

WEBEL TECHNOLOGY LIMITED

NOTICE INVITING e-TENDER

Online Tender documents are invited for Implementation of an Enterprise level Application in West Bengal Minorities Development & Finance Corporation

Reputed IT organization with proven track record of providing be-spoke solution to Government bodies having highly skilled developers in their payroll who are actively involved in various stages of “**Software Development Life Cycle**”. Bidder must have adequate human resources on their roll for providing requisite service within the stipulated time.

1.	Tender No. & Date	WTL/WBMDFC/ES/21-22/019 dated 01.10.2021
2.	Tender Version No.	1.0
3.	Brief description of Job	Implementation of an Enterprise level Application in WBMDFC.
4.	Tender Fee	Rs. 6000.00 (Rupees Six thousand only). The amount to be transferred online through e-tender portal.
5.	Earnest Money Deposit	Rs. 400000.00 (Rupees Four Lakhs only). The amount to be transferred online through e-tender portal.
6.	Date of Downloading of Tender document	01.10.2021
7.	Pre-Bid Meeting date & time	08.10.2021 at 11.30 Hrs. (On-Line Meeting) <ul style="list-style-type: none">• Pre-Bid meeting will be organizing online platform only. Only queries as per format (Section - J) reaching WTL by 07.10.2021 at 15.00 Hrs. will be taken for decision. 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.• Only queries as per format (Section - J) reaching WTL by 07.10.2021 at 15.00 Hrs. will be taken for decision.• Queries will be sent to Manager (Purchase) (purchase@wtl.co.in).
8.	Bid Submission Start date & time	27.10.2021 at 14.00 Hrs.
9.	Last date & time of EMD & Tender Fee submission intimation	Before Uploading of Tender.
10.	Last date & time of Bid Submission	01.11.2021 at 12.00 Hrs.
11.	Date & time of Technical Bid Opening	03.11.2021 at 12.00 Hrs.
12.	WTL Address	WEBEL TECHNOLOGY LIMITED (A Govt. of West Bengal Undertaking) Plot - 5, Block – BP, Sector – V, Salt Lake City, Kolkata – 700091.
13.	Contact person	Contact no. 23673403-06, Ext. 212

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

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SECTION – A

SCOPE UNDERSTANDING & RESPONSIBILITY

INTRODUCTION

WEST BENGAL MINORITIES DEVELOPMENT AND FINANCE CORPORATION was established in 1996 as per West Bengal Act XVIII of 1995, ie The West Bengal Minorities Development and Finance Corporation Act, 1995. The West Bengal Minorities Development and Finance Corporation has taken up various schemes for Economic Welfare, Scholarships, vocational training, mass awareness and career counseling which are running successfully for person belonging to the notified religious minority Communities i.e., Muslim/Christian/Buddhist/Sikh/Jain and Parsee for their economic upliftment.

Some of the Functions of this Corporation are as follows: -

1. To provide financial assistance to the minorities for self-employment in the form of Soft Loan.
2. To provide different scholarships (Merit-Cum-Means, Post Metric, Pre Metric and Talent support stipend) for poor and meritorious students.
3. To provide Education Loans for poor and meritorious students.
4. To promote training programs for development and up gradation of skill.
5. To provide training for various competitive exams.
6. To undertake programs for empowerment of minority women.

Schemes

Term Loan

Description:

West Bengal Minorities Development & Finance Corporation is providing the Term loan up to Rs.5 lakh for persons belonging to the notified minority communities. Repayment with @ 6%-8% interest in equal 12 or 20 quarterly installments in 3 or 5 years.

Scheme: Micro Finance (Directly to SHGs):

Description:

1. Small loans are required to sustain the present business, income generating economic activities & self-help activities. For these purpose Micro finance is provided directly to the Self Help Groups (SHGs).
2. At least 60% members of SHGs should be from Minority community.
3. UptoRs.1, 00,000/- per member of Self Help Group (SHGs) are provided directly to SHGs.
4. Repayment at the rate of Interest @7% p.a.in 24 months.

Scheme: Minority Women Empowerment Programme:

Description:

This programme is launched by MA & ME Dept., Govt. of West Bengal for providing soft loan to Minority women for any income generating activity or business such as small business, cottage industry, Handicrafts etc. at the rate of 3% interest. Subsidy @50% of loan amount, subject to a maximum of Rs.15000/-, is given to each beneficiary.

Scheme: Educational Loan

Description:

Maximum Rs.20 lakhs for study within the country and Rs.30 lakh for study in abroad Education loan is provided for pursuing professional courses like Medical, Engineering, Management, Nursing and Law etc. Repayment of the loan with interest @3 % interest in installments after 6 months of completion of the course or employment, whichever is earlier.

Scheme: Vehicle Loan:

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Description:

This Loan is provided to individual who wants to avail vehicle for business purpose.

Scheme: Merit-cum-Means Scholarship:**Description:**

Merit-cum-Means Scholarship is given for pursuing professional / technical courses at graduate and post graduate level.

Scheme: Pre-Matric Scholarship:**Description:**

Scholarship is given to Minority students for pursuing studies from class I to X.

Scheme: Post Matric Scholarship:**Description:**

Scholarship is given to students for pursuing studies from class XI to Ph.D.

Scheme: Post Matric Stipend (Under Talent Support Programme):**Description:**

This stipend is awarded to the students who have passed their last final examination with less than 50% marks and He/she is continuing studies class XI onwards up to Ph.D. (except professional and technical course). This stipend is awarded out of the State Govt. fund.

Scheme: Swami Vivekananda Merit cum Means Scholarship scheme:**Description:**

Scholarship is given to meritorious minority students (belongs to Muslim / Christian / Sikh / Buddhist / Parsee & Jain) for pursuing studies from class XI to Postgraduate in regular Courses including Diploma (Polytechnic), Diploma in Pharmacy.

Vocational Training Programme:

For upgrading the knowledge & skill in various trades, training Programmes are conducted mainly through reputed institutions. Applications are received against advertisement by the concerned institute. Details of course of training, duration and venues are available at the corporation's website time to time.

Job Oriented Coaching:

WEST BENGAL MINORITIES' DEVELOPMENT AND FINANCE CORPORATION also provides Coaching for job oriented examination like Bank Probationary Officer Examination, Police Constable Recruitment Examination, School Service Commission, and Primary TET to the minority's candidates.

OBJECTIVE OF THE PROJECT

Transforming into an improved, efficient and effective entity with modification of existing system for data collection, data entry, data validation and publication by

- Development of new applications, deployment at Server and database management.
- Resolving all kind of Server and database related issues and software audit related matters.
- Integration of MISs of various stakeholders and making effective use of Dashboard to take well-informed policy decisions.
- Extending better results in data dissemination within the stakeholders through structured data dissemination system and centralized online database.

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- Providing advanced tools for predictive & prescriptive analysis.
- Using the modern-day channels of communication to bring about better levels of awareness.

Scope Understanding:

A web based integrated software will be developed and implemented where different applicants or beneficiaries across the state will apply for any type of loan. Different level of users will access the software to complete the loan processing activity, disbursement of loan and recovery of loan. Field level staff will use portable device tab for inquiry and recovery of loan.

Development and implementation and 24 (Twenty Four) months comprehensive full support of web based integrated software at HQ of WEST BENGAL MINORITIES DEVELOPMENT AND FINANCE CORPORATION post go-live as per below mention scope by the Bidder:

The scope of work primarily covers implementation of web based Integrated Enterprise wide Application should be developed using loosely coupled with Micro service Architecture for WEST BENGAL MINORITIES DEVELOPMENT AND FINANCE CORPORATION with following Modules:

- a) **Term Loan module**
- b) **DLS Loan module**
- c) **Vehicle Loan module**
- d) **MWEP(I) Loan module**
- e) **MWEP(G) Loan module**
- f) **Education Loan module**

Each of the above modules should have following module:

1. Loan Management System
 2. Recovery Management system including bad debt.
 3. Financial Accounting System
 4. Legal Action System
 5. Mobile/Portable Device App for field level inquiry, recovery, other related functions and MIS.
 6. Comprehensive and extensive MIS system
 7. Customizable dynamics reports
- g) **Facility for receipt of case record for every Loan Schemes**
 - h) **NACH registration and demand list should be generated according to the formats specified by the banks.**
 - i) **Facility for the beneficiaries to download the NACH mandate**
 - j) **Integration of Payment Gateway.**
 - k) **Implementation of insurance module to cover the loan amount**
 - l) **Implementation of e - mandate**
 - m) **Bad loan management.**
 - n) **Archival management.**
 - o) **Tracking of hard copy case record**
 - p) **QR code implementation**
 - q) **Waiver of penal charges**
 - r) **Bank account of the Applicant/ Beneficiaries will be changed with the approval of MD at any stage**

BROAD RACI MATRIX

	WBMDFC	Selected Bidder
Requirement Gathering	RC	RA
System Analysis & Design	CI	RA
Database Design	I	RA

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Deployment Architecture	CI	RA
GUI	CI	RA
Module Development	CI	RA
Module Testing	I	RA
Integration Testing	I	RA
UAT	RA	CI
Training	CI	RA
Go-Live	RCI	RA

R	A	C	I
Responsible	Accountable	Consulted	Informed

Design & Development:

- ✓ Architecture design and Database design should be done in consultation with WBMDFC and should be done after studying requirement analysis undertaken by bidder in consultation of WBMDFC in order to support to incorporate legacy data.
- ✓ Details understanding of the legacy data viz. existing platform, application, database with release ver. details, size and brief about any application dependent computed values to fetch / store for the proposed solution etc. (clear understanding about the legacy data would enable to understand the – complexity, dependency, resource augmentation, designing tools / interfaces, consistency and sanctity of stored values).
- ✓ Front end design to be demonstrated before finalized in consultation with WBMDFC prior to the development activity.
- ✓ Software solution should be developed in consultation of WBMDFC.
- ✓ The software solution shall be developed using Spring Boot, J2EE technology with responsive front end design using AngularJs, Progressive Web App (PWA), Hibernate as ORM and PostgreSQL as RDBMS. Open Source reporting tools and other technologies should be used. Portable device app should be developed using Hybrid Mobile App technology supporting current Android/Windows/iOS operating system and at least 5 (Five) earlier OS versions each. The System must support multiple Platforms and versions of OS/Devices/Screens, and Windows PC/Mac/Linux etc.
- ✓ The proposed application to be of Scalable, modular design to readily incorporate additional enhancements in the future.
- ✓ Software solution should be customizable and configurable
- ✓ Software solution should be developed with no hardcoded data. Parameterised approach should be followed.
- ✓ Application should be highly performed and scalable.
- ✓ Each and every module should be independent, decoupled and scalable.

Process Level:

- ❖ Step-by-step control management system at different level should be implemented. Process details of control management will be provided. This will be applicable to all modules.
- ❖ The solution should be capable to validate historical payment details.
- ❖ Partial storing of data at different levels during loan application process should be implemented. This will be applicable to all modules
- ❖ Offline storing and online syncing for mobile/portable device should be implemented.
- ❖ Application should be facilitating verification process with Geo-location data.
- ❖ Provision for rejection of proposed loan account should be implemented prior to any disbursement phase.
- ❖ Application should be facilitated for rescheduling of loan.

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- ❖ Facilitating beneficiary to make payment of due amount into any bank should be implemented.
- ❖ There should be an audit and logging facility, which will log all user activities and audit trails.

User Management:

- User Admin level should be independently configurable in maker-checker methodology.
- Proposed application must be stable with 1000 concurrent user.(response time in millisecond)
- Application should be configurable for future type of user groups to be accessed by the authorized admin.
- All the master data should be configured and customized using Admin login.
- All modification facility should be implemented for super admin.
- Back up process of database through admin panel should be implemented besides automated implementation.
- The application shall be accessible to various stakeholders based on their roles and privileges to take informed decisions.
- The user interface should be easy to use & navigate and to be fully customizable to meet end users requirement.
- The application should be able to generate different standard letters(template to be provided), documents and MIS/Reports based on various parameters that aids in effective operation as well as decision making. The application to be designed to add new standard letters on an on-going basis.

Features:

- Application should be facilitated for different abled persons into integrated software.
- PKI (Public Key Integration) for digital signature and E-sign should be implemented.
- Identification of beneficiary as well as application should be based on business intelligent.
- The application must be able to send auto emails, sms, notifications, and alerts for reminder and other event in customised mode.

Interfacing with other system :

- System should be capable to integrate with IFMS – a GoWB initiative related to fund management
- Payment gateway, SMS gateway integration with Application should be parameterized and neutral.
- Third party integration should be done independently.
- System should be capable to integrate with other existing systems

Security & Compliance:

- System should maintain web browser compliance standard.
- The software solution should strictly comply LGD (Local Government Directory) standard and codification.
- PKI should be compliance with latest guidelines.
- The entire system/suite should be hardened from security aspect as the same will be exposed to internet/intranet. Exhaustive testing should be done by the bidder in stage & production server and should provide declaration and undertaking that the system is safe from all kind of network threats. Cyber Security Audit as per CERT-IN guidelines should be done through CERT-IN empaneled vendor of the final software solution, keeping it at stage server of the proposed hosting infrastructure/environment. Audit clearance certificate from CERT-IN empaneled agency to be handed over to WEST BENGAL MINORITIES DEVELOPMENT AND FINANCE CORPORATION before go- live of the software solution.
- The software solution from the selected bidder is to be hosted at West Bengal State Data Center (WBSDC).
- TPS of the application should be minimum 500.
- The selected bidder shall provide Support for User Acceptance Testing
- The solution should have 24 months warranty from the date of installation of the application in the live environment and the selected bidder should ensure the trouble free operation of the application during the contract period.

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- The selected bidder shall depute two technical resources at WEST BENGAL MINORITIES DEVELOPMENT AND FINANCE CORPORATION Head Office, Kolkata for the technical and handholding support of the application for an initial period of 24 months.
WBMDFC may extend the same at the man month charges specified by the selected bidder. These onsite resources will be responsible for extending the handholding support to the end users after the initial training, day to day smooth operations of the applications etc.
- Bidder shall provide installation setup for dev, Test, UAT, Stage instances. Configuration for each of such instances should be specified.
- Bidder will provide setup of disaster management and application should be disaster management compatible.
- Application should be capable for data replication with failover arrangement within 30 mins for DR site or secondary recovery.
- The Selected bidder shall hand over the entire source code, database schema with configured master data and imported and validated legacy data, configuration document, manual, audit clearance certificate and other deployable required to run the software solution without any glitch after successful trial-Run of the application in Production and DR set-up. Bidder shall complete installation & commissioning (with successful trial-run) of Software as per Scope of Work before handing over the system to WBMDFC
- The bidder shall be required to independently arrive at the methodology, based on globally acceptable standards and best practices, suitable for WBMDFC
- The existing data of WBMDFC is to be migrated to the new system. The selected bidder will port existing data to the new system. Legacy data migration to be done maintaining LGD (Local Government Directory) compliance. Selected bidder will be responsible for hundred percent verification, validation and certification of the migrated legacy data. Period of legacy data, volume of data and schema will be provided by WBMDFC .In case of need, needbase data capture window will be opened.
- Old beneficiary identification to new beneficiary identification and new beneficiary identification to old beneficiary identification search facility to be implemented post migration.
- Existing NACH conversion data to be migrated. Selected bidder will be responsible for hundred percent verification, validation and certification of the migrated NACH conversion.
- Data maintenance conformity should be done for live as well historical data.

Other Details

Some of the general approx. information for bidder reference is as follows: -

1. Total Number of WBMDFC offices = 1
2. Total Number of District Coordinators = 23
3. Total Number of team members under all the Team leaders put together = 150.
4. Total Number of Field Agents = 140
5. Total Number of Blocks/Municipal Body = 468 (Approximate)
6. Total Number of Sub-Divisions = 50.
7. Total Number of Users in Head Quarters = 150.
8. Provision for around 2000 users overall in the next 5 yrs to be provided.
9. Total Number of Beneficiaries = 150000 (Approximate)
10. The number of increase in Beneficiaries = Min 10% per year and Max 25% per Year.

Deliverables

- ✓ Handover of Architecture design, database design and database schema after finalization would happen first and time to time its updation.

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- ✓ Database with configured master data and imported legacy data to be handed over to WBMDFC as per standard database format(s).
- ✓ Software Requirement Specification (**SRS**) document (one hard copy and one soft copy on USB device).
- ✓ Functional requirement specification (one hard copy and one soft copy on USB device).
- ✓ Fully functional source code to be handed over after successful completion of UAT and prior to implementation in Production environment. The selected bidder shall provide all the clarification, knowledge transfer in understanding the source code and database to WBMDFC after successful completion of UAT and prior to implementation in Production environment
- ✓ All server access details. Configuration Management Documentation.
- ✓ Complete and well-defined documentation for the software including end user usage documentation and manuals.
- ✓ End user training at WBMDFC, Head Office, Kolkata and district level including System Administration Training.
- ✓ Provide necessary Knowledge Transfer (KT) along with full documentation to WBMDFC Technical team.
- ✓ Implementation and other different log details (Application log, Database log etc.)
- ✓ All applicable product licenses.

Schedule

Sl. No.	Activity	Timeline *
1	Date of Signing of Contract	T
2	Demonstration of the existing solution, Study of customization requirement and Submission of SRS	T + 15 days
3	Freezing / Approval of SRS	T + 20 days
4	Installation & Demonstration of Beta Version including migration of legacy data	T + 75 days
5	User Acceptance Testing	G = T + 90 days
6	Security Audit Certification	H = G + 1 month
7	Signoff / Installation of Final Version / Go Live	J = H + 100 days
8	VAPT by Audit Team	K = J + 15 days
9	Warranty , Operations & Maintenance	WC = K+ 24 months

* From the date of signing of contract between WEST BENGAL MINORITIES DEVELOPMENT AND FINANCE CORPORATION and the Selected Bidder

* The Selected Bidder has to provide all the deliverables strictly as per the schedule. WEST BENGAL MINORITIES DEVELOPMENT AND FINANCE CORPORATION will grant approvals to all the deliverables / issue delivery challans for all the deliverables through the Project Implementation Committee (PIC) constituted for this project. The time consumed in granting approvals or any delay from the client side, is excluded from above and the Selected Bidder will not be accountable for the same.

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SECTION – B

ELIGIBILITY CRITERIA

Sl. No.	Eligibility Criteria	Compliance (Yes / No)	Documents Attached at Page No of Technical Bid
1	The Bidder should be a registered company in India for over 10 years. Partnership firm/Proprietorship firm will not be considered A copy of certificate of incorporation to be enclosed.		
2	The Bidder should have minimum 7 years of experience in Government / PSU sector/ Govt. Statutory bodies providing Software Design, Development, Implementation and Technical support services. A copy of work orders to be enclosed.		
3	The Bidder should have Income Tax PAN and GST registration in its name. A copy of PAN card and GST Registration to be enclosed.		
4	The Bidder should have an annual turnover of INR 5 Crores or above during each of the last two financial years from IT / ITeS Services of Software Development, Rollout and implementation Support Services. A copy of audited Balance Sheet and provisional Balance Sheet for the last three financial Years to be enclosed.		
5	The Bidder should be CMMI Level 3 or above certified. A copy of currently valid documentary evidence to be enclosed.		
6	The Bidder should be conforming to international security standard of ISO 27001. A copy of currently valid documentary evidence to be enclosed.		
7	The Bidder should be conforming to international quality standard of ISO 9001. A copy of currently valid documentary evidence to be enclosed.		
8	The Bidder should have at least one successful implementation with any of the State / Central PSUs or Departments/ Govt. Statutory bodies in the country, covering loan functions. The following documents shall be enclosed: a. A Copy of Certificate from Customer to be enclosed b. Brief Project Write up		
9	The Bidder should have implemented at least two projects having a minimum of 1000+ registered users in the Central / State Governments / PSUs/ Govt. Statutory bodies. A copy of certificate from customer for projects having more than 1000 registered users to be enclosed.		
10	The Bidder should have more than 50 Software Professionals on its roll. A undertaking by the authorized HR official on Bidder Organization's letter head to be enclosed.		

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11	An authorization letter from the Bidder must be enclosed with the TENDER certifying that the person who signed the TENDER is an authorized person to sign on behalf of the Bidder. An undertaking on Bidder Organization's letter head along with a Board Resolution to be enclosed.		
12	The bidder shall not have been blacklisted by any State/Central Government / Govt. Statutory bodies or PSU Organization or bilateral/multilateral funding agencies for breach of ethical conduct or fraudulent practices as on date of submission of the proposal (as per DIT guidance note issued on 26-Dec-2011). An undertaking on Bidder Organization's letter head to be enclosed.		
13	The bidder should have a development or representative support office at Kolkata An undertaking on Bidder Organization's letter head by the Head of the Organization is to be submitted		
14	All Annexure with relevant information furnished a. An undertaking on not been blacklisted b. Undertaking on Deviations c. Undertaking on Manpower d. Authorization letter		

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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)	01.10.2021
2	Documents download/sale start date (Online)	01.10.2021
3	Last Date and time of sending the queries (Offline)	07.10.2021 & 15.00 hrs.
4	Pre Bid Meeting (On Line)	08.10.2021 & 11.30 hrs.
5	Corrigendum, if any will be published (On Line)	-
6	Bid Submission start date & time (On line)	27.10.2021 & 14.00 hrs.
7	Last Date & time of submission of Earnest Money Deposit & submission of remittance details	Before Uploading of Tender
8	Last Date & time of submission of Tender Fee & submission of remittance details	Before Uploading of Tender
9	Bid Submission closing date & time (On line)	01.11.2021 & 12.00 hrs.
10	Bid opening date & time for Technical Proposals (On line)	01.11.2021 & 12.00 hrs.
11	Date of uploading the final list of Technically Qualified Bidder (online) after disposal of appeals, if any	-
12	Date for opening of Financial Bid (Online)	-

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SECTION – D

INSTRUCTIONS 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 bidder within 7 days of issuance of the Letter of Award.

“Bidder” means any firm offering the solution(s), service(s) and /or materials required in the RFP. The word Bidder when used in the pre award period shall be synonymous with Bidder, and when used after award of the Contract shall mean the successful Bidder.

“Contract” is used synonymously with Agreement.

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

“Bidder” 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.

“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 Gov. of W. Bengal of the benefits of free and open competition.

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

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

“GoI” shall stand for the Government of India.

“GoWB” means Government of West Bengal

“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 implementation with any of the State / Central PSUs or Departments in the country, covering loan functions.

“Project” means Implementation of an Enterprise level Application in West Bengal Minorities Development & Finance Corporation

“Services” means the work to be performed by the Bidder pursuant to this Contract.

“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.

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

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

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

"WBMDFC" means West Bengal Minorities Development & Finance Corporation

"WTL" means Webel Technology Limited a Govt. of W. Bengal undertaking.

2. Pre Bid Meeting

Pre Bid Meeting will be held on 08.10.2021 at 11.30 hrs. (**On-Line Meeting**). Bidder can send their queries as per format (Section - Q) to Manager (Purchase) (purchase@wtl.co.in). Only the queries received within the stipulated date prior to the Pre Bid Meeting 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.

3. COST OF BIDDING

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

4. BID DOCUMENT

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

5. AMENDMENT OF BID DOCUMENT

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

6. MODIFICATION AND WITHDRAWAL OF BIDS

As per the bidding process available in the tender. The bidder cannot modify or withdraw its bid after submission.

7. LANGUAGE OF BID & CORRESPONDENCE

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

8. BIDDER'S SOLUTION

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

9. EARNEST MONEY DEPOSIT (EMD) / TENDER FEE

The bidder shall furnish Online Receipt against payment of Tender Fees and Earnest Money Deposit.

10. REFUND OF EMD

EMD will be refunded to the unsuccessful bidders without interest by following guidelines of circular 3975-F(Y) dated 28/07/2016 on final selection of Successful Bidders.

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11. FORFEITURE OF EMD

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

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

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

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

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

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

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

12. FORMS AND FORMATS

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

13. 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.

14. CONTRACT EXECUTION

On receipt of the Letter of Award the contractor should submit a Performance Bank Guarantee (PBG) equivalent to 10% of the total contract value within three weeks from the date of receipt of Letter of Award/Order. The PBG should be valid for six months more than the warranty period. All delivery of the material will have to be completed within 45 days from the date of acceptance of contract and the contractor has to ensure all activities leading to the commissioning of the contract to be completed within 75 days from the date of award. Subsequent to the award of contract, the contractor will have to arrange for the requisite material as per BOM.

14. LIQUIDATED DAMAGE / PENALTY

The job includes the as 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 bidder for sum not less than 0.5% of the contract value for that item/job for each week or part thereof, subject to a ceiling of 10% of the total contract value (excluding all taxes & duties and other charges). In the event of LD exceeds 10% of the order value, WTL reserves the right to terminate the contract and WTL will get the job completed by any other competent party. The difference of cost incurred by WTL will be recovered from the bidder and PBG will be invoked.

15. LIABILITY

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

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

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

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

16. INTELLECTUAL PROPERTY RIGHTS, SOURCE CODES

If a third party claims that a product delivered by the Bidder to WTL infringes that party's patent or copyright, the Bidder shall defend WTL against that claim at Bidder'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 Bidder, provided that WTL.

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

Remedies: If such a claim is made or appears likely to be made, WTL would permit Bidder 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 Bidder determines that none of these alternatives is reasonably available, WTL agrees to return the product to Bidder on Bidder's written request. Bidder 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 Bidder (Program) the amount paid by WTL or 12 months charges (whichever is lesser) and for materials the amount paid by WTL for the materials. These will be Bidder's entire obligation regarding any claim of infringement.

Intellectual Property Rights for any software property and documents (including source codes, databases, documents, training manuals, course content etc.) developed for this project shall lie with the WBMDFC. Subsequently, WBMDFC has all the rights to modify, reproduce, rewrite, redeploy and redistribute this IP as Owner and the Vendor will not have any claim, whatsoever to this software property and documents.

If a third party claims that a product delivered by the Vendor to WBMDFC infringes that party's patent or copyright, the Vendor shall defend WBMDFC against that claim at the Vendor'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 Vendor, provided that WBMDFC promptly notifies Vendor in writing of the claim and Allows Vendor to control, and cooperates with the Vendor in the defense and any related settlement negotiations.

The vendor will have to provide source code for all tested modules as well as the final approved application along with all documents required to maintain or handle the source code as per Software Engineering Management Practices. Handing over of the source code is essential at every stage of tagged with Payment Terms.

The vendor has to submit / update the version control document once the approved version is released.

17. SUSPENSION OF WORK

WTL shall have the power at any time and from time to time by notice to the Bidder 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 bidder shall forthwith suspend further progress of the work until further notice from WTL. The Bidder 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.

18. TERMS OF PAYMENT

Payment terms will be on back-to-back basis, i.e., payment will be made only on receipt of payment from relevant customer. Please also refer to clause no 55 under this section for the schedule of payment.

19. GOVERNING LAWS

The agreement/ contract shall be governed by the extant Act which is in force in India. Any / all dispute(s) arising out of the contract shall be dealt in accordance with provision of Arbitration and Conciliation Act (as amended upto date) and by sole arbitrator to be appointed by state Government in.MA & ME Department. The competent Court having the jurisdiction shall have jurisdiction in all matters arising out of this contract, if dispute is not settled by arbitration proceedings.

20. CORRUPT OR FRAUDULENT

The Tender Committee requires that the bidders under this Tender observe the highest standards of ethics during the procurement and execution of such contracts. For this purpose the definition of corrupt and fraudulent practices will follow the provisions of the relevant laws in force. The Tender Committee will reject a proposal for award if it detects that the bidder has engaged in corrupt or fraudulent practices in competing for

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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.

21. 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.

22. 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 bidder, is payable, then this should be done by the Bidder. 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 Bidder. WTL shall not be bound to contest any claim made against the Bidder in respect of workmen's compensation.

23. BIDDER'S EMPLOYEES

The Bidder 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 Bidder must ensure that he complies with PF, ESI regulation for all his deployed employees. The Bidder shall see that all authorized Sub Bidders under him similarly complied with the above requirement.

24. SAFETY MEASURES

The Bidder shall in the course of execution of the work take all necessary precaution for the protection of all persons and property. The Bidder shall take adequate measures to protect the work and present 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 bidder in taking proper precautionary measures the bidder 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.

25. EQUIPMENT

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

26. SUB-CONTRACT

The purchaser (WTL) does not recognize the existence of Sub-Bidders. The Bidder's responsibility is not transferable. No consortium or joint venture bid will be allowed.

27. A. 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 bidder, terminate the order in whole or in part. If the bidder materially fails to render any or all the services within the time period specified in the contract or any extension thereof granted by WTL in writing and fails to remedy its failure within a period of thirty days after receipt of default notice from WTL. If the project (delivery, commissioning as well as warranty maintenance support is not carried out according to specification due to deficiency in service as per terms of the contract. In such case WTL will invoke the amount held back from the bidder as PBC.

A. TERMINATIONS OF CONTRACT

WTL may terminate the contract in the following cases:

- i. The vendor is found to be involved in any fraudulent or corrupt practices

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- ii. In case, at any point of time during the validity period of the contract, the accumulated penalty value levied by WTL on the vendor exceeds 40% of the Total Contract Value, WTL shall have the right to terminate the contract. In such a case, The Performance Bank Guarantee may be invoked by WTL.
- iii. WTL may at any time terminate the Contract by giving written notice to the selected organization, if the selected organization becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the organization, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to WTL.
- iv. In case the Organization abandons the work or fails to execute the work due to the reasons attributable to the Organization and that was in no way contributed to by willful omission of the Customer or any event of force majeure, Customer has the right to cancel the contract by giving a 30 (thirty) days written notice to the selected organization. The Cancellation notice will be held valid only if it is preceded by a corresponding non-compliance notice issued at least 60 (sixty) days prior to the date of the Cancellation notice and if the non-compliance continued up to the date of the Cancellation notice. Any decision under this clause will be discussed by the Project Review Committee (PRC) before finalization.
- v. Found wanting at any time before go-live by WTL

28. BANKRUPTCY

If the bidder 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 bidder or to the liquidator or receiver or to any person in whom the bidder 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.

29. FORCE MAJEURE

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

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

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

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

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

- Constitute a default or breach of the contract.

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- 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.

30. 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 10% of the contract value as security in the form of Performance Bank Guarantee from any nationalized bank as per format enclosed (Section – L). The PBG will be collected as per FD Order No. 2691-F(Y) dated 2nd May 2017.

31. 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.

32. ENFORCEMENT OF TERMS

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

33. 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.

34. 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.

35. 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.

36. 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.

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37. LATE BID

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

38. OPENING OF BID BY WTL

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

39. CONTACTING WTL

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

40. 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 any liability and without giving any reason thereof for the same to the affected bidder(s) or any obligation to inform the affected bidder(s) of the grounds for such decision.

41. BID CURRENCIES

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

42. PRICE

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

43. 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 Bidders.

44. NON-TRANSFERABILITY OF TENDER

This tender document is not transferable.

45. 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.

46. 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.

47. 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.

48. SPLITTING OF THE CONTRACT AND CURTAILMENT OF WORK

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

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49. PREPARATION OF TENDER

Tender shall be submitted in accordance with the following instructions:

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

50. 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.

51. COMPLIANCE WITH LAW

The bidder 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 bidder 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.

52. 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.

53. 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 ion is not only signed by the authorized signatory of the bidder. All overwriting should be separately written and signed by the authorized signatory of the bidder.
- e) Quantity mentioned in the tender document is indicative only and orders shall be placed subject to actual requirement. WTL reserve the right to increase or decrease the quantity specified in the tender.
- f) WTL reserve the right to reject or accept or withdraw the tender in full or part as the case may be without assigning the reasons thereof. No dispute of any kind can be raised the right of buyer in any court of law or elsewhere.
- g) WTL reserve the right to ask for clarification in the bid documents submitted by the bidder. Documents may be taken if decided by the committee.
- h) No dispute by the bidders in regard to Technical/Commercial points will be entertained by WTL and decision taken by the Tender Committee will be final.
- i) Discrepancy in the amount quoted by the bidder due to calculation mistake, the unit rate shall be regarded as firm and the totaling or carry in the amount quoted by the bidder shall be corrected accordingly.

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- 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.
- m) 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.

54. PAYMENT SCHEDULE

Sl. No.	Stage	Payment (%)
1	Design + Acceptance	10%
2	POC	15%
3	Migration Of Existing Data	20%
4	Professional Training , User Acceptance Testing & Security Audit	15%
5	Installation of Final Version / Go Live + Post Implementation & stabilization	20% + 10%
6	During warranty period equated half yearly interval	10%

TDS shall be deducted on all the payments made to the selected bidder on the rates as specified by Govt.

Payment of taxes and other applicable Government levies will be made according to the rules and regulations as existing on the date of the payment

55. DISAGREEMENT

WTL (before the go-live phase) / WBMDFC (post the go-live) and the selected Bidder will make every effort to resolve amicably, by direct negotiation, any disagreement or dispute arising between them under or in connection with the work order. If any dispute will arise between parties on aspects not covered by this agreement, or the construction or operation thereof, or the rights, duties or liabilities under these except as to any matters the decision of which is specially provided for by the special conditions, such dispute will be referred to the Minority Affairs and Madrasah Education Department, Government of West Bengal for decision and it will be final and binding on both the parties.

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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: Implementation of an Enterprise level Application in West Bengal Minorities Development & Finance Corporation

Dear Sir,

We the undersigned bidder/(s), having read and examined in details the specifications and other documents of the subject tender no. WTL/WBMDFC/ES/21-22/019 dated 01.10.2021, do hereby propose to execute the job as per specification as set forth in your Bid documents.

1. 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.
2. We confirm that our bid prices include all other taxes and duties and levies applicable on bought out components, materials, equipments and other items and confirm that any such taxes, duties and levies additionally payable shall be to our account.
3. Earnest Money Deposit: We have transferred EMD amount online through e-Tender portal.
4. 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.
5. 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.
6. 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).
7. 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 of2021

Thanking you, we remain,

WEBEL TECHNOLOGY LIMITED

Yours faithfully

.....
Signature

.....
Name in full

.....
Designation

Signature & Authorized Verified by

.....
Signature

.....
Name in full

.....
Designation

.....
Company Stamp

WEBEL TECHNOLOGY LIMITED

SECTION – F

TECHNO COMMERCIAL EVALUATION & AWARDING OF CONTRACT

1. EVALUATION PROCEDURE

- The Eligibility Criteria (Section - B) will be evaluated by Tender Committee and those qualify will be considered for further evaluation.
- The Tender Committee would evaluate the Techno Commercial Evaluation. In order to facilitate the evaluation, the marking scheme presented is an indication of the relative importance of the evaluation. Bidders securing a minimum of 60% marks in the Techno Commercial Evaluation for qualifying technical evaluation.
- Bidders after qualifying in Techno Commercial Evaluation will only be considers for Financial Bid Evaluation.
- Bidder should clearly mention the page no or identification mark for contents of the document. The document submitted should mention all their respective submission as per RFP with proper page no. or identification marking

2. EVALUATION CRITERIA

Techno Commercial Evaluation

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

Sl. No.	Criteria	Marks Maximum)
1.	Order Value The Bidder should have received orders for state wide software and support services in the Govt. sector / PSUs/ Govt. Statutory bodies with order value as follows: - <ul style="list-style-type: none">• One order of minimum Rs.4.0CroresorTwo orders of minimum Rs.2.0Crores each - 10 Marks <i>(A copy of Work Orders / Contracts to be enclosed.)</i>	10
2.	Similar Solution The Bidder should have successful implementation with any of the State / Central PSUs or Departments/ Govt. Statutory bodies in the country, covering loan functions. <ul style="list-style-type: none">• One implementation – 2.5 Marks• Two implementations – 5 Marks• Three implementations – 10 Marks Additional 10 marks will be given if one among the successful implementation is at a similar State Channelizing Agency <i>(A Certificate from Customer to be enclosed.)</i>	20
3.	Experience in Government Sector / PSUs/ Govt. Statutory bodies The Bidder should have received at least ten orders (out of which at least two of them should be Web based integrated software and support projects) in the Government sector / PSUs/ Govt. Statutory bodies. <ul style="list-style-type: none">• 2 to 10 Orders – 5 Marks• More than 10 Orders – 10 Marks <i>(A Copy of Work Orders to be enclosed.)</i>	10
4.	Large Project Implementation The Bidder should have implemented web based software projects in the Central / State Governments / PSUs/ Govt. Statutory bodies having the following number of registered users. <ul style="list-style-type: none">• Two projects with more than 1000 Registered Users– 5 Marks	15

WEBEL TECHNOLOGY LIMITED

	<ul style="list-style-type: none"> • Two projects with more than 2000 Registered Users – 10 Marks • Two projects with more than 3000 Registered Users – 15 Marks <p><i>(A Certificate from Customer to be enclosed.)</i></p>	
5.	Implementation Approach and Methodology	15
6.	Software Solution Demonstration Demonstration of the Proposed Solution	30
Total Marks		100

All claims to be supported by relevant documents / certificates. Onus of substantiating claims lies with the bidder

3. FINAL EVALUATION

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

A	Techno Commercial Evaluation	70%
B	Financial Evaluation	30%

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

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

Where

- BS - Evaluated Bid Score
- BP - Amount of Bid Price of bidder (Item Sl. No. 1 to 7)
- LBP - Lowest Amount of Bid Price among bidders (Item Sl. No. 1 to 7)
- TC - Techno Commercial Score awarded to bidder
- TTC - Total Techno Commercial Score (100 marks in this case)

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

4. AWARDING OF CONTRACT

An affirmative Post Qualification determination will be prerequisite for award of the contract to the most overall responsive bidder. A negative determination will result in rejection of bidder's bid, in which event the WTL will proceed to the next lowest evaluated bidder to make a similar determination of that bidder's capability to perform satisfactorily. WTL will award the contract to the successful bidder whose bid has been determined to be substantially responsive after final negotiation may held with the most responsive bidder, if required. This is a turnkey job in a nature, so bidder(s) to quote all the items mentioned in the tender document, which can ensure single point contact / sole responsibility of the bidder(s) towards project execution. The successful bidder (s) will have to give security deposit in the form of Performance Bank Guarantee.

5. POST QUALIFICATION

The determination will evaluate the Bidder's financial, technical, design, integration, customization, production, management and support capabilities and will be based on an examination of the documentary evidence of the Bidder's qualification, as well as other information WTL deems necessary and appropriate. This determination may include visits or interviews with the Bidder's client's reference in its bid, site inspection, and any other measures.

6. PRESENTATION

The presentation to be given in front of the Tender Committee and officials from WBMDFC and technical expert will be present, if necessary. The date, time and venue of the presentation for the qualified bidders will be intimated in due course. The gap between intimation time & presentation would not be more than 2(two) business days.

7. Bidder should clearly mention the page no or identification mark for contents of the document. The document submitted should mention all their respective submission as per RFP with proper page no. or identification marking.

WEBEL TECHNOLOGY LIMITED

SECTION – G

GUIDANCE FOR E-TENDERING

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

- **Registration of Bidder:**
Any Bidder willing to take part in the process of e-Tendering will have to be enrolled & registered with the Government e-Procurement System through logging on to <https://wbtenders.gov.in>. The Bidder is to click on the link for e-Tendering site as given on the web portal.
- **Digital Signature Certificate (DSC):**
Each Bidder is required to obtain a Class-II or Class-III Digital Signature Certificate (DSC) for submission of tenders from the approved service provider of the National Informatics Centre (NIC) on payment of requisite amount. Details are available at the Web Site stated above. DSC is given as a USB e-Token.
- The Bidder can search & download N.I.T. & BOQ electronically from computer once he logs on to the website mentioned above using the Digital Signature Certificate. This is the only mode of collection of Tender Documents.
- **Participation in more than one work:**
A prospective bidder shall be allowed to participate in the job either in the capacity of individual or as a partner of a firm. If, found to be applied severally in a single job all the applications will be rejected.
- **Submission of Tenders:**
Tenders are to be submitted through online to the website stated above in two folders at a time, one in Techno Commercial Proposal & the other is Financial Proposal before the prescribed date & time using the Digital Signature Certificate (DSC). The documents are to be uploaded virus scanned copy duly Digitally Signed. The documents will get encrypted (transformed into non readable formats)

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

Techno Commercial Cover:

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

1. Bid Form as per format (Section – E)

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

1. NIT Declaration duly stamped & signed in letter head of bidder (Section – T)

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

1. Annexure A, B, C & D

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)

Sl. No.	Category Name	Sub Category Name	Sub Category Description
----------------	----------------------	--------------------------	---------------------------------

WEBEL TECHNOLOGY LIMITED

A	CERTIFICATES	A1. CERTIFICATES	<ul style="list-style-type: none"> • GST Registration Number • PAN
B	COMPANY DETAILS	B1. COMPANY DETAILS 1	<ul style="list-style-type: none"> • Document as per Section - B
		B2. COMPANY DETAILS 2	<ul style="list-style-type: none"> • Company Profile (Not more than 3 pages) • Documents as per Section - F
C	CREDENTIAL	CREDENTIAL 1	Order copies as per Clause no. 4 of Section – B
		CREDENTIAL 2	Other documents, if any
D	DECLARATION	DECLARATION 1	<ul style="list-style-type: none"> • List of Clients as per format (Section – K) Financial Capability of Bidder as per format (Section – H)
		DECLARATION 2	Document as per the Section – F
		DECLARATION 3	Bidder's Details as per format (Section – I)
		DECLARATION 4	Documents as per Section – D
		DECLARATION 5	Documents as per Section - F
E	FINANCIAL INFO	P/L & BALANCE SHEET 2018-2019	P/L & BALANCE SHEET 2018-2019
		P/L & BALANCE SHEET 2019-2020	P/L & BALANCE SHEET 2019-2020

WEBEL TECHNOLOGY LIMITED

SECTION – H

FINANCIAL CAPABILITY OF BIDDER

(Tender No. WTL/WBMDFC/ES/21-22/019)

FINANCIAL INFORMATION

Total Turnover

Sl. No.	Name of the Bidder	Turnover (Rs. / Crores)				
		2015-16	2016-17	2017-18	2018-19	2019 - 2020
1						

Authorized Signatory (Signature In full): _____

Name and title of Signatory: _____

Stamp of the Company: _____

Note:

Submit the Audited Financial Statement/Audited Annual Report/Auditor Report of the last five financial years.

WEBEL TECHNOLOGY LIMITED

SECTION – I

BIDDERS'S DETAILS

(Tender No. WTL/WBMDFC/ES/21-22/019)

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	Is the firm registered with GST? If yes, please mention your GST no. & submit valid certificate.	
9	Total number of employees. Attach the organizational chart showing the structure of the organization.	
10	Are you registered with any Government/ Department/ Public Sector Undertaking (if yes, give details)	
11	How many years has your organization been in business under your present name? What were your fields when you established your organization	
12	<p>What type best describes your firm? (Purchaser reserves the right to verify the claims if necessary)</p> <ul style="list-style-type: none"> ▪ Manufacturer ▪ Supplier ▪ System Integrator ▪ Consultant ▪ Service Provider (Pl. specify details) ▪ Software Development ▪ Total Solution provider (Design, Supply, Integration, O&M) ▪ IT Company 	
13	Number of software personnel (on the payroll) currently in Kolkata Office?	
14	Does your organization have valid ISO 9001, 27001 & CMMi	

WEBEL TECHNOLOGY LIMITED

	Level 3/5 certificates at the time of submission of the bid?	
15	List the major clients in India 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 – J

FORMAT FOR PRE-BID MEETING QUERY

(Tender No. WTL/WBMDFC/ES/21-22/019)

Name of the Bidder:

Queries

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

Authorized Signatory (Signature In full): _____

Name and title of Signatory: _____

Company Rubber Stamp: _____

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. Any deviation from the format in .xls & .pdf will not be considered as a pre bid query and WTL will not be bound in any manner to respond to the same.

WEBEL TECHNOLOGY LIMITED

SECTION - L

PROFORMA FOR PERFORMANCE BANK GUARANTEE

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

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

Ref Bank Guarantee no.....

Date.....

PROFORMA OF BG FOR SECURITY DEPOSIT

KNOW ALL MEN BY THESE PRESENTS that in consideration of WEBEL TECHNOLOGY LIMITED, a Government of West Bengal Undertaking incorporated under the Companies Act, 1956 having its Registered office at Webel Bhavan, Block EP&GP, Sector V, Kolkata-700 091 (hereinafter called "The Purchaser") having agreed to accept from _____ (hereinafter called "The Bidder") Having its Head Office at _____, a Bank guarantee for Rs. _____ in lieu of Cash Security Deposit for the due fulfillment by the Bidder 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 Bidder 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 Bidder 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 bidder and accordingly discharged the guarantee.

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

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

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

WEBEL TECHNOLOGY LIMITED

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

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

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

SIGNED, SEALED AND DELIVERED

(Stamp of the executants)

WITNESS

1) _____

2) _____

(Name & address in full with Rubber Stamp)

WEBEL TECHNOLOGY LIMITED

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 – M

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: End to End IT Solutions on technical activities of WBMDFC

Dear Sir,

We the undersigned bidder/(s) declare that we have read and examined in details the scope of work and other documents of the subject tender no. Tender No. WTL/ WBMDFC/ES/21-22/019 dated 01.10.2021 for implementation of integrated application on technical activities of WBMDFC published by Webel Technology Limited in e-Tender website.

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

Thanking you, we remain

Yours faithfully

.....
Signature

.....
Name in full

.....
Designation

.....
Company Stamp

Dated, thisday of2021

WEBEL TECHNOLOGY LIMITED

SECTION – N

FUNCTIONAL SPECIFICATIONS

SL. NO	FUNCTIONAL REQUIREMENTS
	Loan Management System
	A) Term Loan
1.	Facility for applicant to register with WEST BENGAL MINORITIES DEVELOPMENT AND FINANCE CORPORATION portal
2.	Facility for SMS and Email acknowledgement on successful registration
3.	Facility for the registered applicant to apply for loan (bilingual & partial auto saving in cache or event trigger based)
4.	Facility for SMS and Email acknowledgement to applicant on successful submission of application. ALONG WITH A COPY OF THE APPLICATION (IN .PDF) AS ATTACHEMENT TO MAIL
5.	Facility for the Field Agent / Supervisor to update the inquiry details, photographs and upload all relevant documents (GPS tagging for the Field Agent / Supervisor)
6.	Facility for auto forwarding of the completed inquiry with Field Agent / Supervisor's recommendations for approval or rejection to the District Co-ordinator within a stipulated time AS PER CONFIGURABLE SPECIFIED WORKFLOW
7.	Facility for the District Co-ordinator to recommend for approval or rejection / recheck by himself or send it back to FS for re-inquiry
8.	If recommended by District Co-ordinator, then auto forward the application to the District Officer of Minority Affairs (DOMA).
9.	Facility for DOMA to recommend for approval or rejection / recheck by himself or any other officer or by same hierarchy down the line
10.	If recommended by DOMA, then auto forward the application to the Dealing Assistant at Head Office
11.	Facility for the Dealing Assistant to scrutinize the received application as per the set norms and forwarded to the Loan Manager
12.	Facility for the Loan Manager to cross check or recommend for rejection and propose the offer amount and note the decide the offer amount and forward it to the GM for approval
13.	Facility for interview if any or pre-sanction inspection if any.
14.	Facility for GM to approve the offer amount or change it or return for re-inquiry by DC or FS or officer from HQ or reject the case and forward it to the Dealing Assistant for further processing
15.	Facility for the Dealing Assistant to prepare the offer letter and automatically despatch along with auto filled NACH mandate form to the applicant, Field Agent / Supervisor, DOMA, District Co-ordinator. Also intimation in messaging format shall be provided given to applicant.
16.	Facility for Field Agent / Supervisor to upload other relevant documents for documents.
17.	Facility for Field Agent / Supervisor to verify completion of documentation as per checklist and forward it to the District Co-ordinator
18.	Facility for District Co-ordinator to recommend for approval or rejection after due checking documentation or field inspection if any and then forward it to Head Office
19.	After receiving of hard copies of documented cases, Facility for Dealing Assistant to verify the NACH form and forward it to the NACH section for registration / entering PDC details(PDC facility only under special permission of GM)
20.	Facility for Dealing Assistant to verify the documents, process and park until NACH registration is complete. If the NACH registration is completed, then forward the application to Loan Manager.
21.	Facility for Dealing Assistant to verify the documents, process and forward to the Loan Manager in case of PDC also facility for cross checking the PDC no. with hard copies.

WEBEL TECHNOLOGY LIMITED

22.	Facility for receipt of case records and PDC if any.
23.	Facility for GM to recommend head of the fund for while approval of the case. Facility for GM to vies the balance under different loan head.
24.	Facility for the Loan Manager to recommend for approval or rejection and forward it to the GM
25.	Facility for the GM to recommend for approval or rejection the case and auto approved by MD for sanction of loan
26.	Facility for Dealing Assistant to issue / print the sanction letter along with repayment schedule
27.	Facility for District Co-ordinator, DOMA to view/print the Sanction letter with list
28.	Facility for Accounts Section to view the list and make the disbursement on instruction of MD
29.	Facility for Accounts Section to forward the disbursement details to Bank with list of Beneficiaries and amount to be disbursed with Beneficiary Name and Account Number.
30.	Facility to view the unsuccessful disbursement details provided by Bank to Accounts Section / Loan Section (Manager)
31.	Modification, updating of Database under super admin password with the provision of uploading of special order to the effect.(AUDIT TRAIL REFELECTION TO BE KEPT WITH PROVISION OF STORAGE OF PREVIOUS VALUE)
32.	Facility for conversion from PDC to NACH for loan.
33.	Facility for periodic inspection of beneficiary with photo and GPS tagging. Alert system for not undertaking post disbursement visit
34.	Facility for rescheduling of loan, change of offer amount and revalidation
35.	Facility for refinance (Maximum one)-application and processing.
	B) Minority Woman Empowerment Programme (Individual)
36.	Facility for applicant to register with WEST BENGAL MINORITIES DEVELOPMENT AND FINANCE CORPORATION portal
37.	Facility for SMS and Email acknowledgement on successful registration
38.	Facility for the registered applicant to apply for loan (bilingual & partial auto saving in cache or event trigger based))
39.	Facility for SMS and Email acknowledgement to applicant on successful submission of application. ALONG WITH A COPY OF THE APPLICATION (IN .PDF) AS ATTACHEMENT TO MAIL
40.	Facility for the Field Agent / Supervisor to update the inquiry details, photographs and upload all relevant documents (GPS tagging for the Field Agent / Supervisor)
41.	Facility for auto forwarding of the completed inquiry with Field Agent / Supervisor's recommendations for approval or rejection to the District Co-ordinator within a stipulated time AS PER CONFIGURABLE SPECIFIED WORKFLOW
42.	Facility for the District Co-ordinator to recommend for approval or rejection / recheck by himself or send it back to FS for re-inquiry
43.	If recommended by District Co-ordinator, then auto forward the application to the District Officer of Minority Affairs(DOMA).
44.	Facility for DOMA to recommend for approval or rejection / recheck by himself or any other officer or by same hierarchy down the line
45.	If recommended by DOMA, then auto forward the application to the Dealing Assistant at Head Office
46.	Facility for the Dealing Assistant to scrutinize the received application as per the set norms and forwarded to the Loan Manager
47.	Facility for the Loan Manager to decide the offer amount and forward it to the GM for approval
48.	Facility for GM to approve the offer amount and forward it to the Dealing Assistant for further processing
49.	Facility for the Dealing Assistant to prepare the offer letter and automatically despatched along with auto filled NACH mandate form to the applicant, Field Agent / Supervisor, DOMA, District Co-ordinator. Also intimation in messaging format shall be provided
50.	Facility for Field Agent / Supervisor to upload other relevant documents

WEBEL TECHNOLOGY LIMITED

51.	Facility for Field Agent / Supervisor to verify completion of documentation as per checklist and forward it to the District Co-ordinator
52.	Facility for District Co-ordinator to recommend for approval or rejection and forward it to Head Office
53.	Facility for Dealing Assistant to verify the NACH form and forward it to the NACH section for registration / entering PDC details
54.	Facility for Dealing Assistant to verify the documents, process and park until NACH registration is complete. If the NACH registration is completed, then forward the application to Loan Manager.
55.	Facility for Dealing Assistant to verify the documents, process and forward to the Loan Manager in case of PDC.
56.	Facility to consider the subsidy as per the rules laid down by the Government from time to time.
57.	Facility for the Loan Manager to recommend for approval or rejection and forward it to the GM
58.	Facility for the GM to recommend the case and auto approved by MD for sanction of loan
59.	Facility for Dealing Assistant to issue / print the sanction letter along with repayment schedule
60.	Facility for District Co-ordinator, DOMA to view/print the Sanction letter with list
61.	Facility for Accounts Section to view the list and make the disbursement. DISBURSEMENT NOTIFICATION TO BENEFICIARY THROUGH SMS/EMAIL
62.	Facility for Accounts Section to forward the disbursement details to Bank with list of Beneficiaries and amount to be disbursed with Beneficiary Name and Account Number.
63.	Facility to view the unsuccessful disbursement details provided by Bank to Accounts Section / Loan Section (Manager)
C) DLS – Microfinance (Self Help Group (SHG))	
64.	Facility for SHG to register with WEST BENGAL MINORITIES DEVELOPMENT AND FINANCE CORPORATION portal
65.	Facility for SMS and Email acknowledgement on successful registration
66.	Facility for the registered SHG to apply for loan (bilingual & partial auto saving in cache or event trigger based))
67.	Facility to update the details of all members of the SHG
68.	Facility for the Field Agent / Supervisor to update the enquiry details, check , two important resolutions ,bank a/c s and other important credentials photographs and upload all relevant documents (GPS tagging for the Field Agent / Supervisor)
69.	If recommended by FS/RA for approval then Facility for auto filling of interest agreement, loan agreement, NACH mandate form and auto mailing to the Field Agent / Supervisor, SHG.If recommended for rejections then the auto filling as mentioned here will not trigger rather case will be auto forwarded to upper label.
70.	Facility for auto forwarding of the completed inquiry with Field Agent / Supervisor's recommendations for approval or rejection to the District Co-ordinator within a stipulated time
71.	Facility for the District Co-ordinator to recommend for approval and rejection / recheck by himself or send it back to FS for re-inquiry
72.	If recommended by District Co-ordinator, then auto forward the application to the District Officer of Minority Affairs(DOMA).
73.	Facility for DOMA to recommend for approval and rejection / recheck by himself or any other officer or by same hierarchy down the line
74.	If recommended by DOMA, then auto forward the application to the Dealing Assistant at Head Office
75.	Facility for Dealing Assistant to verify the NACH form and forward it to the NACH section for registration
76.	Facility for Dealing Assistant to verify the documents, process and park until NACH registration is complete. If the NACH registration is completed, then forward the application to Loan Manager.
77.	Facility for Dealing Assistant to verify the documents, process and forward to the Loan

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	Manager in case of cash payment.
78.	Facility for the Loan Manager to recommend for approval or rejection and forward it to the GM
79.	Facility for the GM to recommend for approval or rejection the case and auto approved by MD for sanction of loan
80.	Facility for Dealing Assistant to issue / print the sanction letter along with repayment schedule
81.	Facility for District Co-ordinator, DOMA to view/print the Sanction letter with list
82.	Facility for Accounts Section to view the list and make the disbursement.
83.	Conversation for Cash collection to NACH for existing loans.
84.	Facility for modification updating of database with the provision for uploading of order under super admin log in.
85.	Periodic Inspection of Beneficiary after loan disbursement to utilization of money with photo .GPS tracking with failed to do so.
86.	Facility for refinance for two times-Application and processing.
87.	Facility for Accounts Section to forward the disbursement details to Bank with list of Beneficiaries and amount to be disbursed with Beneficiary Name and Account Number.
88.	Facility to view the unsuccessful disbursement details provided by Bank to Accounts Section / Loan Section (Manager).87.Facility for rescheduling of loan account.
	D) Minority Woman Empowerment Programme (Group)
89.	Facility for the Field Agent / Supervisor to identify the SHG who would be requiring loan for third time / any deserving SHG
90.	Facility for SHG to register with WEST BENGAL MINORITIES DEVELOPMENT AND FINANCE CORPORATION portal
91.	Facility for SMS and Email acknowledgement on successful registration. ALONG WITH A COPY OF THE APPLICATION (IN .PDF) AS ATTACHEMENT TO MAIL
92.	Facility for the registered SHG to apply for loan
93.	Facility to update the details of all members of the SHG
94.	Facility to fill up the application form after conducting the verification enquiry.
95.	The system should validate and permit only those eligible SHG who has availed loan twice earlier and have made successful repayment or any deserving SHG
96.	Facility for the Field Agent / Supervisor to update the enquiry details, photographs and upload all relevant documents (GPS tagging for the Field Agent / Supervisor)
97.	Facility for auto filling of interse agreement, loan agreement, NACH mandate form and auto mailing to the Field Agent / Supervisor, SHG
98.	Facility for auto forwarding of the completed inquiry with Field Agent / Supervisor's recommendations for approval or rejection to the District Co-ordinator within a stipulated time
99.	Facility for the District Co-ordinator to recommend for approval or rejection / recheck by himself or send it back to FS for re-inquiry
100.	If recommended by District Co-ordinator, then auto forward the application to the District Officer of Minority Affairs(DOMA).
101.	Facility for DOMA to recommend for approval or rejection / recheck by himself or any other officer or by same hierarchy down the line
102.	If recommended by DOMA, then auto forward the application to the Dealing Assistant at Head Office
103.	Facility for Dealing Assistant to verify the NACH form and forward it to the NACH section for registration
104.	Facility for Dealing Assistant to verify the documents, process and park until NACH registration is complete. If the NACH registration is completed, then forward the application to Loan Manager.
105.	Facility for Dealing Assistant to verify the documents, process and forward to the Loan Manager in case of cash payment.
106.	Facility to consider the subsidy for each member of the group as per the rules laid down by the Government from time to time.

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107.	Facility for the Loan Manager to recommend for approval or rejection and forward it to the GM
108.	Facility for the GM to recommend and auto approved by MD for sanction of loan
109.	Facility for Dealing Assistant to issue / print the sanction letter along with repayment schedule
110.	Facility for District Co-ordinator, DOMA to view/print the Sanction letter with list
111.	Facility for Accounts Section to view the list and make the disbursement
112.	Facility for Accounts Section to forward the disbursement details to Bank with list of Beneficiaries and amount to be disbursed with Beneficiary Name and Account Number.
113.	Facility to view the unsuccessful disbursement details provided by Bank to Accounts Section / Loan Section (Manager)
	E) Vehicle Loan
114.	Facility for applicant to register with WEST BENGAL MINORITIES DEVELOPMENT AND FINANCE CORPORATION portal
115.	Facility for SMS and Email acknowledgement on successful registration
116.	Facility for the registered applicant to apply for loan (bilingual & partial saving) along with the quotation from supplier
117.	Facility for SMS and Email acknowledgement to applicant on successful submission of application
118.	Facility for the Field Agent / any official to update the inquiry details, photographs and upload all relevant documents (GPS tagging for the Field Agent / official)
119.	Facility for the Field Agent / Designated Officials to verify that all the documents are in place and a letter from concerned officer of the vehicle hiring department / organization is also submitted as surety by the applicant.
120.	Facility for auto forwarding of the completed inquiry with Field Agent/ Designated Officials recommendations for approval or rejection to the District Co-ordinator/ Designated Officials within a stipulated time
121.	Facility for the District Co-ordinator/ Designated Officials to recommend for approval or rejection / recheck by himself or send it back to FS for re-verification.
122.	If recommended by District Co-ordinator/ Designated Official, then auto forward the application to the District Officer of Minority Affairs (DOMA)/ any designated officer
123.	Facility for such officer to recommend for approval or rejection / recheck by himself or any other designated Officer or by same hierarchy down the line
124.	If recommended, then auto forward the application to the Dealing Assistant/ any designated official at Head Office
125.	Facility for the Dealing Assistant / Designated Official to scrutinize the received application as per the set norms and forwarded to the Loan Manager
126.	Facility for the Loan Manager to decide the offer amount and forward it to the GM for approval
127.	Facility for GM to approve the offer amount and forward it to the Dealing Assistant/ Designated Officials for further processing
128.	Facility for the Dealing Assistant to prepare the offer letter and automatically despatched along with auto filled NACH mandate form to the applicant, Field Agent / Designated Officials. Also intimation in messaging format shall be provided
129.	Facility for Field Agent / Supervisor/ Designated Officials to upload other relevant documents
130.	Facility for Field Agent / Supervisor/ Designated Officials to verify completion of documentation as per checklist and forward it to the District Co-ordinator/ any designated official
131.	Facility for District Co-ordinator/ Designated Officials to recommend for approval or rejection and forward it to Head Office
132.	Facility for Dealing Assistant to verify the NACH form and forward it to the NACH section for registration / entering PDC details
133.	Facility for Dealing Assistant to verify the documents, process and park until NACH registration is complete. If the NACH registration is completed, then forward the application to Loan Manager/ designated Manager.
134.	Facility for Dealing Assistant to verify the documents, process and forward to the Loan

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	Manager in case of PDC.
135.	Facility for the Loan Manager to recommend for approval or rejection and forward it to the GM
136.	Facility for the GM to recommend the case and auto approved by MD for sanction of loan
137.	Facility for Dealing Assistant to issue / print the sanction letter along with repayment schedule
138.	Facility to generate Delivery Order to the Supplier
139.	Facility to auto fill and generate Form No. 20 and Form No. 30
140.	Facility for District Co-ordinator, designated official to view/print the Sanction letter with list
141.	Facility for Accounts Section to view the list and make the disbursement
142.	Facility for Accounts Section to forward the disbursement details to Bank with list of Beneficiaries and amount to be disbursed. However, the amount gets credited in the A/C of the Supplier only.
143.	After disbursement, facility to upload the relevant documents of loanee by the Field Agent / designated official
144.	Facility to view the unsuccessful disbursement details provided by Bank to Accounts Section / Loan Section (Manager)
	F) Education Loan
145.	Facility for applicant to register with WEST BENGAL MINORITIES DEVELOPMENT AND FINANCE CORPORATION portal
146.	Facility for SMS and Email acknowledgement on successful registration
147.	Facility for the registered applicant to apply for loan (bilingual & partial saving)
148.	Facility for SMS and Email acknowledgement to applicant on successful submission of application along with filled application
149.	On submission of application it is received at the corresponding DOMA office, facility for Education Supervisor to scrutinise the application as per the checklist.
150.	Facility to intimate the applicant to visit District Office for counselling
151.	Facility to upload relevant documents, photo etc.
152.	Facility for provision for other instrument like deed etc.
153.	Facility to add surety / guarantor details
154.	Facility for Education Supervisor to verify the documents and forward it to DOMA
155.	Facility for DOMA to recommend for approval or rejection and forward it to the Dealing Assistant of Head Office
156.	Facility for Dealing Assistant to process as per norms and recommend for approval or rejection and then auto forward it to the manager.
157.	Facility for the manager to recommend for approval or rejection and forward it to the GM
158.	Facility for the GM to recommend the case and auto approved by MD for sanction of loan
159.	Facility for Dealing Assistant to issue / print the sanction letter along with repayment schedule and moratorium period of 6 months after completion of course.
160.	Facility for Education Supervisor, DOMA to view/print the Sanction letter with list
161.	Facility for Accounts Section to view the list and make the disbursement
162.	Facility for Accounts Section to forward the disbursement details to Bank with list of Beneficiaries and amount to be disbursed with Beneficiary Name and Account Number.
163.	Facility to view the unsuccessful disbursement details provided by Bank to Accounts Section / Loan Section (Manager).
164.	Facility for yearly renewal of loan.
165.	Facility for rescheduling , upgrading, extension of tenure, reduction of tenure etc.
	Following features to be applicable to all loans.
166.	TAT based function at each level and alert system and MIS system.
167.	SMS intimation and updation at beneficiary login as status info. – inquiry at district level, processing at HQ, Offer letter issued, documentation pending/documentation process/NACH positive/positive, rejection with reason. Sanction, disbursement, repayment, debit

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	success/failure, etc.
168.	Facility for any beneficiary to make payment through virtual account in cash to designated banks and other electronic means.
169.	Checker/maker system in the actions having financial implications as per as practise.
170.	GPS tagging in case of inspection, query, field visit. In case repeat visit, different visit in different source should be alerted.
171.	Provision for adequate validation in changing existing database, say super admin, space for uploading special file.
	OTHER SECTIONS
	NACH Section
172.	NACH details of various loans are made available to this section for verification
173.	Facility for generation of NACH details list to be forwarded to Bank registration.
174.	All positive/negative response from Bank District wise, block wise, scheme wise/RA wise are made available to NACH section, FS, RA and DA of the respective section.
175.	The response shall be updated in the system. Sanction shall not be permitted until positive response is received. But provision may be given to higher authorities to waive off this condition under special approval,
176.	Facility to intimate the status of the response from bank to Field Agents (District wise, block wise, scheme wise,FS/RA wise).
177.	Facility for the Field Agent to submit the fresh mandate to the NACH section for cases with negative response. Facility for auto generated letter for FA,RA/Beneficiary. Auto alert system if not responded by FS/RA/Beneficiary within time.
178.	Facility to update the system when the response becomes positive. Facility to generate relevant MIS report.
179.	Once the disbursement and moratorium period is over, system should generate a district/block/municipality wise transaction list for transaction file along with forwarding letter to bank as per the defined periodicity of different loans
180.	Facility to update the realization report from bank
181.	For failed transaction, provision to generate transaction list and re-submit it to bank. Auto alert through SMS to FS/Beneficiary.
182.	For cases with repeat if any failed attempts, the details are forwarded to the Field Agent for cash collection/Direct Payment by beneficiary through virtual accounts to the bank.
183.	The cash collection details shall be updated on the system and should reflect on ledgers of Beneficiary, Cash, Bank and Field Agent
	PDC Section
184.	Facility to verify all the PDC cheques submitted by the beneficiary for loan repayment and provision to generate a clearance certificate for issuing No due certificate.
	Legal Section
185.	All dishonoured PDCs with comments from bank along with physical copy are made available to the legal section
186.	Facility to issue notice to defaulters
187.	Facility to forward the cases to different advocates
188.	Facility to track advocate notices and filing of cases AND AUTO REMIDER TO ADVOCATES RELATED TO THE CASE FROM TWO DAYS PRIOR
189.	Facility to track/withdrawal of notices/cases with reason
190.	Facility to view amount involvement against notices/cases. ALSO FORECAST PROBABLE OUTFLOW FOR EACH CASE
191.	Facility to upload/enter notices/cases time to time.
192.	Facility to electronic information to the beneficiaries.
193.	Facility to view the payment details of the advocate's case status.
194.	Facility to edit and update details by authorized user.
195.	Facility to list all notices/cases.

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	Repayment Section
	NACH Collection
196.	Facility to generate monthly & quarterly list of Beneficiaries subject to disbursement amount whose NACH are successfully registered for different loans and forward it to bank for collection District wise, block wise, scheme wise,FS/RA wise. List will be shared to all.SMS alert to beneficiary and consolidated to SMS/email.
197.	Reconciliation of collection report from bank through checker/maker system.
198.	If the NACH collection fails during the first attempt, all unsuccessful NACH list are forwarded to Field Agent / Supervisor
199.	If NACH collection fails in repeat attempts, all unsuccessful NACH list are forwarded to Field Agent / Supervisor for cash collection(FS wise, Block wise)
200.	All successful NACH collection after reconciliation will be auto posted to respective cash, bank and beneficiary ledger account.
201.	Facility to intimate the NACH amount along with date of debit to Beneficiary for maintaining sufficient balance on their account
	PDC Collection
202.	Facility to intimate the PDC amount along with date of debit to Beneficiary for maintaining sufficient balance on their account by SMS
203.	Facility to generate district wise /block /municipality/ bank wise list of PDC and forward PDC list for different types of loans to bank.
204.	Facility to reconcile honored and dishonored reports from Bank. SMS alert to Beneficiary on honored and dishonored payments.
205.	Facility to upload all honored/dishonored amount after verification from bank statement into the system so as to reflect in individual beneficiary accounts and Field Agent / Supervisor collection ledger
206.	Facility to forward all dishonored reports to the Field Agent / Supervisor for cash collection (cash demand for the quarter)
	Cash Collection
207.	Facility to generate list (overdue and current dues) district wise, block / municipality wise list for collection of amount failed for PDC/NACH and forward it to respective Field Agents / Supervisors for cash collection
208.	Facility to auto generate Money Receipts to Field Agents / Supervisors to be given to Beneficiary against cash collections
190 A	Facility to allow beneficiary to pay the amount through virtual account directly to the bank and instant of such information to FS through messaging system.
209.	Facility for the Field Agent / Supervisor to generate a summary of deposits which will be automatically intimated to the Recovery Section at HO
210.	Facility to reconcile bank statement visa vis system information through maker/checker.
211.	Facility to reconcile with individual beneficiary virtual accounts through checker/maker.
	Commission (for Field Agent / Field Supervisor & District Co-Ordinator)
212.	Facility to calculate commission for the Field Staff on real time/ monthly/quarterly basis based on collection amount (NACH +PDC+ Cash collection+ Direct payment.)
213.	Facility for the Accounts Section and Recovery Section to view the commission details. All related facility for calculation /viewing/reconciliation.
214.	Facility for the Field Agent / Supervisor and District Co-ordinator to view the commission details
	Mobile App (for Field Agent / Field Supervisor) – PROGRESSIVE WEB APP
215.	Facility to access the application using authorized user credentials
216.	Facility to fill up the loan applications on behalf of the applicants
217.	Facility to update the enquiry details and upload the relevant documents, photographs
218.	Facility to submit all the relevant documentations

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219.	Facility for the Field Agent / Supervisor to intimate the completed enquiry with his recommendations for approval or rejection to the District Co-ordinator within a stipulated time
220.	Facility to view application status, Offer letter, Sanction letter, fund release, failed transfer.
202 A	Facility to view NACH registration, Status ,history. Alert system for repeated failure of NACH. All related MIS.
221.	Facility to view the demand – current demand and over dues district wise,block wise,scheme wise, FS/RA wise.
222.	Facility to view monthly / quarterly honoured and dishonoured list
223.	Facility to view commission details
224.	Facility to print money receipt, post disbursement visit after certain period of disbursement with PHOTO uploading facility.
206 A	Facility to provide a system for consolidated cash deposit to bank, auto alert to all concern if not deposited within stipulated time.
225.	Facility to view all relevant MIS reports
	Beneficiaries
226.	Facility to access the application using authorized user credentials
227.	Facility to apply for different loans
228.	Facility to upload the relevant documents
229.	Facility to view / print the offer
230.	Facility to view / print sanction letter
231.	Facility to view the current demand and over dues
213 A	Facility to view NACH status/ History.
	Setups in Loan Management System
232.	Loan / Loan Scheme Setup
233.	Scheme Setup
234.	Sector Setup
235.	Legal Advisors setup
236.	Notice Setup
237.	Fee Setup
238.	Income Setup
239.	Fund Setup
240.	Religion Setup
241.	Caste Setup
242.	Privilege Setup
243.	Bank Setup
244.	Post Office Setup
245.	Panchayat / Municipality / Corporation Setup
246.	Repayment Mode Setup – Integrated with Accounting Module.
247.	Agent Setup
	Financial Accounting
	Payment Processing
248.	Provision for initiation of new payment process, verification of the payment details and approving the payment. It also simplifies the process of monitoring the payment details.
249.	Payment Processing shall provide three views, New Entry, Payment and Paid
250.	Facility to initiate a new payment with details like Head of Account.
251.	Facility to provide the PAN Number and mode of payment(Cheque/DD, Cash, Fund Transfer)
252.	Facility to specify the payment amount and the TDS (Tax Deducted at Source) being charged

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	against the amount.
253.	Facility to provide remarks on the payment process
254.	Facility to view all the payment processes waiting to be verified or to be approved or to be paid
255.	Facility to delete the payment process that are initiated early
256.	Facility to edit the payment details
257.	Facility to verify the details of the payment process being initiated (by higher authority or other user)
258.	Facility to approve the payment process waiting to be approved by the authorities
259.	Facility to capture notes at each user level during Verification or Approval
260.	Facility to specify that the payment process can be carried out or completed
261.	Facility to search for payment process(es) based on the details provided
262.	Facility to view all the payment processes carried out so far
263.	Facility to specify that the cheque has been cancelled, if the payment process is carried out in mode of cheque
264.	Facility to reconcile the payment process
265.	Facility to view the history of a particular payment process
266.	Facility to search for payment process(es) based on the details provided
	Receipt Processing
267.	The system should have provision to manage the receivable payments
268.	Facility to view all the receivables to be verified or approved
269.	Facility to capture notes at each user level during Verification, Approval
270.	Facility to delete the process that are initiated early
271.	Facility to edit the details of receivables in the list
272.	Facility to update the cheque, Agent deposits reconciliation status on a daily basis
273.	Search facility
274.	Facility to initiate a new receipt entry with details including the individual and the Head of Account to be notified
275.	Facility to specify the amount to be received and the TCS(Tax Credited at Source) to be credited
276.	Facility to specify the mode of receipt(PDC Cheque, Cash, NACH,)
277.	Facility to provide remarks
	Contra Entry
278.	Provision for managing transactions involving transfer of cash between one cash account to another cash account and one cash account to another bank account or vice versa
279.	Bank account to Bank Account- It provides the facility to monitor all the Bank account to Bank Account Contra Entry transactions performed
280.	It provides the facility to edit and delete the Bank to Bank Contra entry transactions initiated earlier
281.	It also provides the facility to update the reconciliation status of the contra entry transactions
282.	Facility to initiate a new Bank to Bank Contra Entry Transaction
283.	Facility to provide the details of the office from which amount is debited and the office to which it is credited
284.	Facility to provide the details of the bank from which amount is debited and the office to which it is credited
285.	Facility to provide the details of the Account from which amount is debited and the office to which it is credited
286.	Provides option to specify the mode of contra entry transaction(Cheque/DD,Fund Transfer)
287.	Provision to enter remarks on the transaction process

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288.	Bank to Cash - It provides the facility to monitor all the Bank account to Cash Account Contra Entry transaction performed
289.	It provides the facility to edit and delete the Bank to Cash Contra entry transactions initiated earlier
290.	It also provides the facility to update the reconciliation status of the contra entry transactions
291.	It also provides the feature to initiate a new Bank to Cash Contra Entry Transaction
292.	New Bank to Cash Contra Entry Transaction - Facility to provide the details of the bank from which amount is debited
293.	Facility to provide the details of the Account from which amount is debited
294.	Facility to specify the mode of contra entry transaction(Cheque/DD, Fund Transfer)
295.	Facility to provide remarks on the transaction process
296.	Cash to Bank- It provides the facility to monitor all the Cash account to Bank Account Contra Entry transaction performed
297.	It provides the facility to edit and delete the Cash to Bank Contra entry transactions initiated earlier
298.	It also provides the facility to update the reconciliation status of the contra entry transactions
299.	It also provides the feature to initiate a new Cash to Bank Contra Entry Transaction
300.	New Cash to Bank Contra Entry Transaction - Facility to provide the details of the bank to which amount is to be credited
301.	Facility to provide the details of the Account to which amount is to be credited
302.	Facility to specify the amount of transaction and transaction date
303.	Facility to provide remarks on the transaction process
	Journal
304.	Provision for monitoring the journal entries, a record of financial transactions
305.	Journal entry consists of several recordings, each of which is either a debit or a credit. The total of the debits must equal the total of the credits or the journal entry is said to be "unbalanced".
306.	Facility to view the journal entries of all the transactions performed so far
307.	Facility to edit the details of the journal entries initiated earlier.
308.	Facility to verify the journal entries (by higher authority or other user)
309.	Facility to approve the journal transactions by the authorities.
310.	Facility to capture notes at each user level during Verification(s), Approval.
311.	Facility to search for journal entries based on the details provided.
312.	Facility to provide a new journal transaction entry.
313.	New Journal Transaction Entry - Facility to specify the type of journal entry, the type of transaction being performed (Payment or Receipt) .
314.	Facility to provide all the sub transactions performed within a transaction
315.	Facility to select the type of a particular transaction (Credit or Debit).
316.	Facility to specify the Head of Account performing the transaction.
317.	Facility to add a new sub-transaction or delete a sub-transaction.
318.	Facility to view the total of Credit amount and total of Debit amount accounted during the transaction, to verify whether the journal entry is balanced.
	Statutory Payments
319.	Provision to verify whether the Client has paid the required Direct and Indirect Taxes (including Provident Fund & Employee State Insurance) to the required authorities as applicable. It provides views of all the TDS amount (TDS Payable) to be paid and all the TDS amount (TDS Paid) paid.
320.	TDS Payable - Facility to view all the TDS amount (TDS Payable) to be paid.
321.	Facility to filter the view based on the Head of Accounts related to the transaction performed.
322.	Facility to view details about a particular TDS transaction.

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323.	TDS Paid - Facility to view all the TDS amount paid.
324.	Facility to view details about all the TDS transactions performed.
325.	Facility to verify whether certificate has been issued for a particular TDS transaction
326.	Facility to capture notes at each user level during Verification(s), Approval.
327.	Facility to select one or more TDS transactions to perform further operations (issuing certificate, etc.)
328.	Facility to update details about the TDS transactions whose certificates have been issued including the following details, - Issue Certificate Number, Certificate Issued Date.
	Statutory Recovery
329.	Provision to verify the entire TCS (Tax Credited at Source) amount to be received. It provides views of all the TCS amount (TCS Payable) to be received and all the TCS amount (TCS Paid) received earlier
330.	TCS Certificate Receivable - Facility to view all the TCS (Tax Credited at Source) amount to be received and the TCS Certificates to be received
331.	Facility to update details about the TCS Certificates received (including the date of receiving the TCS Certificate)
332.	Facility to view the details of a particular TCS receivable transaction
333.	TCS Certificate Received - Facility to view all the TCS amount paid
334.	Facility to view details about all the TCS transactions performed
335.	Facility to update details about the TCS transactions whose certificates have been received
	Bank Reconciliation
336.	Facility to view the details of the reconciled amount.
337.	Facility to view the details about the transaction involving reconciliation.
338.	Facility to confirm reconciliation of the amount.
339.	Facility to view the balance as per the Company books and as per the Bank, therefore enables us to find the difference between Company's Balance statement and Bank's Balance statement.
	Payroll for all Employees
	Snapshot
340.	Facility to view all the transactions being carried out during a particular period of time.
341.	Facility to change the period of time to be considered; in order to retrieve the transaction details during the period as specified by the user.
342.	Facility to view the total amount of debit amount, credit amount and Balance amount; in order to verify whether your transactions were balanced.
	Payroll
	Integration Requirements
343.	Integration with Loan Module mainly for disbursements and repayments
344.	Integration with Payroll module
345.	Facility to view list of Beneficiaries on disbursement for reconciliation of accounts
346.	Facility to integrate with Field Staff Commission module
	Court Cases
347.	Facility to maintain the information pertaining to Court cases of the organization.
348.	Facility to track the court cases filed by the organization or against the organization / offices.
349.	Facility to forward a case to other sections.
350.	Facility to list all cases.
351.	Facility to view all details of a case at a glance.
352.	Facility to edit and update details by authorized users.
353.	Facility to maintain the petition details received from the court.
354.	Facility to maintain the Case Number, Court, Year, Nature of Disposal, Date of Communication etc. in Case Register.

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355.	Facility to add one or more petitioners involved in the case.
356.	The solution captures information of advocates involved in a particular case.
357.	Facility to enter the details of the Advocate(s), Public Prosecutor, Standing Counsel or Firm.
358.	Facility to list the advocates involved in a particular case. Provision to view the details of all advocates who have represented the case
359.	Facility to list the payment details of the advocates.
360.	Facility to maintain petition details received from the court.
361.	Facility to upload relevant files.
362.	Facility to forward the communication from the court to relevant sections.
363.	Facilitates consolidation of facts received from multiple sections.
364.	Provision to capture the filing details like details filed to court, details filed from court and date of communication from court, communication in brief.
365.	The System maintains hearing date for a case received from the court.
366.	Facility to capture and alert the users on the hearing date.
367.	For each Hearing, facility to maintain different status.
368.	Status for a particular case can be register
369.	Based on settlement compliance details can be captured.
370.	Facility to capture judgment details.
371.	Facility to capture legal opinion captured details.
372.	Facility to capture compliance details.
373.	Facility to capture Appeal details. Details captured are general Details like the case no, year, date.
374.	Facility to view the list of appealed cases with details like the Judgment Date, Period of Limitation, New Case No, Date of Appeal etc.
375.	Facility to allocate new case number based on old case number.
376.	Facility to capture execution order details.
377.	Provision to capture Contempt of Court details like Contempt Notice No, Notice Date, By, Subject/Matter, Time of Limitation, Contempt No, Contempt Date, Contempt Year etc.
378.	Facility to capture details of Properties attached if any and information like Order date, Reason for attachment etc.
379.	Facility to mark if the Petition is appealable or not, and if so details of the court.
380.	Facility to list, view and edit the Petition and Contempt Notice details by authorized users.
381.	Facility to capture compliance details.
382.	Facility to view the list of Interim Orders, Cases settled, Referred Details, Personal Hearings, Execution Petitions, Judgment cases etc
383.	Facility to enter the compliance date received from the court.
384.	If complied, provision to capture the complied date.
385.	Alert facility on expiry of compliance date.
386.	Alert facility on next hearing date and period of limitations.
387.	Period wise list of cases.
388.	Comprehensive list of a particular case.
389.	Period wise list of advocates.
390.	Payment details of a particular advocate.
391.	Period wise list of number of cases settled.
392.	Period wise list of number of cases based on judgment.
393.	List of cases disposed.
394.	Reports on hearing dates.
395.	Reports on filing / communication details.

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396.	Period wise list of cases moved for appeal.
Management Information System	
397.	A wide range of MIS reports shall be generated from the system. The number of reports and the format for each report can be finalized in consultation with WEST BENGAL MINORITIES DEVELOPMENT AND FINANCE CORPORATION during the detailed system analysis for customization, to be conducted at WEST BENGAL MINORITIES DEVELOPMENT AND FINANCE CORPORATION. Based on this exercise the final list of reports can be decided.

Note: The above Specifications covers the main activities of envisaged system, however, complete user requirements shall be finalized during the detailed system analysis for customization and finalized under Software Requirements Specification (SRS) document approved by PRC constituted by WBMDFC under chairmanship of MD-WBMDFC. This SRS forms the basis for customization / development, delivery and final signoff.

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SECTION – O

BILL OF ITEMS

Sl. No.	Item Description	Amount (in INR)
1	Delivery of Enterprise wide Application for WEST BENGAL MINORITIES DEVELOPMENT AND FINANCE CORPORATION	–
2	One time Implementation & Configuration (on the central server)	–
3	10 days End User Training for 150 Users, 1 day each for a batch size of 15 persons (at WEST BENGAL MINORITIES DEVELOPMENT AND FINANCE CORPORATION, Kolkata)	–
4	2 days System Administration Training for 5 Persons (at WEST BENGAL MINORITIES DEVELOPMENT AND FINANCE CORPORATION, Kolkata)	–
5	24 months on site technical support by two dedicated technical person(s) at WEST BENGAL MINORITIES DEVELOPMENT AND FINANCE CORPORATION, Kolkata	–
6	Migration of existing data	–
7	Security Audit	–

*Charges mentioned should be all inclusive with applicable taxes

* Grand Total will be considered for price evaluation

*Apart from the above quoted charges, no other hidden / additional charges will be allowed.

Note:

If required, WEST BENGAL MINORITIES DEVELOPMENT AND FINANCE CORPORATION may extend the onsite technical support, but the charges will remain firm as quoted by the selected bidder.

The calculation for deducing the commercial segment for QCBS; will depend upon the total quoted in the above segment only and will not take into account the “optional service” segment.

Optional Services

The bidder shall indicate the charges for the services listed below. However this will not be considered for price evaluation and bidder selection.

Sl. No.	Item Description	Amount (INR)
1	Onsite Technical Support (Man Month charges) For L1 & L2	–
2	Offsite Technical Support (Man Month charges) For L1 & L2	–
3	Modifications / Enhancements post Signoff/go Live (Man Month charges) For L1 & L2	–
4	AMC charges post initial 24 months warranty period (Annual charges)	–

*Charges mentioned should be all inclusive with applicable taxes.

Price to be quoted in BOQ uploaded in the tender.

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ANNEXURE - A

UNDERTAKING ON NOT BEEN BLACKLISTED

TENDER 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 - B

UNDERTAKING ON DEVIATIONS

TENDER 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 – C

UNDERTAKING ON MANPOWER

TENDER 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 50 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 – D

AUTHORIZATION LETTER

(a Board Resolution shall also be enclosed on the Bidder Organization's letter head)

TENDER Ref:

Date:

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

SUBJECT: REQUEST FOR PROPOSAL FOR PARTICIPATION IN THE PROCESS FOR SELECTION OF BIDDER FOR DELIVERY, INSTALLATION & MAINTENANCE OF ENTERPRISE WIDE APPLICATION FOR WEST BENGAL MINORITIES DEVELOPMENT AND FINANCE CORPORATION

Sh./Smt....., of is here by authorized to sign all documents for this TENDER and will be the single point of contact for dealing with all requirements / clarifications on the above said TENDER..

His / Her specimen signature is as shown below:

(Name of Authorized Person:)

Duly authorized by,,

Yours faithfully,

Name:

Designation: