/ICA/SP/23-24/055 dated 13/12/2023)

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

Authorized Signatory (Signature In full): _____

Name and title of Signatory: _____

Stamp of the Company: _____

Note:

- A. Type of Project shall indicate the implementation of services (Revamping, Designing, Development, Web Service Integration, Data Entry, Uploading, Data Migration and Maintenance & Support of API ready Online Application Software).
- B. Scope of work shall indicate whether it is implementation, Operation or maintenance.
- C. Submit Customer Order Copy details of the order indicating the project value, customer contact details.

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SECTION – K

FINANCIAL CAPABILITY OF BIDDER

(Tender No. WTL/ICA/SP/23-24/055 dated 13/12/2023)

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 five financial years.

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SECTION – I

BIDDERS'S DETAILS

(Tender No. WTL/ICA/SP/23-24/055 dated 13/12/2023)

1.	Name of the Firm	
2.	Registered Office Address	
	Contact Number	
	Fax Number	
	E-mail	
3.	Correspondence / Contact address	
	Name & Designation of Contact person	
	Address	
	Contact Number	
	Fax Number	
	E-mail	
4.	Is the firm a registered company? If yes, submit documentary proof	
	Year and Place of the establishment of the company	
5.	Former name of the company, if any	
6.	Is the firm <ul style="list-style-type: none">▪ a Government/ Public Sector Undertaking▪ a propriety firm▪ a partnership firm (if yes, give partnership deed)▪ a limited company or limited corporation▪ a member of a group of companies, (if yes, give name and address and description of other companies)▪ a subsidiary of a large corporation (if yes give the name and address of the parent organization). If the company is subsidiary, state what involvement if any, will the parent company have in the project.	
7.	Is the firm registered with Sales Tax department? If yes, submit valid GST Registration certificate.	
8.	Total number of employees. Attach the organizational chart showing the structure of the organization.	
9.	Are you registered with any Government/ Department/ Public Sector Undertaking (if yes, give details)	
10.	How many years has your organization been in business under your present name? What were your fields when you established your organization	
11.	What type best describes your firm? (Purchaser	

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	reserves the right to verify the claims if necessary) <ul style="list-style-type: none">▪ Manufacturer▪ Supplier▪ System Integrator▪ Consultant▪ Service Provider (Pl. specify details)▪ Software Development▪ Total Solution provider (Design, Supply, Integration, O&M)▪ IT Company	
12.	Number of Offices in district headquarters in West Bengal	
13.	Does your organization have ISO 9001:2015 / 2018 certificates?	
14.	List the major clients with whom your organization has been / is currently associated.	
15.	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)	
16.	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

(A Govt. of West Bengal Undertaking)

Plot-5, Block-BP, Sector-V,
Salt Lake, Kolkata-700091.

SECTION – M

FORMAT FOR PRE-BID MEETING QUERY

(Tender No. WTL/ICA/SP/23-24/055 dated 13/12/2023)

Name of the Bidder:

Queries

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

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

Authorized Signatory (Signature In full): _____

Name and title of Signatory: _____

Company Rubber Stamp: _____

WEBEL TECHNOLOGY LIMITED

(A Govt. of West Bengal Undertaking)

Plot-5, Block-BP, Sector-V,
Salt Lake, Kolkata-700091.

SECTION – N

LIST OF CLIENTS OF SIMILAR ORDERS

(Tender No. WTL/ICA/SP/23-24/055 dated 13/12/2023)

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

(A Govt. of West Bengal Undertaking)

Plot-5, Block-BP, Sector-V,
Salt Lake, Kolkata-700091.

SECTION – O

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-PERFORMANCE
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 Plot - 5, Block BP, Sector V, Kolkata-700 091 (hereinafter called "The Purchaser") having agreed to accept from _____(hereinafter called "The Contractor") Having its Head Office at _____, a Bank guarantee for Rs. _____ in lieu of Cash Security Deposit for the due fulfillment by the Contractor of the terms & conditions of the Work Order No. _____ dated _____ issued by the Purchaser for _____(hereinafter called "the said work order _____ dated _____)". We _____ (Name & detailed address of the branch) (hereinafter called "the Guarantor") do hereby undertake to indemnify and keep indemnified the Purchaser to the extent of Rs. _____ (Rupees _____) only against any loss or damage caused to or suffered by the Purchaser by reason of any breach by the Contractor of any of the terms and conditions contained in the said Work Order No. _____ dated _____ of which breach the opinion of the Purchaser shall be final and conclusive.

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

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

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

WEBEL TECHNOLOGY LIMITED

(A Govt. of West Bengal Undertaking)

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Salt Lake, Kolkata-700091.**

(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 filed 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 _____.

SIGNED, SEALED AND DELIVERED

(Stamp of the executants)

WITNESS

1) _____

2) _____

(Name & address in full with Rubber Stamp)

WEBEL TECHNOLOGY LIMITED

(A Govt. of West Bengal Undertaking)

Plot-5, Block-BP, Sector-V,

Salt Lake, Kolkata-700091.

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

(A Govt. of West Bengal Undertaking)

Plot-5, Block-BP, Sector-V,
Salt Lake, Kolkata-700091.

SECTION - P

NIT DECLARATION FOR BIDDER

(Bidders are requested to furnish the Format given in this section, filling the entire Blank and to be submitted on Bidder’s Letter Head)

To

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

Sub: Revamping of Egiye Bangla State Portal for West Bengal with 3 years Operation & Maintenance Support” for Information & Cultural Affairs Department, Govt. of West Bengal.

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/ICA/SP/23-24/055 dated 15.01.2024 for Revamping of Egiye Bangla State Portal for West Bengal with 3 years Operation & Maintenance Support” for Information & Cultural Affairs Department, Govt. of West Bengal published by Webel Technology Limited in e-Tender website.

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

Thanking you, we remain

Yours faithfully

.....
Signature

.....
Name in full

.....
Designation

.....
Company Stamp

Dated, thisday of2023

WEBEL TECHNOLOGY LIMITED

(A Govt. of West Bengal Undertaking)

Plot-5, Block-BP, Sector-V,
Salt Lake, Kolkata-700091.

SECTION – Q

PROPOSED SOLUTION ARCHITECTURE

(Tender No. WTL/ICA/SP/23-24/055 Dated 13/12/2023)

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

- Application Software Development covering interpretability and scalability design and parameters and testing methodology. The standards used, IPR, copyright, etc, should also be mentioned
- 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 equipments 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: _____

WEBEL TECHNOLOGY LIMITED

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SECTION – R

DESCRIPTION APPROACH, METHODOLOGY AND WORK PLAN FOR PERFORMING THE ASSIGNMENT

(Tender No. WTL/ICA/SP/23-24/055 Dated 13/12/2023)

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

(A Govt. of West Bengal Undertaking)

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Salt Lake, Kolkata-700091.

FORM-I: CURRICULUM VITAE (CV) OF KEY PERSONNEL

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

The CV of proposed resources should include below minimum information (not limited to).

General Information	
Name of the person	
Current Designation / Job Title	
Current job responsibilities	
Proposed Role in the Project	
Proposed Responsibilities in the Project	
Academic Qualifications: <ul style="list-style-type: none">• Degree• Academic institution graduated from• Year of graduation• Specialization (if any)• Key achievements and other relevant information (if any)	
Professional Certifications (if any)	
Total number of years of experience	
Number of years with the current company	
Summary of the Professional / Domain Experience	
Number of complete life cycle implementations	
Past assignment details (For each assignment provide details regarding name of organizations worked for, designation, responsibilities, tenure) Prior Professional Experience covering: <ul style="list-style-type: none">• Organizations worked for in the past• Organization name• Duration and dates of entry and exit• Designation Location(s)• Key responsibilities Prior project experience <ul style="list-style-type: none">• Project name	

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(A Govt. of West Bengal Undertaking)

Plot-5, Block-BP, Sector-V,
Salt Lake, Kolkata-700091.

<ul style="list-style-type: none">• Client• Key project features in brief• Location of the project• Designation• Role• Responsibilities and activities• Duration of the project <p>Please provide only relevant projects.</p>	
Proficient in languages (Against each language listed indicate if speak/read/write)	

WEBEL TECHNOLOGY LIMITED

(A Govt. of West Bengal Undertaking)

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Salt Lake, Kolkata-700091.

FORM-II: DECLARATION ON SOURCE CODE AND INTELLECTUAL PROPERTY RIGHTS

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

No. _____

Date: __/__/____

To

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

Subject: Self-certificate regarding the source code and Intellectual property rights under this Project

Ref: Tender No. Tender No. WTL/ICA/SP/23-24/055 Dated 13/12/2023

Dear Sir,

I, authorized representative of _____, hereby solemnly affirm to the IPR and Source Code rights as defined in Clause _____ of this Tender document.

In the event of any deviation from the factual information/ declaration, WTL reserves the right to terminate the Contract without any compensation to the System Integrator.

Thanking you,

Yours faithfully

(Signature of the Authorized signatory of the Bidding Organisation)

Name:

Designation:

Date:

Time:

Seal:

Business Address:

WEBEL TECHNOLOGY LIMITED

FORM-III: UNDERTAKING ON PATENT RIGHTS

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

No. _____

Date: __/__/____

To

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

Subject: Undertaking on Patent Rights

Ref: Tender No. WTL/ICA/SP/23-24/055 Dated 13/12/2023

Dear Sir,

1. I/We as System Integrator (SI) do hereby undertake that none of the deliverables being provided by us is infringing on any patent or intellectual and industrial property rights as per the applicable laws of relevant jurisdictions having requisite competence.
2. I/We also confirm that there shall be no infringement of any patent or intellectual and industrial property rights as per the applicable laws of relevant jurisdictions having requisite competence, in respect of the equipments, systems or any part thereof to be supplied by us. We shall indemnify WTL against all cost / claims / legal claims / liabilities arising from third party claim in this regard at any time on account of the infringement or unauthorized use of patent or intellectual and industrial property rights of any such parties, whether such claims arise in respect of manufacture or use. Without prejudice to the aforesaid indemnity, the SI shall be responsible for the completion of the supplies including spares and uninterrupted use of the equipment and / or system or any part thereof to WTL and persons authorized by WTL, irrespective of the fact of claims of infringement of any or all the rights mentioned above.
3. If it is found that it does infringe on patent rights, I/We absolve WTL of any legal action.

Yours faithfully

(Signature of the Authorized signatory of the Bidding Organisation)

Name:

Designation:

Date:

Time:

Seal:

Business Address:

WEBEL TECHNOLOGY LIMITED

FORM-IV: UNDERTAKING ON EXIT MANAGEMENT AND TRANSITION

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

No. _____

Date: __/__/____

To

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

Subject: Undertaking on Exit Management and Transition

Ref: Tender No. WTL/ICA/SP/23-24/055 Dated 13/12/2023

Dear Sir,

1. I/We hereby undertake that at the time of completion of our engagement with the Department/WTL, either at the End of Contractor termination of Contract before planned Contract Period for any reason, we shall successfully carry out the exit management and transition of this Project to WTL or to an agency identified by WTL to the satisfaction of the Department.
2. I/We further undertake to complete the following as part of the Exit management and transition:
 - a. We undertake to complete the updation of all Project documents and other artefacts and handover the same to WTL before transition.
 - b. We undertake to design standard operating procedures to manage system (including application and IT systems), document the same and train WTL personnel on the same.
 - c. If Department/WTL decides to take over the operations and maintenance of the Project on its own or identifies or selects any other agency for providing operations & maintenance services on this Project, then we shall provide necessary handholding and transition support, which shall include but not be limited to, conducting detailed walkthrough and demonstrations for the IT Infrastructure, handing over all relevant documentation, addressing the queries / clarifications of the new agency with respect to the working / performance levels of the infrastructure, conducting Training sessions etc.
3. I/We also understand that the Exit management and transition will be considered complete on the basis of approval from WTL.

Yours faithfully

(Signature of the Authorized signatory of the Bidding Organisation)

Name:

Designation:

Date:

Time:

Seal:

Business Address:

WEBEL TECHNOLOGY LIMITED

ANNEXURE-I: TECHNICAL EVALUATION MATRIX

Tender No. WTL/ICA/SP/23-24/055 Dated 13/12/2023

Sl no	Parameter	Max score	Score Details Breakup
1.	Company strength or Key personnel	15	Team strength: More than 30 = 10 marks Additional 5 marks for resources handling similar assignments worth more than INR 50 lakhs with State Govt departments/Organizations
2.	Financial Capability of the Bidder	20	Average annual turnover in last 3 financial years: Up to INR 50 crores: 10 marks INR 50 – INR 75 crores: 15 marks Above INR 75 crores: 20 Marks
3.	Experience in Website Design & Development and maintenance with value of INR 35 Lakhs and above during the past 5 financial years for any State/Central Govt department/ PSUs/Corporates	25	Per Project = 5 marks (Maximum of 5 marks for 4 exactly similar projects) Additional 5 marks for handling digital assignments worth more than INR 35 Lakhs with State Govt departments/organizations
4.	Concept note/Presentation on approach, methodology and technical solution	40	Presentation should include a detailed approach and methodology, including execution plan and proposed technology

Note-

- Work order, only issued by State Government/ Central Government/ Semi Government/ Quasi Government/ PSU/ Other Government Institutions will be considered for evaluation.
- Minimum qualifying Marks in Technical is 70 or more out of 100 Technical Marks. Only those bidders securing more than 70 marks shall qualify for commercial proposal opening.
- The Resources whose CV are submitted along with proposal cannot be replaced for first 6months from date of commencement of Project. Any replacement prior to that shall attract penalty of Rs 25,000. All replacement is subject to WTL approval and shall be at least equivalent to the proposed/deployed resource.

WEBEL TECHNOLOGY LIMITED

ANNEXURE-II: NesDA COMPLIANT MATRIX

Tender No. WTL/ICA/SP/23-24/055 Dated 13/12/2023

State Portal should be in compliant with Assessment Parameters for State Portal Questionnaire of National e-Governance Service Delivery Assessment (NeSDA) ,2023 as per following details

S.No.	Assessment Parameters	State Portal Questionnaire	What is Evaluated
1	Accessibility	Is the state portal url provided in this survey also listed in NGSP (https://services.india.gov.in/) portal?	Availability of portal link on National Government Services Portal
2	Accessibility	Availability of feature for users to create personal login on the portal	Availability of users to create personal login
3	Accessibility	Availability of installable mobile applications for providing information and availing services of portal	Availability of Application in Google PlayStore, Apple AppStore, etc.?
4	Accessibility	Is the portal designed using auto-format to adjust to various mobile devices like tab, iPad, mobile phones etc.	Multi Device Compability
5	Accessibility	Does the portal provide help desk/online support/call centre/help line numbers for users?	Availability of information
6	Accessibility	Has the tourist information been prominently linked and visible on the portal?	Availability of information
7	Accessibility	Has the Audio / video messages of key Government functionaries been uploaded during the last one month?	Availability of information
8	Accessibility	Is there any eSurvey / online polls being done on the portal currently?	Availability of information
9	Accessibility	How many services of the State is/are available on NGSP?	Provide the details of no. of services available
10	Accessibility	Availability of information about compatible browsers and best screen resolutions	Information about Portal Compatability
11	Accessibility	Is portal available both in English and local language	Multi Lingual Support
12	Accessibility	Availability of features to enable access to portal for people with visual/audio/motor disabilities	Differently abled accessibility
13	Accessibility	Does the portal support audio and video play?	The portal should have features to play audio/video within the page (embedded). If only a link is provided and if it re-directs to another site, then that won't be considered.

WEBEL TECHNOLOGY LIMITED

14	Accessibility	Clear Indication of W3C Compliance of the Portal on the Home page	W3C Compliance
15	Accessibility	Clear Indication Logo of GIGW of the Portal on the Home page	Availability of the logo on the portal/website
16	Content Availability	Is the State Holiday list provided on the portal?	Availability of information
17	Content Availability	Existence of a section providing the list of State Departments with contact details of Ministers & Senior officials?	Availability of the About Us information
18	Content Availability	Existence of a section providing the list of Districts with contact details of DM and senior officials?	Availability of the About Us information
19	Content Availability	Existence of a separate section on Frequently Asked Questions (FAQ) on the portal	Availability of FAQ
20	Content Availability	Availability of information of last updated Date-Time stamp on each page of the portal	Information on Time Stamps
21	Content Availability	Is last updated timestamp on each page of the portal as of current year	Information on Time Stamps
22	Content Availability	Availability of Statistics about website usage by users (no. of visitors/average time spent per visitor etc.)	Availability of Statistics
23	Content Availability	Information on availability of features to receive non-service SMS alerts and confirmations to users about portal activities, eParticipation activities, updates on portal, eGov Marketing etc.	Availability of features
24	Content Availability	Existence of a separate 'Contact Us' section on the Portal	Presence of a dedicated page for Contact Us
25	Content Availability	Presence of a "What's New" section on the portal	What's New Section
26	Content Availability	Availability of facility for user to provide feedback/comments	The portal should have feature to comment or give feedback on/within the page
27	Content Availability	Information about results of user feedback/comment	The portal should have the feedbacks/comments posted on/within the page
28	Ease of Use	Availability of Single Sign On (SSO) feature for users to sign in through an integrated authentication initiative?	Same as left
29	Ease of Use	Is portal easy to find in top search engines - use of search engine optimization technique?	The service link should be one among the top 5 search results.
30	Ease of Use	Availability of facility to log Grievances / Complaints on the Portal	Facility to Log Complaints
31	Ease of Use	Availability of multiple portal	Ways in which the services

WEBEL TECHNOLOGY LIMITED

		navigation routes for services and information (Eg. A to Z services Index, State Department wise Service Groups, Service type groups etc.)	could be availed
32	Ease of Use	Availability of search feature on the portal	Search Feature
33	Ease of Use	Existence of a separate section for Help on the portal	Availability of Help Section
34	Ease of Use	Is the portal available on different front-end tools - IE, Chrome, Firefox, Mozilla, etc.	Availability on different end tools
35	Ease of Use	Availability of sitemap of the Portal	Availability of Site Map
36	Ease of Use	Does the State provide Unique Digital Identity for it's Residents / Users to avail the services?	Unique Usernames per resident/account
37	Information Security and Privacy	Clear indication of online security measures implemented on the web page through HTTPS, Lock Symbol on the browser, symbols for third party security alliances etc.	Security Measures
38	Information Security and Privacy	Availability of copyright statements on the Portal	Copyright Statements
39	Information Security and Privacy	Are copyright statements as of current year	Availability of copyright statement on the portal/website
40	Information Security and Privacy	Is there a disclaimer & privacy policy for user data available online	User Privacy Policy
41	Information Security and Privacy	Is the portal been assessed by TPA for the online security	TPA Security certification
42	Information Security and Privacy	Is password recovery & reset facility available for the user	Password Recovery
43	Information Security and Privacy	Is the user intimated by email/SMS on password expiry, reset, change in password, change in user profile etc.	Password status Alerts
44	Information Security and Privacy	Are alerts (SMS/email) available for unauthorized access to user profile, password changes etc.	Availability of the feature
45	Open Government Data	Does State have a dedicated portal on Open Government Data (OGD) ?	Availability of the portal
46	Open Government Data	Is the link of this OGD portal available on the State Portal?	Availability of the link
47	Open Government	Has State nominated a Chief Data Officer?	Availability of the Chief Data Officer details on

WEBEL TECHNOLOGY LIMITED

	Data		the OGD portal
48	Open Government Data	Has State published datasets on the portal since 1st April 2022 which are accessible to the general public?	Availability of the datasets
49	Open Government Data	Has the State published datasets on the portal identified under at least 4 focus sectors of NeSDA since 1st April 2022?	Availability of the information
50	Open Government Data	Does State provide facility to accept public requests for new data sets?	Availability of the feature
51	Open Government Data	Are the tutorials / guidance / videos for using the OGD portal available on the State/OGD portal?	Availability of the information
52	Open Government Data	Has State organized promotional campaigns / open data app competitions / hackathons to engage with developer community?	Availability of such events on the portal or official tweets / posts on social media / news articles related to hackathon
53	Open Government Data	Does the State provide the facility to download GIS maps / geospatial data?	Availability of the download feature
54	E-Participation	Does the State have a E-Participation policy?	Availability of E-Participation Policy on the Stateportal
55	E-Participation	Does the State have a dedicated portal / sub-site for E-Participation to invite and obtain public opinion ?	Same as left
56	E-Participation	Is the link of E-Participation portal available on the State Portal?	Same as left
57	E-Participation	Does the State publish outcomes of each E-Participation / E-Consultation online?	Availability of the such evidence on the portal
58	E-Participation	Does the State publish a calendar for upcoming E-Participation / E-Consultation activities	Same as left
59	E-Participation	Are the tutorials / guidance / videos for using the E-Participation portal available on the State/E-Participation portal?	Availability of the information
60	E-Participation	Has State organized promotional campaigns for regarding E-Participation / E-Consultation	Availability of such events on the portal
61	Leveraging Emerging Technologies	Does the State have a strategy on leveraging Artificial Intelligence	Same as left

WEBEL TECHNOLOGY LIMITED

62	Leveraging Emerging Technologies	Does the State have a specific strategy on leveraging other emerging technologies - Block Chain, Internet of Things (IoT), Big Data, Robotics, Augmented Reality, Virtual Reality, 5G, etc.?	Availability of Strategy Document / Note on the portal
63	Leveraging Emerging Technologies	Is AI based Chatbot service available on the portal to assist the users? (AI - Artificial Intelligence)	Same as left
64	Leveraging Emerging Technologies	Is AI based Chatbot service available both in English and local language?	Multilingual Support
65	Leveraging Emerging Technologies	Has the State adopted any other emerging technologies in its service delivery?	Availability of Report / Note on the portal