

WEBEL TECHNOLOGY LIMITED

NOTICE INVITING e-TENDER

Online Tender documents are invited for Selection of System Integrator & Service Provider (SI &SP) for Aadhaar Enabled Service Delivery through Supply, Installation, Configuration, Testing, Integration, Commissioning and Maintenance of AUA/KUA and ASA/KSA infrastructure and Associated Software and Connectors with support services for a period of Five Years having sufficient experience and credentials on successful completion of “Similar Nature” of work in a Government Department /PSU /Autonomous Body or any reputed organization. Similar nature means Aadhaar Enabled Service Delivery through Supply, Installation, Configuration, Testing, Integration, Commissioning and Maintenance of AUA/KUA and ASA/KSA infrastructure and Associated Software and Connectors with support services to Government Department /PSU /Autonomous Body

1.	Tender No. & Date	WTL/PAR/AUA-ASA/2 nd Call/23-24/003 Dated 08.05.2023
2.	Tender Version No.	2.0
3.	Brief description of Service required	Aadhaar Enabled Service Delivery through Supply, Installation, Configuration, Testing, Integration, Commissioning and Maintenance of AUA/KUA and ASA/KSA infrastructure and Associated Software and Connectors with support services for a period of Five Years.
4.	Tender Fee	Rs 6000.00 (Rupees six thousand only).The amount to be transferred online through e-tender portal.
5.	Earnest Money Deposit	<p>Rs 15,00,000.00 (Rupees Fifteen lakhs only). The amount to be transferred online through e-tender portal .</p> <p>Alternately, The EMD / Bid Security may be submitted in the form of Bank Guarantee valid for 6 months from the date of bid submission.</p> <p>For submission of EMD in the form of Bank Guarantee/ bid Security , the following are details:</p> <p>Name of the beneficiary: WEBEL TECHONOLOGY LIMITED</p> <p>Address : Plot -5, Block – BP, Sector – V, Salt Lake , Kolkata – 700091</p> <p>Contact No. Landline. (033)23673403/Mobile - 9007881238</p> <p>ID No. AAACW4201G(Nature of ID : PAN CARD)</p> <p>Name of the Bank – State Bank of India</p> <p>Name of Branch with bank Branch code: Salt Lake Electronics, 09985</p> <p>Account Type [CBS Allotted A/C No.] 10224931533</p> <p>Branch IFSC[11 digits] : SBIN0009985</p> <p>Branch MICR[9 digits] 700002193.</p>
6.	Date of Downloading	08.05.2023
7.	Pre-Bid Meeting date & time	<p>12.05.2023 at 11.00 Hrs.(On-Line Meeting)</p> <p>Pre-Bid meeting will be organizing online platform only. Only queries as per format (Section - N) reaching WTL by 11.05.2023 at 14.00 Hrs. will be taken for decision. Prospective 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. If there is any change in date and time then will inform.</p>

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8.	Bid Submission Start date & time	18.05.2023 at 14.00 Hrs.
9.	Last date & time of EMD & Tender Fee submission	Before uploading of Tender.
10.	Last date & time of Bid Submission	24.05.2023 at 14.00 Hrs.
11.	Date & time of Technical Bid Opening	26.05.2023 at 14.00 Hrs.
12.	Venue of Pre-Bid Meeting & submission of EMD & Tender Fee	WEBEL TECHNOLOGY LIMITED (A Govt. of West Bengal Undertaking) Plot - 5, Block – BP, Sector – V, Salt Lake City, Kolkata – 700091.
13.	Contact Number	23673403-06, Ext. 212

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

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ANNEXURE-VII

Memorandum No.: F.18/37/2020-PPD dated 08.02.2021 published by Ministry of Finance, Dept. of Expenditure, Public Procurement division

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

SECTION – A

SCOPE OF WORK

1. Scope of Work

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

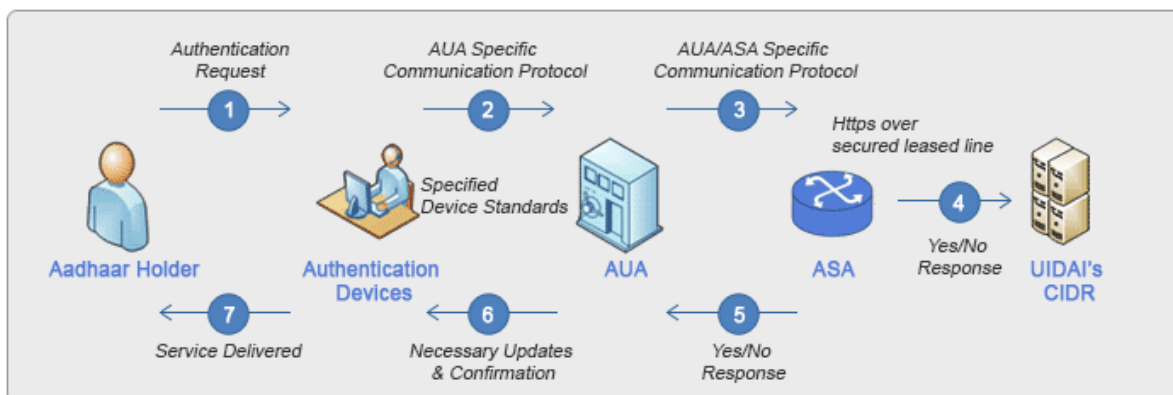
Department of Personnel & Administrative Reforms Govt. Of West Bengal has been approved by UIDAI for functioning as a Global Authorized User Agency (AUA) with e-KYC permission as well as Authorized Service Agency (ASA) with e-KYC permission of UIDAI.

The Following equipment/software will be required for setting up AUA/KUA set up at WB State Data Centre

1. Hardware Security Module
2. Aadhaar Data Vault (ADV) equipped with Centralized Key Management Solution
3. Associated Software/eKYC Middleware and Connectors
4. Servers & system Software to deploy AUA Software Stack, ADV, Database for ADV and Associated Software/eKYC Middleware and Connectors

The Following equipment/software will be required for setting up ASA/KSA set up at WB State Data Centre

1. Hardware Security Module
2. Associated Software/eKYC Middleware and Connectors
3. Servers & system Software to deploy ASA Software Stack and Associated Software/eKYC Middleware and Connectors.
4. To ensure successfully integration of ASA with UIDAI CR as well as liaisoning of Telecom Service Provider for smooth functioning of point to point leased data circuit between ASA & UIDAI CIDR at Manesar (Delhi) & Bangaluru. DR Site of Primary Site at Monibhandar (Kolkata) is at Purulia. **Procurement of Point-to-point leased data circuit between ASA & UIDAI is out of scope of the successful bidder.**



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

According to the Notification and subsequent circulars by UIDAI, it is mandatory for all the AUAs, KUAs and Sub-AUAs and other entities that are collecting and storing the Aadhaar number for specific purposes, shall have to start using reference keys mapped to Aadhaar numbers through tokenization in all systems. All these above entities are mandatorily required to store the Aadhaar numbers and any connected Aadhaar data on a separate secure database /vault /system which shall be termed as Aadhaar Data Vault.

Aadhaar Data Vault is a centralized storage for all the Aadhaar numbers collected by the AUAs /KUAs /Sub-AUAs or any other agency for specific purposes under Aadhaar Act and Regulations, 2016. **It is a secure system inside the respective agency's infrastructure accessible only on need to know basis.** The Aadhaar data vault consists of reference key, which is a unique token to represent the Aadhaar number in the entire internal ecosystem of the agency. Mapping of reference key and Aadhaar number is to be maintained in the Aadhaar Data Vault. Aadhaar numbers should be encrypted with key and key should be kept in Hardware security module (HSM).

1.1. Aadhaar Data Vault:

This project constitutes the creation of Aadhaar Data Vault, which has to adhere to the guidelines from UIDAI. The guidelines for the Aadhaar Data Vault to be created has been detailed in relevant paras in the Scope of Work section, however any additional guidelines released by UIDAI in future regarding the Aadhaar Data Vault and has to be incorporated from time to time and adhered to by the SI&SP in terms of rules and guidelines to be followed.

The Aadhaar Data Vault shall have same configuration, equipment, software and API definitions, service, development and manpower requirements as detailed herein the RFP. The bidders are also advised to visualize the scenarios where integration efforts with transacting databases may be just a duplicate effort since some or many of the transacting line departments and their corresponding databases may be the same. Hence, the bidders are advised to rationalize integration efforts through various software development lifecycle techniques and hence become more competitive.

The scope of work includes minimum below specific API development as per requirement mentioned therein. These API includes all services are REST API with JSON based request /response

- The solution offer the below services
 - Auth API Service
 - FP Based Bio-Auth
 - IRIS Based Bio-Auth
 - OTP Based Auth
 - Bio-OTP Based Dual Auth
 - Demographic Auth
 - OTP Generation
 - EKYC API Services
 - FP Based Bio-Auth EKYC
 - IRIS Based Bio-Auth EKYC
 - OTP Based Auth EKYC
 - BULK Services
 - Demographic Auth

Hence, to comply with the guidelines of UIDAI and Aadhaar Act 2016, Purchaser intends to deploy Aadhaar Data Vault, HSM etc. at WBSDC in order to generate reference key and share reference key with sub AUA's departments. The sub AUA share same reference key with respect to related Aadhaar number to AUA in PID block. When AUA gets the PID block from sub AUA's, it will call ADV API and get the Aadhaar number from the ADV for

respective reference number and put Aadhaar number in PID block and send to UIDAI. After getting the response from the UIDAI, AUA again fetch the reference number from the ADV with respect to respective Aadhaar number and return the response to sub AUA with reference key.

1.2. Preface to Solution Design:

1.2.1. Aadhaar Data Vault and Reference Key:

Aadhaar Data Vault is a storage facility for all the Aadhaar numbers collected by the AUAs/KUAs/Sub-AUAs/ or any other agency for specific purposes under Aadhaar Act and Regulations, 2016. It is a secure system inside the respective agency's infrastructure accessible only on need to know basis. Similar to the PCI-DSS Tokenization strategy, the Aadhaar Data Vault consists of reference key, which is a unique token to represent the Aadhaar number in the entire internal ecosystem of the agency. Mapping of reference key and Aadhaar number is to be maintained in the Aadhaar Data Vault.

1.2.2. Implementation Process to be followed

Store Aadhaar numbers and any connected Aadhaar data (e.g. eKYC XML containing Aadhaar number and data) on a separate secure database /vault /system. This system will be termed as "Aadhaar Data Vault" and will be the one and only place where the Aadhaar numbers and any connected Aadhaar data will be stored. Store any relevant demographic data and/or photo of the Aadhaar number holder in other systems (such as customer database) as long as Aadhaar number is not stored in those systems. Each Aadhaar number is to be referred by an additional key called as Reference key. Mapping of reference key and Aadhaar number is to be maintained in the Aadhaar Data Vault.

All business use-cases of entities shall use this Reference key instead of Aadhaar number in all systems where such reference key need to be stored/mapped, i.e. all tables/systems requiring storage of Aadhaar numbers for their business transactions should onwards maintain only the reference key once the Aadhaar Data Vault is being implemented. Actual Aadhaar number should not be stored in any business databases other than Aadhaar Data Vault.

Access to Aadhaar Data Vault shall be made secure and accessed through internal systems only. The Aadhaar number and any connected data maintained on the Aadhaar Data Vault shall always be kept encrypted and access to it shall be strictly controlled only for authorized systems. Keys for encryption are to be stored in HSM devices only.

Aadhaar numbers along with connected data if any (such as eKYC XML containing Aadhaar numbers and demographic data) shall only be stored in a single logical instance of Aadhaar Data Vault with corresponding reference key. Appropriate HA/DR provisions shall be made for the vault with same level of security. The Aadhaar Data Vault containing Aadhaar number/data and the referencing system must be kept in a highly restricted network zone that is isolated from any untrusted zone and other internal network zones.

Only trusted communications must be permitted in and out of the vault. This should ideally be done via API/Micro-service dedicated to get the mapping and controlling access to the API/Microservice at application level. Any authorized users needing to access this mapping must go via applications allowing them to view/access this data with appropriate user authentication and logging. The Aadhaar Data Vault must implement strong access controls, authentication measures, monitoring and logging of access and raising necessary alerts for unusual and/or unauthorized attempts to access.

The Aadhaar Data Vault should support mechanisms for secure deletion/ updation of Aadhaar number and corresponding data if any, as required by the data retention policy of the respective entities and purchaser. The selected bidder may choose any method for generation of reference key. The chosen Reference Key generation method shall ensure that the recovery of the original Aadhaar number must not be computationally feasible knowing only the reference key or number of reference keys. It is suggested that a UUID (Universally Unique Identifier represented via hex string) scheme be used to create such reference key so that from such reference key, Aadhaar number can neither be guessed

nor reverse engineered.

1.2.3. Features/functions of the solution to meet UIDAI compliance

The ADV will be the only place where the Aadhaar number and any connected Aadhaar data will be stored in encrypted form. Here Database is the same as Data Vault.

Encryption/Decryption of Aadhaar will be done using a unique key created for each on-boarded user application (UA) which is protected securely by Key Management Appliance by a hardware device (Hardware Security Module -HSM). The Centralized Aadhaar Data Vault software must provide the following features/services:

1. User application on-boarding Facilitates creation of application specific credentials and creating a key specific to each UA for encrypting/decrypting the Aadhaar number.
2. Secure key storage storing of the encryption / decryption keys protected by a FIPS 140-2 Level-3 certified HSM device and restricting direct access to the keys. Certification copy needs to be submitted.
3. Encryption of Aadhaar number providing an interface using API calls to encrypt Aadhaar numbers upon proper validation of credentials.
4. Generation of random token for each stored Aadhaar Generate random token for each Aadhaar stored in the Data Vault and returns the specific token for reference.
5. Storing of encrypted Aadhaar and corresponding reference token Allow storing of encrypted Aadhaar number in the respective Data Vault of each User Application along with the generated reference token and returning the token to the User Application.
6. Decryption of Aadhaar number providing an interface using API calls to decrypt Aadhaar number corresponding to the provided reference token and upon proper validation of credentials.
7. Upon receiving request for storing an Aadhaar number already stored in the data vault of the particular application the existing token should be returned and a new one should not be generated.
8. Service to check existence of an Aadhaar number in Data Vault Allows searching for an (encrypted) Aadhaar number in a Data Vault based on the token provided.
9. The offered solution should provide a trusted environment to carry out cryptographic operations for storing and retrieving Aadhaar numbers with unique random reference key for eGov applications with high performance.
10. Every application that will be on-boarded to the service must have a unique cryptographic key associated with it for encryption/decryption which is to be stored in a Key Management Appliance Software secured with a FIPS 140-2 level-3 compliant Hardware Security Module at all times. Unauthorized access to the keys should be restricted.
11. Each user application must be able to store the encrypted Aadhaar numbers and/or related eKYC data on a separate Data Vault (database) separate from other user applications as per the requirement of WTL.
12. Offered solution must ensure unique random number or token is generated for each Aadhaar number to be stored and that it should not be possible to retrieve the original number with the token.
13. Offered solution should allow secure backup of cryptographic keys on similar FIPS-140 compliant device for recovery.
14. Proposed solution should allow encryption/decryption only after successful verification of credentials which should be certificate based or any other such secure robust mechanism not prone to tampering or eavesdropping.
15. The solution must have inherent support for Format Preserving Encryption (FPE) and FF1 / FF3 as per NIST standards.

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16. Solution should allow user-specified / customized formats for reference key/token (Numeric / Alphanumeric Variable length).
17. Proposed solution should have inbuilt support from day one for on-boarding multiple user applications (UA) and each UA must have an independent database (Vault) with its own unique keys for encryption such that '1 User Application-1 key-1 database (Vault) where the databases of individual user applications can reside on different locations/systems. The proposed solution should be able to communicate with at least 4 different vaults at the same time.
18. Each application server instance (of ADV) in the proposed solution should be capable of communicating with multiple databases residing on different locations simultaneously for storing of tokenized data.
19. The proposed solution should allow syncing of encrypted user data from master-databases of user applications to multiple slave-databases in real time.
20. Proposed solution should be capable of encrypting sensitive personal data (PII, PHI, Aadhaar, etc.). Such encrypted data should be able to be protected using a simple transparent encryption agent which should not require any downtime while the encryption process is implemented.
21. Detailed logging and audit tracking of all key state changes administrator access and policy changes. Support for multiple log formats (RFC-5424, CEF, LEEF) for easy integration that can be consumed by leading 3rd party SIEM tools. Option to extract raw logs must be available.
22. The chosen Reference Key generation method is to ensure that the recovery of the original Aadhaar number must not be computationally feasible knowing only the reference key or number of reference keys. It is suggested that a UUID (Universally Unique Identifier represented via hex string) scheme be used to create such reference key so that from such reference key Aadhaar number can neither can be guessed nor reverse engineered.
23. Support the multiple credentials feature so as to require authorization from multiple administrators before certain administrative functions are performed.
24. Applications should be restricted by roles (user and application) to control who can encrypt decrypt or perform search operations.
25. Granular authorization capabilities that enable constraints to be placed on user operations based on specific key permissions.
26. Only trusted communications must be permitted in and out of the vault. This should ideally be done via APT/Micro-service dedicated to get the mapping and controlling access to the APT/Micro-service at application level. Any authorized users needing to access this mapping must go via applications allowing them to view/ access this data with appropriate user authentication and logging.
27. The Aadhaar Data Vault must implement strong access controls authentication measures monitoring and logging of access and raising necessary alerts for unusual and/ or unauthorized attempts to access.
28. The Aadhaar Data Vault should support mechanisms for secure deletion/updation of Aadhaar number and corresponding data if any as required by the data retention policy of the entities
29. The Aadhaar Data Vault containing Aadhaar number / data and the referencing system must be kept in a highly restricted network zone that is isolated from any untrusted zone and other internal network zones.
30. Access to Aadhaar Data Vault shall be made secure and accessed through internal systems only.
31. The Aadhaar number and any connected data maintained on the Aadhaar Data Vault shall always be kept encrypted and access to it strictly controlled only for authorized

systems. Keys for encryption are to be stored in a Key Manager protected by a HSM device only.

32. Aadhaar numbers along with connected data if any (such as eKYC XML containing Aadhaar numbers and demographic data) shall only be stored in a single logical instance of Aadhaar Data Vault with corresponding reference key. Appropriate HA/DR provisions may be made for the vault with same level of security.
33. Each Aadhaar number is to be referred by an additional key called as Reference Key. Mapping of reference key and Aadhaar number is to be maintained in the Aadhaar Data Vault.
34. Solution should support APIs for single and bulk encryption/decryption of Aadhaar number.
35. In order to fully cover the sensitive data footprint which is needed as per the auditory requirements as well as with the upcoming data protection law, **the solution proposed should have Built in Data Discovery and Classification tools which can be used to discover sensitive PII data and support user customized templates including detection within images with OCR feature.**

1.3. Broad Scope of Work:

1.3.1. Hardware Security Module

- Supply, install and maintain the Hardware Security Module (HSM) at the locations specified WB State Data Center (SDC as Primary Site) & Disaster Recovery(DR)) at Purulia, West Bengal. DR site is ready.
- Should maintain high availability within datacenter
- Supply updates and upgrades including new versions of all the software supplied as part of this tender during the entire contract period

1.3.2. Key Management Solution

- Selected bidder shall install the key management solution & associated components (database and web server will be provided by WB State Data Centre)
- The solution should save the PII data in an encrypted format and the encryption keys shall be stored within HSM to ensure security.
- Each PII data instance shall be mapped to a unique reference key and encrypted number shall be stored corresponding to the unique reference key.
- The unique Reference key so generated shall be such that it wouldn't be possible to re-engineer the PII information number using the key.
- The following APIs shall be exposed by the Aadhaar Data Vault
 - Storing Aadhaar number with a reference key
 - Retrieving Aadhaar number based on reference key
 - Updating the status of Aadhaar number
 - Querying Reference Key, which accepts Aadhaar number as input and returns reference key as output
- Aadhaar Vault shall interface with HSM to perform encryption/decryption functions on Aadhaar data with the mapped keys.
- Aadhaar Vault System shall be scalable enough to support clustered deployment for high availability. Solution should also have DR provisions.
- Solution should be scalable to support at least 1000 transactions per second for ADV APIs.
- Since Aadhaar number is basis of multiple business transactions which happen in real time, the system shall respond fast enough to allow other systems to complete real time transactions without any noticeable time lag/delay

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- Integration of minimum E-KYC with ADV and keys in HSM.

Bidder should propose a complete solution for implementation of AUA/KUA, ADV, ASA/KSA including necessary hardware, software, connectivity and Operation and Maintenance for 5 Years (60 months) after go live of the project.

WTL reserves the right to change the scope of RFP considering the requirements.

1. The Bidder should provide AUA/KUA & ASA/KSA Infrastructure which includes Hardware and Software. The Bidder should provide ready to use Web and Mobile based Authentication (including Bulk Demographic Authentication) and e-KYC platform with User Management allowing AUA/KUA to avail Aadhaar Services at ease.
2. The Bidder should provide and manage a dynamic Aadhaar Data Vault solution along with the AUA /KUA platform including Sub AUA/KUA platform.
3. The Bidder should conduct end-to-end testing of the application for the required pre-production test transactions and submit the test results in line with UIDAI requirements, Audit compliance check-list as specified to UIDAI. On confirmation from UIDAI and receipt of production credentials, the Bidder should make necessary changes as proposed by UIDAI to perform transactions on the production environment and confirm "Go Live".
4. Bidder is responsible for all API integration of ASA, Sub-AUA with AUA/KUA as and when required without any additional cost over & above bid prices during the contract period of 5 years from the date of go-live
5. The Bidder should ensure the complete solution (Hardware/ Software) is secured and should get the solution certified by third party i.e. CERT-IN/ STQC Certified auditors/UIDAI approved auditors. Such cost needs to be factored into the offered prices by the bidder
6. The Bidder should onboard other departments of GoWB as Sub-AUA (Subject to approval from UIDAI) and install required software/hardware set up at its Sub AUA location as and when required.
7. The Bidder should comply with UIDAI and ASA/KSA guidelines for entire proposed solution as per the needs specified by UIDAI/NPCI.
8. The Bidder should provide Billing and Administrative Module for all Sub-AUA's /KUA's.
9. The Bidder should provide necessary sample application in all OS platforms to Sub AUA's/KUA.
10. The Bidder should onboard P&AR Department and its Sub-AUA onto AEPS.
11. Bidder shall provide their expertise in delivering the various solutions. These shall include but not limited to the following:
 - a. Aadhaar based authentication for any financial / non-financial transactions that require authentication.
 - b. For any other purpose that may relate to Aadhaar enabled service delivery.
12. The Bidder should provide regular updates/ upgrades to ensure the client application is ready whenever UIDAI publishes new version of the Aadhaar platform.
13. The Bidder should enter into Annual Maintenance Contract (AMC) with WTL for a period of **five years (3 years Comprehensive on-site warranty/AMC from the date of final acceptance and go-live and 2 Extended Comprehensive on-site warranty/AMC for the 4th& 5th year of operation from the date of go-live)** and shall be responsible for timely troubleshooting, updates, patches, upgrades and bug-fixes including additional customization/up gradation, configuration & integration requirements as per the directions of UIDAI during the contract ensuring 99.95% SLA uptime. The bidder should maintain uptime of 99.95% on monthly basis for the solution including hardware & software attributable to the bidder provided for the Aadhaar Data Vault and Aadhaar Authentication Framework Solutions.

14. The bidder shall deploy necessary skilled manpower on site during implementation as well as Operation and Maintenance phase of the proposed solution.
15. Training shall be imparted to the (client) technical team regarding the use of developed solution.
- 1.4. Application Programming Interfaces (APIs)** PKCS#11 Open SSL Java (JCE) Microsoft CAPI and CNG Third Party Payment API SDK to support Java PHP and other Scripting languages
 2. Memory within HSM (MB) 8 or more
 3. Number of Partitions within HSM at least 20 partitions
 4. HSM should have at least 10,000 keys
 5. 1 or more Supported Cryptographic Algorithm (Asymmetric) RSA (2048-8192) RSA (2048-4096)
- 5.1. On Site Comprehensive Warranty for HSM, ADV Software, e-KYC Middle ware ,Servers, Storage Nodes, TOR Switch& all other system software/virtualization software(Years) -**

3 years Comprehensive onsite warranty/AMC & technical support from the date of successfully installation, commissioning, integration, final acceptance and Go-Live & Extended Comprehensive onsite warranty/AMC & technical support for the 4th year & 5th year of operation from the date of Go-live

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

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

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

The new hardware that will be provided should not be under EoS (End-of-Support)/EoSL from respective OEM for the next Seven years from date of installation
- 5.2. Delivery Days: The bidder goods and services should reach the consignee within a period of 60 days or before.)**
- 5.3. Commissioning Time** 15 Days after delivery of the goods
- 5.4. Timely Servicing / rectification of defects during warranty period:** Timely Servicing / rectification of defects during warranty period: After having been notified of the defects /service requirement during warranty period Seller has to complete the required Service / Rectification within 2 days time limit.

If the Seller fails to complete service / rectification with defined time limit a penalty of 0.5% of Unit Price of the product shall be charged as penalty for each week of delay from the seller. Seller can deposit the penalty with the Buyer directly else the Buyer shall have a right to recover all such penalty amount from the Performance Security (PBG). Cumulative

Penalty cannot exceed more than 3% of the total contract value after which the Buyer shall have the right to get the service / rectification done from alternate sources at the risk and cost of the Seller besides forfeiture of PBG. Seller shall be liable to reimburse the cost of such service /rectification to the Buyer

5.5. Other Scope of Project

The scope of the bid is to setup Centralized Aadhaar Data Vault service for e-governance applications. As directed by UIDAI vide circular no. 11020/205/2017- UIDAI (Auth-I) dated 25-07-2017 that all Government departments to mandatorily store Aadhaar Numbers and any connected Aadhaar data (e.g. eKYC XML containing Aadhaar number and data) on" a separate secure database/vault/system. This system will be termed as "Aadhaar Data Vault" and will be the only place where the Aadhaar Number and any connected Aadhaar data will be stored. P&AR Department shall run ADV as a service which shall be consumed by e-governance applications on 24x7 without any failure.

A. The scope of work of ADV project includes following but is not limited to:

1. Bidder shall be responsible for Supply Installation Integration Configuration Commissioning User Accepting Testing (UAT) Go-Live Updates Upgrades Patches Releases Latest Versions and Support of application software and associated hardware at WB State Data Centers located at Kolkata & its DR Site for the entire contract period of 5 years.
2. Bidder shall establish a staging setup for on-boarding applications prior to production.
3. Source code of the entire Application software supplied by the bidders for setting up Sub-AUA onboarding using API, AUA/KUA ,ASA/KSA, Aadhaar Data Vault ,e-KYC middleware, Web Portal ,Grievance Redressal Portal and all other software will be property of P&AR Department ,Government of West Bengal. All other components e.g. HSM supplied by the bidder shall be with warranty and **necessary perpetual usage for the contract period and beyond contract period**
4. Bidder shall be responsible for providing necessary support (API level integrations updated APIs etc.) for onboarding applications from Sub-AUAs during the contract period
5. The contract period shall be for a period of five years from Go-Live during which the bidder shall be responsible for
 - (a) necessary updates/upgrades/patches
 - (b) maintaining compliance with Aadhaar circular mentioned above and any amendments to it or the Aadhaar Act or any other relevant acts and
 - (c) Providing 24x7 supports through various means such as email/phone/website etc.
6. Bidder has to ensure on-site/offsite support for resolving all issues including re-installation reconfiguration etc. during warranty period within the stipulated timelines to maintain compliance at all times.
7. The supplied components (hardware and data vault solution) by the bidder must be capable enough to handle 1000 (Transactions per Second) TPS per device and should be scalable up 2000 TPS or more by adding additional compute HSM and Load balancer as and when required during the contract period of 5 years.
8. **Performance** - Since Aadhaar number is basis of multiple business transactions which happen in real time Aadhaar Data Vault system shall respond fast enough to allow other systems to complete real time transactions without any noticeable time lag/delay.
9. **High Availability (HA)** - All components of ADV solution are to be commissioned in High Availability mode at both the places WB SDC & its DR Site
10. **Data Replication** - ADV solution shall always be in sync between PR (SDC Kolkata) and DR in respect of all components of the solution e.g. application database and keys etc. Both sides shall work in **active-active mode**. HSMs at both PR and DR shall be

configured by the bidder such that any change in one of the HSMs is instantly replicated at the other HSMs automatically.

11. **Monitoring/Dashboard** - Bidder shall provide suitable options for monitoring the performance of the solution and a dashboard for viewing statistics performance etc. in real time.
 12. Bidder shall provide one OEM certified manpower (Level2) for a period of one year for on-boarding applications during regular working hours (9 am to 6 pm). The L2 resource deployed should have requisite knowledge and experience required for management monitoring and conversant with all technology of the overall operations of Aadhaar Data Vault Solution. In addition the bidder has to provide mandatory training on offered solution to WTL designated resources as per the bid document.
 13. Bidder shall perform proper **hand-holding with necessary training documentation** (System and user manuals) etc. with end-to-end knowledge transfer to ensure smooth continuity of operations.
 14. WTL shall provide necessary Storage, Load Balancers, Internet Connectivity and router/switches required for deployment of Aadhaar Data Vault solution located at data centers viz. WBSDC & its DR site. The supplied components by the bidders should be compatible with those IT Infrastructures.
 15. **Regulatory Compliance**- During the warranty period Bidder should comply with UIDAI circulars as issued from time to time Aadhaar Act 2016 and the subsequent amendments pertaining to Aadhaar Data Vault for the proposed solution. The ADV should at all-time be compliant with current standards / guidelines issued by Government /UIDAI authorities and/or other statutory authorities with regard to Aadhaar Act and Regulations 2016. In case of any change in the guidelines (by any of the above mentioned authorities) throughout the contract period the bidder would have to comply with the same without any extra cost to WTL. Bidder has to customize/modify the solution to meet the requirement as per UIDAI etc. requirement within the timelines as stipulated by the regulatory authorities.
 16. The Bidder must submit proper documentation bid to demonstrate that the implementation meets the requirement of UIDAI circular. The bidder is required to get audited solution implementation for UIDAI compliant from CERT-in empaneled auditors/STQC without any extra cost to WTL at the earliest. . The Bidder will have to address the deficiency/deviation observed in the audits to make it UIDAI compliant.
 17. The bidder will conducts the VA/PT/audit (internal/external) of all IT systems on yearly basis. Bidder will be responsible for complying with all the audit observations in all respect ADV solution within 7days after receiving the report without affecting the service.
 18. Aadhaar Vault System shall ensure security of Aadhaar data. Access to database system that stores the encrypted Aadhaar information shall be strictly controlled and only authorized persons shall be allowed to access it. Keys used to encrypt Aadhaar number/data shall be stored only in the HSM to ensure tamper proof security.
 19. **Training** has to be conducted by OEM for 10 days (5 days in the beginning and another 5 days as per decided by WTL) and not by any authorized training partner.
- B.** Features/functions of the solution to meet UIDAI compliance The ADV will be the only place where the Aadhaar number and any connected Aadhaar data will be stored in encrypted form.
- C.** Encryption/Decryption of Aadhaar will be done using a unique key created for each on-boarded user application which is stored securely in a hardware device (Hardware Security Module -HSM). The Centralized Aadhaar Data Vault which includes both hardware and software must provide the following features/services:
1. User application on-boarding
Facilitates creation of application specific credentials and creating a key specific to

each UA for encrypting/decrypting the Aadhaar number.

2. Secure key storage

Storing of the encryption/decryption keys securely in a FIPS compliant device and restricting direct access to the keys.

3. Encryption of Aadhaar number

Providing an interface using API calls to encrypt Aadhaar numbers upon proper validation of credentials.

4. Generation of random token for each stored Aadhaar

Generate random token for each Aadhaar stored in the Data Vault and return the specific token for reference.

5. Storing of encrypted Aadhaar and corresponding reference token

Allow storing of encrypted Aadhaar number in the respective Data Vault of each User Application along with the generated reference token and returning the token to the User Application.

6. Decryption of Aadhaar number

Providing an interface using API calls to decrypt Aadhaar number corresponding to the provided reference token and upon proper validation of credentials.

7. Upon receiving request for storing an Aadhaar number already stored in the data vault of the particular application the existing token should be returned and a new one should not be generated.

8. Service to check existence of an Aadhaar number in Data Vault

Allows searching for an (encrypted) Aadhaar number in a Data Vault based on the token provided.

9. The offered solution should provide a trusted environment to carryout cryptographic operations for storing and retrieving Aadhaar numbers with unique random reference key and related eKYC data for eGov applications with high performance.

10. Every application that will be on-boarded to the service must have a unique cryptographic key associated with it for encryption/decryption which is to be stored in a FIPS140-2 level-3 compliant Hardware Security Module at all times. Unauthorized access to the keys should be restricted.

11. Each user application must be able to store the encrypted Aadhaar numbers and/or related eKYC data on a separate Data Vault (database) separate from other user applications as per the requirement of WTL.

12. Offered solution must ensure unique random number or token is generated for each Aadhaar number to be stored and that it should not be possible to retrieve the original number with the token.

13. Offered solution should allow secure backup of cryptographic keys on similar FIPS-140 compliant device for recovery.

14. Proposed solution should allow encryption/decryption only after successful verification of credentials which should be certificate based or any other such secure robust mechanism not prone to tampering or eavesdropping.

15. The solution must have inherent support for Format Preserving Encryption (FPE) as per NIST standards.

16. **Solution should allow user-specified/customized formats for reference key/token (Numeric/Alphanumeric Variable length)**

17. **Proposed solution should have inbuilt support for on-boarding multiple applications each with their own unique keys for encryption and separate databases (1 application-1 key-1 Vault/database)**

18. **Solution should have inherent support for encrypting sensitive personal data (PII**

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- PHI Aadhaar etc. protection).** Such data not required to be stored on Data Vault should be returned in encrypted form to the user application
19. Detailed logging and audit tracking of all key state changes administrator access and policy changes. Signed audit trails are securely stored for non-repudiation and can be consumed by leading 3rd party SIEM tools. Option to extract raw logs must be available.
 20. The chosen Reference Key generation method is to ensure that the recovery of the original Aadhaar number must not be computationally feasible knowing only the reference key or number of reference keys. **It is suggested that a UUID (Universally Unique Identifier represented via hex string) scheme be used to create such reference key so that from such reference key Aadhaar number can neither can be guessed nor reverse engineered.**
 21. Support the multiple credentials feature so as to require authorization from multiple administrators before certain administrative functions are performed.
 22. **Support LDAP Active Directory and other similar Authentication and enforce strong two factor authentication.**
 23. Applications should be restricted by roles (user and application) to control who can encrypt decrypt or perform search operations.
 24. Granular authorization capabilities that enable constraints to be placed on user operations based on specific key permissions.
 25. Only trusted communications must be permitted in and out of the vault. This should ideally be done via APT/Micro-service dedicated to get the mapping and controlling access to the APT/Micro-service at application level. Any authorized users needing to access this mapping must go via applications allowing them to view/ access this data with appropriate user authentication and logging.
 26. The Aadhaar Data Vault must implement strong access controls authentication measures monitoring and logging of access and raising necessary alerts for unusual and/ or unauthorized attempts to access.
 27. The Aadhaar Data Vault should support mechanisms for secure deletion/update of Aadhaar number and corresponding data if any as required by the data retention policy of the entities
 28. The Aadhaar Data Vault containing Aadhaar number / data and the referencing system must be kept in a highly restricted network zone that is isolated from any untrusted zone and other internal network zones.
 29. Access to Aadhaar Data Vault shall be made secure and accessed through internal systems only.
 30. The Aadhaar number and any connected data maintained on the Aadhaar Data Vault shall always be kept encrypted and access to it strictly controlled only for authorized systems. Keys for encryption are to be stored in HSM devices only.
 31. Aadhaar numbers along with connected data if any (such as eKYC XML containing Aadhaar numbers and demographic data) shall only be stored in a single logical instance of Aadhaar Data Vault with corresponding reference key. Appropriate HA/DR provisions may be made for the vault with same level of security.
 32. Each Aadhaar number is to be referred by an additional key called as Reference Key. Mapping of reference key and Aadhaar number is to be maintained in the Aadhaar Data Vault.
 33. **The entire Application Software and Solution e.g. ADV, e-KYC middleware etc should be offered on Open Source technology platform with ownership of Source Code with P&AR Department, Govt. of West Bengal for on-boarding new Sub-AUA applications**
 34. Solution should support APIs for single and bulk encryption/decryption of Aadhaar

number.

35. Solution should inherently support NTP for time synchronization
36. The bidder to ensure development, implementation and maintenance of administrative portal and related software for administration of SUB-AUA, User Administration policy and reporting. User management, management of AUA/KUA usage, real time usage, key changes, partition required, blocking of the Sub-AUA for particular period and all other relevant requirements all comes under overall ADV solution at no extra cost

5.6. Hardware Security Module HSM features

1. The management of encryption keys across the entire lifecycle including secure key generation storage and backup key distribution key deactivation deletion and key rotation's of N' control for generation of master key. Support for dual access control for all critical operations such as key generation user creation etc. inherent support for key roll-over.
2. Backup of keys must be possible with dual control to access/restore the keys in case of requirement.
3. Inherent support for automatic replication and backup of (encryption/decryption) keys on similar devices. Should not require purchasing licenses for creation of additional partitions on HSM support automatic synchronization of keys between deployed HSM Systems.
4. ECC algorithm should be supported along with support for ECC-224 256 & 384
5. Support for logging/signed audit trails are securely stored for non-repudiation
6. Same HSM and ADV would be scaled to multiple Govt Departments under same Government through provisioning of partitioning within the HSM with data gets separated because of partitioning with encryption keys and tokenization keys for each department under separate partition. Bidder must ensure HSM with Higher Partition (**at-least 20 partitions**) in the HSM to meet the above purpose. ADV for each of the department will have separate encryption keys for tokenization.

5.7. Technical specs of HSM, ADV & eKYC middleware

The details of Technical specs are covered under Section - I

6. Responsibilities of Successful Bidder

- i) It shall be the responsibility of the successful bidder to keep the equipment/ ADV solution, AUA-ASA setup in good working condition so as to ensure a minimum of 99.95% uptime (excluding planned preventive maintenance downtime with prior permission of WTL) on quarterly basis by carrying out the necessary repairs/maintenance of equipment, bug fixing, otherwise it shall be treated as a non-performance on the part of the vendor for which penalty may be imposed.
- ii) Configure equipment for best performance with field programmable for capacity augmentation
- iii) The bidder will configure the supplied equipment to meet out the all-functional requirements of AUA/KUA/ASA/KSA.
- iv) The system integrator is required to develop the functionalities as per requirement of the P&AR Department /WTL
- v) All the transactions from Sub-AUAs to AUA & ASA should be routed through secured network protocol.
- vi) The scope envisages a complete turnkey software solution which may inter-alia include installation and maintenance of system software, application software, third party software and its customization, parameterization and implementation of the application software and system integration for the term of the project.

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- vii) The SI&SP shall design the overall solution and its various components. The SI&SP shall customize and develop the software modules as per the Functional and Non-Functional requirements as per UIDAI guidelines and the state line departments.
- viii) The SI&SP should ensure that any system software or third-party software proposed is compatible with the proposed application and hardware.
- ix) The SI&SP shall also perform Unit testing and Integration testing to ensure that the solution provided meets the requirements and highest quality standards.
- x) The SI&SP shall also make provisions and provide necessary support for User Acceptance Testing (UAT) and Security Audit & Performance Audit. Post successful UAT and Audit, the SI&SP shall commission the audited solution on the Production environment.
- xi) Development of Security Plan for integration of UIDAI and AUA-ASA infrastructure at SDC.
- xii) Preparation of logical data warehouse model.
- xiii) Dashboard and Analytical Report design. SI&SP is required to provide alert Mechanism, dash board & reporting
- xiv) Bidder is responsible to perform testing of the application before deployment for Go-Live.
- xv) The entire Application Software for setting up AUA /KUA and ASA/.KSA including Sub-AUA on boarding supplied by the SI&SP for the purpose of this project shall be perpetual in nature and source code of the entire application software (ADV, e-KYC Middleware, API ,entire AUA/KUA /ASA/KSA software stack, administrative portal, grievance redressal portal etc)shall be in the name of Personnel and Administrative Reforms Department, Govt. of West Bengal.
- xvi) Delivery of the entire application Software with Source Code, Operational/ Technical manuals, Library Files, Setup Programs etc.
- xvii) Unit and Integration testing of the software along with test summary report and bug report.
- xviii) Necessary modifications to meet the requirements and Bug Closure report.
- xix) Bidder is responsible to provide training module.
- xx) Preparation of Technical On-boarding Kit for Departments to use the proposed solution.
- xxi) Provide support and guidance to the Technology Partner of concerned Department in utilization of services offered by P&AR Department.
- xxii) Provide necessary role-based access of the platform to the designated officials in the Department.
- xxiii) Utilize the commissioned tools in extraction, data validation, de-duplication, Cleansing, and standardization of Departmental data.
- xxiv) Setting up mechanisms for continuous data validation of beneficiaries' details through the proposed application.
- xxv) SI&SP should factor into cost for API development/API customization at AUA & Sub-AUA level (Departmental Application) while on boarding of each scheme submitted through Sub-AUA taking into consideration of all 128 DBT Schemes, districts and departments of Govt of West Bengal
- xxvi) The SI&SP shall provide managed IT services for contract duration. The SI&SP needs to deploy the O&M Team at SDC. This would include maintenance for overall system stabilization solution maintenance, database administration and end-user problem resolution. The SI&SP has to ensure that the solution is functioning as intended and that all problems associated with operation are resolved to the satisfaction of stakeholders.

xxvii) P&AR Department will provide necessary policy guidance during the term of the project. Successful bidder will have to involve the Govt of West Bengal representative in each activity and educate them with required skill set to manage all the activities, if required.

xxviii) Deployment and Implementation at WBSDC & the project components are:

- The SI&SP will be responsible to take account of complete deployment, management and operations of its application & the Platform stack provided by UIDAI; wherein it will have to co-ordinate with UIDAI to ensure successful deployment and testing of the developed application & the platform stack for its defined functionalities. The broad activities to be performed by SI&SP
- Review and confirm to the appropriateness of Hardware and System Software procured for SDC project in line of UIDAI guidelines
- Prepare the detailed design document of the proposed API and other components and the source code to confirm to the functional requirements of the proposed platform
- Prepare and submit a report defining additional features/functional requirements to be incorporated in the AUA-ASA project.
- Prepare SRS for the additional functionalities agreed and approved for incorporation.
- Design and Maintain the technical architecture for AUA and ASA environment in compliance of UIDAI Policies in consultation with WTL.
- Deploy and configure SDC project stack and design and deploy functionality to decrypt and load Know your Data of residents provided by UIDAI automatically on regular basis.
- Develop additional functionalities as approved by P&AR Department/WTL based on the SRS
- Also create utility to perform cleansing and standardization of the KYR data received from UIDAI before inserting in the developed application and proposed Platform of the project.
- Define detailed methodology for multiple department database matching, validation and updating the data.
- Provision for User access management based on roles defined by Admin.
- Develop and implement web services for data exchange to maintain data consistency and data synchronization between the Line department's databases and the developed platform
- Ensure deployment of updates and upgrades as made available by UIDAI and provide controlled and secure access to stakeholders within the State implementing Aadhaar enabled service delivery.
- Collaborate and partner with other departments and service-providers in the State and give controlled and secure access to AUA-ASA interfaces
- Facilitate implementation of Aadhaar authentication framework at the State, in compliance with all the specifications and standards prescribed by UIDAI and MeitY, from time to time.
- Maintain P&AR Department AUA/ASA code and assets in a secure repository with proper versioning, access control and auditing both access and changes
- Seek UIDAI's guidance and support to resolve difficulties faced on the ground in the implementation of the developed Project Platform
- Follow the confidentiality, privacy and security protocols as prescribed by the UIDAI and P&AR department, GoWB.
- Follow protocols, processes and standards prescribed by the UIDAI for the implementation of the P&AR AUA/ASA project.

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- Propose and implement enhancement in the AUA/ASA like e-payment facility, supporting Unicode, implementation of Mobile enabled services, self-seeding facility etc. in consultation with the P&AR Department, GoWB.

7. AUA and ASA

The SI&SP will have to facilitate necessary technical assistance and coordinate with UIDAI to maintain the AUA/ASA & KUA/KSA infrastructure at the State Data Centre on behalf of P&AR Department, GoWB. The SI&SP shall have to confirm to all necessary technical and process requirements as per guidelines laid down by UIDAI from time to time. Broad activities to be performed by the SI&SP in this regard are:

- i. Confirm to all technical and procedural requirements with respect to AUA & ASA as per UIDAI's standards and specifications
- ii. Ensure compliance of authentication related operations (processes, technology, security, etc.) to UIDAI's standards and specifications.
- iii. Coordinate with OEM/SI of Hardware Security Module for integration with AUA application.
- iv. Define Authentication requirement of Sub-AUAs i.e. Line Departments and develop functionality to authenticate request from Line Department for accessing KYR data residing in UIDAI CIDR.
- v. Define and develop a system for issuance and management of unique code for each of the Sub-AUAs and keep account of the service requests being raised by Sub-AUAs and its integrity.
- vi. Keep record of all engagement/ disengagement of Sub AUAs and develop a mechanism to timely update to UIDAI of the same.
- vii. Define and develop a system for issuance and management of unique code for each of the Sub-AUAs and keep account of the service requests being raised by Sub-AUAs and its integrity.
- viii. Keep record of all engagement/ disengagement of Sub AUAs and develop a mechanism to timely update to UIDAI of the same. Log and maintain details of all authentication transactions as per UIDAI compliance. Maintain and use a separate license key for each of the Sub AUAs when transmitting authentication packets to UIDAI, so engagement and disengagement of Sub-AUAs can be easily accomplished by creating and revoking their respective license keys.
- ix. Facilitate and Conduct audit of SUB-AUA Application as per UIDAI Standards and Specifications.
- x. Ensure Sub AUAs registered with it comply with UIDAI's standards and specifications.
- xi. Ensure that the meta-data and the responses should be logged for audit purposes.
- xii. Ensure that network between AUA and ASA as well as network between SUB-AUA and AUA is secure.
- xiii. Inform P&AR Department /WTL and UIDAI of any misuse of Aadhaar data, authentication services, or any compromise of Aadhaar related data or systems.
- xiv. Perform all necessary technical and operational activities to implement KUA and KSA as per UIDAI requirements.
- xv. Undertake required modification in KUA/KSA as per requirements of P&AR, GoWB
- xvi. Also perform integration of KUA/ KSA with HSM for e-KYC services by coordinating with UIDAI team and make necessary modification in existing KUA/ KSA software stack.
- xvii. Any other task which may be required to deliver the Authentication Services to all Line Departments in consultation with P&AR Department/WTL and UIDAI.

7.1. Aadhaar Enablement of Govt. of West Bengal Schemes:

The SI&SP is required to demonstrate the effective use of Aadhaar Authentication Framework in Service Delivery by facilitating Aadhaar enablement of above selected schemes.

7.2. Enablement of Aadhaar Authentication in Existing e-Services/Application:

The SI&SP under the said scope will be required to facilitate deployment of necessary web services/ API for accessing CIDR for the existing e-Services/Applications. The scope would include integration with Aadhaar Authentication for any given service. This task has to be time-bound and the SI&SP will be required to submit a report defining the understanding of the solution requirements and proposed time-frame to complete the task. P&AR Department/Line Departments will be at sole discretion to assign work to the SI&SP for Enablement of Aadhaar Authentication in Existing e-Services/Application.

7.3. Operations & Management:

The SI&SP is expected to provide operation & maintenance support for AUA and ASA, KUA and KSA environment as well as new system components developed, installed, configured during the project period. The system components include (but not limited to) applications, servers, software implementations for server clustering, data vault, database partitioning, advance security options etc., databases, web services provided by various system components, applications installed for reporting, analytics, quality analysis etc.

Following are the indicative list of activities expected from the Successful bidder during the operation and management phase:

- a) Manage day-to-day operations of all components of the AUA-ASA set up as per the scope of the SI&SP.
- b) Provide support to the line departments for enhancement/improvement in the remaining databases (Databases not selected for roll out of Aadhaar enabled services) for successful seeding with the UID.
- c) Define the methodology of seeding and facilitates the seeding of the remaining databases with the UID.
- d) Define and implement the synchronization mechanism of databases i.e. Between UID and Departmental Databases.
- e) Release of the software - this may include software to be installed in the distributed environment like servers, desktops, individual laptops etc.
- f) Proactively liaison with respective support team in the field to ensure smooth operations.
- g) Proactively liaison with the development support team, departmental staff and UIDAI technical & support team for day-to-day activities.
- h) Submission of progress report (Fortnightly) to the P&AR Department or its authorized agency (WTL).
- i) Handholding and support for all the activities during the O&M period.
- j) Undertake all necessary steps to on-board departments to the Aadhaar Enabled Service Delivery platform and becoming Sub-AUAs as well as to use services of KUA/KSA for e-KYC.
- k) Preparation and Submission of Manuals such as Operations & Maintenance support Manual- Technical support as well as User level support, Administrator Manual, Known Error Database, etc. as may be asked by P&AR Department, GoWB or WTL.
- l) Any other task as may be defined by P&AR Department/WTL during the course of the project

7.4. Third Party Audit (TPA) Audit:

Selected bidder shall be responsible to get the software/ application security audited by CERT-In empanelled auditor before deployment. The cost of such audit shall be borne

by the SI&SP. Thereafter the SI&SP will assist & facilitate the third-party audit and further shall be responsible to take corrective measures & comply with all the findings w.r.t. hardware/software supplied, installed, integrated & commissioned. P&AR Department will bear the cost of subsequent audit(s).

8. Roles and Responsibilities of P&AR Department and its authorized agency WTL

- (i) Evaluate and approve effort/ time estimates provided by the deployed team for development and deployment of application/ software module/ documents etc.
- (ii) Arrange suitable working environment at WBSDC and provide necessary hardware infrastructure and software environment to the team for on-site application development. However selected agency must provide fully loaded laptops, data card etc. with each resource.
- (iii) Provide Sign-off / acceptance of various project deliverables submitted by the deployed resources.
- (iv) Conduct project review meetings with the deployed team and monitor the implementation and overall progress of the application development activity.
- (v) Provide direction to the deployed resources and enable them to achieve overall objective.
- (vi) Facilitate UAT and appoint external agency for conducting Security Audit of developed applications prior to deployment / hosting at State Data Centre.
- (vii) Provide periodic feedback on changes to be made in the solution to improve usability and functionality of the development application.
- (viii) Review and approve the payments to the Bidder as per quality services provided by the resources.
- (ix) Provide project status report(s) and MIS as desired by P&AR Department/WTL.
- (x) Set-up and administration of escalation mechanism for faster issue / risk management

9. Adherence to Open Standard:

The solution must be designed following open standards, to the extent feasible and in line with overall system requirements set out in this RFP, in order to provide for good interoperability with multiple platforms and avoid any technology or technology provider lock-in

10. Compliance with Government standards & policies:

The solution must comply with all the relevant standards & policies listed herein for 'Government of India related e-Governance application development' issued and updated from time to time.

- i) Standards and Specifications for e-Pramaan: Framework for e-Authentication.
- ii) Biometric Standards.
- iii) Digital Preservation Standard: e-Governance Standards for Preservation Information Documentation of e-Records (Metadata & Schema).
- iv) Localization & Language Technology Standard & "Best Practices for Localization of e-Governance applications in Indian Languages".
- v) Metadata and Data standards.
- vi) Quality Assurance Framework (QAF).
- vii) Conformity Assessment Requirement (CARE) for e-Governance applications.
- viii) Technical Standards for Interoperability Framework for e-Governance (IFEG).
- ix) Policy on Collaborative Application Development by Opening the Source Code of Government Applications.
- x) Policy on Adoption of Open Source Software for Government of India.

- xi) Policy on Open Application Programming Interfaces (APIs) for Government of India”.
- xii) Web Content Accessibility Guidelines (WCAG) 2.0.
- xiii) Guidelines for Indian Government Websites (GIGW).

The above-mentioned documents/guidelines may be updated in future and new standards and policies may be defined. Hence, it is suggested to refer the following website along with other related websites for latest standards, policies and guidelines”

- i MeitY | (<http://meity.gov.in>)
- ii E-Gov Standards | (<http://egovstandards.gov.in>)
- iii DARPG
(http://darpg.gov.in/sites/default/files/Guidelines_for_Government_websites_0_0.Pdf)

11. Compliance with Industry Standards:

In addition to above, the proposed solution has to be based on and compliant with industry standards (their latest versions as on date) wherever applicable. This will apply to all the aspects of solution including but not limited to design, development, security, installation, and testing. There are many standards that are summarized below. However, the list below is for reference purposes only and is not to be considered as exhaustive.

- i Portal development W3C specifications
- ii Information access/transfer protocols SOAP, HTTP/HTTPS
- iii Photograph JPEG (minimum resolution of 640 x 480 pixels)
- iv Scanned documents TIFF (Resolution of 600 X 600 dpi)
- v Biometric framework BioAPI 2.0 (ISO/IEC 19784-1:2005)
- vi Latest HTML standards

12. Adherence to Specifications

While developing an application in response to this RFP, the SI shall adhere to all applicable policies and standards published by Government of India, which includes:

- i. Finger print scanning IAFIS specifications
- ii. Digital signature RSA standards
- iii. Document encryption PKCS specifications IV. Information Security to be ISO 27001 compliant
- iv. Operational integrity & security management to be ISO 17799 compliant
- v. IT Infrastructure management ITIL / EITM specifications VII. Service Management
- vi. ISO 20000 specifications
- vii. Project Documentation IEEE/ISO specifications for documentation

13. Adherence to Government Guidelines

- i. Ministry of Electronics and Information Technology, Government of India as updated from time to time. The latest version of the standards which may be found at <https://egovstandards.gov.in>
- ii. National Informatics Corporation - The latest version of the standards may be found at web.guidelines.gov.in/
- iii. Guidelines for Indian Government Websites (GIGW), available at: <http://darpg.gov.in/sites/default/files/GuidelinesforGovernmentwebsites00.pdf>
- iv. “Policy on Open Application Programming Interfaces (APIs) for Government of India” available at: <http://www.egazette.nic.in/WriteReadData/2015/164238.pdf>
- v. “Policy on Adoption of Open Source Software for Government of India” available at URL <http://www.egazette.nic.in/WriteReadData/2015/163746.pdf>

- vi. Policy On Collaborative Application Development by Opening the Source Code of Government Applications”, available at :<http://www.egazette.nic.in/WriteReadData/2015/164611.pdf>
- vii. “Policy on Adoption of Open Source Software for Government of India”, available at URL <http://www.egazette.nic.in/WriteReadData/2015/163746.pdf>

14. 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
- User and Operational Manual for the Application
- Detailed Project Plan
- Detailed System Study Report
- Software Application architecture documents.
- ER diagrams and other data modeling documents.
- Data dictionary and data definitions.
- Application component design including component deployment views, control flows, etc.
- Application flows and logic.

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- GUI design (screen design, navigation, etc.).
- Requirements Traceability Matrix
- Change Management and Capacity Building Plans.
- SLA and Performance Monitoring Plan.
- Detailed manuals for each appropriate unit of the supplied equipment and services.
- The training manuals and administration manuals.
- Inspection and testing procedures manual including QA Policy, procedures for the software / hardware equipment's.
- Any other document(s) deemed necessary for implementation, operation and maintenance of the hardware and network equipment and the overall system.
- Backup Policy & Security Policy
- Source Code (The Source Code of the complete solution would be owned by Government of West Bengal)
- Design of real-time tools for monitoring e-Transaction volumes and for generating real-time MIS
- Training and Knowledge Transfer Plans.
- Issue Logs.
- Any Other document deemed necessary ore relevant

15. Strategic Control of Government of West Bengal

I. Control over entire application software stack for setting up AUA/KUA & ASA/KSA, Sub-AUA onboarding including Aadhaar Data Vault (ADV), e-KYC middleware, API of Sub-AUA on boarded application

- 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 application software 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. 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 effected 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 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.

16. The other scope of work and deliverables of System Integrator & Service Provider (SI&SP) for Development and Implementation of Aadhaar Authentication Framework as per UIDAI guidelines but not limited are :

- a. The System Integrator & Service Provider (SI &SP) is expected to provide IT solution services towards the achievement of Aadhaar based verification of beneficiaries for delivery of citizen centric services provided by Government of West Bengal
- b. The System Integrator & Service Provider (SI &SP) will be responsible to design an IT system for providing interface of the application of the various Departments of Government of West Bengal to UID-software system for identification verification and validation of the beneficiaries.
- c. The Aadhaar enabled department Database will be used for verification and validation of beneficiaries through CIDR database managed by UIDAI.

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- d. The Proposed Application will implement solution for Aadhaar Authentication using Authentication API; User Departments may adopt Aadhaar Authentication into their applications with minimalistic configuration changes.
- e. The proposed Application Framework would provide generic Aadhaar seeding utilities to clean various Department records.
- f. The System Integrator & Service Provider (SI &SP) will be responsible to design IT system for authentication of the beneficiaries of different Departments of Government of West Bengal as per requirement. The IT system will route all the authentication transaction from State Government Departments to UIDAI and share response back to the State Government Department.
- g. The Proposed Application would enable authentication of demographics along with biometrics of beneficiaries of state Government schemes with CIDR Database managed by UIDAI.
- h. Temporary storage would be required for uploading of Aadhaar beneficiary ID mapping by User Department, and comparing with Department copy for the purpose of finding matches and subsequently seeding in user Department Database.
- i. All the transactions should be routed through secured network protocol.
- j. The scope envisages a complete turnkey software solution which may inter-alia include installation and maintenance of system software, application software, third party software and its customization, parameterization and implementation of the application software and system integration for the term of the project.
- k. The System Integrator & Service Provider (SI &SP) should ensure that any system software or third party software proposed is compatible with the proposed application and hardware.
- l. The System Integrator & Service Provider (SI &SP) shall also perform Unit testing and Integration testing to ensure that the solution provided meets the requirements and highest quality standards.
- m. The System Integrator & Service Provider (SI &SP) shall also make provisions and provide necessary support for User Acceptance Testing (UAT) and Security Audit & Performance Audit. Post successful UAT and Audit, the System Integrator & Service Provider (SI &SP) shall commission the audited solution on the Production environment.
- n. Each system component's interaction with other components and external systems, and the interface that allows end users to operate the system and its functions.
- o. Development of Security Plan for integration of UIDAI
- p. Preparation of logical data warehouse model.
- q. Dashboard and Analytical Report design.
- r. System Integrator & Service Provider (SI &SP) is responsible to perform testing of the application before deployment for Go-Live.
- s. All licenses supplied by the System Integrator & Service Provider (SI &SP) for the purpose of this project shall be perpetual in nature and shall be in the name of P&AR, West Bengal along with source code.
- t. Development of Software including Authentication, e-KYC, Data Quality, Data Management, Seeding Utility, etc. as per the UIDAI guidelines
- u. Delivery of Software along with Licenses (if any), Operational/ Technical manuals, Library Files, Setup Programs etc.
- v. Unit and Integration testing of the software along with test summary report and bug report.
- w. Necessary modifications to meet the requirements and Bug Closure report.

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- x. System Integrator & Service Provider (SI &SP) is responsible to provide training module for e-KYC, Seeding, KYC+ service, BI/Analytics, Dashboards/MIS, Data Management, Data Quality, among others.
- y. Preparation of Technical On-boarding Kit for Departments to use the proposed solution.
- z. Provide support and guidance to the Technology Partner of concerned Department in utilization of services offered by P&AR department through the UID based beneficiary verification process.
- aa. Provide necessary role based access of the platform to the designated officials in the Department.
- bb. Utilize the commissioned tools in extraction, data validation, de-duplication, Cleansing, and standardization of Departmental data.
- cc. Utilize the tools in matching the Departmental Data with Aadhaar Data and Providing results (or access to it) to the application of the Department.
- dd. Setting up mechanisms for continuous data validation of beneficiaries' details through the proposed application.
- ee. The System Integrator & Service Provider (SI &SP) shall provide managed IT services for contract duration. The System Integrator & Service Provider (SI &SP) needs to conduct the O&M. This would include maintenance for overall system stabilization, solution maintenance, database administration and end-user problem resolution. The System Integrator & Service Provider (SI &SP) has to ensure that the solution is functioning as intended and that all problems associated with operation are resolved to the satisfaction of stakeholders.
- ff. . Successful bidder will have to involve the WTL/GoWB representative in each activity and educate them with required skill set to manage all the activities, if required.
- gg. Deployment and Implementation at WBSDC
- hh. **The System Integrator & Service Provider (SI &SP) will be responsible to take account of complete deployment, management and operations of its application & the platform stack provided by UIDAI; wherein it will have to coordinate with UIDAI to ensure successful deployment and testing of the developed application & the platform stack for its defined functionalities. The broad activities to be performed by System Integrator & Service Provider (SI &SP):**
 - Review and confirm to the appropriateness of Hardware and Software Licenses procured for project in line of UIDAI guidelines.
 - Prepare the detailed design document of the proposed API and other components and the source code to confirm to the functional requirements of the proposed platform.
 - Prepare and submit a report defining additional features/functional requirements to be incorporated in the project.
 - Prepare SRS for the additional functionalities agreed and approved for incorporation.
 - Design the technical architecture for Sub-AUA onboarding, AUA and ASA environment in compliance to UIDAI Security framework.
 - Deploy and configure AUA/KUA & ASA/KSA stack and design and deploy functionality to decrypt and load KYR data of residents provided by UIDAI automatically on regular basis.
 - Develop additional functionalities as approved by P&AR, West Bengal/ WTL
 - Provision for an automated process and facility to timely update the KYR data as

the Aadhaar generation increases and design a method to periodically update the departmental databases based on the same.

- Undertake all technical activities related to making the data usable like name cleaning, District, Block, Panchayat, Village and City cleaning, remove data quality issues with photographs and adopt any other innovative technology to enhance usability of data and Proposed Platform for UID based Verification of beneficiaries
- Also create utility to perform cleansing and standardization of the KYR data received from UIDAI before inserting in the developed application and proposed Platform of the project.
- Define detailed methodology for multiple department database matching, validation and updating the data.
- Aadhaar seeding through the proposed platform and ensure its implementation in coordination with Line Departments.
- Provision for User access management based on roles defined by Admin.
- Provision for various types of seeding methods like organic and in-organic and also various modes of communication like self-seeding, mobile seeding, and Departments kiosk seeding.
- Develop and implement web services for data exchange to maintain data consistency and data synchronization between the Line department's databases and the developed platform.
- Provision for Master mapping of Bank Account Number against each Aadhaar No. in WBSDC and provision for necessary updation.
- Ensure deployment of updates and upgrades as made available by UIDAI and provide controlled and secure access to stakeholders within the State implementing Aadhaar enabled service delivery.
- Collaborate and partner with other departments and service-providers in the State and give controlled and secure access to AUA/KUA interfaces such as web service, seeding features etc. to other departments.
- Facilitate implementation of Aadhaar authentication framework at the State, in compliance with all the specifications and standards prescribed by UIDAI and MeitY, from time to time.
- Maintain code and assets in a secure repository with proper versioning, access control and auditing both access and changes
- Seek UIDAI's guidance and support to resolve difficulties faced on the ground in the implementation of the developed Project Platform
- Follow the confidentiality, privacy and security protocols as prescribed by the UIDAI and P&AR Department, West Bengal.
- Follow protocols, processes and standards prescribed by the UIDAI for the implementation of the project.
- Propose and implement enhancement in the AUA/KUA infrastructure like e-payment facility, supporting Unicode, implementation of Mobile enabled services, self-seeding facility etc. as per UIDAI guidelines.

17. AUA and ASA

The System Integrator & Service Provider (SI &SP) will have to facilitate necessary technical assistance and coordinate with UIDAI to setup the AUA/ASA & KUA/KSA infrastructure at the State Data Centre on behalf of P&AR Department, GoWB. The System Integrator & Service Provider (SI &SP) shall have to confirm to all necessary technical and process requirements as per guidelines laid down by UIDAI from time to time.

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I. Broad activities to be performed by the System Integrator & Service Provider (SI &SP) in this regards are:

- Confirm to all technical and procedural requirements with respect to AUA & ASA as per UIDAI's standards and specifications
- Ensure compliance of authentication related operations (processes, technology, security, etc.) to UIDAI's standards and specifications.
- Coordinate with system integrator of Hardware Security Module for integration with AUA/KUA application as well as ASA/KSA integration
- Define Authentication requirement of Sub-AUAs i.e. Line Departments and develop functionality to authenticate request from Line Department for accessing KYR data residing in the WBSDC or Biometric Data residing in CIDR
- Define and develop a system for issuance and management of unique code for each of the Sub-AUAs and keep account of the service requests being raised by Sub-AUAs and its integrity.
- Keep record of all engagement/ disengagement of Sub AUAs and develop a mechanism to timely update to UIDAI of the same.
- Log and maintain details of all authentication transactions as per UIDAI compliance.
- Maintain and use a separate license key for each of the Sub AUAs when transmitting authentication packets to UIDAI, so engagement and disengagement of Sub-AUAs can be easily accomplished by creating and revoking their respective license keys.
- Facilitate and Conduct audit of SUB-AUA Application as per UIDAI Standards and Specifications.
- Ensure Sub AUAs registered with it comply with UIDAI's standards and specifications.
- Ensure that the meta-data and the responses should be logged for audit purposes.
- Ensure that network between AUA and ASA as well as network between SUB-AUA and AUA is secure.
- Inform P&AR Department, GoWB and UIDAI of any misuse of Aadhaar data, authentication services, or any compromise of Aadhaar related data or systems.
- Perform all necessary technical and operational activities to implement KUA and KSA as per UIDAI requirements.
- Undertake required modification in KUA/KSA as per requirements of P&AR Department, GoWB.
- Also perform integration of KUA/ KSA with HSM for e-KYC services by coordinating with UIDAI team and make necessary modification in existing KUA/ KSA software stack.
- Any other task which may be required to deliver the Authentication Services to all Line Departments in consultation with P&AR Department, GoWB as per UIDAI guidelines & security framework.

II. Seeding Support

Seeding shall be the most important component for enabling effective use of Aadhaar by ensuring cleaning of existing databases to remove duplicate and fake beneficiaries. It is of paramount importance to review the condition of existing departmental databases and define the seeding strategy in line with maturity of the existing databases.

III. Feasibility Study Report

- The SSP will be responsible to define the action plan to review the maturity of existing databases in line of KYR data specifications as defined by UIDAI.

- Analyze the existing data structures and propose the seeding strategy which should be adopted to facilitate seeding of UIDs in departmental databases
- Below is an indicative list of State Departmental Databases which are to be considered for evaluating the seeding readiness, defining the seeding strategy and detailed time-frame for completion of the activity in consultation with the Line Department: -
 - a) Food & Supplies Department -PDS (Ration card)
 - b) L&LR
 - c) Directorate of Registration & Stamp Revenue
 - d) Higher Education Department
 - e) School Education Department
 - f) Labour Department/Employment Exchange
 - g) Housing Department
 - h) Health & Family Welfare Department
 - i) Backward Caste Welfare Department
 - j) Any other departmental database as may be identified during the course of implementation
- The System Integrator & Service Provider (SI &SP) will submit a detailed feasibility report for all the Government of West Bengal databases and also propose the mechanism of database standardization and enhancement requirement for the databases, which are not mature enough to enable seeding of UIDs.

IV. Seeding of GoWB Databases with the UID

Based on the feasibility study reports P&AR Department, GoWB / WTL will ask the System Integrator & Service Provider (SI &SP) to facilitate seeding in selected databases of the State and undertake following activities:

- Study the database of line departments and provide detailed feasibility report on best possible strategy for Aadhaar Seeding.
- Develop required web services to enable data exchange for facilitating seeding.
- Maintain data consistency and data synchronization between the existing databases and AUA/ASA.
- Provide necessary support to the departments during the seeding activity.
- Facilitate provision for organic seeding through multiple channels like Online Portal, Mobile, and Citizen Civic Centers etc.
- Provide necessary reports on the progress of seeding and any other reports as may be defined and approved by P&AR Department, GoWB.

V. Aadhaar Enablement of different Schemes of Govt. of West Bengal

The System Integrator & Service Provider (SI &SP) is required to demonstrate the effective use of Aadhaar Authentication Framework in Service Delivery by facilitating Aadhaar enablement of above selected schemes.

- It is proposed that for the identified schemes, the System Integrator & Service Provider (SI &SP) will have to design a solution considering end-to-end ICT enablement of the service delivery process along with required Business Process Re-engineering at various stages of service delivery: -
 - ✓ Application by Citizen
 - ✓ Sanction/Approval by Department
 - ✓ Disbursement of Benefits
- The Software Solution Provider under the said scope will have to undertake

detailed analysis of the schemes identified for ICT enablement with respect to AADHAAR and submit a detailed project report including the followings:

- ✓ AS-IS Analysis
- ✓ TO-BE Report
- ✓ BPR Report
- ✓ Functional Requirement Specification
- ✓ System Requirement Specification
- Preparation of the Solution Design Document on the basis of RFP requirement, defining the:
 - ✓ Application System Requirements
 - ✓ Digitization of existing beneficiary details
 - ✓ Seeding of Beneficiaries Bank Accounts with the Departmental Databases
- Development of new Application Software/enhancement of existing software application for identified scheme including use of Aadhaar Authentication at various stages based on requirement of authentication
- Implementation and Testing on Staging Environment
- Implementation in Production Environment
- Support to the line department in case of any issues.
- Preparation and submission of necessary technical and user-level documentation such as: End-User Manuals, Quick Guide & Handling exceptions, Installation Manual, Training manuals etc.

After successful completion of Aadhaar-enablement of schemes, the System Integrator & Service Provider (SI &SP) may be asked to undertake any of the below mentioned scope of work for departments which want to leverage Aadhaar as an authentication source. The two types of work for which System Integrator & Service Provider (SI &SP) may be engaged on recurrent basis are: -

A. Enablement of Aadhaar Authentication in existing e-Services / Application:

The System Integrator & Service Provider (SI &SP) under the said scope will be required to facilitate deployment of necessary web services/ API for accessing ASA and CIDR for the existing e-Services/Applications. The scope would include integration with Aadhaar Authentication for any given service. This task has to be time-bound and the System Integrator & Service Provider (SI &SP) will be required to submit a report defining the understanding of the solution requirements and proposed time-frame to complete the task. P&AR Department, GoWB/Line Departments will be at sole discretion to assign work to the System Integrator & Service Provider (SI &SP) for Enablement of Aadhaar Authentication in Existing e-Services/Application.

B. Design, Development, Deployment and Go-Live of Service using Aadhaar Authentication

System Integrator & Service Provider (SI &SP) will have to design a solution considering end-to-end ICT enablement of the service along with required Business Process Re-engineering at various stages of service delivery. The service for the said purpose will be defined as the complete workflow from Submission of Application by Citizen, its processing by the Department, Delivery of Service/Benefit Disbursement and confirmation from citizen on final receipt. Taking into account the said life cycle the System Integrator & Service Provider (SI &SP) will have to design, develop, and deploy and rollout the identified service using Aadhaar Authentication in a time-bound manner.

The System Integrator & Service Provider (SI &SP) under this case will have to

perform all the activities as defined above in this section for Aadhaar enablement of GoWB Schemes.

The System Integrator & Service Provider (SI &SP) will be required to submit a report defining the understanding of the solution requirements and proposed time frame to complete the task. P&AR Department, Govt of West Bengal in consultation with line departments will be at sole discretion to assign work to the System Integrator & Service Provider (SI &SP)

C. Operations & Management

The System Integrator & Service Provider (SI &SP) is expected to provide operation & maintenance support for AUA and ASA, KUA and KSA environment as well as new system components developed, installed, configured during the project period. The system components include (but not limited to) applications, servers, software implementations for server clustering, data vault, database partitioning, advance security options etc., databases, web services provided by various system components, applications installed for reporting, analytics, quality analysis etc.

Following are the indicative list of activities expected from the Successful bidder during the operation and management phase:

- Manage day-to-day operations of all components of project as per the scope of the System Integrator & Service Provider (SI &SP) as per RFP.
- Provide support to the line departments for enhancement/improvement in the Remaining databases (Databases not selected for roll out of Aadhaar enabled services) for successful seeding with the UID.
- Define the methodology of seeding and facilitates the seeding of the remaining databases with the UID.
- Define and implement the synchronization mechanism of databases i.e. Between AUA/ASA and UID and AUA/ASA and Departmental Databases.
- Release of the software - this may include software to be installed in the distributed environment like servers, desktops, individual laptops etc.
- Proactively liaison with respective support team in the field to ensure smooth operations.
- Proactively liaison with the development support team, departmental staff and UIDAI technical & support team for day-to-day activities.
- Submission of progress report (Fortnightly) to the P&AR Department, GoWB or its authorized agency WTL.
- Handholding and support for all the activities during the O&M period.
- Undertake all necessary steps to on-board departments to the WBSDC platform and becoming Sub-AUAs as well as to use services of KUA/KSA for e-KYC.
- Preparation and Submission of Manuals such as Operations & Maintenance support Manual, Technical support as well as User level support, Administrator Manual, Known Error Database, etc. as may be asked by P&AR Department Govt of West Bengal or its authorized agency WTL.

18. Supply of Supply of Aadhaar Data Vault Solution as per UIDAI guidelines & technical specification

System Integrator & Service Provider (SI &SP) shall perform Aadhaar data vault lifecycle software set-up activities of Supply (Development), Installation, Customization, Integration, Configuration, Testing, Commissioning and thereafter comprehensive annual warranty and O&M support including but not limited to updates, patches, and upgrades for the 'Term' of the project. System Integrator & Service Provider (SI &SP) shall supply

solution as per the technical specifications mentioned in this document & commission Aadhaar Data Vault solution along with associated components fulfilling but not limited to the indicative technical/ functional specification requirements as specified in bidding document & also as per UIDAI guidelines issued earlier and further being issued by UIDAI from time to time. Data vault Solution should comply operational requirements of Aadhaar for authentication operations as per UIDAI guidelines.

The successful bidder will be responsible for supply (development) and enhancements of the software and provide the same with complete source code of the software.

I. The Aadhaar data vault solution should encompass the following events but not limited to:

- Aadhaar Data Vault shall store Aadhaar number in an encrypted format and the encryption keys shall be stored within HSM to ensure security.
- Each Aadhaar number shall be mapped to a unique reference key and encrypted Aadhaar number shall be stored corresponding to the unique reference key.
- The Reference Key generation mechanism (Tokenization) must be a secure solution and the keys should be managed in FIPS compliant module.
- The encryption solution is required to encrypt any other sensitive data that may contain Aadhaar number ex: Photocopies, PDF copies.
- The unique Reference key so generated shall be such that it wouldn't be possible to re- engineer the Aadhaar number using the key.
- The following APIs shall be exposed by the Aadhaar Data Vault
 - ✓ Picking Aadhaar Number from Dept. database(s)
 - ✓ Storing Aadhaar number with a reference key in ADV
 - ✓ Retrieving Aadhaar number from ADV based on reference key supplied from Dept.
 - ✓ Updating the status of Aadhaar number.
 - ✓ Querying Reference Key, which accepts Aadhaar number as input and returns reference key as output.
 - ✓ Storing e-KYC details, which stores the Aadhaar number and e-KYC details received from UIDAI
- Aadhaar Data Vault shall have functionality for first Time Migration Batch, which migrates the existing Aadhaar details to vault in an efficient manner like through Bulk Insertion / CSV Upload /any (multiple) suitable appropriate mechanism(s).
- Aadhaar Data Vault shall have functionality for Bulk Aadhaar Query, which accepts list of reference keys as input and return respective Aadhaar numbers against the reference keys as output.
- Aadhaar Data Vault shall have functionality for Bulk Aadhaar Update, which updates the status list of Aadhaar number in Aadhaar vault database.
- Aadhaar Data Vault shall interface with HSM to perform encryption/decryption functions on Aadhaar data with the mapped keys.
- Aadhaar Data Vault shall have admin configuration module through which Users shall be able to configure channel and services and channel authentication parameters.
- Aadhaar Data Vault shall manage authentication of source to validate request originated from proper channel.
- Apart from meeting the functional requirements as set out by UIDAI, the Aadhaar Data Vault also ensures the following:

I. Application Security: Aadhaar Vault System shall ensure security of Aadhaar data.

Access to database system that stores the encrypted Aadhaar information shall be strictly controlled and only authorized persons/ applications shall be allowed to access it. Keys used to encrypt Aadhaar number/data shall be stored only in the HSM to ensure tamper proof security.

- II. **Performance:** Since Aadhaar number is basis of multiple business transactions which happen in real time, Aadhaar Data Vault system shall respond fast enough to allow other systems to complete real time transactions without any noticeable time lag/delay.
- III. **High Availability:** Aadhaar Vault System shall be scalable enough to support clustered deployment for high availability.
- II. **Installation, Configuration, Testing, Commissioning & Onsite Maintenance Warranty & Technical Support**
- III. **System Integrator & Service Provider (SI &SP) shall be responsible for performing the customization, configuration, testing, commissioning and deployment of the Aadhaar Data Vault solution/KUA & ASA/KSA and Sub-AUA onboarding as per the details mentioned below: Broad activities would include the following but not limited to: -**
 - Requirement gathering, if any, as per UIDAI guidelines to comply all necessary guidelines of AADHAAR DATA VAULT as per the circulars till the date of Final sign off of the software system including the API/micro services, Database, Rules, Engines etc.
 - Customize, configure, integrate, test, commission and deployment of the Aadhaar Data Vault solution at Server(s) on the basis of UIDAI guidelines/requirements gathered and as under:
 - a) Provide users with all relevant data/information with respect to the current logged-in user and his/ her role in the respective applications.
 - b) Ensure the compatibility of proposed Aadhaar data vault solution with HSM. The said ADV solution is expected to continuously handshake with AUA server application (including the requisite hardware, web services, other components like HSMs, Servers and applications including API/micro services for e-KYC request), Load balancer and Security appliances or integration with any other systems available at WBSDC basis indicative technical architecture and as per UIDAI guidelines in order to ensure complete establishment of Aadhaar data vault ecosystem across the user departments or ASA,AUA,KUA etc.
 - c) System Integrator & Service Provider (SI &SP) shall also perform Deployment/Customization, commissioning and Integration of solution along with service and maintenance as per indicative architecture mentioned below and as per the scope of work and schedules and timeliness as described herein.
 - d) Testing of deployed solution majorly covering performance, security, load test etc.
 - Provide user and admin manual (editable softcopy and 1 hardcopy each)
 - Comprehensive onsite maintenance warranty & technical support: System Integrator & Service Provider (SI &SP) shall provide onsite comprehensive warranty for the specified period from the date of Go-Live; the System Integrator & Service Provider (SI &SP) shall be responsible for providing timely troubleshooting, updates, patches, upgrades, and bug-fixes including additional customization/up gradation, configuration & integration requirements as per the directions of UIDAI during the contract period from Go-Live.

IV. **Aadhaar Data Vault | Application Architecture**

It has been proposed that the application design and development must follow industry best practices and standards. In order to achieve the high level of stability

and robustness of the application, the system development life cycle must be carried out using the industry standard best practices and adopting the security constraints for access and control rights. The various modules / application should have a common Exception Manager to handle any kind of exception arising due to internal/ external factors.

Similarly, the modules of the application are to be supported by the Session and Transaction Manager for the completeness of the request and response of the client request. The system should have a module exclusively to record the activities/ create the log of activities happening within the system/ application to avoid any kind of irregularities within the system by any User/ Application.

V. Adherence to Open Source Standard

The solution must be designed following open standards, to the extent feasible and in line with overall system requirements set out in this RFP, in order to provide for good inter-operability with multiple platforms and avoid any technology or technology provider lock-in.

VI. Some of the responsibilities of System Integrator & Service Provider (SI &SP) but not limited to be:

- It shall be the responsibility of the System Integrator & Service Provider (SI &SP) to keep the equipment/ ADV solution in good working condition so as to ensure a minimum of 99.5% uptime (excluding planned preventive maintenance downtime with prior permission of the purchaser) on quarterly basis by carrying out the necessary repairs/maintenance of equipment, otherwise it shall be treated as a non-performance on the part of the vendor for which penalty may be imposed.
- Configure equipment for best performance.
- The System Integrator & Service Provider (SI &SP) will configure the supplied equipment to meet out the all functional requirements.
- The System Integrator & Service Provider (SI &SP) is required to develop the functionalities as per requirement of the UIDAI & Scope of Work of RFP.
- All the transactions should be routed through secured network protocol.
- The scope envisages a complete turnkey software solution which may inter-alia include installation and maintenance of system software, application software, third party software and its customization, parameterization and implementation of the application software and system integration for the term of the project.
- The System Integrator & Service Provider (SI &SP) shall design the overall solution and its various components as per AUA/KUA and ASA/KSA and Sub-AUA onboarding as per UIDAI guidelines. The System Integrator & Service Provider (SI &SP) shall customize and develop the software modules as per RFP specifications
- The System Integrator & Service Provider (SI &SP) should ensure that any system software or third party software proposed is compatible with the proposed application and hardware.
- The System Integrator & Service Provider (SI &SP) shall also perform Unit testing and Integration testing to ensure that the solution provided meets the requirements and highest quality standards.
- The System Integrator & Service Provider (SI &SP) shall also make provisions and provide necessary support for User Acceptance Testing (UAT) and Security Audit & Performance Audit. Post successful UAT and Audit, the System Integrator & Service Provider (SI &SP) shall commission the audited solution on the Production environment.
- Development of Security Plan for integration of UIDAI framework.
- Preparation of logical data warehouse model.

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- Dashboard and Analytical Report design.
- System Integrator & Service Provider (SI &SP) is responsible to perform testing of the application before deployment for Go-Live.
- All licenses supplied by the System Integrator & Service Provider (SI &SP) for the purpose of this project shall be perpetual in nature and shall be in the name of P&AR Department, Govt of West Bengal.
- Delivery of Software along with Licenses (if any), Operational/ Technical manuals, Library Files, Setup Programs etc.
- Unit and Integration testing of the software along with test summary report and bug report.
- Necessary modifications to meet the requirements and Bug Closure report.
- Bidder is responsible to provide training module.
- Preparation of Technical On-boarding Kit for Departments to use the proposed solution.
- Provide support and guidance to the Technology Partner of concerned Department in utilization of services offered by IT department.
- Provide necessary role based access of the platform to the designated officials in the Department.
- Utilize the commissioned tools in extraction, data validation, de-duplication, Cleansing, and standardization of Departmental data.
- Setting up mechanisms for continuous data validation of beneficiaries' details through the proposed application.
- The System Integrator & Service Provider (SI &SP) shall provide managed IT services for contract duration. This would include maintenance for overall system stabilization, solution maintenance, database administration and end-user problem resolution. The System Integrator & Service Provider (SI &SP) has to ensure that the solution is functioning as intended and that all problems associated with operation are resolved to the satisfaction of stakeholders.
- Deployment and Implementation at AUA &ASA are:

The System Integrator & Service Provider (SI &SP) will be responsible to take account of complete deployment, management and operations of its application & the platform stack provided by UIDAI; wherein it will have to co-ordinate with UIDAI to ensure successful deployment and testing of the developed application &the platform stack for its defined functionalities. The broad activities to be performed by System Integrator & Service Provider (SI &SP): -

- Review and confirm to the appropriateness of Hardware and Software Licenses procured for the project in line of UIDAI guidelines.
- Prepare the detailed design document of the proposed API & other components and the source code to confirm to the functional requirements of the proposed platform.
- Prepare and submit a report defining additional features/functional requirements to be incorporated in the project.
- Prepare SRS for the additional functionalities agreed and approved for incorporation.
- Design and Maintain the technical architecture for the project AUA and ASA environment in compliance of UIDAI security framework & guidelines
- Deploy and configure the project stack and design and deploy functionality to decrypt and load KYR data of residents provided by UIDAI automatically on regular basis.

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- Develop additional functionalities as per RFP Technical specs
- Undertake all technical activities related to making the data usable like name cleaning, District, Block, Panchayat, Village and City cleaning, remove data quality issues with photographs and adopt any other innovative technology to enhance usability of data and Proposed Platform for UID based Verification of beneficiaries
- Also create utility to perform cleansing and standardization of the KYR data received from UIDAI before inserting in the developed application and proposed Platform of the project.
- Define detailed methodology for multiple department database matching, validation and updating the data.
- Provision for User access management based on roles defined by Admin.
- Develop and implement web services for data exchange to maintain data consistency and data synchronization between the Line department's databases and the developed platform.
- Ensure deployment of updates and upgrades as made available by UIDAI and provide controlled and secure access to stakeholders within the State implementing Aadhaar enabled service delivery.
- Collaborate and partner with other departments and service-providers in the State and give controlled and secure access to WBSDC interfaces such as AUA web service, seeding features etc. to other departments.
- Facilitate implementation of Aadhaar authentication framework at the State, in compliance with all the specifications and standards prescribed by UIDAI and MeitY, from time to time.
- Maintain code and assets in a secure repository with proper versioning, access control and auditing both access and changes
- Seek UIDAI's guidance and support to resolve difficulties faced on the ground in the implementation of the developed Project Platform
- Follow the confidentiality, privacy and security protocols as prescribed by the UIDAI.
- Follow protocols, processes and standards prescribed by the UIDAI for the implementation of the AUA/ASA project.
- Propose and implement enhancement in the AUA/ASA like e-payment facility, supporting Unicode, implementation of Mobile enabled services, self-seeding facility etc. in consultation with the P&AR Department, GoWB.

19. Third Party Audit (TPA) Audit

System Integrator & Service Provider (SI &SP) shall be responsible to get the software/application security audited by CERT-In empanelled auditor before deployment. The cost of such audit shall be borne by the System Integrator & Service Provider (SI &SP).

Thereafter the System Integrator & Service Provider (SI &SP) will assist & facilitate the third-party audit and further shall be responsible to take corrective measures & comply with all the findings w.r.t. hardware/ software supplied, installed, integrated & commissioned. P&AR Department, GoWB will bear the cost of subsequent audit(s).

20. Co-located computing infrastructure to be provided by the bidder for AUA/KUA & ASA/KSA set up to start with which will be scalable as required

For Primary Site (SDC) for AUA/ASA

Physical Server – 8 nos

Storage Node- 2nos

TOR Switch – 2 nos

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S/N	Physical Server	Environment	VMs	Usability	OS	vCPU	Memory
A						64	256
A1	Server-1	Production	Virtual	Web Server 1	Linux	16	64
A2	Server-1	Production	Virtual	Integration 1	Linux	16	64
A3	Server-1	Production	Virtual	HA Proxy for APP 1	Linux	8	32
A4	Server-1	Production	Virtual	Ha proxy for DB 1	Linux	8	32
A5	Server-1	Production	Virtual	My SQL Tool	Linux	8	32
A6	Server-1	Production	Virtual	AD 1	Windows	8	32
B						64	256
B1	Server-2	Production	Virtual	Web Server 2	Linux	16	64
B2	Server-2	Production	Virtual	Integration 2	Linux	16	64
B3	Server-2	Production	Virtual	HA Proxy for APP 2	Linux	8	32
B4	Server-2	Production	Virtual	Ha proxy for DB 2	Linux	8	32
B5	Server-2	Production	Virtual	My SQL Tool	Linux	8	32
B6	Server-2	Production	Virtual	AD 2	Windows	8	32
C	Server-3	Production	Physical	App 1	Linux	64	256
D	Server-4	Production	Physical	APP 2	Linux	64	256
E	Server-5	Production	Physical	DB 1	Linux	64	256
F	Server-6	Production	Physical	DB 2	Linux	64	256
G						64	256
G1	Server-7	Pre-Production	Virtual	Web Server	Linux	8	32
G2	Server-7	Pre-Production	Virtual	App	Linux	24	96
G3	Server-7	Pre-Production	Virtual	Integration	Linux	8	32
G4	Server-7	Pre-Production	Virtual	DB	Linux	24	96
H						32	128
H1	Server-8	Staging	Virtual	Web Server	Linux	4	16
H2	Server-8	Staging	Virtual	App	Linux	12	48
H3	Server-8	Staging	Virtual	Integration	Linux	4	16
H4	Server-8	Staging	Virtual	DB	Linux	12	48

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

MySQL /PostgreSQL Database Software must be supported version for the contract period

DR Site (Purulia)

Physical Server – 3 nos

Storage Node- 1nos

TOR Switch-1 no

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

VMs required for e-KYC Middleware and all other software for ASA/KSA as required will be configured out of the above servers without any provisioning of additional physical servers

MySQL/PostgreSQL Database Software must be supported version for the contract period

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

Deliverables of the successful bidder will include but not limited to:

AT PRIMARY SITE

Physical Servers: Total 8 nos

Storage Nodes: 2 nos

TOR Switch: 2 nos

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

2 nos Storage nodes will be used as NAS with Active -Passive configuration to meet storage need of all the physical servers & Virtual Machines.

2 nos TOR Switch to connect Server nodes & storage nodes

AT DISASTER RECOVERY (DR) SITE

Physical Servers: Total 3 nos

Storage Node: 1 no

Managed Switch: 1 nos 10G/40G.

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

1 noStorage nodes will be used as NAS to meet storage need of all the physical servers & Virtual Machines.

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1 no TOR Switch to connect server nodes & storage node

21. Technical Specification

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

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

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

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

Note. MySQL /PostgreSQL RDBMS supported version to be supplied.

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

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

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11.	Service facility & spare warehouse of the OEM should be available in Kolkata. GST registration document to be submitted		
12.	Spare parts to be made available by OEM within 7 business days from the date of call log.		
13.	Product should not be end of support by next 5 years.		
14.	Max. 2U rack mountable with rail kit		

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

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

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

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

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

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

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

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

#	Description	Compliance (Yes/No)	Remarks
1.	Physical Cores- minimum 2 x 24 Cores (3 rd /4 th Generation Intel Xeon processor /AMD EPYC processor minimum 2.4 GHz speed)..		
2.	RAM - minimum 1024GB (DDR4) (each RAM module should be of minimum 16 GB). It should support minimum 3200 MHZ		
3.	<ul style="list-style-type: none"> - SSD for operating system – 2x480 GB M.2 SSD in RAID1 or better for booting - SSD for Storage- 5 TB offered with RAID 6. 		
4.	Network Interface per physical Server- <ul style="list-style-type: none"> - Dual port 25 Gig Ethernet Card populated with 2 nos. of 10/25GbE SFP28 Multimode transceivers supporting dual speed auto-negotiating and - 4 nos. of Multimode Patch Cords of minimum 3m length - 1 no. of 1GbE dedicated management interface. (Direct Attached Cables should not be proposed to meet the transceiver requirement). 		

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5.	Server solution should have interface for keyboard, mouse, monitor – minimum 1x VGA & 2x USB		
6.	Power supply and fans- Proposed solution should have hot swappable redundant power supply and fans to meet 100% workload with proposed components.		
7.	Common Criteria certification: System's integrated remote management should be min. Evaluation Assurance Level (EAL2+) certified. Certificate from certifying authority to be submitted		
8.	Management – Out of Band Management with IPMI license / feature ready.		
9.	OEM Support for 5 (five) years with advance hardware replacement warranty for all proposed components, sub-components (including SSD), for entire warranty period.		
10.	TAC Support for hardware in India for last 5 years		
11.	Service facility & spare warehouse of the OEM should be available in Kolkata. GST registration document to be submitted		
12.	Spare parts to be made available by OEM within 7 business days from the date of call log.		
13.	Product should not be end of support by next 5 years.		
14.	Max. 2U rack mountable with rail kit		

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

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

Note. MySQL /PostgreSQL RDBMS supported version to be supplied.

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

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

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

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

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

21.11. Storage Node Specification (DR SITE) - 1 no

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

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

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

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

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

Ethernet switches

Technical Specification of TOR switches

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

AUA/KUA and ASA/KSA will be implemented by the successful bidder at WB State Data Centre (Primary Site) & Disaster Recovery (DR) Site at Purulia, West Bengal using Co-located Hosting Model through leveraging of Server Rack, Network, Security Sub-Systems & Router of SDC & DR

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

List of 13 nos Schemes covering 6 different departments in respect to implementation of Aadhaar Based Authentication considered to be in Phase-I as on date

Sl no	Department Name	Scheme Name	Priority
1	Backward Class	Pre-Matric Scholarship for SC students (IX-	1
2	Welfare Department	Post -Matric Scholarship for SC students	2

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3	(4 Schemes)	Pre-Matric Scholarship for OBC students(IX-	3
4		Post-Matric Scholarship for OBC students	4
5	Labour Department (1 Scheme)	Bina Mulya Suraksha Yojana	1
6	Agricultural Marketing (1 Scheme)	Amar Fasal Amar Gola	1
7	Higher Education Department (1 scheme)	Vivekananda Merit-Cum-Scholarship	1
8	P&RD (5 schemes)	Indira Gandhi National Disability Pension Scheme	1
9		Indira Gandhi National Widow Pension Scheme	2
10		Indira Gandhi National Old Age Pension Scheme	3
11		National Family Benefit Scheme	4
12		PradhamMatritAwas Yojana (Gramin)	5
13	MSME&T(1 scheme)	Aikyashree& Other Scholarship Scheme	1
Total	6 Departments	13 Schemes	

Offered software solution by the bidder must include **Fraud Monitoring System** as per UIDAI guidelines without any additional cost involvement

Offered software solution by the bidder must include capability to monitor suspicious transactions, location bound transactions, unauthorized transactions etc as best as possible

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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 “**Aadhaar Enabled Service Delivery through Supply, Installation, Configuration, Testing, Integration, Commissioning and Maintenance of AUA/KUA and ASA/KSA infrastructure and Associated Software and Connectors with 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 2022.	Bidder should submit the following for Prime bidder: a) RoC b) Copy of GST Registration Certificate. c) Copy of PAN
2	The responding firm / agency a) Should have made online payment of Rs. 6,000/- (Rupees six thousand only) for the RFP document through eTender Portal; b) Should have submitted a EMD of Rs. 1500,000/- (Rupees Fifteen Lakh only) through eTender Portal;	Tender Fee & EMD to be submitted Electronically through e-Tender Portal. EMD /Bid Security also would be submitted in the form of Bank Guarantee valid for 6 month from the date of Bid Opening
3	The bidder should have the experience of successfully implementing at least one e-Governance solution for any Government Department in India of value Rs 5 Core and above excluding hardware and manpower services	Work order with Completion Certificate
4	The bidder must have prior experience of successfully implementation of at least one projects on Aadhaar Authentication framework implementation and maintenance of Aadhaar AUA / KUA (Aadhaar stack include HSM, ADV, AUA/KUA stack, e-KYC middleware) in last three years as on Bid submission date. Bidder should have expertise/technical skill set in	Copy of work completion certificate/work order confirming

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#	Qualification Criteria	Documents Required
	setting up ASA/KSA	
5	The Bidder should be an Information Technology Solution and Service Provider with a registered office and operations in India. The Prime Bidder should be operational in India for at least the last three financial years as of 31 st March 2022.	Certificate of company registered in India
6	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
7	<p>Turnover :</p> <p>a. The Bidder should have a minimum average turnover of Rs. 40.00 crores in IT/ ITeS Services out of which at least Rs. 20 crore from Application Software Development business in last three financial years i.e., 2019-20, 2020-21 and 2021-22.</p> <p>b. Bidder should have positive Net profit after tax during each of the last three financial years namely 2019-20, 2020-21 and 2021-22.</p> <p>Note: Turnover in areas other than mentioned above shall not be considered for evaluation</p>	<p>Bidder should submit any of the following:</p> <p>a) Copies of Certified audited Balance sheet / Profit & Loss statement. OR</p> <p>b) Certificate from the statutory auditor/Certificate from CA.</p> <p>c) Extracts from the audited Balance sheet and Profit & Loss Account; or Certificate from the statutory auditor.</p> <p>Note: Bidders need to submit a provisional certificate from CA for 2022-22 turnovers if audited financial statements are not published.</p>
8	The bidder should have positive Net Worth in each of the last three Financial Years(as of the year ending on 31st March , 2019, 2020 & 2021)	<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 2021-22 net worth if audited financial statements are not published.</p>

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#	Qualification Criteria	Documents Required
9	<p>Past Experience:</p> <p>a. The bidder should have experience in successfully implementation & roll-out of Aadhar Authentication Framework through setting up AUA/ KUA including onboarding of multiple Sub-AUA applications through development of API, experience in design, development of proven Aadhaar Data Vault, e-KYC middleware and all associated software stack as per UIDAI guidelines and security framework including its Operation & Maintenance and AMC support to the satisfaction of client as well as experience/skill set in setting up ASA/KSA with integration with UIDAI CIDR Database for at least one(1) organization in India (Central Government/State Government/ PSU/Private Sector Company/ Banking, Insurance, BFSI). Out of the above, at least one ADV development and implemented AUA/KUA, should be operational over a period of at least 1 year.</p> <p>b. The bidder must have carried out at least 10 Cr Aadhar Transaction (Authentication as Yes/No/e-KYC transactions) on AUA/KUA platform during last two years.</p>	<p>Bidder should submit the following:</p> <ol style="list-style-type: none"> Bidder should submit the PO / Work orders. Project Completion Certificate(Go-live& currently under Operation & Maintenance phase) from the client in case of implemented projects. Work Order + Phase Completion Certificate (for ongoing projects) from the client. Client's satisfactory feedback /report on successfully Project implementation/Go-live, successfully operation & maintenance. Satisfactory certificate from competent authority of one of the Govt Department (Central/State) confirming Aadhaar Data Vault Software developed & supplied by the bidder is successfully operational for minimum one year post go-live of AUA/KUA equipped with ADV Software in compliance to UIDAI guidelines & security framework
10	<p>The bidder should be ISO 9001:2015,ISO 27001:2013 and CMMi Level 3 or higher Certificate. 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.</p> <p>However to promote Start-ups, the CMMi Level 3 or higher Certificate will be waived off for Start-ups.(Only Start-ups who are registered with Department for Promotion of Industry and Internal Trade, Ministry of Commerce & Industry, Govt.of India with CERTIFICATE OF RECOGNITION will be considered as Start-up to get a waiver for CMMi</p>	Valid certificate needs to be attached.

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#	Qualification Criteria	Documents Required
	Level 3 or above certification in this case. No other Start-up registration will be considered for this waiver)	
11	The responding firm must have a minimum number of 100 IT Staff of technically qualified personnel having minimum qualification of B.E/ B.Tech/ MCA or having 3 or more years of work experience in the domain of application development, System Administration/Database Administration and systems integration activities on open source platforms, 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
12	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
13	Blacklisting: The bidder must not be blacklisted /suspended by UIDAI /Financial /Educational /Govt. Organizations /PSU body or debarred from bidding process, as on date of submission of the bids.	Bidder should submit Self declaration that the Bidder is not black listed and is not in any legal disputes as on the bid calling date. Self-Declaration Certificate to be enclosed in the bid duly signed by the authorized signatory on its company letter head.
14	Specific Power of Attorney in favour of Authorized Signatory signing the bid and Board Resolution in favour of person granting the Power of Attorney (On Non-Judicial Stamp Paper of INR Rs 100.00 or such equivalent amount and document duly notarized) who shall sign the Contract Agreement	Specific Power of Attorney to sign the Contract Agreement

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.

Note: 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)	08.05.2023
2	Documents download start date (Online)	08.05.2023
3	Last Date and time of sending the queries	11.05.2023 at 14.00 hrs.
4	Pre Bid Meeting at WTL Office (On Line)	12.05.2023 at 11.00 hrs.
5	Corrigendum, if any will be published (On Line)	-
6	Bid Submission start date & time (On line)	18.05.2023 at 14.00 hrs.
7	Last Date & time of submission of Tender fee & Earnest Money Deposit (through e-Tender Portal)	Before uploading of Tender
8	Bid Submission closing date & time (On line)	24.05.2023 at 12.00 hrs.
9	Bid opening date & time for Technical Proposals (Online)	26.05.2023 at 12.00 hrs.
10	Technical Presentation by the Pre-Qualified bidders as per Eligibility Criteria & technical proposal	To be informed
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 Hardware, System Software, Software and associated accessories, implementation and integration of achieve functional objective define in the RFP.

“Fraudulent Practice” means a misrepresentation of facts in order to influence a procurement process or the execution of a Contract and includes collusive practice among Bidders (prior to or after Bid submission) designed to establish Bid prices at artificial noncompetitive levels and to deprive the Department of Par& e-Governance and eventually Gov. of W. Bengal of the benefits of free and open competition.

“Good Industry Practice” shall mean the exercise of that degree of skill, diligence and prudence which would reasonably and ordinarily be expected from a reasonably skilled and experienced Operator engaged in the same type of undertaking under the same or similar circumstances.

“Government” / “Government of West Bengal” means the Government of West Bengal.

“GoI” shall stand for the Government of India.

“GoWB” means Government of West Bengal

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

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

“Similar Nature of Work” means Aadhaar Enabled Service Delivery through Supply, Installation, Configuration, Testing, Integration, Commissioning and Maintenance of AUA/KUA and ASA/KSA infrastructure and Associated Software and Connectors with support services to Government Department /PSU /Autonomous Body

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

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

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

“Project” means the Project for “Design, Supply, Installation, Configuration, Customization, Operations and Maintenance of Aadhaar based Authentication & e-KYC Software comprising of AUA/KUA & ASA/KSA Services Platform with requisite hardware” including Operations & Maintenance for the period of 5years 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 & Service Provider (SI & SP)” means the successful bidder whose bid has been accepted by the WTL and with whom the order for Aadhaar Enabled Service Delivery through Supply, Installation, Configuration, Testing, Integration, Commissioning and Maintenance of AUA/KUA and ASA/KSA infrastructure and Associated Software and Connectors with support services for a period of Five Years 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” mean the Successful Bidder along with all of its partners / OEMs, who have to provide goods & services to the Purchaser under the scope of this RFP / Contract. This definition shall also include any authorized service providers/partners/agents and representatives or other personnel employed or engaged either directly or indirectly by the SI for the purposes of this SI /Contract

“Request for Proposal/(RFP)” means the documents containing the general, technical, functional, commercial and legal specifications for the implementation of the Aadhaar based Authentication & e-KYC Software Platform 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.

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

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

"Uptime" means the time period when specified services are available with specified technical and service standards as mentioned in section titled WARRANTY SUPPORT"

"Service Down Time" (SDT) means the time period when specified services with specified technical and operational requirements as mentioned in section titled "WARRANTY SUPPORT "are not available to Gov. of W. Bengal and its user departments and organizations.

"WTL" means Webel Technology Limited a Government of West Bengal undertaking.

"PAR" means Department of Personnel & Administrative Reforms, Government of West Bengal.

"AUA" means Authentication User Agency

"ASA" means Authentication Service Agency

"KUA" means KYC User Agency

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

2. BID PRICE

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. PRE BID MEETING

Pre Bid Meeting will be held on 12.05.2023 at 11.00 hrs. (**Online Meeting**). Bidder can send their queries as per format (Section - M) to Manager (Purchase) (purchase@wtl.co.in) only the queries received within 11.05.2023 at 14.00hrs will be answered. Interest 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. If there is any change in date and time then will inform.

4. COST OF BIDDING

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

5. BID DOCUMENT

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

6. AMENDMENT OF BID DOCUMENT

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

7. PENALTIES:

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

8. LANGUAGE OF BID & CORRESPONDENCE

The proposal will be prepared by the Bidder in English language only. All the documents relating to the proposal (including brochures) supplied by the firm should also be in English, and the correspondence between the Bidder & WTL will be in English language only. The correspondence by fax/E-mail must be subsequently confirmed by a duly signed formal copy.

9. BIDDER'S SOLUTION

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

10. TENDER FEE & EARNEST MONEY DEPOSIT (EMD)

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

EMD of Rs. 15,00,000.00 (Rupees Fifteen lakhs only) through e-Tender Portal. The EMD / BID Security should be denominated in Indian Rupees and should be in the form of Bank Guarantee valid for 6 months from the date of bid submission.

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

11. FORFEITURE OF EMD

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

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

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

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

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

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

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

12. LACK OF INFORMATION TO BIDDER

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

13. CONTRACT EXECUTION

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

14. INFORMATION PROVIDED

The RFP document contains statements derived from information that is believed to be reliable at the date obtained but does not purport to provide all of the information that may be necessary or desirable to enable an intending contracting party to determine whether or not to enter into a contract or arrangement with WTL in relation to the provision of services. Neither WTL nor any of its employees, agents, contractors, or advisers gives any representation or warranty, express or implied as to the accuracy or completeness of any information or statement given or made in this RFP document.

15. FOR RESPONDENT ONLY

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

16. COSTS BORNE BY RESPONDENTS

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

17. NO LEGAL RELATIONSHIP

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

18. ERRORS AND OMISSIONS

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

19. ACCEPTANCE OF TERMS

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

20. TIME SCHEDULE FOR COMPLETION

12 weeks from the date of issuance of Letter of Intent/work order

21. LIQUIDATED DAMAGE

The job includes the supply and installation of materials mentioned in the tender document. In the event of failure to meet the job completion in stipulated date/time liquidated damage may be imposed on the contractor for sum not less than 0.5% of the contract value for that item/job for each week or part thereof, subject to a ceiling of 5% of the total contract value (including all taxes & duties and other charges). In the event of LD exceeds 5% of the order value, WTL reserves the right to terminate the contract and WTL will get the job completed by any other competent party. The difference of cost incurred by WTL will be recovered from the contractor and PBG will be invoked.

22. LIABILITY

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

- Payment referred to in the Patents and Copy rights clause.
- Liability for bodily injury (including death) or damage to real property and tangible personal property limited to that cause by the Contractor's negligence.
- In case of any other actual damage arising in any situation involving non-performance by Contractor pursuant to or in any way related to the subject of this Agreement, the charge paid by the Contractor for the individual product or Service that is the subject of the Claim.
- For any indirect, consequential loss or damage, lost profits, third party loss or damage to property or loss of or damage to data.
- For any direct loss or damage that exceeds the total payment for Contract Price made or expected to be made to the Contract or hereunder.

23. PATENTS & COPYRIGHT

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

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

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

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amount paid by WTL for the materials. These will be Contractor's entire obligation regarding any claim of infringement.

24. SUSPENSION OF WORK

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

25. TERMS OF PAYMENT AND PAYMENT MILESTONE

Payment Milestones against each stage of deliverables are stated as under

S.N.	Project Component	Deliverables	Max time limit	Payment Milestone
A)	Development Phase & implementation upto Go-Live			
1	Issuance of LoI/Work Order	-	T0	Nil
2	Agreement Signing		T0+7 days	Nil
3	Submission of Inception Report along with Project Plan	Inception Report with Project Plan	T0+ 15 days	Nil
4(I)	Hardware Security Module with 5 year (3yrs+2Yrs) Comprehensive on-site Warranty/AMC & technical support from the date of go-live as per unpriced BoQ 1a& 1b; Server Nodes (Physical Server) with 5 year (3yrs+2Yrs) Comprehensive on-site warranty/AMC & technical support from the date of go-live as per unpriced BoQ 5a& 5b; Storage Nodes with 5 year (3yrs+2Yrs) Comprehensive on-site warranty/AMC & technical support from the date of go-live as per unpriced BoQ 8a& 8b & TOR Switch with 5 year (3yrs+2Yrs) Comprehensive on-site warranty/AMC & technical support from the date of go-live as per unpriced BoQ 10a& 10b	Delivery of goods	To+60 days	40% against delivery & submission of invoice

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4(II)	<p>Hardware Security Module with 5 year (3yrs+2Yrs) Comprehensive on-site Warranty/AMC & technical support from the date of go-live as per unpriced BoQ 1a& 1b; Server Nodes (Physical Server) with 5 year (3yrs+2Yrs) Comprehensive on-site warranty/AMC & technical support from the date of go-live as per unpriced BoQ 5a& 5b; Storage Nodes with 5 year (3yrs+2Yrs) Comprehensive on-site warranty/AMC & technical support from the date of go-live as per unpriced BoQ 8a& 8b & TOR Switch with 5 year (3yrs+2Yrs) Comprehensive on-site warranty/AMC & technical support from the date of go-live as per unpriced BoQ 10a& 10b</p>	Installation, Integration, Configuration, Deployment, testing & Commissioning	To+75 days	35% against Installation, Integration, Configuration, Deployment, testing & Commissioning
5 (I)	<p>Go-live of AUA-ASA including onboarding of 1 (one) scheme through Sub-AUA through Setting up AUA/KUA using Customization, Supply, Installation, Integration, Configuration, Deployment, testing & Commissioning of Aadhaar Data vault Software solution, AUA Software Stack, e-KYC middleware, Customization, Supply, Installation, Integration, Configuration, Deployment, testing & Commissioning ,Setting up ASA/KSA using Customization, Supply, Installation, Integration, Configuration, Deployment, testing & Commissioning of e-KYC Middleware & HSM,</p>	<p>Successfully running of scheme through Sub-AUA integrated with AUA-KUA-ASA-KSA and UIDAI CIDR. Duly Security Audited by Cert-in empaneled auditor of AUA/KUA & ASA/KSA infrastructure and associated software components, integration with eKYC Solution and all requisite Client/software under use by various AUA/KUA or</p>	T1=T0+ 90 days	<p>30% cost as per Unpriced BoQ 2a & 2b for ASA/KSA Aadhar Software Stack for ASA/KSA Set up including e-KYC Middleware with comprehensive 5 years onsite warranty/AMC & technical support from the date of go-live; Unpriced BoQ 3a & 3b for AUA/KUA Aadhar Software Stack for AUA/KUA Set up including e-KYC Middleware with comprehensive 5 years onsite warranty/AMC & technical support from the date of go-live; as per Unpriced BoQ 4a & 4b of Aadhar Data Vault</p>

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	integration with Sub-AUA, integration with UIDAI CIDR using leased data circuit to be provided by WTL/P&AR department	ASA/KSA integrated with UIDAI CIDR as per UIDAI guidelines & framework including one Sub-AUA integration		with comprehensive 5 years onsite warranty/AMC & technical support from the date of go-live; as per Unpriced BoQ 6a & 6b for Software & services for each of 6 server nodes with comprehensive 5 years onsite warranty/AMC & technical support from the date of go-live; as per Unpriced BoQ 7a & 7b for Software & services for each of 5 server nodes with comprehensive 5 years onsite warranty/AMC & technical support from the date of go-live; as per Unpriced BoQ 9a & 9b for Software & services for Storage Nodes with comprehensive 5 years onsite warranty/AMC & technical support from the date of go-live; as per Unpriced BoQ 11 (Document Signer Certificate), 12 (One time implementation charges for AUA/KUA & ASA/KSA Set up.
5(II)	Go-live of AUA-ASA including onboarding of additional 2 (two) scheme (in line with sl no 5(II))	Successfully running of scheme through Sub-AUA integrated with AUA-KUA-ASA-KSA and UIDAI CIDR .Same as 5(I)	T2=T1+7 days	15% cost as per Sl no 5(I)
5(III)	Go-live of AUA-ASA including onboarding of	Successfully running of scheme through Sub-AUA	T3=T2+15 days	30% cost as per Sl no 5(I)

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[illegible]

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

26. GOVERNING LAWS

This contract should be governed by and interpreted by Arbitration clause in accordance with Laws in force in India. The courts at Kolkata shall have exclusive jurisdiction in all matters arising under the contract. The selected vendor shall keep himself fully informed of all current national, state and municipal law and ordinances. The selected vendor shall at their own expense, obtain all necessary permits and license and pay all fees and taxes required by law. These will be selected vendor's entire obligation regarding any claim of infringement. The selected vendor hereto agrees that it shall comply with all applicable union, state and local laws, ordinances, regulations and codes in performing its obligations hereunder, including the procurement of licenses, permits certificates and payment of taxes where required. The selected vendor shall establish and maintain all proper records (particularly, but without limitation, accounting records) required by any law, code/practice of corporate policy applicable to it from time to time including records and returns as applicable under labor legislation

27. CORRUPT OR FRAUDULENT

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The Tender Committee requires that the bidders under this Tender observe the highest standards of ethics during the procurement and execution of such contracts. For this purpose the definition of corrupt and fraudulent practices will follow the provisions of the relevant laws in force. The Tender Committee will reject a proposal for award if it detects that the bidder has engaged in corrupt or fraudulent practices in competing for the contract in question. The Tender Committee will declare a firm ineligible, either indefinitely or for a stated period of time, if it at any time determines that the firm has engaged in corrupt and fraudulent practices in competing for, or in executing, a contract.

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

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

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

- (i) "corrupt practice" means (i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of any person connected with the Selection Process (for avoidance of doubt, offering of employment to or employing or engaging in any manner whatsoever, directly or indirectly, any official of the Client who is or has been associated in any manner, directly or indirectly with the Selection Process or the LOA or has dealt with matters concerning the Agreement or arising there from, before or after the execution thereof, at any time prior to the expiry of one year from the date such official resigns or retires from or otherwise ceases to be in the service of the Client, shall be deemed to constitute influencing the actions of a person connected with the Selection Process; or (ii) save as provided herein, engaging in any manner whatsoever, whether during the Selection Process or after the issue of the LOA or after the execution of the Agreement, as the case may be, any person in respect of any matter relating to the Project or the LOA or the Agreement, who at any time has been or is a legal, financial or technical System Integrator/ adviser of the Client in relation to any matter concerning the Project;
- (ii) "fraudulent practice" means a misrepresentation or omission of facts or disclosure of incomplete facts, in order to influence the Selection Process;
- (iii) "coercive practice" means impairing or harming or threatening to impair or harm, directly or indirectly, any persons or property to influence any person's participation or action in the Selection Process;
- (iv) "undesirable practice" means (i) establishing contact with any person connected with or employed or engaged by the Client with the objective of canvassing, lobbying or

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in any manner influencing or attempting to influence the Selection Process; or (ii) having a Conflict of Interest; and

- (v) “restrictive practice” means forming a cartel or arriving at any understanding or arrangement among Applicants with the objective of restricting or manipulating a full and fair competition in the Selection Process.

28. BIDDING CLAUSE

All decisions taken by the Tender Committee regarding the processing of this tender and award of contract shall be final and binding on all parties concerned.

The Tender Committee reserves the right:

- To vary, modify, revise, amend or change any of the terms and conditions mentioned above and,
- To reject any or all the Tender/s without assigning any reason whatsoever thereof or to annul the bidding process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder(s) or any obligation to inform the affected bidder(s) of the grounds for such decision.

29. WORKMEN'S COMPENSATION

In every case in which by virtue of the provision of the workmen's compensation Act 1923 or any other relevant acts and rules, compensation to a workmen employed by the contractor, is payable, then this should be done by the Contractor. If WTL is obliged to make any compensation under the said rules and acts, then the amount shall be recovered without prejudice, from the bills and due of the Contractor. WTL shall not be bound to contest any claim made against the Contractor in respect of workmen's compensation.

30. CONTRACTOR'S EMPLOYEES

The Contractor shall comply with the provision of all labour legislation including the requirement of the payment of Wage Act 1936 and the rules framed there under and modifications thereof in respect of men employed by him in carrying out the contract. The Contractor must ensure that he complies with PF, ESI regulation for all his deployed employees. The Contractor shall see that all authorized Sub Contractors under him similarly complied with the above requirement.

31. SAFETY MEASURES

The Contractor shall in the course of execution of the work take all necessary precaution for the protection of all persons and property. The Contractor shall take adequate measures to protect the work and prevent accident during the work. In the event of any accident to any person or persons or damage or injury of any description to any person or property due to failure on the part of the contractor in taking proper precautionary measures the contractor shall be responsible for and must make good the loss the damage at his own cost to the satisfaction of the department and employees of the department shall be indemnified from all claims or liabilities arising there from or any expenses incurred on account thereof.

32. EQUIPMENT

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

33. SUB-CONTRACT

The purchaser (WTL) does not recognize the existence of Sub-Contractors. The

Contractor's responsibility is not transferable.

34. TERMINATION FOR DEFAULT

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

35. BANKRUPTCY

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

36. FORCE MAJEURE

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

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

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

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

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

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

37. INSURANCE COVERAGE

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

38. WARRANTY

The Contractor will warranty that products (i.e. Hardware / System Software) supplied under the contract are newly made and are free from defects in the design, engineering and workmanship. The Contractor would be responsible for the upkeep and maintenance of the infrastructure and necessary deliverables under the scope of work during the entire warranty period, i.e. **5 years**(3 years & extended 4th year & 5th year) from the date of final acceptance and go-live of the system by the customer. The Contractor shall not, without the express prior written consent of WTL, assign to any third party of the contractor part thereof. Service support for the entire warranty period will be onsite and comprehensive (including spares) and free of cost for the entire warranty period. The Selected Bidder would also be responsible for the up keep, maintenance; rectifications of defects, wear and tear of the infrastructure procured from the OEM during the entire period of contract and provide WTL with copies of warranty and AMC certificates for all equipment, valid for the entire period of the contract. The selected bidder will also ensure that license of any third party application, if supplied by the bidder will be given to the Government of West Bengal in perpetuity

On Site Comprehensive Warranty for HSM, ADV Software, e-KYC Middleware, Servers, Storage Nodes, TOR Switch& all other system software/virtualization software(Years) -

3 years Comprehensive onsite warranty/AMC & technical support from the date of successfully installation, commissioning, integration, final acceptance and Go-Live & Extended Comprehensive onsite warranty/AMC & technical support for the 4th year & 5th year of operation from the date of Go-live

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

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

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

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

39. WARRANTY SUPPORT

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

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

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

40. PERFORMANCE BANK GUARANTEE (PBG)

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

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

41. CONTRACTOR'S RESPONSIBILITIES

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

42. NO WAIVER OF RIGHTS

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

43. GRAFTS, COMMISSIONS, GIFTS, ETC.

It is the Purchaser's policy to require that bidders, suppliers, contractors and consultants under contracts, observe the highest standard of ethics during the procurement and execution of such contracts. Any graft, commission, gift or advantage given, promised or offered by or on behalf of the contractor or his partner, agent, officers, director, employee or servant or any one on his or their behalf in relation to the obtaining or to the execution of this or any other contract with WTL shall in addition to any criminal liability which it may incur, subject the contractor to the cancellation of this and all other contracts and also to payment of any loss or damage to WTL resulting from any cancellation. WTL shall then be entitled to deduct the amount so payable from any monies otherwise due to the contractor under contract.

44. ENFORCEMENT OF TERMS

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

45. PERIOD OF VALIDITY OF OFFER

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

46. TAXES & DUTIES

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

47. DISCREPANCIES IN BID

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

48. BID DUE DATE

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

49. LATE BID

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

50. OPENING OF BID BY WTL

Bids shall be opened and downloaded in the presence of Tender Committee and Bidder's representative (maximum 2) may attend, which is not compulsory. The bidder's representatives who are present shall sign a register evidencing their attendance and produce necessary authorization. The bidder's name, Bid modifications or withdrawals,

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discounts and the presence or absence of relevant Bid Security and such other details as WTL office at his/her discretion, may consider appropriate, shall be announced at the opening. WTL shall open the bid security at mentioned time.

51. CONTACTING WTL

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

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

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

53. BID CURRENCIES

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

54. PRICE

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

55. CANVASSING

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

56. NON-TRANSFERABILITY OF TENDER

This tender document is not transferable.

57. FORMATS AND SIGNING OF BID

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

58. WITHDRAWAL OF BID

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

59. INTERPRETATION OF DOCUMENTS

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

60. SPLITTING OF THE CONTRACT AND CURTAILMENT OF WORK

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WTL reserve the right to split up and distribute the work among the successful bidders and to curtail any item of work in the schedule partly or fully.

61. PREPARATION OF TENDER

Tender shall be submitted in accordance with the following instructions:

- a) Tenders shall be submitted in the prescribed forms. Digital signatures shall be used. Where there is conflict between the words and the figures, the words shall govern.
- b) All notations must be in ink or type written. No erasing or overwriting will be permitted. Mistakes may be crossed out and corrections typed or written with ink adjacent thereto and must be initialed in ink by the person or persons signing the tender.
- c) Tenders shall not contain any recapitulation of the work to be done. Alternative proposals will not be considered unless called for. No written, oral, telegraphic or telephonic proposals for modifications will be acceptable.
- d) Tenders shall be uploaded as notified on or before the date and time set for the opening of tenders in the Notice Inviting Tenders.
- e) Tenders subject to any conditions or stipulations imposed by the bidder are liable to be rejected.
- f) Each and every page of the tender document must be signed with company seal by the bidder.

62. PRE-DISPATCH INSTRUCTION

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

63. FINAL INSPECTION

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

64. LOCATION OF DELIVERY, INSTALLATION & COMMISSIONING

West Bengal State Data Centre (SDC), 2ndFloor, Monibhandar, Webel, EP&GP Block, Salt Lake City, Sec-V, Kolkata-91.

65. ERASURES OR ALTERNATIONS

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

66. COMPLIANCE WITH LAW

The contractor hereto agrees that it shall comply with all applicable union, state and local laws, ordinances, regulations and codes in performing its obligations hereunder, including the procurement of licenses, permits certificates and payment of taxes where required.

The contractor shall establish and maintain all proper records (particularly, but without limitation, accounting records) required by any law, code/practice of corporate policy applicable to it from time to time including records and returns as applicable under labor legislation.

67. CLARIFICATION OF BIDS

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

68. QUALITY CONTROL

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

69. DEEMED ACCEPTANCE

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

70. CONFIDENTIALITY

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

71. GENERAL TERMS

- a) All the pages of the bid document including documents submitted therein must be duly signed and stamped failing which the offer shall be liable to be rejected.
- b) All the documents to be submitted by the bidder along with their offer should be duly authenticated by the person signing the offer and if at any point of time during procurement process or subsequently it is detected that documents submitted are forged/tampered/manipulated in any way, the total responsibility lies with the bidder and WTL reserves the full right to take action as may be deemed fit including rejection of the offer and such case is to be kept recorded for any future dealing with them.
- c) No Technical/Commercial clarification will be entertained after opening of the tender.
- d) Overwriting and erasures may make the tender liable for rejection if each of such overwriting/erasures/manuscript is not only signed by the authorized signatory of the bidder. All overwriting should be separately written and signed by the authorized signatory of the bidder.
- e) Quantity mentioned in the tender document is indicative only and orders shall be placed subject to actual requirement. WTL reserve the right to increase or decrease the quantity specified in the tender.

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- f) WTL reserve the right to reject or accept or withdraw the tender in full or part as the case may be without assigning the reasons thereof. No dispute of any kind can be raised the right of buyer in any court of law or elsewhere.
- g) WTL reserve the right to ask for clarification in the bid documents submitted by the bidder. Documents may be taken if decided by the committee.
- h) No dispute by the bidders in regard to Technical/Commercial points will be entertained by WTL and decision taken by the Tender Committee will be final.
- i) Discrepancy in the amount quoted by the bidder due to calculation mistake, the unit rate shall be regarded as firm and the totaling or carry in the amount quoted by the bidder shall be corrected accordingly.
- j) The price offers shall remain firm within the currency of contract and no escalation of price will be allowed.
- k) The acceptance of the tender will rest with the accepting authority who is not bound to accept the lowest or any tender and reserves the right to reject in part or in full any or all tender(s) received and to split up the work among participants without assigning any reason thereof.
- l) The customer/WTL at its discretion may extend the deadline for the submission of Bids.

72. MISCELLANEOUS

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

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

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

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

73. SERVICE LEVELS AGREEMENT (SLA)

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

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

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

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

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

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

SLA Monitoring

Measurement	Target	Penalty
Application & Service Availability.	=100%	1% of the QGR payment for every 2 hours of downtime at a

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				stretch or in parts.
Type of Incident	Resolution time	Penalty		
Critical (P1) For critical the resolution time shall be mutually agreed by the department and the service provider at the time of award of contract. T shall be the agreed resolution time which is less than 30 minutes.	T	No Penalty		
	T1 = T+2 hours	0.05% payment of the for QGR every additional 2 hours of non-resolution for every call		
	> T1	2% of the QGR payment for every additional 2 hours of non-resolution for every call		
Medium (P2)	1 hour from the time of incident logged at the helpdesk	No penalty		
	> 1 hour and < =2 hours	0.05% of the QGR payment for every unresolved call		
	> 2 hours	1% of the QGR payment for every additional 2 hours of non-resolution for every call		
Low (P3)	<= 2 hours from time of response logged.	No Penalty		
	> 2 hours and < = 4 hours	0.01% of the QGR payment for every unresolved cal		
	> 4 days	0.05% of the QGR payment for every additional 48 hours of non-resolution for every call		
Downtime required for maintenance, new initiatives undertaken by service provider or for performance enhancement measures shall not be considered while calculating application availability.				1% of the QGR payment for every subsequent hour of downtime at a stretch or in

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		parts for total down time more than 10 hours
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Note:

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

76.3. OPERATIONAL SLA'S FOR HELPDESK

Support calls to the helpdesk should be answered in:

#	Call Type	Description	Response Time
1	Critical Calls	Incidents which impact the overall solution like outage of Aadhaar based Authentication & e-KYC Software Platform and which has a high impact on the service delivery to citizens and respective departments. Incidents whose resolution shall require additional investment in components or time or shall involve coordination with OEMs. Incidents for which no work around is available. Any incident which is affecting a majority of users (over 80% of users including Department users).	(within 15 min)
2	Medium	Incidents which impact a limited number of users. The main application at SDC is available but the productivity of a limited number of users is getting affected. For e.g., Aadhaar based Authentication & e-KYC Software Platform are up and running but certain users are unable to login / access / submit request / process citizen service requests etc. Incidents whose resolution shall require replacement of hardware or software parts, requiring significant interruption in working of that individual component. Acceptable work around is available. For example, installation of operating system, patches, etc.	(within 30 min)
3	Low	Incidents whose resolution shall require changes in configuration of hardware or software, which will not significantly interrupt working of that component. Incidents like functionality enhancement and/or support for modification or maintenance of source code, application version enhancement etc.	(within 45 min)

76.1. CATEGORIZATION OF CALL

The calls would be defined in the following categories:

- A. Severity level:** The severity level of a service call is defined by the extent of impact the problem has on the overall state portal solution performance.

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

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

Severity/Priority	P1	P2	P3
S1	0.5 Hrs	1 Hrs	3 Hrs
S2	1 Hrs	4 Hrs	8 Hrs
S3	8 Hrs	16 Hrs	24 Hrs
S4	16 Hrs	24 Hrs	32 Hrs

* Time by which the calls have to be resolved

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

77. EXIT MANAGEMENT

77.1 Purpose

- a) This clause sets out the provisions which will apply upon completion of the contract period or upon termination of the agreement for any reasons. The Parties shall ensure that their respective associated entities, in case of P&AR Department, Govt of West Bengal or Webel Technology Limited, any third party appointed by P&AR Department, Govt of West Bengal and in case of the SI&SP, carry out their respective obligations set out in this Exit Management Clause. Exit Management criteria will be a part of Master Service Agreement with detailed information about exit criteria and exit management plan.
- b) The exit management period starts, in case of expiry of contract, or on the date when the contract comes to an end or in case of termination of contract, or on the date when the notice of termination is sent to the SI&SP. The exit management period ends on the date agreed upon by Webel Technology Limited.
- c) The SI&SPs shall pay all transfer costs and stamp duty applicable on transfer of project assets except in case the Project is being terminated due to default of

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Webel Technology Limited where Webel Technology Limited shall be responsible for transfer costs and stamp duty, if any. For clarification of doubt, transfer costs in this Clause relate to taxes and duties applicable due to transfer of the Aadhaar Authentication Framework project, if any. At the beginning of the exit management period, the SI&SPs shall ensure that:

1. All Project Assets including the hardware, software, documentation and any other infrastructure shall have been renewed and cured of all defects and deficiencies as necessary so that the Aadhaar Based Authentication Framework is compliant with the Specifications and Standards set forth in the RFP, Agreement and any other amendments made during the contract period;
2. SI&SP delivers relevant records and reports pertaining to the Aadhaar Based Authentication Framework project and its reports, concepts notes and feasibility report including all manuals pertaining thereto and complete as on the Divestment Date;
3. On request by P&AR Department, Govt of West Bengal or Webel Technology Limited or any third party appointed by P&AR Department, Govt of West Bengal or Webel Technology Limited, the SI&SP shall effect such assignments or service provision agreement between SI&SPs and any third party, in favor of P&AR Department, Govt of West Bengal or Webel Technology Limited or any third party appointed by P&AR Department, Govt of West Bengal or Webel Technology Limited if it is required by P&AR Department, Govt of West Bengal or Webel Technology Limited or any third party appointed by P&AR Department, Govt of West Bengal or Webel Technology Limited and is reasonably necessary for the continuation of services by P&AR Department, Govt of West Bengal or Webel Technology Limited or any third party appointed by P&AR Department, Govt of West Bengal or Webel Technology Limited;

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

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

77.2 Cooperation and Provision of Information

During the Exit Management Period:

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

Promptly on reasonable request by P&AR Department, Govt of West Bengal or Webel Technology Limited or any third party appointed by P&AR Department, Govt of West Bengal or Webel Technology Limited, the SI&SP shall provide access to and copies of all information held or controlled by them which they have prepared or maintained in accordance with the "Contract", the Project Plan, SLA and Scope of Work, relating to any material aspect of the services. P&AR Department, Govt of West Bengal or Webel Technology Limited or any third party appointed shall be entitled to copy all such information. Such information shall include details pertaining to the services rendered

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and other performance data. The SI&SP shall permit P&AR Department, Govt of West Bengal or Webel Technology Limited or any third party appointed to have reasonable access to its employees/ facility as reasonably required by P&AR Department, Govt of West Bengal or Webel Technology Limited or any third party appointed to understand the methods of delivery of the services employed by the SI&SP and to assist appropriate knowledge transfer.

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SECTION – E

BID FORM

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

To

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

Sub: Aadhaar Enabled Service Delivery through Supply, Installation, Configuration, Testing, Integration, Commissioning and Maintenance of AUA/KUA and ASA/KSA infrastructure and Associated Software and Connectors with support services for a period of Five Years.

Dear Sir,

1. We the undersigned bidder/(s), having read and examined in details the specifications and other documents of the subject tender no. Dated, do hereby propose to execute the job as per specification as set forth in your Bid documents.
2. The prices of all items stated in the bid are firm during the entire period of job irrespective of date of completion and not subject to any price adjusted as per in line with the bidding documents. All prices and other terms & conditions of this proposal are valid for a period of 180 (one hundred eighty) days from the date of opening of bid. We further declare that prices stated in our proposal are in accordance with your bidding.
3. We confirm that our bid prices include all other taxes and duties and levies applicable on bought out components, materials, equipment and other items and confirm that any such taxes, duties and levies additionally payable shall be to our account.
4. Earnest Money Deposit: We have submitted EMD Rs. 1500000/- through electronic transfer of fund (Transaction details/UTR details, amount transferred with date of transfer).
5. We declare that items shall be executed strictly in accordance with the specifications and documents irrespective of whatever has been stated to the contrary anywhere else in our proposal. Further, we agree that additional conditions, deviations, if any, found in the proposal documents other than those stated in our deviation schedule, save that pertaining to any rebates offered shall not be given effect to.
6. If this proposal is accepted by you, we agree to provide services and complete the entire work, in accordance with schedule indicated in the proposal. We fully understand that the work completion schedule stipulated in the proposal is the essence of the job, if awarded.
7. We further agree that if our proposal is accepted, we shall provide a Performance Bank Guarantee of the value equivalent to ten percent (10%) of the Order value as stipulated in Financial Bid (BOQ).
8. We agree that WTL reserves the right to accept in full/part or reject any or all the bids received or split order within successful bidders without any explanation to bidders and his decision on the subject will be final and binding on Bidder.

Dated, thisday of2023

WEBEL TECHNOLOGY LIMITED

Thanking you, we remain,

Yours faithfully

.....
Signature

.....
Name in full

.....
Designation

Signature & Authorized Verified by

.....
Signature

.....
Name in full

.....
Designation

.....
Company Stamp

SECTION – F

TECHNO COMMERCIAL EVALUATION & AWARDING OF CONTRACT

1.1. Criteria for Evaluation of Bids

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

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

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

1.1.2. Criteria for Evaluation and Comparison of Technical Bids

- Technical proposal of only those bidders will be opened and evaluated who meet all the pre-qualification criteria.
- The evaluation committee will evaluate the Technical Proposals on the basis of the technical evaluation criterion as provided below.
- 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.

1.1.3. Scoring Criteria and evaluation parameters:

Technical Scoring criteria is given in the ANNEXURE-I

1.1.4. 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.
- Errors & Rectification: Arithmetical errors will be rectified on the following basis: "If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price

shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail”.

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

1.2. Appointment of bidder

1.2.1. Award Criteria

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

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

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

1.2.3. Notification of Award

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

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

1.2.4. Contract Finalization and Award

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

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

1.2.5. Signing of Contract

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

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

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

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

1.2.7. Confidentiality of the Document

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

1.3. Rejection Criteria

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

1.3.1. Pre-Qualification Rejection Criteria

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

1.3.2. Technical Rejection Criteria

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

1.3.3. Commercial Rejection Criteria

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

1.4. Concessions permissible under statutes

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

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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.

1. Registration of Bidder:

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

2. Digital Signature Certificate (DSC):

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

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

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

4. Participation in more than one work:

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

5. Submission of Tenders:

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

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

Techno Commercial Cover:

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

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

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

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

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

1. Technical & Compliance Statement (Section – I)

Financial Cover:

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

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

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

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Table 17: Document List

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

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SECTION – H

UNPRICED BOQ/COMMERCIAL BID DETAILS

Table: BoQ for setting up AUA/KUA & ASA/KSA for Aadhaar Enabled Service Delivery/ Payment System with failover mechanism:

Unpriced BoQ for setting up AUA/KUA & ASA/KSA for Aadhaar Enabled Service Delivery/ Payment System with failover mechanism			
Sl no	Item Descriptions	Unit	Qty
1a	Hardware Security Module for Production Environment, Pre-Production Environment & Staging Environment (Network based Hardware Security Module with 1000 TPS for RSA 2048 Bits) (For both AUA/KUA & ASA/KSA set up-(i) Primary Site with Active-Active High Availability in Production Environment & (ii) DR Site without high availability) (3 years Comprehensive onsite warranty/AMC & technical support from the date of Go-Live)	Nos	3
1b	Extended Comprehensive onsite Warranty/AMC & Technical support for Hardware Security Module as per Sl no (1a) for 4th year & 5th years of operation from the date of Go-Live	Nos	3
2a	ASA/KSA Aadhaar Software stack for ASA/KSA Setup including e-KYC Middleware for Production Environment, Pre-Production Environment & Staging Environment (To be deployed in Co-located server for Primary Site with High Availability in Production Environment & DR Site without high availability) (3 years Comprehensive onsite warranty/AMC & technical support from the date of Go-Live)	Set	2
2b	Extended Comprehensive onsite Warranty/AMC & Technical support for ASA/KSA Aadhaar Software stack for ASA/KSA Setup including e-KYC Middleware as per Sl no (2a) for 4th year & 5th years of operation from the date of Go-Live	Set	2
3a	AUA/KUA Aadhaar software stack for AUA/KUA Set up including e-KYC Middleware for Production Environment, Pre-Production Environment & Staging Environment (To be deployed in Co-located server for Primary Site with High Availability in Production Environment & DR Site without high availability)(3 years Comprehensive onsite warranty/AMC & technical support from the date of Go-Live)	Set	2
3b	Extended Comprehensive onsite Warranty/AMC & Technical support for AUA/KUA Aadhaar software stack for AUA/KUA Set up including e-KYC Middleware as per Sl no (3a) for 4th year & 5th years of operation from the date of Go-Live	Set	2

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4a	Aadhaar Data Vault for Production Environment, Pre-Production Environment & Staging Environment (To be deployed in Co-located server for AUA/KUA for Primary Site with High Availability in Production Environment & DR Site without high availability) (ADV certified by Cert-IN empanelled agency as per UIDAI guidelines with Secure to Host Certificate) (3 years Comprehensive onsite warranty/AMC & technical support from the date of Go-Live)	Set	2
4b	Extended Comprehensive onsite Warranty/AMC & Technical support for Aadhaar Data Vault as per Sl no (4a) for 4th year & 5th years of operation from the date of Go-Live	Set	2
5a	Server Nodes (Physical Server) for Production Environment, Pre-Production Environment & Staging Environment with 3 years Comprehensive onsite warranty/AMC & technical support from the date of Go-Live (8 nos for Primary Site & 3 nos for DR Site)	Nos	11
5b	Extended Comprehensive onsite Warranty/AMC & Technical support for Server Nodes (Physical Server) as per Sl no (5a) for 4th year & 5th years of operation from the date of Go-Live	Nos	11
6a	<p>Software & services for each of the 6 servers for Physical Server Node as per sl no 5 (<u>without Virtualization Soft-ware</u>):</p> <p>The servers should be supplied with the following software as per proposed solution-</p> <ul style="list-style-type: none"> -Required operating system software (Windows/Linux) -Required database software -Host based security software required for virtual/host/guest machines. <p>OEM support for 3 years Comprehensive onsite warranty/AMC & technical support from the date of Go-Live for proposed security software, operating system, database software etc.</p>	Set	6
6b	Extended Comprehensive onsite Warranty/AMC & Technical support for Software & services for each of the 6 servers as per Sl no (6a) for 4th year & 5th years of operation from the date of Go-Live	Set	6

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7a	<p>Software & services for each of 5 servers Node as per sl no 5a (with <u>Virtualization Software</u> for Production Environment, Pre-Production Environment & Staging Environment).</p> <p>The servers should be supplied with the following software as per proposed solution-</p> <ul style="list-style-type: none"> - Virtualization Software - Required operating system software (Windows/Linux) - Required database software - Host based security software required for virtual/host/guest machines. <p>OEM support for 3 years Comprehensive onsite warranty/AMC & technical support from the date of Go-Live for proposed virtualization, security software, operating system, database software etc</p>	Set	5
7b	<p>Extended Comprehensive onsite Warranty/AMC & Technical support for Software & services for each of the 5 servers as per Sl no (7a) for 4th year & 5th years of operation from the date of Go-Live</p>	Set	5
8a	<p>Storage Nodes with 3 years Comprehensive onsite warranty/AMC & technical support from the date of Go-Live for Production Environment, Pre-Production Environment & Staging Environment(2 for Primary Site & 1 for DR Site)</p>	Set	3
8b	<p>Extended Comprehensive onsite Warranty/AMC & Technical support for Storage Nodes as per Sl no (8a) for 4th year & 5th years of operation from the date of Go-Live</p>	Set	3
9a	<p>Software & services for Storage Node for Production Environment, Pre-Production Environment & Staging Environment:</p> <p>The servers should be supplied with the following software as per proposed solution-</p> <ul style="list-style-type: none"> - Virtualization Software - Required operating system software (Windows/Linux) - Required database software - Host based security software required for virtual/host/guest machines. <p>OEM support for 3 (three) years for proposed virtualization, security software, operating system, database software etc</p>	Set	3

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9b	Extended Comprehensive onsite Warranty/AMC & Technical support for Software & services for Storage Node as per SI no (9a) for 4th year & 5th years of operation from the date of Go-Live	Set	3
10a	Top-of-the Rack (TOR) Switch with all cables & accessories for connectivity of Servers with 3 years Comprehensive onsite warranty/AMC & technical support from the date of Go-Live (2 for Primary Site & 1 for DR Site)	Set	3
10b	Extended Comprehensive onsite Warranty/AMC & Technical support for Top-of-the Rack (TOR) Switch as per SI no (10a) for 4th year & 5th years of operation from the date of Go-Live	Set	3
11	Document Signer Certificate as per UIDAI specification	Nos	1
12	One time implementation charges for AUA/KUA & ASA/KSA set up (Primary Site & DR Site) for Production Environment, Pre-Production Environment & Staging Environment with initial 13 Sub-AUA schemes(as per list given) onboarding integrated with AUA through API and ASA/KSA integrated with UIDAI CIDR including Security Audit	LS	1
13	Onsite Manpower cost for system administration ,database administration & all AUA/ASA infrastructure maintenance & FMS support for the period from 8 am to 4 pm& 4 pm to 2pm.(consideration of 1 shift per day or 2 shift per day will be at the discretion of P&AR Department) for 5 years post-Go-Live (2 Shift)(2 resources per shift)	Resources	4
14	Customization charges through Change Request(CR)post go-live excluding API development for Sub-AUAs which are not covered under available sets of API exposed through ADV etc (Rate per Person-Days)	Person-Day	50
15	Customization charges through Change Request(CR)post Go-Live for API development for Sub-AUAs Onboarding including Security Audit at AUA end as applicable as per UIDAI guidelines (For each Sub-AUA onboarding through API development for integration with AUA will be on pro-rata basis). Security Audit at each of Sub-AUA is out of scope of the bidder	Per Sub-AUA onboarding through API development	30
16	Any other items required to complete successfully implementation of Aadhaar Authentication Framework using setting up AUA/KUA & ASA/KSA integrated with UIDAI CIDR (excluding Point to-Point Leased Data Circuit charges/MPLS Charges) (Note: Server rack,& SDC network & Security sub-systems ,Routers will be provided by Department)	LS	1

Note:

1. HSM is to be deployed in State Data Centre considering the Active-Active configuration.

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2. Primary Site location of State Data Centre is at Monibhandar, Sector-V, Kolkata-91 & Disaster Recovery (DR) Site of SDC located at Purulia, West Bengal
3. Link bandwidth speed to start with for 2 different dedicated Leased line between WB State Data Centre and UIDAI, Manesar Data Centre & WB State Data Centre and UIDAI, Bangaluru Data Centre. **10 Mbps link speed.**
4. Bidder to ensure successfully configure & deploy reporting & dashboard, UI interface and alerting mechanism using syslog server of SDC.
5. Server Rack, SDC's Network & Security Subsystem, Router etc will be leveraged & provided both at Primary Site & DR Site by the department

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SECTION - I

TECHNICAL & COMPLIANCE STATEMENT

(Tender No.....)

1. Technical specs of HSM, ADV & eKYC middleware

1.1. Hardware Security Module (HSM)

Sl. No	Minimum Specification	Compliance (Yes/No)
1	Should support Windows 2016 or higher, Linux. Open Source OS is preferred	
2	Appliance should have Cryptographic boundary module which should comply to standards FIPS 140-2 Level 3	
3	Key Exchange Symmetric Algorithm: AES, Triple DES (No separate license of Algorithm to be charged)	
4	Support for Hash Message Digest HMAC, SHA1 SHA2 (224-512)	
5	Support for various cryptographic algorithms: Asymmetric Key RSA (2048-4096 bits) ECDSA , ECC (No separate license of Algorithm to be charged)	
6	Random Number Generation –FIPS 140-2 approved	
7	Should Published API for various above functionalities for integrating with the Application software	
8	Should have PKCS11 ,JAVA JCA and Rest APIs and open source technologies for connectivity	
9	Keys must be stored in Crypto memory of hardware within FIPS boundary of HSM	
10	Onboard key generation, signing inside the HSM	
11	Minimum keys storage should be 10000 RSA keys of 2048 bits within FIPS 140-2 Level 3 certified crypto memory only (storage on NVRam not allowed)	
12	Concurrent 1000 Keys should be usable for Signing and Encryption	
13	Storage capacity of cryptographic memory should have at least 10000 RSA Keys of 2048 bits	
14	The backup and recovery of the all keys should be automatic between HA and DR devices over network cluster (Without any backup device)	
15	The solution should also support automatic synchronisation of keys between deployed HSM Systems in DC and DR	
16	HSM should be capable of overall key management (creation, access, archival, destruction)	
17	Support for minimum 1000 Transaction per Second @ RSA 2048 bits field	
18	HSM should be field upgradable to higher key storage and higher partition	

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19	HSM should have at least 20 logical user partition, each user partition should have its own Username and PIN .	
20	HSM once divided in partition TPS should be proportionally divided among the partition & HSM performance should not lower in case of concurrent usage of partition	
21	Appliance should have Dual network port	
22	Appliance should support IPv4 & IPv6	
23	Should support SNMP	
24	Appliance should be 1U or 2U rack size	
25	Appliance should have HS80+ dual redundant power supply	

1.2. Aadhaar Data Vault (ADV)

Sr.No.	Particulars	Compliance (Yes/No)
	FUNCTIONAL REQUIREMENTS	
1	Encryption of Aadhaar Number and any connected Aadhaar Data	
1.1	The Aadhaar number and any connected data maintained on the Aadhaar Data Vault should be kept encrypted and access is to be strictly controlled only for authorized systems.	
1.2	The platform needs to comply with the data encryption standards and storage policies requirements as mentioned by UIDAI.	
1.3	All encryption keys should only be stored in HSM infrastructure as mandated by UIDAI.	
1.4	UID Token should be stored as a mandatory part of solution.	
1.5	Demographic match from the Aadhaar Data Vault should be done using the UID token. Aadhaar number should not be used in such cases.	
1.6	The platform should be compliant/ support API 2.5 or other API version as designed by UIDAI	
2	Generation of Reference Number	
2.1	Each Aadhaar number is to be referred by an additional key called as Reference key. The proposed solution should have the ability to generate a reference value (key) which should get automatically associated with the Aadhaar Number or any other data stored in the vault.	
2.2	Mapping of the reference key and Aadhaar number is to be maintained in the Aadhaar Data Vault in an encrypted format.	
2.3	The reference number generated as such should be unique for each Aadhaar number. The chosen reference key method should ensure that the recovery of the associated Aadhaar Number must not be computationally feasible knowing only the reference keys or number of reference keys. Reverse engineering of the reference key or a series of reference keys to compute the Aadhaar number should not be technically possible as mandated by UIDAI.	

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2.4	The solution should be capable of maintaining the integrity of encrypted Aadhaar number associated with reference key.	
3	Retrieval of Reference Number	
3.1	ADV should search for existence of encrypted Aadhaar Number in the storage during every call to store Aadhaar Number in ADV. If the encrypted value of the Aadhaar number being stored already exists in the ADV storage, then the same associated reference number should be returned back.	
4	Support Storage of UID	
4.1	The ADV solution provided by the bidder shall support storage of 72 digit UID.	
5	Support Storage of Scanned Aadhaar Card PDF/ Image File	
5.1	The ADV solution provided by the bidder shall support encryption and storage of scanned Aadhaar Card PDF/ Image file and any other document/ images as per the data encryption and storage guidelines issued by UIDAI in a separate File server (TPS of HSM or ADV would not be considered in this case as its data file processing, however need HSM with 1GBPS - AES encryption decryption speed, Vendor to quote HSM with 1GBPS or above - AES encryption decryption speed only)	
5.2	Support Storage of e-KYC response in encrypted form	
7	Implementation in a highly secured Network Zone	
7.1	The bidder should assist organisation of organisation team for implementation of the Aadhaar Data Vault Solution in a highly restricted network zone. The storage of Aadhaar number/ data along with the referencing system should be isolated from any untrusted zone and other internal network zones as mandated by UIDAI.	
8	User Management Functionality	
8.1	ADV platform offered by the bidder should be capable of providing a GUI for enabling creation of multiple API / Admin users. Authorized organisation Officials should be able to login to this web based platform and should be to create multiple Admin/ API users.	
8.2	This web based interface should also support Edit/ Delete/ Modify user/reset password functionality.	
9	Non Repudiation of Stored Data	
9.1	ADV platform provided by the bidder shall support Non repudiation of stored data in database or storage and should not permit any user to replace the encrypted Aadhaar number/ data associated with Reference number value with another encrypted Aadhaar number/ data.	
10	APIs for interfacing with ADV platform	
10.1	Only trusted communications must be permitted in and out of the vault. This should be ideally be done via API / Micro Service dedicated to get the mapping and controlling access to the API/ Micro-Service at application level. Any authorized users needing to access this mapping must access via applications allowing them to view/ access data with appropriate user authentication.	

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10.2	API Gateway platform to be used for API Security	
10.3	API gateway should use OAuth 2.0 authentication and authorisation for API access	
10.4	API Gateway Request and response validation against the most common request based attacks such as SQL injection, parsing attacks, and schema poisoning	
10.5	The proposed software solutions of the bidder should have deployment of Open source API Gateway to Support for many types of rates limiting capabilities including rate limits by request counts and network bandwidth usage	
10.6	The proposed software solutions of the bidder should have deployment of Open source API Gateway to ensure Ability to assign quotas to user, application , IP addresses , devices and regions among other things	
10.7	ADV platform provided by the bidder shall support at least Java as well as .NET based API's or web services for Integration. The Aadhaar Data Vault Solution should be capable to interface with the organisation's applications and the Client API should be made available for accessing Aadhaar Data Vault as a part of the solution. The bidder should assist organisation for sub system integration with Aadhaar Data Vault with the Web Services/ APIs.	
11	Guidelines	
11.1	Platform should meet all Aadhaar Data Vault guidelines issued by UIDAI from time to time.	
12	Security- The ADV Solution should support and adhere to:	
12.1	Security framework for AUA/ ASA/ AKA's	
12.2	Security framework for authentication devices	
12.3	The bidder is to provide security audit through Cert-in empaneled auditors and the cost involvement shall be borne by the bidder	
13	Following guidelines (issued by UIDAI) are required to be followed. Domains will be covered to achieve the above objectives	
13.1	Aadhaar Act (2016),	
13.2	Aadhaar (Authentication) Regulations 2016,	
13.3	Aadhaar (Data Security) Regulations 2016,	
13.4	Aadhaar (Sharing of Information) Regulations, 2016	
13.5	UIDAI Information Security Policy	
13.6	UIDAI Circular No. K-11020/205/2017 (Auth I) dated 25.07.2017	
13.7	UIDAI Circular no.4 of 2018 dated:01.05.2018	
13.8	UIDAI circular no.5 of 2018 dated:16.05.2018	
13.9	UIDAI circular no.6 of 2018 dated 04.06.2018	
	TECHNICAL REQUIREMENTS	
1	The Platform should support user management integration with Active Directory for validate user credentials	
2	The solution should be capable of Supporting Encryption Algorithms such as 3DES, AES-256, SHA-256, SHA-384, SHA-512,	

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	RSA-2048, RSA-3072, RSA-4096 used for encrypting Aadhaar Number and Aadhaar related data.	
3	The Aadhaar Data Vault solution should support the key rotation.	
4	The Application should have the capabilities for updating / retrieving the Aadhaar Number or related data from Aadhaar Data Vault, during the Key Rotation of the HSM Keys. The Activity should not require any Downtime.	
5	Auditing and Logging: The Aadhaar Data Vault Solution should have the capability of detailed logging and audit tracking of all key state changes, administrator access and policy changes. The Audit trails should be securely stored and signed for non-repudiation. The logs should be integrated with the organisation's SIEM tool for monitoring and alerting.	
6	Aadhaar Data Vault solution should support User Access restrictions with various access rights	
7	The solution must be able to support storage of the root of trust master Key on a FIPS 140-2, minimum Level 3 certified HSM device.	
8	Aadhaar Data Vault solution should be scaled to higher TPS on the same HSM, solution should be field upgradable and should not involve additional procurement of hardware post solution is implemented.	
9	HSM should be of 1000 TPS @ RSA 2048 bits and 1 GBPS - Encryption / decryption and 1GBPS is the network port speed of the HSM	
10	Aadhaar Data Vault solution should have the capability to support the Bulk Insertion of records with Unique Token for each Aadhaar Number.	
11	The software should be able to tokenize numeric value. It can encrypt other PII data	
12	The Solution should be capable of managing at least 100 concurrent connections scalable with 10 % rise every year.	
13	The ADV platform provided by the bidder should support the relational database management systems	
15	The ADV platform provided by the bidder must implement strong access controls and authentication measures. It should have ability to provision granular access control and shall support monitoring and logging of access.	
16	The admin and user roles should be segregated.	
17	User access should be locked in case of 5 unsuccessful login attempts. Audit log of all the activities carried out in Aadhar data vault should be maintained as per the policies mandated by UIDAI. Email Gateway (using WB.GOV.IN Mail Server) and SMS Gateway will be provided by P&AR Depart to send alerts	
18	The ADV platform provided by the bidder shall support highly secured communication between the internal business applications of organisation and ADV platform, API Gateway platform to be used for API security	

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19	The Security between Client Application consuming API/ web service and Aadhaar Data vault shall be permitted only after successful validation of the below mentioned parameters: <ul style="list-style-type: none"> • IP Validation • User ID and Password • PKI Authentication 	
20	The offered Aadhaar Data Vault solution should support IPV 6	
21	Must support multiple threads and batch (or vector) mode where API is not supported	
22	The solution can integrate with organisation's application that are using Aadhaar	
23	The system should have provision for archiving and storing old data	
24	Automated periodic replication of data from production to DR for near Zero data loss	
	Source Code	
1	<ul style="list-style-type: none"> • Proposed application should be IPV6 Compliant. • Agile methodology may be incorporated during development and deployment phase of proposed application platform • The entire application software should be design & developed based on Open Source technology and compliance. • Proposed application software (ADV, E-KYC middle ware, Sub -AUA onboarding API, web portal, grievance redressal portal, AUA & ASA software stack etc) Source Code always are the property of Govt, with copyright. • The source code of the product should be delivered as part of deliverable. There should be online help available for the platform 	

1.3. AUA & KUA eKYC Middleware

S1. No.	Business / Functional Requirements	Compliance (Yes/No)
	Generic Requirements	
1	Upon successful service delivery by the Authentication/e-KYC module, the system should allow processing and forwarding of authentication requests in the format accepted by UIDAI (presently XML) between AUA application, ASA & CIDR and vice versa within reasonable round-trip time mandated by UIDAI.	
2	All communication passing through AUA/KUA to ASA/KSA must be secure and encrypted as per UIDAI standards.	
3	The authentication application platform must be forward compatible with any service and security standards proposed by UIDAI.	
4	Specific fields in the authentication transaction must be captured.	

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5	The system should be in compliance with UIDAI specifications and standards published from time to time.	
6	All requests and responses should be logged. The logs shall capture details of authentication transaction but not corresponding Personal Identity Information (PID).	
7	The system should maintain a log and report for all transactions for audit purpose. Reporting of this module shall be integrated with the Dashboard Module.	
8	The system, if required, should append the license key along with the request.	
9	In case one ASA is down, the system should have the capabilities to reroute the request via other alternate ASAs. There must be provision for digitally signing the Auth XML requests on behalf of AUA. The Auth XML should append the AUA code along with the request. The Auth XML should be sent to ASA over the secured network. For the response that is received from ASA, should be forwarded to specific AUA/sub AUA from where the request originated.	
10	The Aadhaar authentication should carry out the following Aadhaar Demographic Authentication: The system should route all demographic authentication requests i.e. requests with an aim to authenticate resident's details like Name, Address, DOB, etc. are authenticated from the UIDAI's CIDR	
11	The Aadhaar authentication should carry out the following Aadhaar Biometric Authentication: <ul style="list-style-type: none"> - The system should route all biometric authentication requests from registered departmental applications (AUAs or Sub-AUAs) to CIDR and back; - The system should implement Authentication API - The system should authenticate residents' fingerprint and iris 	
12	The Aadhaar authentication should carry out the following Aadhaar OTP Authentication: <ul style="list-style-type: none"> - The system should route all OTP authentication requests from registered departmental applications (Sub-AUAs) to CIDR and back - The system should implement OTP Authentication API - The system should authenticate residents with registered mobile numbers. 	
13	The system should handle Authentication API errors correctly.	
14	The solution should have interface to search and filter the data of the Report.	
15	The authentication module should support in establishing SSL connection between the communication systems.	
16	The Solution should provide for future scalability of the whole system without major architectural changes.	
17	Should support Web Interface.	
18	The solution should be highly scalable and capable of delivering high performance as & when transaction volumes / users increases without compromising on the response time.	

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19	The application software platform for Aadhaar based Authentication and e-KYC services should be compatible with all the standard open source operating systems. Major Software for ASA/KSA and AUA/KUA along with any auxiliary components such as Web Server, Application Server, Gateway Server, Load Balancer, etc must also be compatible/smoothly work with operating system	
20	The solution shall run on native browser with additional plug-in that should be freely downloadable and should support at the minimum IE, Firefox Mozilla etc.	
21	User Interface should require only standards compliant browsers with standard support for web scripting languages.	
22	The solution will initially be required to cover a range of process modules mentioned in the RFP, but it should allow addition of more modules or more users in any module as and when required.	
23	Should not require opening of any special protocols for connecting the user client to the web/ application server. All communication should be on secured HTTPS and SFTP.	
24	The solution shall be supported on client with mobile based platform	
25	The Application Platform must be compatible / interoperable with proposed Hardware Security Module (HSM) Devices. Integration between HSM API and ASA/AUA/KSA/KUA application must be carried out free of cost.	
26	It should be possible to integrate/call/plugin the ASA/AUA/KSA/KUA application as a module with other web based/GUI-based applications.	
27	The web-based application should comply with Guidelines for Indian Government Websites (GIGW), W3C and WCAG 2.0 Level A.	

WEBEL TECHNOLOGY LIMITED

SECTION – J

TECHNICAL CAPABILITY OF BIDDER

(Tender No.)

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

Authorized Signatory (Signature In full): _____

Name and title of Signatory: _____

Stamp of the Company: _____

Note:

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

WEBEL TECHNOLOGY LIMITED

SECTION – K

FINANCIAL CAPABILITY OF BIDDER

(Tender No.)

FINANCIAL INFORMATION

Sl. No.	Name of the Bidder	Turnover (Rs. / Crores)		
		2019-20	2020-21	2021-22
1				

Authorized Signatory (Signature In full): _____

Name and title of Signatory: _____

Stamp of the Company: _____

Note:

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

WEBEL TECHNOLOGY LIMITED

SECTION – L

BIDDERS'S DETAILS

(Tender No.)

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

WEBEL TECHNOLOGY LIMITED

10	Are you registered with any Government/ Department/ Public Sector Undertaking (if yes, give details)	
11	How many years has your organization been in business under your present name? What were your fields when you established your organization	
12	<p>What type best describes your firm? (Purchaser reserves the right to verify the claims if necessary)</p> <ul style="list-style-type: none"> ▪ Manufacturer ▪ Supplier ▪ System Integrator ▪ Consultant ▪ Service Provider (Pl. specify details) ▪ Software Development ▪ Total Solution provider (Design, Supply , Integration, O&M) ▪ IT Company 	
13	Number of Offices in district headquarters in West Bengal	
14	Is your organization has ISO 9001:2008 certificates?	
15	List the major clients with whom your organization has been / is currently associated.	
16	Have you in any capacity not completed any work awarded to you? (If so, give the name of project and reason for not completing the work)	
17	Have you ever been denied tendering facilities by any Government / Department / Public sector Undertaking? (Give details)	

Authorized Signatory (Signature In full): _____

Name and title of Signatory: _____

Company Rubber Stamp: _____

WEBEL TECHNOLOGY LIMITED

SECTION – M

FORMAT FOR PRE-BID MEETING QUERY

(Tender No.)

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

SECTION – N

LIST OF CLIENTS OF SIMILAR ORDERS

(Tender No.)

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

Authorized Signatory (Signature In full): _____

Name and title of Signatory: _____

Company Rubber Stamp: _____

WEBEL TECHNOLOGY LIMITED

SECTION – 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-PRFORMANCE GUARANTEE

Ref Bank Guarantee no.....

Date.....

PROFORMA OF BG FOR SECURITY DEPOSIT

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

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

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

(4) We _____ the Guarantor undertake to extend the validity of Bank Guarantee at the request of the contractor for further period of periods from time to time

WEBEL TECHNOLOGY LIMITED

beyond its present validity period failing which we shall pay the Purchaser the amount of Guarantee.

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

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

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

(8) Notwithstanding anything contained herein above, our liability under this guarantee is restricted to Rs. _____ (Rupees _____) only and our guarantee shall remain in force up to _____ and unless a demand or claim under the guarantee is made on us in writing on or before _____ all your rights under the guarantee shall be forfeited and we shall be relieved and discharged from all liabilities there under.

WE, _____ lastly undertake not to revoke this guarantee during the currency except with the previous consent of the Purchaser in writing. In witness whereof we _____ have set and subscribed our hand on this _____ day of _____.

DELIVERED

SIGNED, SEALED AND

(Stamp of the executants)

WITNESS

1) _____

2) _____

(Name & address in full with Rubber Stamp)

WEBEL TECHNOLOGY LIMITED

PROFORMA FOR BID SECURITY (BANK GUARANTEE)

Bank Guarantee No.....

Date.....

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

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

SEALED with the Common Seal of the said Bank this _____ day of _____ 2023

THE CONDITIONS of this obligation are:

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

or

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

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

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

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

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

DATE _____ SIGNATURE OF THE BANK _____

WITNESS _____ SEAL _____

[signature, name, and address]

INSTRUCTIONS FOR FURNISHING BANK GUARANTEE

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

WEBEL TECHNOLOGY LIMITED

SECTION –P

NIT DECLARATION

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

To

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

Sub: Aadhaar Enabled Service Delivery through Supply, Installation, Configuration, Testing, Integration, Commissioning and Maintenance of AUA/KUA and ASA/KSA infrastructure and Associated Software and Connectors with support services considering P&AR Department, Govt. of West Bengal as AUA/KUA & ASA/KSA

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.....
Dated for "Aadhaar Enabled Service Delivery through Supply, Installation, Configuration, Testing, Integration, Commissioning and Maintenance of AUA/KUA and ASA/KSA infrastructure and Associated Software and Connectors with support services for a period of Five Years with requisite hardware" published by Webel Technology Limited in e-Tender website.

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

Thanking you,
Yours faithfully

.....
Signature

.....
Name in full

.....
Designation

.....
Company Stamp

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

WEBEL TECHNOLOGY LIMITED

SECTION-Q

FORMAT FOR POWER OF ATTORNEY FOR AUTHORISED REPRESENTATIVE

(Tender No.)

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

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

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

For [name and registered address of organization]

[Signature]

[Name]

[Designation]

Witnesses:

1. [Signature, name and address of witness]

2. [Signature, name and address of witness]

Accepted

Signature]

[Name]

[Designation]

[Address]

Notes:

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

WEBEL TECHNOLOGY LIMITED

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

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

WEBEL TECHNOLOGY LIMITED

SECTION – R

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

(Tender No.)

A: On the Scope of Work

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

C: On Technical Proposal

D: General Comments

Authorized Signatory (Signature In full): _____

Name and title of Signatory: _____

Company Rubber Stamp: _____

WEBEL TECHNOLOGY LIMITED

SECTION – S

PROPOSED SOLUTION ARCHITECTURE

(Tender No.)

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, Source Code(for entire Application Software e.g. Aadhaar Data Vault, e-KYC Middleware, API for Sub-AUA onboarding ,Administrative web portal, grievance redressal portal and all other application etc)., IPR & copyright (for HSM), etc, should also be mentioned

Implementation of Aadhaar based Authentication & e-KYC Software comprising of AUA/KUA & ASA/KSA Services Platform with requisite hardware covering interpretability and scalability design and parameters and testing methodology.

- Training, awareness and sensitization including change management process
- Entire Project Management approach for both implementation and operations
- Any other detail required for the implementation of system

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

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

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

Authorized Signatory (Signature In full): _____

Name and title of Signatory: _____

Company Rubber Stamp: _____

WEBEL TECHNOLOGY LIMITED

SECTION – T

DESCRIPTION APPROACH, METHODOLOGY AND WORK PLAN FOR PERFORMING THE ASSIGNMENT

(Tender No.)

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

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

Authorized Signatory (Signature In full): _____

Name and title of Signatory: _____

Company Rubber Stamp: _____

WEBEL TECHNOLOGY LIMITED

FORM-I: 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● Client● Key project features in brief	

WEBEL TECHNOLOGY LIMITED

<ul style="list-style-type: none">• 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

FORM-II: DEVIATIONS

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

[This section should contain any assumption on areas which have not been provided in the RFP OR any changes to the existing provisions of the RFP]

A. On Scope of Work/Terms of Reference

[Suggest and justify here any modifications or improvement to the Scope of Work you are proposing to improve performance in carrying out the assignment (such as deleting some activity you consider unnecessary, or adding another, or proposing a different phasing of the activities). Such suggestions should be concise and to the point, and incorporated in your Proposal.]

B. Any other areas

WEBEL TECHNOLOGY LIMITED

FORM-III: MANUFACTURERS AUTHORISATION

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

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

No. _____

Date: __/__/____

To

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

Subject: OEM Authorization Letter

Ref: RFP No.

Dear Sir,

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

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

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

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

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

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

Yours faithfully, (Name)

(Name of Producers)

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

WEBEL TECHNOLOGY LIMITED

FORM-IV: 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: RFP No.

Dear Sir,

I, authorized representative of _____, hereby solemnly affirm to the IPR (for HSM) and Source Code (ADV, e-KYC Middleware, Sub-AUA onboarded APIs, Web portal, Grievance Redressal Portal etc) rights as defined in Clause _____ of this RFP 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 Organization)

Name:

Designation:

Date:

Time:

Seal:

Business Address:

WEBEL TECHNOLOGY LIMITED

FORM-V: 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: RFP No.

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 Organization)

Name:

Designation:

Date:

Time:

Seal:

Business Address:

WEBEL TECHNOLOGY LIMITED

FORM-VI: 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: RFP No.

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 artifacts 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

FORM-VII: SOFTWARE MANUFACTURER AUTHORIZATION & SUPPORT

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

To

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

Subject: Tender for the Project “Aadhaar Enabled Service Delivery through Supply, Installation, Configuration, Testing, Integration, Commissioning and Maintenance of AUA/KUA and ASA/KSA infrastructure and Associated Software and Connectors with support services for a period of Five Years” considering P&AR Department, Govt. of West Bengal as AUA/KUA & ASA/KSA.

Dear Sir,

This is with reference to the above Tender & requirements therein, we authorize _____ to offer their prices for our products as listed below-

1. Product / Component a)

b)

c)

2. Product / Component a)

b)

c)

We _____ would be responsible for support of providing updates, patches, security updates, and bug fixes for the entire period of the contract for all the locations for the above products as required in the Tender. Confirm that the products meet the technical & functional requirements & Products quoted are latest version / specification and not the end of life.

We also assure you that we _____ indemnifies Department of Personnel & Administrative Reforms & e-Governance, Government of West Bengal and WTL, against all third party claims of infringement of patents, trademarks arising from the use of the above software for the entire period of contract.

Date:

Place:

SIGNATURE OF AUTHORISED PERSON

FULL NAME OF SIGNATORY

DESIGNATION AND SEAL OF
SIGNATORY

Date:

Place:

COUNTERSIGNATURE OF BIDDER

NAME DESIGNATION AND SEAL

WEBEL TECHNOLOGY LIMITED

FORM-VIII: MANPOWER TO BE DEPLOYED UNDER THE PROJECT

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

#	Name & Qualification of Resource	Position Assigned	Area of Expertise	Total Experience	Certifications	Deployment Phase (Implementation /O&M)	Remarks
1							
2							
3							
4							
5							

Bidder may add additional rows as per requirement.

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ANNEXURE-I: TECHNICAL EVALUATION MATRIX

The technical bids will be evaluated in two steps.

- The bids will be examined based on eligibility criteria stipulated Section – C to determine the eligible bidders.
- The technical bids of only the eligible bidders shall be further evaluated based on evaluation method given below.

Technical Evaluation Score matrix: Total marks. Minimum required score to qualify for financial proposal 70.

Sl no	Criteria	Documentary Evidence	Marks	Max Marks
1	Minimum average turnover of Rs. 40.00 crores in IT/ ITeS Services out of which at least Rs. 20 crore from Application Software Development business in last three financial years i.e., 2019-20, 2020-21 and 2021-22. Bidder should have positive Net profit after tax during each of the last three financial years namely 2019-20, 2020-21 and 2021-22	Audited balance sheet	For IT/ ITeS Services >= Rs 40 Cr < Rs 70 Cr=3.5 marks >= Rs 70 Cr < Rs 100 Cr=4 marks >= Rs 100 Cr =5 marks For Application Software Development business >= Rs 20 Cr < Rs 50 Cr=3.5 marks >= Rs 50 Cr < Rs 70 Cr=4 marks >= Rs 70 Cr =5 marks	5+5
2	The bidder should have the experience of successfully implementing at least one e-Governance solution for any Government Department in India of value Rs 5 Core and above excluding hardware and manpower services	Work Order with Completion Certificate	Project Value >= Rs 5 Cr < Rs 10 Cr=3.5 marks >= Rs 10 Cr < Rs 15 Cr=4 marks >= Rs 15 Cr =5 marks	5
3	The bidder should have experience in successfully implementation & roll-out of Aadhaar Authentication Framework through setting up AUA/ KUA including onboarding of multiple Sub-AUA applications through development of API, experience in design, development & widely proven Aadhaar Data Vault, e-KYC middleware and all associated software stack as per UIDAI guidelines and security framework including its Operation & Maintenance and AMC support to the satisfaction of		-2 Project- 10.5 Marks -3 or more Projects-15 marks	15

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	<p>client for at least One (1) organizations in India (Central Government/State Government /PSU /Private Sector Company/Banks, Insurance ,BFSI) each of which value more than Rs 2 Crore.</p> <p>Out of the above, at least one ADV development and implemented AUA/KUA, should be operational over a period of at least 1 year.</p>			
4	The Bidder should have the experience of successfully implementing Aadhaar Authentication Projects and have authenticated at least 30 Crore Aadhaar numbers for any Govt Department in India	Work Order/Agreement and proof establishing number of authentication	-30 Cr-40Cr authentications-5 marks ->40 Cr authentications-8 marks	8
5	The Bidder should have the experience of successfully implementing Aadhaar Authentication Projects and have integrated at least 5 AUA/Sub-AUAs/Schemes for any Govt. Department in India	Work Order/Agreement and proof establishing number of integration	-5 -10 integrations-6 marks ->15 integrations-8 marks	8
6	Experience with Telecom Service Provider/Central Government/State Government/PSU(AUA/KUA)	No. of TSP/Government/PSU Serving through contracts/Agreements with Live AUA/KUA	1 no for 1marks 2 no or more for 2 marks	2
7	Experience in implementing Aadhaar API Specifications (Authentication Version 2.0, BFD Version 1.6, e-KYC Version 2.1, OTP Version 1.6 or any latest version) as per UIDAI/CA/CAA with Live AUA/KUA	No of Aadhaar API implemented with live AUA/KUA	1 no for 2 marks 2 no for 3 marks 3 no for 4 marks 4 no or more for-5 marks	5
8	Volume of transactions carried out on AUA/KUA platform during last year	Number of transaction	10 – 11 Crores : 3 marks 11-15 crores : 4 marks >15 crores : 5 marks	5
9	Volume of e-KYC transactions carried out on AUA/KUA platform during last year.	Number of transaction	10 – 11 Crores : 3 marks 11-15 crores : 4 marks >15 crores : 5 marks	5

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10	Size of Technical team working on Aadhaar platform	Number of Technical Members	Up to 20 for 3.5 marks 21-30 for 4 marks >30 for 5 marks	5
11	The bidder should possess certifications on CMMi, evidence to be submitted in the form of certificate copy	Copy of valid certificate from the issuing authority needs to be attached	CMMi- Level 3 Certification – 1.5 marks CMMi- Level 5 Certification – 2 marks	2
12	<p>Approach and Methodology to perform the work in this assignment</p> <ul style="list-style-type: none"> - Activities sequencing, dependencies among activities - Resource planning, allocation and loading - Risk Management, Mitigation and Exit plan - Project work break down structure - Completeness and responsiveness of the proposal responds exhaustively to all the requirements of the RFP 	Bidder has to provide L2/L3 level work break down structure (WBS), clear baselines/ timelines, defined resources, roles & responsibilities along with a write-up project	Max 5 marks	5
13	Proposed team and profiles for implementation, rollout, Configuration, Customization, Application development and its Operation and Maintenance for the period of 5 Years	<p>Project Manager (Technical) (Total 10 Years of experience out of which, minimum 3 years experience in CA & PKI services Solution administration & management</p> <p>Certification such as CISA / CEH / CISI&SP / CISM / CRISC.</p> <p>Minimum two years experience with current employer</p> <p>Certification in PMP / PRINCE2 would be preferred)</p>	<p>Qualification/relevant certification of the People Involved</p> <p>Work Experience:</p> <ul style="list-style-type: none"> ▪ Project Manager >=10 years of work experience in similar project = 1 marks ▪ Else 0 Marks <p>Educational Qualification:</p> <ul style="list-style-type: none"> ▪ BE / B. Tech / MCA with Certification such as CISA / CEH / CISSP / CISM / CRISC of any= 1Mark ▪ Else 0 <p>Project Management Experience</p> <ul style="list-style-type: none"> ▪ Managed >= 1 Aadhaar based Authentication & e-KYC Software comprising of AUA/KUA & ASA/KSA Services Platform>= INR 20 Crores =1 Mark 	3

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			Else 0 Marks	
		<p>Monitoring Engineer: PKI Operations</p> <p>(Minimum of three years experience in CA/PKI services Solution administration & management, with at least one person with 5 years of experience.)</p>	<p>Work Experience:</p> <ul style="list-style-type: none"> ▪ ≥ 5 years of work experience with expertise of CA/PKI services Solution administration & management = 1 mark ▪ Else 0 <p>Project Experience</p> <ul style="list-style-type: none"> ▪ ≥ 3 years experience in CA/PKI services Solution administration & management = 1 <p>Else 0</p>	2
		<p>PKI Solution Systems Engineer/ Systems Engineer</p> <p>(Minimum of three years experience in services related to security device administration & management.</p> <p>Minimum 2 year experience of specific security device.)</p>	<p>Work Experience:</p> <ul style="list-style-type: none"> ▪ ≥ 3 years of work experience in services related to security device administration & management = 1 marks ▪ Else 0 <p>Educational Qualification:</p> <ul style="list-style-type: none"> ▪ BE / B. Tech / MCA = 0.5 ▪ Else 0 <p>Project Experience</p> <ul style="list-style-type: none"> ▪ At least 2 year experience of specific security device = 0.5 <p>Else 0</p>	2
		<p>Server / Storage / Network & Security Administration</p>	<p>Work Experience:</p> <ul style="list-style-type: none"> ▪ ≥ 5 years of work experience in Server /Storage /Network & Security administration & management. = 0.5 marks ▪ Else 0 <p>Educational Qualification:</p> <ul style="list-style-type: none"> ▪ BE / B. Tech / MCA = 0.5 ▪ Else 0 <p>Project Experience</p> <ul style="list-style-type: none"> ▪ At least 2 similar Project as Network Administrator = 0.5 <p>Else 0</p>	1.5

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		Application Maintenance & Operations	<p>Work Experience:</p> <ul style="list-style-type: none"> ▪ ≥ 5 years of work experience = 0.5 marks ▪ Else 0 <p>Educational Qualification:</p> <ul style="list-style-type: none"> ▪ BE / B. Tech / MCA = 0.5 mark ▪ Else 0 <p>Project Experience</p> <ul style="list-style-type: none"> ▪ At least handle 2 Government Project with similar scope = 0.5 <p>Else 0</p>	1.5
14	Technical Presentation on Similar Experience, Work Plan Approach & Methodology, Resource Management & Institutional Support, and Knowledge Transfer & Training Plan: Every bidder will be given a time slot of 60 minutes to Presentation on Approach & Methodology and resources proposed for the project and demonstrate of the Bidder to implement the project. Company profile should be limited to 5 slides only; internet connectivity should be arranged by the bidder for demonstration of tools/components etc. Broad Design of the Application required as mentioned in the RFP document. (Technical presentation is mandatory for qualifying in the technical bid)		<p><u>Business/Functional Requirements</u></p> <p>Understanding of ASA-AUA and KSA-KUA set-up: 8 marks,</p> <p>Relevant past experience of bidder: 2 marks,</p> <p>Technically qualified manpower in relevant domain: 2 marks,</p> <p>In sights of UID eco system and knowledge of existing & upcoming technological advancements like HSM, Data Vault, VID, etc: 8 marks</p>	15
	Total Score			100 marks

If the bidder complies with more than one desirable feature listed above, the cumulative marks for the complying features will be considered for evaluation.

The bidders whose technical bid is found to meet both the requirements as specified at (i) and (ii) above will qualify for opening of their commercial bids. The Technical Score (TS) secured by each qualified bidder shall be informed to the bidders present during the commercial bids opening meeting. The date and venue of the commercial bids opening will be informed separately.

The duly constituted Bid Evaluation Committee (BEC) shall evaluate the bids. The BEC shall be empowered to take appropriate decisions on minor deviations, if any. The bidder's name, bid prices, discounts and such other details considered as appropriate by WTL, will be announced at the time of opening of the commercial bids.

Note-

- a. 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.
- b. The Resources whose CV are submitted along with proposal cannot be replaced for first 6 months 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.

ANNEXURE-II: EXISTING SDC NETWORK & SECURITY INFRASTRUCTURE

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

Hyper converged Infrastructure equipped with consolidation of Computing & SSD storage infrastructure is required to be hosted as Co-located infrastructure.

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ANNEXURE - III

UNDERTAKING ON NOT BEEN BLACKLISTED

Ref:

Date:

To

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

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

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

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

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

For

Name:

Designation:

WEBEL TECHNOLOGY LIMITED

ANNEXURE - IV

UNDERTAKING ON DEVIATIONS

Ref:

Date:

To

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

In response to the TENDER No.....Dated, I/We hereby undertake

that there are no deviations to the specifications mentioned in the TENDER document either with the technical or financial bids submitted.

For

Name:

Designation:

WEBEL TECHNOLOGY LIMITED

ANNEXURE – V

UNDERTAKING ON MANPOWER

Ref:

Date:

To

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

In response to the TENDER No.....Dated, I/We hereby undertake that we have more than 100 Software Professionals on our roll. I further certify that I am the competent authority in my company authorized to submit this undertaking.

For,

Name:

Designation:

WEBEL TECHNOLOGY LIMITED

ANNEXURE-VI

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

(UNDETAKE LETTER OF BIDDER)

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

Ref: Bid Number:

Dear Sir,

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

No.	Item Category	Quoted Make & Model

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

(Signature)

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

Date

WEBEL TECHNOLOGY LIMITED

ANNEXURE-VII

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

(UNDETAKING LETTER OF OEM)

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

Ref: Bid Number:

Dear Sir,

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

No.	Item Category	Quoted Make & Model

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

(Signature)

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

Date