WEBEL TECHNOLOGY LIMITED

NOTICE INVITING e-TENDER

Online Tender documents are invited for "Selection of System Integrator for Setting up & Augmentation of Existing Open Stack Cloud Enabled Platform for hosting of Micro services architecture based Cloud Native Containerized application platform (PAAS) as well as traditional SOA application platform/Microservice architecture based application platform on IAAS at WB State Data Centre " from Reputed System Integrators having sufficient experience and credentials for successful completion of "Similar **Nature**" of work in a Government Department /PSU /Autonomous Body or any reputed organization. The bidder must have adequate resource for providing onsite Operation & Application Maintenance Support for 3 years after post successful go-live within the stipulated time.

1.	Tender No. & Date	WTL/SDC/CLOUD/20-21/022 Dated 19.02.2021
2.	Tender Version No.	1.0
3.	Brief description of Project	Selection of System Integrator for Setting up & Augmentation of Existing Open Stack Cloud Enabled Platform for hosting of Micro services architecture based Cloud Native Containerized application platform (PAAS) as well as traditional SOA application platform/Microservice architecture based application platform on IAAS at WB State Data Centre
4.	Tender Fee	Rs 6,000.00 (Rupees Six Thousand only). The amount to be transferred electronically as per the details given in Clause – 10, Section - D.
5.	Earnest Money Deposit	Rs.10,00,000.00 (Rupees Ten Lakhs only). The amount to be transferred electronically as per the details given in Clause – 10, Section - D.
6.	Date of Downloading/Sale of Tender document	19.2.2021
7.	Pre-Bid Meeting date & time	02.03.2021 at 11.00 Hrs (Online Meeting) - Pre-Bid meeting will be organizing online platform only. - Only queries as per format (Section - M) reaching WTL by 01.03.2021 at 12.00 Hrs. will be taken for decision. Interest bidders are requested to send mail to purchase@wtl.co.in 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 - M) reaching WTL by 01.03.2021 at 12.00Hrs will be taken for decision. - Queries will be sent to Manager (Purchase)(purchase@wtl.co.in)
8.	Bid Submission Start date & time	09.03.23021 at 11.00Hrs
9.	Last date & time of EMD & Tender Fee submission	16.03.2021 at 14.00Hrs
10.	Last date & time of Bid Submission	16.03.2021at 12.00Hrs
11.	Date & time of Technical Bid Opening	18.03.2021 at 12.00Hrs
12.	WTL Address for submission of EMD & Tender Application Fee	WEBEL TECHNOLOGY LIMITED (A Government. of West Bengal Undertaking) Plot - 5, Block – BP, Sector – V, Salt Lake City,

WEBEL TECHNOLOGY LIMITED

		Kolkata – 700091.
13.	WTL Contact No.	033-23673403-06

1. Intending bidder may download the tender documents from the website https://wbtenders.gov.in directly with the help of Digital Signature Certificate. Necessary cost of tender fee may be remitted through electronically and also to be documented through e-filling. Cost of Earnest Money Deposit (EMD) may be remitted through electronically and also to be documented through e-filling. The remittance details against Tender Fee & Earnest Money Deposit (EMD) should be emailed to the Manager (Purchase) & Manager (Finance), Webel Technology Limited, Plot – 5, Block – BP, Sector-V, Salt Lake City, Kolkata-700 091 on or before 14:00 Hrs. of 16.03.2021. The details given in Clause – 9, Section – D.

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.

WEBEL TECHNOLOGY LIMITED
CONTENTS OF THE TENDER DOCUMENT

The Tender document comprises of the following:

WTL/SDC/CLOUD/20-21/022

WEBEL TECHNOLOGY LIMITED

ANNEXURE-I   Undertaking for setting up the local office in West Bengal

ANNEXURE-II   Format for EODB Domain Experience

ANNEXURE-III Proposed work plan

ANNEXURE-IV Deployment of Personnel

ANNEXURE-V   Undertaking on Exit Management and Transition

WTL/SDC/CLOUD/20-21/022

WEBEL TECHNOLOGY LIMITED

SECTION – A(1)

INTRODUCTION & SCOPE OF WORK

Job title: Selection of System Integrator for Setting up & Augmentation of Existing Open Stack Cloud Enabled Platform for hosting of Micro services architecture based Cloud Native Containerized application platform (PAAS) as well as traditional SOA application platform//Microservice architecture based application platform on IAAS at WB State Data Centre

We, Webel Technology Limited (WTL), a separate entity under the administrative control of Department of Information Technology & Electronics, Government of West Bengal are the State Nodal Agency for overall management ,administration & monitoring of West Bengal State Data Centre.

WTL hereby invites proposals for selection of System Integrator for Setting up & Augmentation of Existing Open Stack Cloud Enabled Platform for hosting of Micro services architecture based Cloud Native Containerized application platform (PAAS) as well as traditional SOA application platform on IAAS at WB State Data Centre

GENERAL REQUIREMENTS:

Bidder should use technologies which are in the leader's quadrant of the latest available Gartner's Magic Quadrant of the respective technology or within top 3 vendors in the latest IDC report.

1. All the components including Hypervisor with Native Container management platform, Cloud Orchestration &Automation, Operations Management should be of Subscription Support or licensed version with unlimited incident support with L1, L2, L3 level technical support (Email, Web & Telephonic) directly from original OEM.The support should be available 24x7x365 with unlimited updates and upgrades during the complete tenure of the project without any additional cost, for a period of 3 years from the date of commissioning.
2. Total no. of Subscription Support or licenses to be provisioned which includes Server Virtualization or hypervisor, Private Cloud Automation with Orchestration, Private Cloud Operations Management, Network virtualization is given in the BoQ/Price Bid
3. All compute, memory & storage should be sized for 75% utilization. The same should provide scale up, scale out, auto scale capability in non-disruptive manner
4. Supply, installation, commissioning & integration of cloud environment as per BOM with existing RHEL cloud Setup at WBSDC, Monibhandar Building. Bidder should offer OEM deployment services with a defined timeline.
5. Installation and configuration of PaaS solution with offered container and kubernetes driven architecture. Bidder should offer OEM deployment service with defined timeline
6. The proposed New setup/solution has to be augmented with existing cloud and make complete architecture to be in sync with existing one.
7. Onsite support services for a period of 3 years for the supplied items need to be offered by the bidder.

TECHNICAL FEATURES & FUNCTIONALITIES

1. The solution should provide private cloud platform that brings together compute, storage, networking and security virtualization into a natively integrated stack to deliver enterprise-ready cloud infrastructure for private cloud, for running traditional & modern application environment

2. The solution should include unique lifecycle management services that automate day to day operations, from bring up to configuration, resources provisioning and patching/upgrades and and simplifies day-to-day management and operations. It should also provide capability for authorised users to start/stop/suspend virtual machines, take snapshot, delete machine, request additional

resources and connecting to console through the self-service portal. The solution should provide a comprehensive Open API based API reference so that third party services can interact with the solution to provision resources across environments.

3. Solution should provide automation and orchestration solution for automated delivery of IaaS, PaaS services so that when VM/app is created it should automatically get the required virtualized compute, storage, switching, routing, firewall, load balancing services without any manual intervention. All compute, network, storage, security, load balancing policies must follow the life cycle of VM and movement within and across on premises to public cloud & vice versa

4. The solution shall provide a unified web-based multi-tenant self-service catalog for IaaS, PaaS across virtual and physical platforms. It should also have the capability to automate provisioning of resources on public cloud platforms like AWS, Google, Azure when required from the console provided on premises. The solution shall also provide capability to provide unified platform for managing multi hypervisor environment

5. Solution must provide auto scale so that in case of increase in utilization additional VMs should be automatically be created with all network, security and load balancing assigned. All integration from cloud portal, orchestration, virtualization, virtual network, security and load balancing should be done to achieve automation.

6. The solution should be able to specify what clusters are available for provisioning of OCI Compliant, Kubernetes namespaces and, additionallly, what properties are acceptable for clusters and define policy based placement of Kubernetes clusters and namespaces, as part of the environment, from day one

7. The solution should provide creation of complete application blueprints along with required virtual networking (routing, load balancing) and security services for the application It should also provide automated delivery of virtual networking & virtual security services such as switching, routing, load balancing and firewalling..Also it should have a graphical canvas for designing machines, software components and application stacks with the ability to extend or define external integrations.

8. The solution should be able to support Multi-vendor hypervisor, physical endpoints and public clouds; It should be capable to provision applications & manage OCI compliant container platforms as well. Should support APIs to integrate external third party management tools & orchestration.

9. The solution shall provide automated provisioning of infrastructure, applications and through a web-based, multi-tenant self-service IT service catalogue.

10. Proposed component for above mentioned functionalities should be integrated with each other for seamless operations in production. Bidder should also ensure that upgrade to any of these components should be interoperable with all the other components of ecosystem.

11. Should support & be provided with licenses for enterprise supportedkubernetesintegrated with the hypervisor, with unified visibility for VMs, Kubernetes clusters, containers from virtualization console for consistent view between Dev and Ops via Kubernetes constructs in virtualization platform. Virtualization platform should provide access to developers through kubernetes APIs to consume VMs, containers and DC infra resources like compute, storage, networking.

12. Solution should provide zero trust security so that every VM and application segment at micro level can be secured with stateful firewall within as well across VLANs and advanced security policies like anti malware, antivirus, HIPS etc.

13. Solution must support auto scaling so that in case of increase in utilization additional

14. VMs should be automatically be created. All integration from the singlemanagement plane, orchestration, virtualization should be done to achievefull automation.

15. Solution should enable creation of security groups and security policies/rules based on parameter like machine name, OS type, IP addresses, Security Tags etc. Solution should provide efficient service chaining for providing advanced security with Virtual IPS, Firewall, load balancer for Applications.

16. Solution should provide proactive monitoring and management of complete virtualized infrastructure with prebuilt and configurable operations dashboards to provide real-time insight into infrastructure behaviour, upcoming problems, and opportunities for efficiency improvements.Solution should monitor utilization of running VMs and should reclaim resources from idle VMs and allocate to other VMs in automated fashion.

17. Proposed component for above mentioned functionalities should be integrated with each other for seamless operations in production. Bidder should also ensure that upgrade to any of these components should be interoperable with all the other components of ecosystem.

18. The network virtualization should provide distributed in-kernel routing, VXLAN based logical virtual switching, NAT function, server load balancer, Software L2 bridging to physical environments, L2 & L3 VPN services, distributed L2-L4 stateful in kernel firewall at a very granular (vNIC) level based on constructs such as MAC, IP, Ports, active directory groups, Security Groups and Security policies which must follow the VM in the event of migration (i.e. live migration).

19. The solution should be capable to provide agentless guest introspection services like Anti-Malware etc and Network introspection services like IPS/IDS , edge load balancing, multi site networking (Layer 2 extension) irrespective of underlying physical topology, container network and security for container to container L3 networking and microsegmentation for microservices etc

20. Network and security should be integrated with cloud orchestration, so that automated and on-demand creation of network, security, load balancing, SSL VPN policies are done as soon as VM is created

21. The solution should be provided with container networking & security for developing microservice based applications and rolling them to production environment. It should be capable to provide visiblity across kubernetes/ container environment as well.

22. The solution should have the ability to deliver end to end security for all applications by delivering network-level micro-segmentation, distributed firewalls, load balancers, virtual routers, virtual switches and VPN, compute-level encryption for VM, hypervisor, and live migration.

23. The solution should store historical data and have abiility to go back in time and provide alarms, events for root cause analysis.Should also be able to collect flow data from virtual as well as physical infra, providing comprehensive micro-segmentation and recommending zero trust security policies.

24. The solution should use AI/ML engine to provide right actions for every layer of the stack:- sizing:- how to right size the containers (CPU, Mem, N/W utilizations), Placement:- when to reschedule pods to which nodes, auto-scaling:- when to scale in & scale out.

25. The solution should provide full stack context providing Application metrics (Graphana), Service mesh monitoring (Kiali), Tracing (Jaeger). It should be platform agnostic & should provide visibility & action placements across leading platforms from Redhat, VMware, AWS, Azure, GCP).

26. The solution should support multiple hypervisors (VMware, Hyper-V, RHEV etc.) to access information about the managed VM's, Hosts, datastores and execute commands such as provisioning, resizing or reconfiguring entities in the environment.

27. Container Security: The solution should provide cloud agnostic application workload (Virtual machine, Container, Bare metal, AWS, Azure, GCP) security susceptible to lateral attacks from bad actors who attempt to take advantage of security gaps or lack of controls for east-west traffic flows. the application should be provided with platform that can provide whitelisting, zero-trust, micro-segmentation, and application segmentation. the solution should be able to block workloads the have malicious behavior based on deviation from known good behavior. It should detect privilege escalations, shell code executions on the workloads & also provide details of each process launched (process start time, command line, process ID & User) it should also Detect hash consistency for similar workloads across the application environment

Cloud Platform Specs

Sr. No.	Component	Parameters	Comply (Yes/No)
1	Bare Metal Solution	Sits directly on the bare metal server hardware with no dependence on a general-purpose OS for greater reliability & security and should be Leaders in the Gartner's Magic Quadrant for at least last 5 years in a row.	
		The platform shall be deployable using the same product on all types of deployment scenarios i.e. – bare-metal servers, virtualized servers, private cloud, public cloud & hybrid cloud.. Customer should be able to deploy same license / subscription to public cloud in addition to private cloud.	
2	Guest OS Support	Windows client, Windows Server, Linux (at least Red Hat, SUSE, Ubuntu and CentOS) etc.	
3	Availability	Live Virtual Machine migration between different generations of CPUs in the same cluster with and without the need for shared storage option. Should support Live Virtual Machine migration long distances from one site to another (up to 150 milliseconds round trip time) with no disruption to users or loss of services, eliminating the need to schedule application downtime or business downtime.	
		Live migration of VM disk from one storage array to another without any VM downtime. Support this migration from one storage protocol to another eg: FC, NFS, iSCSI, DAS.	
		Proactive High availability capability that utilizes server health information and migrates VMs from degraded hosts before problem occurs.	
4		Should support HA for migration of VMs in case one server fails all the Virtual machines running on that server shall be able to migrate to another physical server running same virtualization software. Should support HA for VMs with a passthrough PCIe device or a NVIDIA vGPU.	

		It should support affinity and anti affinity rules to set constraints that restrict placement of a virtual machine to a subset of hosts in a cluster and to keep virtual machines paired or separated.	
5		Zero downtime, Zero data loss and continuous availability for the applications running in virtual machines in the event of physical host failure., without the cost and complexity of traditional hardware or software clustering solutions.	
	Performance	Add CPU, Memory & devices to virtual machines on the fly when needed, without disruption or downtime of working VMs for both windows and Linux based VMs.	
6		Create a cluster out of multiple storage datastores and automate load balancing by using storage characteristics to determine the best place for a virtual machine's data to reside, both when it is created and when it is used over time.	
		Support for persistent memory, exposing it as block storage or as memory, to enhance performance for new as well as existing apps	
7		Should support features like DRS which run every minute and provides workload balancing.	
		Should support network and storage QoS to ensure performance on per VM basis	
8		The platform should be able to define resource quotas to limit aggregate resource consumption per project	
		Platform should have cloud native IDE to speed up development with tools like in browser IDE	
10		VM-level encryption with no modifications in guest OS to protects unauthorized data access both at-rest and live vmotion.	
		Should support TPM 2.0 and secure boot which provides protection for both the hypervisor and guest operating system by ensuring images have not been tampered with and preventing loading of unauthorized components.	
11	Security	Should provide a trust authority which creates a hardware root of trust with a trusted computing base using a small, separately-managed cluster of hosts. These hosts take over the task of attestation and will be the ones that verify the other clusters to ensure that those systems meet the requirements for trust.	
		Should support Intel Software Guard Extensions (SGX) which allows applications to work with hardware to create a secure enclave such that things like encryption key cannot be viewed by the guest OS or hypervisor.	
12		Underlying operating system for control plane and worked node must be SELinux enabled by default to protect from CVE vulnerabilities	
		Should support Integration of 3rd party endpoint security to secure the virtual machines with offloaded antivirus, antimalware, firewall and hips solutions without the need for agents inside the virtual machines.	

WEBEL TECHNOLOGY LIMITED

13		Should support & be provided with licenses for native enterprise supported kubernnetes with unified visibility for VMs, Kubernetes clusters, containers from virtualization console for consistent view between Dev and Ops via Kubernetes constructs in virtualization platform. Virtualization platform should provide access to developers through kubernetes APIs to consume VMs, containers and DC infra resources like compute, storage, netowring.
		Platform should provide container management tools such as building, copying, and otherwise managing containers. Also provide tools to manage running, starting, stopping, listing, and removing containers and container images.
14		Container platform should have the capability to support updates / upgrades in a restricted private network without having direct access to internet
		Platform should have helm chart support for dependency management and container package installation
15		Container platform should provide a Promethus based preconfigured monitoring stack with dashboard and graphs. Container platform should have Elasticsearch, Fluentd, and Kibana (EFK) based logging stack with capabilities to integrate with third party logging solution via log redirection / aggregation techniques
	Container Services	Container platform should have an audit framework at Cluster level to record information about real-world events in a resource-agnostic manner. Platform should have an alerting mechanism to notify for subscribed events with capabilities to integrate with third parties such as Pagerduty
16		Container platform should have the capabilities to be deployed on Bare Metal infrastructure in addition to virtualized environment e.g. Red Hat Virtualization / VMWare Virtualisation / Hyper V / Red Hat OpenStack. The container platform shall support deployment and orchestration of multiple containers formats (docker,cri-o etc) for preventing any technology lock in.
		The platform shall provide container runtime, container orchestration, container management and container monitoring capabilities.
17		The platform shall have inbuilt management and monitoring capabilities. It should be offered with suitable container registry capability. Container platforms should support serverless to develop micro services. Container should support Service Mesh for microservices visibility, traffic control, security and observation
		Container Platform should have capability to run both stateful and stateless applications. It should be enterprise Kubernetes based orchestration for managing the platform.
18		The platform shall have inbuilt automated application container build capability – from source code to a runnable container image. The platform shall have / support integration with CI / CD tools. Integrated CI / CD tools have to be part of the solution.
		All proposed component of Container platform including monitoring, observability, logging, management should be capable of running on premise without any dependency on any cloud based component

19	The platform shall support polyglot technologies as runtime platforms for applications such as – Java, PHP, Python, Ruby, Perl, Node.js, Mysql, PostgreSQL, MongoDB, MariaDB etc	
	Container platform should provide a build in private registry to push and pull container images to kubernetes cluster	
20	The platform shall provide auto scaling capability for automatically running an appropriate number of container instances as per load requirements.	
	The platform shall provide centralized logging capability (including applications logs from container instances) for audit, logs analysis & ease of management purpose.	
21	The platform shall provide integrated container native persistent storage capabilities PaaS Layer around xx TB Need to be offered. The platform should have CLI tools for copy, authenticate and sign images.	
	It should be offered with Kubernetes Cluster Federation for multiple site deployment. The offered platform shall be capable to execute in place upgrade to newer versions whenever new upgrades are available.	
22	The container platform should prevent containers requiring root access from running by default. Container platform should provide OAuth server for token based authentication and RBAC to expose cluster API's and also secure such API by x.509 certificates.	
	Container platform should support disk encryption for worker and master nodes with AES256 or stronger cipher	
23	The container should support FIPS Validated cluster to be able to process cryptographic libraries. The container platform should support secure computing (seccomp) feature which provides a way to filter system call availability within a container	
	Container platform should be capable of integration with a variety of Authentication Providers including the following: HTPasswd, Keystone, LDAP V3, Active DIrectory, OpenLDAP, Request Header, Github, Google, OpenID Connect, GitLab	
24	Container Platform should provide gitops integration and support integrators like ArgoCD to implement devops methodology	
	The container platform should have webhook support to deliver automatic build	
25	Container platform should support Rolling upgrade for application deployment to avoid application downtime	
	Container platform should support storage plugin support for: NFS V4, iSCSI, Fiber Channel, Local Storage, HostPath, EmptyDir, AWS - S3, EBS, GCE - File, block, object, Azure - File, Volume, Object vSPhere - FIle, Block	
26	Container platform should support following CSI Plugins: CSI Resize, CSI Snapshot, CSI Clone, CSI Manila	
	Container platform should have Networking services, which includes the ability to set network policies and manage ingress and egress communications for the cluster.	
27	Container platform should have HAProxy base router to load balancer ingress requests	
	Container platform should be able to define network policies to restrict communication between pods	

28		Container platform should provide a name resolution service to pods, enabling DNS-based Kubernetes Service discovery	
		Container platform should have an egress firewall to limit pod connection public Internet to improve security	
29		Container platform should support following CNI Plugins: Multus, Kuryr, SR-IOV, Host Device, Bridge, IP VLan, Static, DHCP, macvlan, route-override, whereabouts	
		Container platform should have been tested against following architecture: x86_64, s390x, ppc64le	
30	Storage support	Support boot from iSCSI, FCoE, and Fibre Channel SAN. Integration with Storage API's providing integration with supported third-party data protection, multi-pathing and disk array solutions.	
31	Virtual Switch	Should provide a centralized virtual switch which span across a virtual datacenter and multiple hosts should be able to connect to it. This should simplify and enhance virtual-machine networking in virtualized environments.	
		In-built enhanced host-level packet capture tool which will provide functionalities like SPAN, RSPAN, ERSPAN and will capture traffic at uplink, virtual switch port and virtual NIC level. It should also be able to capture dropped packets and trace the path of a packet with time stamp details.	
32		Provide Efficient array-agnostic replication of virtual machine data over the LAN or WAN. This Replication should simplify management enabling replication at the virtual machine level and enabling RPOs as low as 15 minutes.	
		Solution should support DR automation solution delivered from virtualization manager console for automated failover, failback and recovery of application VMs in proper sequence to other data center with single click	
		Solution should support solution to perform non-disruptive DR drill/testing of recovery plan for full and selected applications every six months without impacting production applications running in primary environment.	
33	Operations Management	Should provide restful APIs which can be consumed with any automation tool like Puppet, Chef, Ansible. It should also provide proactive monitoring of OS level resources (CPU, disk, memory, network) for any OS and physical hardware resources of the hosts. These monitoring capabilities combined with patented analytics, auditing and logging capabilities, should extend operational visibility and proactive management capabilities across OS. The health of the various subcomponents, should be monitored and reported within the solution	
		Solution should provide monitoring and management of complete virtualized infrastructure with prebuilt and configurable operations dashboards to provide real-time insight into infrastructure behaviour, upcoming problems, and opportunities for efficiency improvements. It should monitor utilization of running VMs and should reclaim resources from idle VMs and allocate to other VMs in automated fashion.	
34		Solution capacity analytics should provide "What If" scenarios and provide infrastructure and operations, log analytics to eliminate time-consuming problem resolution processes through automated root cause analysis.	

		Solution should learn the environment behaviour and based on usage patterns, pre-emptively rebalance workloads in advance of upcoming demands and spikes.	
35		Solution should provide automation and orchestration solution for automated delivery of IaaS, PaaS, XaaS/ SaaS services so that when VM/app is created it should automatically get the required virtualized compute, storage, switching, routing, firewall, load balancing services without any manual intervention. All compute, network, storage, security, load balancing policies must follow the life cycle of VM and movement within and across DC & DR from on premises to public cloud & vice versa	
		The solution shall provide a unified web-based multi-tenant self-service catalog for IaaS, PaaS and Anything-as-a-Service across virtual and physical platforms. It should also have the capability to automate provisioning of resources to public cloud platforms like AWS, Google, Azure. The solution shall also provide capability to provide unified platform for managing multi hypervisor environment	
36	Automation	The solution shall provide an orchestration engine with ready workflows and ability to create custom workflows based on SOAP, REST operations and PowerShell scripts. The solution should have the ability to create custom workflows to automate the delivery of anything as a service - XaaS (for example Email, Storage as a Service, Network as a Service , Backup as a Service etc.)	
		The solution should provide for creation of complete application blueprints along with required virtual networking (routing, load balancing) and security services for the application using a user friendly graphical interface by using drag & drop functionality	
37		The solution should provide automated delivery of virtual networking & virtual security services such as switching, routing, load balancing and firewalling.. Also it should have a Unified graphical canvas for designing machines, software components and application stacks with the ability to extend or define external integrations in the canvas through XaaS	
		The solution should be able to support Multi-vendor hypervisor, physical endpoints and public clouds; It should be capable to provision applications & manage container platforms as well. Should provide out of the box integration with Configuration Management Tools	
38		The solution should have capability to automate the bring-up process of the entire software platform, including deployment of infrastructure VMs, creation of the management cluster, configuration of VLANs, virtual storage, virtual network, and cluster creation and provisioning.	
		The solution should be able to automate provisioning of data-center services such as compute, storage, networking, load balancing, firewall, etc. It should have an advanced Blueprint designer for creating virtual machines, multi machine application stack blueprints with the ability to release them as catalog services Should provide support for blueprint versioning.	

39		The solution should provide Day 2 operations capabilities to authorised users to start/stop/suspend virtual machines, take snapshot, delete machine, request additional resources and connecting to console through the self-service portal.	
		The solution should specify what clusters are available for provisioning of Kubernetes namespaces and, additionallly, what properties are acceptable for clusters and define policy based placement of Kubernetes clusters and namespaces	
40		The solution should provide a comprehensive Swagger/Open API based API reference so that third party services can interact with the solution to provision resources across environments.	
		The solution should have Life Cycle Management Work flows: Provisioning/Decommissioning/Capabilities to allow day 2 operations work flows like start/stop/suspend virtual machines, take snapshot, delete machine, request additional resources and connecting to console through the self-service portal	
41		The solution shall include multiple levels of organizational grouping at Tenant/Business Group/Project level to allow authorized administrators or users service entitlement by role, to request IT services, provide access to specific resources/clusters, while ensuring compliance with organizational policies.	
		The solution should provide service authoring capabilities that includes a graphical drag and drop canvas and also a YAML code editor. It should provide capabilites to design cloud-agnostic full service blueprints and the ability to export/import service blueprints from multiple cloud providers, for e.g., CFT templates, HELM charts etc. It should support infratructure as Code.	
42		Direct OEM 24x7x365 days with unlimited incident support and 30mins or less response time including the unlimited upgrades and updates.	
43	OEM Support	The solution should be offered with L1-L3 based 24x7 support from OEM, updates and upgrades for the project period. The OEM should have a support Centre based out of India with a minimum 300 support personnel for easier and faster communication on any support call resolution.	

Server Specs:

01		**Specifications for Blade chassis**	**Qty: 01**	
Sr. No	**Features**	**Minimum Specifications Required**	**Complied (Yes/No)**	**Reference document & remarks**
	Make & Model	*Please specify make & model*		
01	Market position	OEM should have been one of the top three server vendors worldwide in IDC market report		

WTL/SDC/CLOUD/20-21/022

		for x86 servers in any two of the previous 4 quarters, in revenue or number of units		
02	Form factor & technology	Max 10U rack mounted chassis to house 6 nos. dual-CPU compute blades. The chassis should be of latest generation from the OEM that will not be declared as end-of-support within 6 years from the date of FAT. Bidder to attach the signed / sealed declaration from authorized signatory from the OEM for the same		
03	Future readiness	Proposed chassis should have publicly declared support for multiple future generations of server processor microarchitectures.		
04	Availability	Chassis should have a highly reliable back-plane or no back-plane architecture providing connectivity of the shared resources (network switches, management netwoks etc.) to the compute nodes for a high-reliable design architecture. Architecture should have no-single-point-of-failure design		
05	IO Bays	Atleast two IO bays in redundant configuration supporting Ethernet, Fiber Channel & / or FCoE		
06	Switch Modules	Each chassis should be configured with atleast one pair of redundant switches with 25Gbps ports to connect to the compute blades within the chassis.		
		The switches should have <500ns latency.		
		Each swicth should have 25Gbps downlink ports for all the compute blades configured in the chassis		
		Should support the open source Open Network Install Environment (ONIE) for zero touch installation of alternate operating systems in future releases		
		Should be fully IEEE data center bridging (DCB) compliant, supporting iSCSI, NAS, and FCoE transit. Two of the QSFP28 ports should support eight 32Gb Fibre Channel connections (4 per QSFP28), enabling direct attachment of a FC storage array and as a NPIV Proxy Gateway to an existing FC SAN		
		Two redundant, hot-plug fabric switches with multi-chassis fabric scaling capabilities to connect blade servers to external servers & networks.		
		Each switch should have minimum 8 x 32Gbps active external FC ports, 2 nos. 100Gbps, 8 x 10Gbps & 8 x 25Gbps ports using transceivers or DAC or breakout cables		
07	Power Modules	• Hot Swap redundant power supplies • Support for single-phase & three-phase power • Should support N+N and N+1 redundancy. • Should support N+N AC Grid Redundancy for AC grid loss (failure of power source)		
08	KVM	Should have integrated KVM solution		

09	Chassis Management Module	Redundant chassis Management Module providing IP based management of the blades and vital elements like FC / Ethernet / converged Switches. switch management, resource discovery and inventory management, alerts and monitoring, chassis & blade power management and diagnostics for elements including Chassis, I/O options and compute nodes.		
10	Chassis Management Network	Redundant management network connection in the chassis for complete management of all the active modues in the chassis		
11	System Panel	LEDs or LCDs on the chassis can be used to obtain the status of the chassis connection and health.		
12	Management	Management software for the maximum config with perpetual license. The management software should be from the same OEM.		
		Built-in redundant management modules providing single management point for server, storage and networking for both single chassis & multi-chassis environment		
13	Operating Temperature	Chassis must have an operating temperature of at least 10 degrees centigrade to 35 degrees centigrade		
14	Warranty	5-years comprehensive 24x7 remote warranty & 4-hours onsite support warranty directly from the OEM, applicable from the date of acceptance		
02		**Specification for Blade server**	**Qty: 06**	
Sr. No	**Features**	**Minimum Specifications Required**	**Complied (Yes/No)**	**Reference document & remarks**
	Make & Model	*Please specify make & model (Should be compatible to the Blade Chassis quoted)*		
1	CPU	2 x Intel Xeon, 28-core, 2.7GHz base & 4.0GHz turbo processor of latest generation or equivalent		
2	Cache L3	Min 38MB		
3	Memory	1024GB DDR4, 2933MHz ECC memory		
4	SCSI Controllers	12Gbps SAS hardware RAID controller, 2GB cache, supporting RAID 0, 1, 5, 6		
5	Disk Drives	3 x 1.92TB SAS or vSAS SSD, Mixed Use 3 DWPD, 12Gbps in RAID5 or 2 x 3.84TB SAS or vSAS SSD, Mixed Use 3 DWPD, 12Gbps in RAID1		
6	I/O adapters	Dual port 25Gbps Ethernet terminating into different chassis switches for redundancy. For converged network solution, the adapter should support FCoE protocol		
7	Ports	One Internal or external USB 3.0 Port.		

|			Complied (Yes/No)	Reference document & remarks
8	Operating System certified	Ubuntu 20.04.2 LTS. Also latest version of Red Hat Enterprise Linux, SUSE Linux Enterprise Server, Microsoft Windows Server & VMware vSphere 6.x		
9	Management	Integrated management with remote diagnostics (graphics, keyboard, mouse and virtual media)		
10	Security features	Silicon-based hardware root of trust, automatic secure BIOS recovery, cryptographically signed firmware update, firmware drift detection & system lockdown against threats, protection against compromized firmware execution, automatic secure BIOS & OS recovery. These features should be detailed in a web published document. OEM declaration letter is acceptable		
11	Failure Alerting Mechanism	The server should be able to alert impending failures on maximum number of components. (Processors, voltage regulators, memory, internal storage (SAS/SATA HDDs and SSDs), fans, power supplies & RAID controllers.		
12	Warranty	5-years comprehensive 24x7 remote warranty & next business day onsite support warranty directly from the OEM, applicable from the date of acceptance		
03		**Specifications for Rack Server**	**Qty: 02**	
Sr. No	**Features**	**Minimum Specifications Required**	**Complied (Yes/No)**	**Reference document & remarks**
	Make & Model	*(Please specify) Should be of the same OEM as that of the blade servers quoted*		
01	Form Factor	Max. 2U rack mounted with sliding rails, cable management arm & front bezel locking kit. Each server should be a dedicated separate unit		
02	Processor	2 x Intel Xeon, 28-core, 2.7GHz base & 4.0GHz turbo processor of latest generation or equivalent (should be of the same make as the blade server processors)		
03	Memory	1024GB DDR4, 2933MHz ECC memory		
04	Disk controller	12Gbps PCIe 3.0 RAID controller with 2GB cache		
05	Disks configured	3 x 1.92TB SAS or vSAS SSD, Mixed Use 3 DWPD, 12Gbps in RAID5 or 2 x 3.84TB SAS or vSAS SSD, Mixed Use 3 DWPD, 12Gbps in RAID1		
06	I/O slots	Minimum 3 nos. x16 (data width) PCIe 3.0		
07	Ethernet connect	Dual port 1Gb base-T & Dual Port 10Gbps SFP+ SR ports with cables		
08	FC connect	Dual port 32Gbps FC with cables		
09	Management port	1 x 1Gbps base-T dedicated management port		

10	Operating System certified	Ubuntu 20.04.2 LTS. Also latest version of Red Hat Enterprise Linux, SUSE Linux Enterprise Server, Microsoft Windows Server & VMware vSphere 6.x		
11	Power supply, fans	80Plus Platinum certified redundant power supply & hot-plug fans		
12	Management	Should provide virtual media, virtual folders, remote file share, virtual console support		
13	Monitoring & alerting	Monitoring fan, power supply, memory, CPU, RAID, NIC for impending failure		
14	Authentication	Directory services (AD, LDAP), two-factor authentication & single sign-on		
15	Security features	Silicon-based hardware root of trust, automatic secure BIOS recovery, cryptographically signed firmware update, firmware drift detection & system lockdown against threats, protection against compromized firmware execution, automatic secure BIOS & OS recovery. These features should be detailed in a web published document. OEM declaration letter is acceptable		
16	Intrusion alert	Intrusion alert in case chassis being opened		
17	Warranty	5-years comprehensive 24x7 remote warranty & next business day onsite support warranty directly from the OEM, applicable from the date of acceptance		

The Schematic diagram of typical solution architecture with Microservice architecture based platform for which SDC require augmentation of existing Cloud Enabled Platform capable to host Microservice architecture based application platform

WEBEL TECHNOLOGY LIMITED
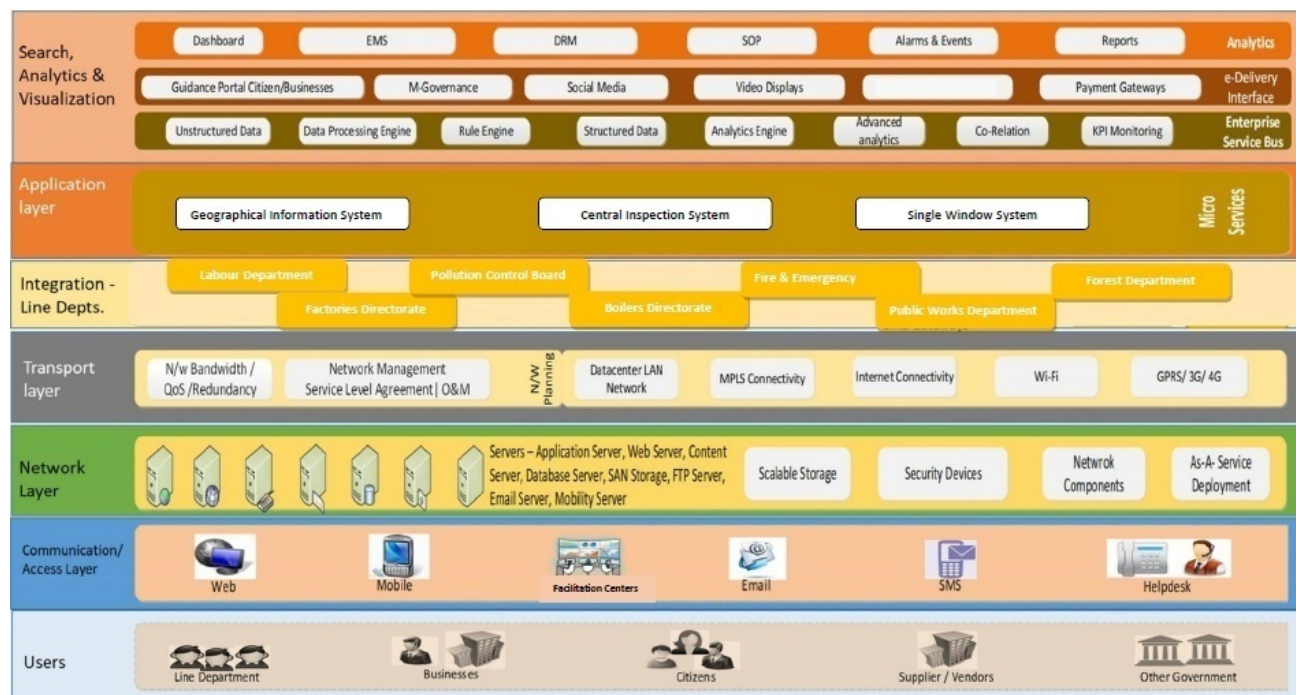
Cloud enabled platform on which different application infrastructure of Department User Department e.g. revamped Microservice Architecture based KMC application, revamped Silpasathi Single Window platform will be hosted must be based on Microservice architecture based application platform.

While Application infrastructure solution is based on Micro service architecture based application platform, there may be adoption of a hybrid model while micro service based approach, where :

i)   Some services/applications can be deployed as independent micro services which are not dependent on any other system – each of the mentioned service deployed on a separate container&

ii)   The core business platform can have a traditional model with Workflow, DMS, Organization structure, Request processing, reporting and dashboard etc. can be deployed as a packaged solution. If required, the entire packaged solution can be deployed as a micro service in containerized environment with cloud enabled hosting platform capable to host Containerized Application. As per the demand , the number of containers can be scaled up or down.. This will reduce the unnecessary complexity drastically while also leveraging the power or micro service architecture.

West Bengal State Data Centre presently is equipped with Openstack framework based Cloud Enabled Hosting Platform based on Redhat Technology.

Virtual Machines (VM) in the Open Stack Framework based Cloud Enabled Platform (IAAS) of SDC is provided with the following OS & DB versions:

OS: RHEL ver 7.7. &ver 7.8

OS: Windows 2016 Standard and 2016 Datacenter

DB: MS Sql server Ver 2014 Standard

DB: PostgreSQL ver 9.2

DB: Maria DB ver 5.5

WEBEL TECHNOLOGY LIMITED

DB: MySQL ver 5

It is envisaged to seamlessly integrate the proposed solution framework with existing/legacy applications.

Cloud Infrastructure

The SI shall plan to set up Cloud enabled platform in State Data Centre & Disaster Recovery Infrastructure on cloud environment. The SI shall size the required Cloud infrastructure for the envisaged solution along with the proposed integration services for revamped KMC application & revamped Silpasathi Single Window Application to start with. The SI shall provision entire cloud infrastructure needed for the project and shall evaluate the existing infrastructure such as servers, cloud which shall be considered for leveraged and would also strive to leverage the same.

The DC-DR shall be designed in such a way that it supports the Business Continuity planning.

The SI shall commission entire network connectivity to the destination as outlined above through the DC/DR. The SI shall ensure that the DC-DR shall comply to ISO 27001 standard and ensure complete security compliance

Licenses/Subscriptions

The system software licenses/subscriptions mentioned in the Bill of Materials shall be genuine, perpetual, full use and should provide upgrades, patches, fixes, security patches and updates directly from the OEM. All the licenses and support (updates, patches, bug fixes, etc.) should be in the name of Webel Technology Limited

All the licenses and support (updates, patches, bug fixes, etc.) should be in the name of WTL. SI shall provide a comprehensive warranty that covers all components after the issuance of the final acceptance by WTL. The warranty should cover all materials (if applicable), licenses, services, and support for both hardware (if applicable)and software. SI shall administer warranties with serial number and warranty period. SI shall transfer all the warranties to WTL at no additional charge at the time of termination of the project. All warranty documentation (no expiry) will be delivered to WTL.

SI shall review the licenses requirements/subscription support with the Department.

Network Connectivity

The network connectivity for the project need to be established under this project for the office and between the DC & DR under this project. The SI would be responsible to design the network solution with adequate capacity and redundancy and all the connectivity provided under this project should be secure and reliable. The Network shall be designed to meet the minimum SLA prescribed in this tender. SI shall be responsible for coordinating the respective stakeholders for the network connectivity.

Capacity Building / Training

Overview

The SI would be required to provide training on various aspects to enable effective use of the new system to achieve the envisaged outcomes. The scope of work of the SI related to Capacity Building & Change Management is described in this section. Capacity building will include the following:

Preparation of Training material

a)   Training Materials: The following minimum training materials will be required to be prepared by the SI to facilitate the training of users:

FAT & Go-Live

SI will assist in successful completion of Final Acceptance Testing (FAT) and audit of the system on the completion of the roll-out of each phase and will submit a Go-Live Report for each phase. The Final Acceptance Testing (FAT) for rolled-out application shall be tested for both remotely & onsite basis.

The application tested for acceptance testing & Final Acceptance Testing is observed over one month for Stabilization, Reliability & Consistency of the solution. On being consistent, reliable and efficient over a period of time the solution is said to be declared Go-Live. The application & resources should be well equipped such that SI is able to comprehensively meet the SLA / performance requirements.

Go-Live

Go-Live is declared by WTL when the proposed solution becomes operational after successful conclusion of all acceptance tests to the satisfaction of the Department

Sign-off Deliverables

FAT Report signed off from the concerned department Go-Live report

Scope of Services - Operation and Maintenance Phase This phase starts from the successful completion of "Go-Live".

The SI is responsible for the Comprehensive maintenance of all components of the project for the Contract period of 3 years from the date of Go-Live.

Success of the Project would rely on how professionally and methodically the entire Project is managed once the implementation is completed. From the Systems Integrator perspective, this is a critical phase since the quarterly payments are linked to the SLA's in the post implementation phases. System Integrator, thus, is required to depute a dedicated team of professionals to manage the Project and ensure adherence to the required SLAs.

Overview of Post Implementation Services

An indicative list of activities and nature of support to be provided is mentioned below:

System Administration and Trouble Shooting

A. Overall monitoring and management of all IT infrastructure deployed by the SI

B. Repair or replace infrastructure deployed for this Project.

C. Replace component due to technical, functional, manufacturing or any other problem with a component of the same make and configuration. In case the component of same make and configuration is not available, the replacement shall conform to open standards and shall be of a higher configuration and shall be approved by the Department

D. Perform system administration tasks such as managing the user access, creating and managing users, taking backups etc.

E. Performance tuning of the system to ensure adherence to SLAs and performance requirements as indicated in the RFP.

Database Administration and Trouble Shooting

A. Undertake end-to-end management of database on an on-going basis to facilitate smooth functioning and optimum utilization including regular database backup and periodical testing of backup data, conducting configuration review to tune database, maintaining the necessary documentation and managing database schema, disk space, user roles, and storage.

Overall

A. Undertake preventive maintenance (any maintenance activity that is required before the occurrence of an incident with an attempt to prevent any incidents) and carry out the necessary repairs and replacement of parts wherever needed to keep the performance levels of the hardware and equipment in tune with the requirements of the SLA. Such preventive maintenance shall not be attended during working hours of the State Departments, unless inevitable and approved by WBIDC / respective Departments.

B. Undertake reactive maintenance (any corrective action, maintenance activity that is required post the occurrence of an incident) that is intended to troubleshoot the system with sufficient teams

C. Escalate and co-ordinate with its OEMs for problem resolution wherever required

D. The SI shall be required to comply with various policies relating to monitoring and management of infrastructure such as IS Policy, backup and archival policy, system software update policy etc. of the State.

E. Provide a centralized Helpdesk and Incident Management Support till the end of contractual period

F. Recurring refresher trainings for the users, training to new users and Change Management activities

.

Warranty Support – IT compute Infrastructure (for additional system software)

As part of the warranty services SI shall provide:

SI shall provide a comprehensive warranty and on-site free service warranty for 3 years from the date of Go Live for all equipments& project components.

SI shall provide the performance warranty in respect of performance of the installed software developed by the SI to meet the performance requirements and service levels in the RFP.

SI is responsible for sizing and procuring the necessary IT compute Infrastructure and software licenses as per the performance requirements provided in the RFP. During the warranty period SI shall replace or augment or procure higher-level new equipment or additional licenses at no additional cost to the State in case the procured hardware or software is not adequate to meet the service levels.

During the warranty period SI shall maintain the systems and repair / replace at the installed site, at no charge

The SI shall ensure that the warranty complies with the agreed Technical Standards, Security Requirements, Operating Procedures, and Recovery Procedures.

Any component that is reported to be down on a given date should be either fully repaired or replaced by temporary substitute (of equivalent configuration) within the time frame indicated in the Service Level Agreement (SLA)

WEBEL TECHNOLOGY LIMITED

Monitoring and Management Services

The system integrator shall provide the following monitoring and management services for the DC/DR and for the help desk.
- ✓ Server Monitoring, Administration & Management Services
- ✓ Database Administration & Management Services
- ✓ Storage Administration & Management Services
- ✓ Backup & Restore Services
- ✓ Security Administration Services.

Server Monitoring, Administration & Management Services

The activities shall include but not limited to:
- ✓ Configuration of server parameters, operating systems administration and tuning.
- ✓ Operating system administration, including but not limited to management of users, processes, resource contention, preventive maintenance and management of updates & patches to ensure that the system is properly updated.
- ✓ Re-installation in the event of system crash/failures.
- ✓ Maintenance of a log of the performance monitoring of servers including but not limited to monitoring CPU, disk space, memory utilization, I/O utilization, etc.
- ✓ Event log analysis generated in all the sub systems including but not limited to servers, operating systems, databases, applications, security devices, messaging, etc.
- ✓ Ensuring that the logs are backed up and truncated at regular intervals.
- ✓ Periodic health check of the systems, troubleshooting problems, analysing and implementing rectification measures.
- ✓ Identification, diagnosis and resolution of problem areas and maintenance of assured SLA levels.
- ✓ Implementation and maintenance of standard operating procedures for maintenance of the infrastructure.
- ✓ Management of the user names, roles and passwords of all the relevant subsystems, including, but not limited to servers, applications, devices, etc.
- ✓ System administration activities shall include tasks including but not limited to setting up the servers, executing hardware and software updates when necessary.

Database Administration & Management Services

The activities shall include but not limited to:
- ✓ End-to-end management of database on an ongoing basis to ensure smooth functioning of the same.
- ✓ Management of changes to database schema, disk space, storage and user roles.
- ✓ Conduct code and configuration reviews to provide tuning inputs to relevant stakeholders for improving the application performance or resolve bottlenecks, if any.
- ✓ Performance monitoring and tuning of the databases on a regular basis including, preventive maintenance of the database as required.
- ✓ Management of database upgrade or patch upgrade as and when required with minimal downtime.
- ✓ Regular backups for all databases in accordance with the backup and archive policies and conduct recovery whenever required with appropriate permissions

Backup and Restore Services

The activities shall include but not limited to:
- ✓ Backup of operating system, database and application as per stipulated policies.

WTL/SDC/CLOUD/20-21/022

- ✓ Monitoring and enhancement of the performance of scheduled backups, schedule regular testing of backups and ensure adherence to related retention policies.
- ✓ Ensuring prompt execution of on-demand backups of volumes, files and database applications whenever required by department or in case of upgrades and configuration changes to the system.
- ✓ Real-time monitoring, log maintenance and reporting of backup status on a regular basis. Prompt problem resolution in case of failures in the backup processes.
- ✓ Media management including, but not limited to, tagging, cross-referencing, storing, logging, testing, and vaulting in fire proof cabinets.
- ✓ Ongoing support for file and volume restoration requests.
- ✓ A backup of all transactions shall be done so that in case of any disaster / emergency at the Data Centre, the DR will have all the data.
- ✓ SI shall be responsible for supply, install, test & commission of the backup storage of the archival of data.

Security Administration Services

The activities to be carried out under security administration shall include, but not limited to:
- ✓ Addressing the ongoing needs of security management including, but not limited to, monitoring of various devices / tools such as firewall, intrusion detection, content filtering and blocking, virus protection, and vulnerability protection through implementation of proper patches and rules.
- ✓ Root domain administration by creating the root and sub-domains and setting the root level security policies such as authentication mechanisms (single/multi factor),
- ✓ Password policies such as password length, password complexity, password expiry, account lockout policy, certificate policies, IPSEC policies, etc.
- ✓ Maintaining an updated knowledge base of all the published security vulnerabilities and virus threats for related software and microcode, etc.
- ✓ Ensuring that patches / workarounds for identified vulnerabilities are patched / blocked immediately.
- ✓ Respond to security breaches or other security incidents and coordinate with respective OEMs in case of a new threat is observed to ensure that workaround / patch is made available for the same.
- ✓ Provide a well-designed access management system, security of physical and digital assets, data and network security, backup and recovery etc.
- ✓ Maintenance and management of security devices, including, but not limited to maintaining firewall services to restrict network protocols and traffic, detecting intrusions or unauthorized access to networks, systems, services, applications or data, protecting email gateways, firewalls, servers, from viruses.
- ✓ Ensuring that the security policy is maintained and updates to the same are made regularly as per ISO 270001, ISO 20000 and BS 15000 guidelines.

Liaison with stakeholders

The SI shall coordinate and liaise with the key stakeholders of the project such as Silpasathi Single Window authority, respective departments, Third party vendors engaged by the line departments for developing services covered under the Ease of doing business framework. Such coordination and liaison is highly critical to the success of the project.

Warranty and Support

The SI shall warrant that the IT Computing Infrastructure supplied for this Project shall have no defects arising from design or workmanship or any act or omission of the SI. The warranty shall remain valid for the Contract period on all the items supplied as per the Contract.

WEBEL TECHNOLOGY LIMITED

The SI shall replace any parts/ components of the IT infrastructure supplied for the Project if the components are defective and during the entire warranty period the SI shall apply latest upgrades for all the hardware components after appropriate testing. WTL will not pay any additional costs separately for warranty and the overall IT infrastructure cost quoted by the SI shall include the same.

The SI shall be held solely responsible for performance and service levels of any infrastructure deployed by the SI as part of this Contract.

Knowledge Transfer

At the end of the Contract period, the SI will be required to provide necessary handholding and transition support to designated staff or any other agency that is selected for maintaining the system post the Contract with the SI. The handholding support will include but not be limited to, conducting detailed walkthrough and demonstrations for the IT Applications, handing over all relevant documentation, addressing the queries/clarifications of the new agency with respect to the working / performance levels of the infrastructure, conducting training sessions etc.

Knowledge Transfer is an integral part of the scope of work of the SI. This will have to be done even in case the Contract with the Bidder ends or is terminated before the planned timelines.

Please note that the above requirements are only indicative but not exhaustive. If any other work involved in the assignment for the purpose of meeting the project objectives would be the responsibility of the SI.

WEBEL TECHNOLOGY LIMITED

ELIGIBILITY CRITERIA

The Bidder must possess the requisite experience, strength and capabilities in providing the services necessary to meet the requirements as described in the RFP document. Keeping in view the complexity & volume of the work involved, the following criteria are prescribed as pre-qualification criteria for Bidder interested in undertaking the project. The Bidder must also possess the technical know-how and the financial wherewithal that would be required to successfully provide the system implementation and support services sought by the State for the entire period of the contract. The bids must be complete in all respect and should cover the entire scope of work as stipulated in the tender document. The invitation to bid is open to all Bidders who qualify the eligibility criteria as given below:

Table 3: Eligibility criteria

S. No.	Clause	Documents required
1.	The bidder (prime) should furnish, as part of its bid, Tender fee of Rs 6,000.00 & an Earnest Money Deposit (EMD) of Rs10 lakhs (Rupees Ten Lakhs only).	The Tender Fee & EMDamount to be transferred electronically as per the details given in Clause – 9, Section - D..
2.	The bidder should be a company registered under the Companies Act, 1956 since last 3 years as on 31.03.2020	Certificate of incorporation
3.	Bidder should have experience in setting up atleast one Openshift framework based Cloud Enabled Data centre for hosting of microservice architecture based containertised application platform of similar nature for a period exceeding five years as on 31.03.2020. .	Work Orders confirming year and area of activity. Supporting document from Clients towards credential
4.	Bidder should have experience in setting up & providing facility management support(FMS) at least 3 Private Cloud enabled set up on OpenStack framework (IAAS) based cloud platform including at least 1 Openshift framework (PAAS) based Cloud enabled platform in Data Centres of States,Central,various PSU in India for a period exceeding three years as on 31.03.2020	Work Orders and credential to be submitted.
5.	Bidder should be in the business as IT System Integrator for more than 5 years as of 31.3.2020. SI Services should include "Application Development" along with any 3 of the following services through a single project with the same client: i)Application Support & Maintenance	Work orders confirming year and area of activity

WEBEL TECHNOLOGY LIMITED

S. No.	Clause	Documents required
	ii)Installation & commissioning of IT Compute Infrastructure(Data Centre Infrastructure) iii) Maintenance of IT Compute Infrastructure (Data Centre Infrastructure) iv) Help Desk Services	
6	Bidder should have IT system Integrator Turnkey project experience in India to any City/State Government/PSU with a minimum project value of Rs 2 Crores and the scope including at least any 3 of the following: ii)Application Support & Maintenance ii)Installation & commissioning of IT Compute Infrastructure(Data Centre Infrastructure) iii) Maintenance of IT Compute Infrastructure (Data Centre Infrastructure) iv) Help Desk Services All the projects should have been successfully implemented (the solution implemented should be operational) in last 5 years as on 31.3.2020	Relevant documents are to be submitted
6.	Bidder or Prime Bidder should possess any two of the below certifications (valid on the date of submission) *ISO 9001:2015 or above for Quality Process *ISO 20000:2011 or above for IT Service Management *ISO 27001:2005 or above for Information Security Management System	Valid Copy of Certificate
7.	The bidder (Prime/ Consortium partner) should have a CMMilevel 5 Certificate	Valid CMMiLevel -5 certificate
8.	The bidder (prime) should have average annual turnover of more than Rs 25 Crores each year in the last three financial years 2017-18, 2018-19, 2019-20.	Copy of the audited profit and loss account of the company showing turnover of the company for last three years.
9.	The Bidder should have positive net worth as per the audited consolidated financial statements for last three financial years 2017-18, 2018-19, 2019-20.	Audited and Certified Balance Sheet and Profit/Loss Account of last 3 Financial Years should be enclosed clearly specifying the net worth of the firm. a) Certificate from the Statutory auditor/ CA
10.	The bidder must have on its roll at least 100 technically qualified professionals in operation,	Certificate from bidders HR Department for number of Technically qualified professionals

WEBEL TECHNOLOGY LIMITED

S. No.	Clause	Documents required
	management, maintenance support andfacility management services of private cloud enabled platform as on 31-03-2020 for various data centres of State Government, Central Government,PSU etc.	employed by the company.
11.	The Bidder shall not be under a Declaration of Ineligibility for corrupt or fraudulent practices or blacklisted with any of the Government agencies, as on Bid Submission date.	Declaration in this regard by the authorized signatory of the prime bidder
12.	The bidder should have an office in the state.	Relevant Documents or Undertaking signed by the Authorized Signatory
13.	The bidder should submit an acceptance of Terms and Conditions contained in the RFP document.	Declaration (Section – P) in this regard by the authorized signatory of the prime bidder should be attached.
14.	The bidder should submit valid GST registration certificate and Permanent Account Number (PAN) issued by income Tax department.	Copy of each registration should be provided.
15.	The bidder should submit power of attorney certifying the authorized signatory.	Power of Attorney executed by the Bidder in favor of the Principal Officer or the duly Authorized Representative, certifying him as an authorized signatory for the purpose of this Tender.
16.	The bidder shall submit Bid Form (Section – E) duly signed by the authorized signatory of the company as per the format enclosed. Deviation in format may not be accepted.	Submitted as per format Section – E

WEBEL TECHNOLOGY LIMITED

SECTION – C

DATE AND TIME SCHEDULE

Sl. No.	Particulars	Date & Time
1	Date of uploading of N.I.T. & other Documents (online)(Publishing Date)	19.02.2021
2	Documents download/sale start date (Online)	19.02.2021
3	Last Date and time of sending the queries (Offline)	01.03.2021 at 12.00 hour
4	Pre Bid Meeting (On- Line)	02.03.2021 at 11.00 hour
5	Corrigendum, if any will be published (On Line)	-
6	Bid Submission start date & time (On line)	09.03.2021 at11.00 hour
7	Last Date & time of submission of Earnest Money Deposit through electronic transfer of fund to WTL	16.03.2021 at 14.00 hour
8	Last Date & time of submission of Tender Documents through electronic transfer of fund to WTL, in case the bidder did not attend the Pre Bid Meeting	16.03.2021 at 14.00 hour
9	Bid Submission closing date & time (On line)	16.03.2021 at 12.00 hour
10	Bid opening date & time for Technical Proposals (Online)	18.03.2021 at 12.00 hour
11	Date of uploading the final list of Technically QualifiedBidder (online)	-
12	Date for opening of Financial Bid (Online)	-

WTL/SDC/CLOUD/20-21/022

WEBEL TECHNOLOGY LIMITED

SECTION – D

INSTRUCTION TO BIDDER

1. DEFINITIONS

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

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

"**Agreement**" means the Agreement to be signed between the successful bidder and Department of Par& e-Governance including all attachments, appendices, all documents incorporated by reference thereto together with any subsequent modifications, the RFP, the bid offer, the acceptance and all related correspondences, clarifications, presentations.

"**Bidder**" means any firm offering the solution(s), service(s) and /or materials required in the RFP. The word Bidder when used in the pre award period shall be synonymous with Bidder, and when used after award of the Contract shall mean the successful Bidder with whom Department of Par& e-Governance signs the agreement for supply, install, commission and render services for the systems.

"**Contract**" is used synonymously with Agreement.

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

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

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

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

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

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

"**Government**" / "**Government. of W. Bengal**" means the Government of West Bengal.

"**GoI**" shall stand for the Government of India.

"**GoWB**" means Government of West Bengal

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

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

WEBEL TECHNOLOGY LIMITED

"**Similar Nature of Work**" means job related to Video Conferencing facility and other Networking.

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

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

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

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

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

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

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

"IT&E" mean Information Technology & Electronics Department of Par& e-Governance

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

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

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

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

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

2. **BID PRICE**

   We declare that our Price is for the entire scope of the work as specified in the RFP document. We agree that there can be an increase or decrease of 20% in the overall scope of work or any stream of scope of work. Any increase of up to 20% in the scope of work shall not warrant a change order and shall be done by us without any additional cost to Client. We agree that except for the prices quoted, no other payment, charges, fees, costs etc. shall be payable by the Client. The prices quoted by the bidder are all inclusive. Bidder also confirms that, unless otherwise agreed, none of the stakeholders (officers, citizens, etc.) will have to pay any charges, fees, costs etc. to use the system developed under this RFP

3. **PRE BID MEETING**

WEBEL TECHNOLOGY LIMITED

Pre Bid Meeting will be held on 01.03.2021 at 11.00 hrs. (On-Line Meeting). Bidder can send their queries as per format (Section - N) to Manager (Purchase) (purchase@wtl.co.in) Only the queries received within the stipulated date (01.03.2021 at 12.00 Hrs.) 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

4. **COST OF BIDDING**

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

5. **BID DOCUMENT**

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

6. **AMENDMENT OF BID DOCUMENT**

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

7. **MODIFICATION AND WITHDRAWAL OF BID**

   As per the bidding process available in the tender.

8. **LANGUAGE OF BID & CORRESPONDENCE**

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

9. **BIDDER'S SOLUTION**

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

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

    The bidder shall furnish Tender Fee of Rs. 6,000.00 (Rupees Six thousand only) & EMD of Rs. 10,00,000.00 (Rupees Ten lakhs only) by transferring the amount electronically to the under noted Bank Account

    ACCOUNT NAME : WEBEL TECHNOLOGY LIMITED
    BANK NAME : SYNDICATE BANK CURRENT
    A/C NO. : 95981010003870
    IFS CODE : SYNB0009760
    MICR : 700025048

WTL/SDC/CLOUD/20-21/022

WEBEL TECHNOLOGY LIMITED

The bidder has to intimate the details of Remittance such as Tender No. / Tender Date / Tender Fee Amount / EMD Amount / UTR No. of Transaction(s) / Transaction Date, etc. through email to Mr. Rupak Roy – (rupak.roy@wtl.co.in) and copy to purchase@wtl.co.in prior to the opening of the bid.

The bidder shall also furnish the details of Tender Fee & EMD submission in the bid document. In absence of payment details prior to Bid Opening, then the bid will be considered as invalid bid. Any bid not accompanied with the EMD & Tender Fee shall be rejected. The bidders are also requested to furnish the Bank Account details (Name of the Bank, Account Number, IFS Code, etc.) for refund of EMD in case of unsuccessful bidder.

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 month more than the warranty period(3 years from the date of Go-live)..**

15. INFORMATION PROVIDED

The RFP document contains statements derived from information that is believed to be reliable at the date obtained but does not purport to provide all of the information that may be necessary or desirable to enable an intending contracting party to determine whether or not to enter into a contract or arrangement with WTL in relation to the provision of services. Neither WTL nor any of its employees,

agents, contractors, or advisers gives any representation or warranty, express or implied as to the accuracy or completeness of any information or statement given or made in this RFP document.

16. **FOR RESPONDENT ONLY**

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

17. **COSTS BORNE BY RESPONDENTS**

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

18. **NO LEGAL RELATIONSHIP**

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

19. **ERRORS AND OMISSIONS**

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

20. **ACCEPTANCE OF TERMS**

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

21. **TIME SCHEDULE FOR COMPLETION**

8 weeks

22. **LIQUIDATED DAMAGE**

The job includes the supply and installation of materials mentioned in the tender document. In the event of failure to meet the job completion in stipulated date/time liquidated damage may be imposed on the contractor for sum not less than 0.5% of the contract value for that item/job for each week or part thereof, subject to a ceiling of 10% of the total contract value (including all taxes & duties and other charges). In the event of LD exceeds 10% of the order value, WTL reserves the right to terminate the contract and WTL will get the job completed by any other competent party. The difference of cost incurred by WTL will be recovered from the contractor and PBG will be invoked.

23. **LIABILITY**

Incaseofadefaultonbidder'spartorotherliability,WTLshallbeentitledtorecoverdamagesfromtheContract or.Ineachsuchinstance,regardlessofthebasisonwhichWTLisentitledtoclaimdamagesfromtheContractor(i ncludingfundamentalbreach,negligence,misrepresentation,orothercontractortortclaim),Contractorshal lbeliablefornomorethan:

- PaymentreferredtointhePatentsandCopyrightsclause.
- Liabilityforbodilyinjury(includingdeath)ordamagetorealpropertyandtangiblepersonalpropertyli mitedtothatcausebytheContractor'snegligence.
- In case of anyotheractualdamagearisinginanysituationinvolvingnon-performance byContractor pursuant toorinanywayrelatedtothesubjectofthisAgreement,thechargepaidbytheContractorfortheindividu alproductorService that isthe subject oftheClaim.
- Foranyindirect,consequentiallossordamage,lostprofits,thirdpartylossordamagetopropertyorloss ofordamagetodata.
- ForanydirectlossordamagethatexceedsthetotalpaymentforContractPricemadeorexpectedtobem adetotheContractorhereunder.

WEBEL TECHNOLOGY LIMITED

24. PATENTS & COPYRIGHT

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

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

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

25. SUSPENSION OF WORK

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

26. TERMS OF PAYMENT

Payment Milestones against each stage of deliverables are stated in the Section-A : Scope of Work.

27. PAYMENT MILESTONE

The payment terms will be on back-to-back basis as per milestone based achieved within the life cycle and AMC phase of the project. i.e., payment will be made only on receipt of payment from relevant customer..

28. GOVERNING LAWS

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

WEBEL TECHNOLOGY LIMITED

29. CORRUPT OR FRAUDULENT

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

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

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

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

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

  (ii) "fraudulent practice" means a misrepresentation or omission of facts or disclosure of incomplete facts, in order to influence the Selection Process;

  (iii) "coercive practice" means impairing or harming or threatening to impair or harm, directly or indirectly, any persons or property to influence any person's participation or action in the Selection Process;

  (iv) "undesirable practice" means (i) establishing contact with any person connected with or employed or engaged by the Client with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Selection Process; or (ii) having a Conflict of Interest; and

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

30. BIDING 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.

31. WORKMEN'S COMPENSATION

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

32. CONTRACTOR'S EMPLOYEES

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

33. SAFETY MEASURES

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

34. EQUIPMENT

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

35. SUB-CONTRACT

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

36. TERMINATION FOR DEFAULT

WTL may without prejudice to any other remedy or right of claim for breach of contract by giving not less than 30 days written notice of default sent to the contractor, terminate the order in whole or in part.

If the contractor materially fails to render any or all the services within the time period specified in the contract or any extension thereof granted by WTL in writing and fails to remedy its failure within a period of thirty days after receipt of default notice from WTL. If the project (development, implementation/deployment, training and delivery, commissioning as well as warranty maintenance support and post AMC support viz.) is not carried out according to scope & specification due to deficiency in service as per terms of the contract. In such case WTL will invoke the amount held back from the contractor as PBG.

37. BANKRUPTCY

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

38. FORCE MAJEURE

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

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

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

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

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

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

39. INSURANCE COVERAGE

Appropriate insurance to cover all solution components for the transit period and until the time of its acceptance at the respective site is to be taken by the contractor. As the contractor will carry the risk for

the material in his books during transit, the contractor should arrange insurance for the total system as period from the dispatch till Acceptance Test is successfully achieved. Further the contractor is to take all required insurance coverage in respect of all its personnel who shall be working on this engagement.

40. WARRANTY

The Contractor will warranty that products (i.e. Hardware / System Software) supplied under the contract are newly made and are free from defects in the design, engineering and workmanship. The Contractor would be responsible for the upkeep and maintenance of the infrastructure and necessary deliverables under the scope of work during the entire warranty period, i.e.36 months from the date of final acceptance of the system by the customer. The Contractor shall not, without the express prior written consent of WTL, assign to any third party of the contractor part thereof. Service support for the entire warranty period will be onsite and comprehensive (including spares) and free of cost for the entire warranty period. The Selected Bidder would also be responsible for the up keep, maintenance; rectifications of defects, wear and tear of the infrastructure procured from the OEM during the entire period of contract and provide WTL with copies of warranty and AMC certificates for all equipment, valid for the entire period of the contract. The selected bidder will also ensure that license of any third party application, if supplied by the bidder will be given to the Government of West Bengal in perpetuity

41. WARRANTY SUPPORT

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

42. 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

The WTL will require the selected bidder to provide a Performance Bank Guarantee, within <15> days from the Notification of award, for a value equivalent to <10%> of the total cost of ownership. The Performance Guarantee should be valid for a period of <42 months>. The Performance Guarantee shall be kept valid till completion of the project and Warranty period. The Performance Guarantee shall contain a claim period of three months from the last date of validity. The selected bidder shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account of non-completion of the project and Warranty period. In case the selected bidder fails to submit performance guarantee within the time stipulated, the WTL at its discretion may cancel the order placed on the selected bidder without giving any notice. WTL shall invoke the performance guarantee in case the selected Vendor fails to discharge their contractual obligations during the period or WTL incurs any loss due to Vendor's negligence in carrying out the project implementation as per the agreed terms & conditions.

WEBEL TECHNOLOGY LIMITED

43. **CONTRACTOR'S RESPONSIBILITIES**

Refer Section – A1 & Section-A2 (Introduction &Scope of Work and Detailed Scope of Work & Technical Specification)

44. **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.

45. **GRAFTS, COMMISSIONS, GIFTS, ETC.**

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

46. **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.

47. **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.

48. **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 ia any mismatch / irregularity in GST return filling on the part of the bidder.

49. **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.

WEBEL TECHNOLOGY LIMITED

- Discrepancy in totaling or carry forward in the amount quoted by the bidder shall be corrected.

50. BID DUE DATE

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

51. LATE BID

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

52. OPENING OF BID BY WTL

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

53. 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.

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

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

55. BID CURRENCIES

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

56. PRICE

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

57. CANVASSING

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

58. NON-TRANSFERABILITY OF TENDER

This tender document is not transferable.

59. 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.

60. 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.

61. 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.

62. 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.

63. 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.

64. PRE-DISPATCH INSTRUCTION

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

65. FINAL INSPECTION

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

66. LOCATION OF DELIVERY, INSTALLATION & COMMISSIONING

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

67. 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.

WEBEL TECHNOLOGY LIMITED

68. COMPLIANCE WITH LAW

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

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

69. 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.

70. QUALITY CONTROL

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

71. DEEMED ACCEPTANCE

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

72. CONFIDENTIALITY

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

73. GENERAL TERMS

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

bidder. All overwriting should be separately written and signed by the authorized signatory of the bidder.

e) Quantity mentioned in the tender document is indicative only and orders shall be placed subject to actual requirement. WTL reserve the right to increase or decrease the quantity specified in the tender.

f) WTL reserve the right to reject or accept or withdraw the tender in full or part as the case may be without assigning the reasons thereof. No dispute of any kind can be raised the right of buyer in any court of law or elsewhere.

g) WTL reserve the right to ask for clarification in the bid documents submitted by the bidder. Documents may be taken if decided by the committee.

h) No dispute by the bidders in regard to Technical/Commercial points will be entertained by WTL and decision taken by the Tender Committee will be final.

i) Discrepancy in the amount quoted by the bidder due to calculation mistake, the unit rate shall be regarded as firm and the totaling or carry in the amount quoted by the bidder shall be corrected accordingly.

j) The price offers shall remain firm within the currency of contract and no escalation of price will be allowed.

k) The acceptance of the tender will rest with the accepting authority who is not bound to accept the lowest or any tender and reserves the right to reject in part or in full any or all tender(s) received and to split up the work among participants without assigning any reason thereof.

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

74. MISCELLANEOUS

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

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

(i) suspend and/or cancel the Selection Process and/or amend and/or supplement the Selection Process or modify the dates or other terms and conditions relating thereto;

(ii) consult with any Applicant in order to receive clarification or further information;

(iii) retain any information and/or evidence submitted to the Client by, on behalf of and/or in relation to any Applicant; and/or

(iv) Independently verify, disqualify, reject and/or accept any and all submissions or other information and/or evidence submitted by or on behalf of any Applicant.

- It shall be deemed that by submitting the Proposal, the Applicant agrees and releases the Client, its employees, agents and advisers, irrevocably, unconditionally, fully and finally from any and all liability for claims, losses, damages, costs, expenses or liabilities in any way related to or arising from the exercise of any rights and/or performance of any obligations hereunder, pursuant hereto and/or in connection herewith and waives any and all rights and/ or claims it may have in this respect, whether actual or contingent, whether present or future.

- All documents and other information provided by Client or submitted by an Applicant to Client shall remain or become the property of Client. Applicants and the System Integrator, as the case may be, are to treat all information as strictly confidential. Client will not return any Proposal or any information related thereto. All information collected, analysed, processed or in whatever manner provided by the System Integrator to Client in relation to the project shall be the property of Client.

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

WEBEL TECHNOLOGY LIMITED

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: _____ .

Dear Sir,

1. We the undersigned bidder/(s), having read and examined in details the specifications and other documents of the subject tender no. WTL/_____/_____ dated ___.___.2021, do hereby propose to execute the job as per specification as set forth in your Bid documents.

2. The prices of all items stated in the bid are firm during the entire period of job irrespective of date of completion and not subject to any price adjusted as per in line with the bidding documents. All prices and other terms & conditions of this proposal are valid for a period of 180 (one hundred eighty) days from the date of opening of bid. We further declare that prices stated in our proposal are in accordance with your bidding.

3. We confirm that our bid prices include all other taxes and duties and levies applicable on bought out components, materials, equipment and other items and confirm that any such taxes, duties and levies additionally payable shall be to our account.

4. Earnest Money Deposit: We have submitted EMD Rs._____/- through electronic transfer of fund (Transaction details/UTR details, amount transferred with date of transfer).

5. We declare that items shall be executed strictly in accordance with the specifications and documents irrespective of whatever has been stated to the contrary anywhere else in our proposal. Further, we agree that additional conditions, deviations, if any, found in the proposal documents other than those stated in our deviation schedule, save that pertaining to any rebates offered shall not be given effect to.

6. If this proposal is accepted by you, we agree to provide services and complete the entire work, in accordance with schedule indicated in the proposal. We fully understand that the work completion schedule stipulated in the proposal is the essence of the job, if awarded.

7. We further agree that if our proposal is accepted, we shall provide a Performance Bank Guarantee of the value equivalent to ten percent (10%) of the Order value as stipulated in Financial Bid (BOQ).

8. We agree that WTL reserves the right to accept in full/part or reject any or all the bids received or split order within successful bidders without any explanation to bidders and his decision on the subject will be final and binding on Bidder.

Dated, this …………………..day of ……………………2021

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

WTL/SDC/CLOUD/20-21/022

WEBEL TECHNOLOGY LIMITED

SECTION – F

TECHNO COMMERCIAL EVALUATION & AWARDING OF CONTRACT

1. **Technical Qualification Criteria**
   - ✓ Technical proposal of the bidders will be opened and evaluated who meets all the prequalification criteria.
   - ✓ The evaluation committee will evaluate the Technical Proposals on the basis of the technical evaluation criterion as provided below

1.1. Criteria for Evaluation of Bids

- A three-stage procedure will be adopted for evaluation of proposals, with the pre-qualification being completed before the technical evaluation and thereafter financial proposals being opened and compared. Pursuant to the pre-qualification criterion Bidders will be short-listed for technical bid. Technical bids will be opened only for the Bidders who succeed the pre-qualification criterion. The technical bids for the disqualified Bidders will be returned unopened at the address mentioned on the envelopes containing the technical bid.

- WTL will review the technical bids of the short-listed Bidders to determine whether the technical bids are substantially responsive. Bids that are not substantially responsive are liable to be disqualified.

- WTL will assign points (quality of services score) to the technically qualified Bidders based on the technical evaluation criterion as mentioned in this section. The commercial bids for the technically qualified Bidders scoring minimum 70 out of 100 will then be opened and reviewed to determine whether the commercial bids are substantially responsive.

- The Financial Bid evaluation will be made on the basis ofleast cost basis.

- Conditional bids are liable to be rejected.

1.1.1. Criteria for Evaluation and Comparison of Pre-qualification Bids
- The Bidder shall be liable for adherence to all provisions of this request for proposal
  The Pre-Qualification proposal will be evaluated using the checklist given in Section -B.

1.1.2. Criteria for Evaluation and Comparison of Technical Bids

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

1.1.3. Scoring Criteria and evaluation parameters:

Table: Evaluation Parameters

Table: Evaluation Parameters

SL. No.	Criteria	Max Criteria / Sub Criteria Marks
1	Organizational Capability	25
2	Past Experience of the responding firm	35
3	Approach and proposed methodology	25

WTL/SDC/CLOUD/20-21/022

WEBEL TECHNOLOGY LIMITED

4	Adequacy and Quality of Resources proposed for Deployment		15	
	Total Points		100	

SL. No.	Criteria/Sub Criteria	Description	Point System	Marks	Form to be used / Documents to be attached
1	**Organizational Capability**			25	
A	**Turnover of the firm**	Bidder Average Annual Turnover generated from IT System Integration (SI) services which includes setting & operation support of Private Cloud Enabled Platform for various State Govt, Central Govt ,PSUs during the last three (3) audited Financial Years(FY 17-18, FY 18-19, FY 19-20)	The marks would be provided based on the following : a. 50+ cr –75 cr – **1 Mark** b. 75+ cr –100 cr – **2 Marks** c. 100+ cr – 150 cr - **3 Marks** d. 150 cr –200 cr - **4 Marks** e. 200+ cr – 250 cr - **5 Marks** f. 250+ cr – 300 cr - **6 Marks** g. 300+ cr – 350 cr - **7 Marks** h. 350+ cr – 400 cr-**8 Marks** i. 400+ cr –450 cr-**9 Marks** j. >450+ cr -**10 Marks** k. **Else 0**	10	Certificate from Statutory Auditor / CA ascertaining Turnover from IT System Integration (SI) services in the last 3 financial years
B	**Net-worth**	Firm's Net-worth in the last Audited FY	The marks would be provided based on the following : a. 5.1 cr – 10 cr –**2 Marks** b. 10+ cr – 20 cr – **4 Marks** c. 20+ cr – 30 cr – **6 Marks** d. 30+ cr – 40 cr – **8 Marks** e. 40+ cr – **10 Marks** a. **Else 0**	10	Certificate from the Statutory Auditor / CA ascertaining Net worth for the last audited Financial Year
C	**Professionally Qualified Full Time Employees**	Professionally Qualified Full Time Employees in ICT related fields	The marks would be provided based on the following : a. 61- 150 employees – **1 Mark** b. 150 – 300 employees – **2 Marks** c. > 300 employees – **3 Marks** d. **Else 0**	03	Signed Letter from the HR Dept (with company seal) stating the number of professionally qualified resources on their roles

WEBEL TECHNOLOGY LIMITED

SL. No.	Criteria/Sub Criteria	Description	Point System	Marks	Form to be used / Documents to be attached
D	**CMMI certification**	Valid CMMI certification	The marks would be provided based on the following : a. CMMi V – **2 Marks** b. **Else 0**	**02**	Relevant valid on Tender due date
Note : **For all projects cited for the above mentioned criteria the bidder must ensure to comprehensively establish the scope, project value & project break-up**					

SL. No.	Criteria/Sub Criteria	Description	Point System	Marks	Form to be used / Documents to be attached
In case of PPP projects, the bidder should furnish the necessary supporting documents (Work Orders / Certificates from the clients) to enable the evaluation committee to ascertain the project value lest such projects shall not be considered for evaluation.					
2	**Past Experience of the responding firm**			**35**	
A	**System Integration projects**	Prior Project Experience in setting up Openstack frame work based and Open Shift framework based Private Cloud Enabled platform including its operation, management & facility management support services as a System Integrator for any Government / Public Sector client/PSUs/Boards/ Local Bodies/Undertakings with at least THREE of the following components with value More than INR 5 Crores: setting up & operational support of Cloud Enabled platform for hosting of Microservice Architecture based Application software & Commissioning of IT Compute Infrastructure (Data Centre Infrastructure) Hardware supply & commissioning O&M phase for	The marks would be provided based on the Evaluation based on Number of Projects : a. 1 Project – **2 marks** b. 2 Projects – **4 marks** c. 3 Projects – **6 marks** d. 4 Projects – **8 marks** e. >4 projects – **10 marks** f. **Else 0**	**10**	supported by documentary evidence

WEBEL TECHNOLOGY LIMITED

SL. No.	Criteria/Sub Criteria	Description	Point System	Marks	Form to be used / Documents to be attached
		maintaining all of the above			
B	Cloud hosting support experience	Prior Project Experience in implementing similar Microservice Architecture based Software deployment platform(Open stack framework & open Shift framework based private cloud plsatform) Projects with value more than INR 2 Crore for setting up and management component only for any Government / Public Sector Client.	The marks would be provided based on the following : a. 1 Project – **2 marks** b. 2 Projects – **4 marks** c. 3 Projects – **6 marks** d. 4 Projects – **8 marks** e. >4 projects – **10 marks** f. **Else 0**	10	supported by documentary evidence
C	Operations & Maintenance Services	Prior Project Experience (similar nature) in providing Operations & Maintenance Services for application/ IT Compute Infrastructure services of value more than INR 3 Crores for any Government / Public Sector Client	The marks would be provided based on the following : a. 1 Project – **2 marks** b. 2 Projects – **4 marks** c. 3 Projects – **6 marks** d. 4 Projects – **8 marks** e. >4 projects – **10 marks** f. **Else 0**	10	supported by documentary evidence
D	Openshift&Openstack based cloud enablerd platform Domain Experience	Prior domain experience in setting up ,implementing & operational support of **Openshift&Openstack based cloud enablerd platform** for any State Government in India	The Evaluation will be based on Number of Projects. a. 1 Project – **1 marks** b. 2 Projects – **2 marks** c. 3 Projects – **3 marks** d. 4 Projects – **4 marks** e. >4 projects – **5 marks** f. **Else 0**	5	supported by documentary evidence
Note: For all projects cited for the above mentioned criteria the bidder must ensure to comprehensively establish the scope, project value & project break-up. In case of PPP projects, the bidder should furnish the necessary supporting documents (Work Orders / Certificates from the clients) to enable the evaluation committee to ascertain the project value lest such projects shall not be considered for evaluation.					
3	**Proposed Approach & Methodology**			25	
A	Requirement understanding	The overall requirement understanding to be looked into	Project Understanding, Demonstration of understanding of the Department's requirements.	02	Detailed in Approach & Methodology

50

WEBEL TECHNOLOGY LIMITED

SL. No.	Criteria/Sub Criteria	Description	Point System	Marks	Form to be used / Documents to be attached
B	Setting up & operational support of private cloud hosting platform for hosting of Microservice Architecture based **Solution Envisaged & Technical Architectural Soundness**	The Solution Envisaged & Technical Architectural Soundness to be looked into	Solution Envisaged: Will be evaluated based on the below criteria: -Overall system architecture and integration approach -Technology Stack on which the platform will be built. -scalability and flexibility of the proposed solution to add/modify new modules in the future. -ability and flexibility of the platform to integrate with other IT systems -proposed cloud hosting infrastructure & approach -turnaround time to design,develop and launch new features/module on the platform -designing and creative capabilities. -innovative features to increase user engagement on the portal. Module evaluation: -Configuration Module -Integration/Communication Module. -Quality Assurance &AutomationTesting -Artificial Intelligence -DevOps and Cloud Infrastructure	11	Detailed in Approach & Methodology
C	**Project Risks & Mitigation**	Identification of Project Risks & Mitigation	Implementation plan (with Gantt week-wise Resource Loading)	02	Detailed in Approach & Methodology
D	**Detailed Project Plan with Project work break down structure**	The description and quality of the work plan to be looked into.	a. Evaluation will be based on the detailed Project Plan including day wise, week wise activities with Work	02	Tech Form 11 Concurrence-cum-declaration to achieve

WTL/SDC/CLOUD/20-21/022

WEBEL TECHNOLOGY LIMITED

SL. No.	Criteria/Sub Criteria	Description	Point System	Marks	Form to be used / Documents to be attached
			Breakdown Structures, Project estimates, milestones etc. = **1 marks**

Agree to achieve the implementation in less 75% of the implementation time-frame as per the specified timelines = **0.5 marks**

Agree to achieve the implementation in 90% to 75% of the implementation time-frame as per the specified timelines = **0.5 marks** | | implementation (without any compromise in quality) as specified in the marking schema |
| E | **Live Prototype Demonstration and Value added features** | The live prototype demonstration and value added feature proposition to be looked into. | Each of the following components of the solution demonstrated by the bidder will be evaluated:

Use of technologies such as AI for MIS and analysis – **3 Marks**

Interoperability different Database and current versions – **2 Marks**
Ease of use for the workflow engine – **3 Marks** | 08 | Detailed in Approach & Methodology and Live Demonstration |
| 4 | Project Team (Compliance with respect to the section A | | | 15 | |
| A | **Project Manager** | 1. Qualification
2. Relevant years of Experience
3. Certification
4. Bengali Proficiency (Speaking)
5. Similar Domain (EoDB /SWP)
6. Should be a full time employee of the bidder | Compliance to
1. Qualification -1 mark
2. Relevant years of Experience – **2 marks**
3. Certification – 1 mark
4. Bengali Proficiency (Speaking) – **1 mark**
5. Similar Domain (EoDB /SWP)- **1 Mark** | 4 | |
| B | **Technical Expert (Solution Architect)** | Compliance to
1. Qualification
2. Relevant years of Experience | Compliance to
1. Qualification -**1 mark**
2. Relevant years of | 5 | |

SL. No.	Criteria/Sub Criteria	Description	Point System	Marks	Form to be used / Documents to be attached
		3. Certification 4. Bengali Proficiency (Speaking) 5. Similar Domain (EoDB /SWP)	Experience – **1 marks** 3. Certification – **1 mark** 4. Bengali Proficiency (Speaking) – **1 mark** 5. Similar Domain (EoDB /SWP) – **1 Mark**		
C	**Capacity Building Expert**	Compliance to 1. Qualification 2. Relevant years of Experience 3. Bengali Proficiency (Speaking)	Compliance to 1. Qualification -**1 mark** 2. Relevant years of Experience – **1 marks** 3. Bengali Proficiency (Speaking) – **1 mark**	2	
D	**Database Administrator**	Compliance to: 1. Qualification 2. Relevant years of Experience 3. Certification	Compliance to: 1. Qualification -1 mark 2. Relevant years of Experience – 1 marks 3. Certification – 1 mark	2	
E	**System Administrator**	Compliance to: 1. Qualification 2. Relevant years of Experience 3. Certification	Compliance to: 1. Qualification -1 mark 2. Relevant years of Experience – 1 marks 3. Certification – 1 mark	2	
	Total Points			100	

*Note:

The bidder shall be requested to present before the Technical Committee /Tender Accepting Authority on the "Proposed Solution", "Approach & Methodology" and Live Prototype Demonstration.

1.2. Financial Bid Evaluation

i. The Financial Bids of technically qualified bidders (i.e. above 70 marks) will be openedon the prescribed date in the presence of bidder representatives.

ii. Only fixed price financial bids indicating total price for all the deliverables and services specified in this bid document will be considered.

iii. The bid price will include all taxes and levies and shall be in Indian Rupees and mentioned separately.

iv. Any conditional bid would be rejected.

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

vi. If there is no price quoted for certain material or service, the same shall be considered as zero.

vii. Financial bids will be evaluated based on Least Cost basis.

WEBEL TECHNOLOGY LIMITED

1.3. Appointment of bidder

1.3.1. Award Criteria

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

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

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

1.3.3. Notification of Award

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

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

1.3.4. Contract Finalization and Award

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

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

1.3.5. Signing of Contract

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

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

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

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

1.3.7. Confidentiality of the Document

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

1.4. Rejection Criteria

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

1.4.1. Pre-Qualification Rejection Criteria

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

WTL/SDC/CLOUD/20-21/022

- Bids without power of authorization and any other document consisting of adequate proof of the ability of the signatory to bind the Bidder.

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

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

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

1.6. Income Tax Liability
The Bidder will have to bear all Income Tax liability both corporate and personal tax.

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.

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

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

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

4. **Participation in more than one work:**
   A prospective bidder shall be allowed to participate in the job either in the capacity of individual or as a partner of a firm. If, found to be applied severally in a single job all the applications will be rejected.

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

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

Techno Commercial Cover:

Technical Document1 (scanned & join in pdf format then upload)
1. Details of fund transfer with transaction reference for electronics transfer of Earnest Money Deposit (EMD)
2. Details of fund transfer with transaction reference for electronics transfer of Tender Fee
3. Bid Form as per format (Section – E)

Technical Document2 (scanned & join in pdf format then upload)
1. NIT Declaration duly stamped & signed in bidder's letter head, Section - Q

Technical Compliance (scanned & join in pdf format then upload)
1. Technical & Compliance Statement (Section – I)

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

WEBEL TECHNOLOGY LIMITED

NON-STATUTARY COVER (MY SPACE) CONTAIN FOLLOWING DOCUMENT:
(In each folder, scanned coy will be uploaded with single file having multiple pages)
Table 17: Document List

Sl. No.	Category Name	Sub Category Name	Sub Category Description
A	CERTIFICATES	A1. CERTIFICATES	• GST Registration Certificate • Service Tax Registration Certificate • PAN
B	COMPANY DETAILS	B1. COMPANY DETAILS 1	• Document supporting company profile
		B2. COMPANY DETAILS 2	• Company Profile (Not more than 3 pages) • ISO Certificate as required
C	CREDENTIAL	CREDENTIAL 1	6. Order copies
		CREDENTIAL 2	• Product brochure • Other documents, if any
D	DECLARATION	DECLARATION	• List of Clients as per format • Financial Capability of Bidder as per format
F	FINANCIAL INFO	P/L & BALANCE SHEET	P/L & BALANCE SHEET for 2017-2018,2018-2019& 2019-2020

WEBEL TECHNOLOGY LIMITED

SECTION – H

BILL OF MATERIAL

Sr. No	Description	Qty	Remarks
1	Blade Server Dual CPU as per specifications mentioned in Server Spec with 5 years' warranty support	6	
2	Blade Chassis as per specifications mentioned in Server Spec with 5 years' warranty support	1	
3	Rack Server Dual CPU as per specifications mentioned in Server Spec with 5 years' warranty support	2	
4	Red Hat OpenShift Container Platform with Runtimes, Premium, (64 Cores or 128 vCPUs) or equivalent with 3 years perpetual license subscription & support	1	Common Infra of WBSDC (tentatively 64 vCPU for KMC and 64 vCPU for other project)
5	Red Hat OpenShift Container Platform with Runtimes, Premium, (16Cores or 32 vCPUs) or equivalent with 3 years perpetual license subscription & support	1	Common Infra of WBSDC (tentatively 16 vCPU for KMC and 16 vCPU for WBIDC project)
6	Red Hat OpenStack Platform with Smart Management, Premium (2-sockets) for 6 blade & 2 rack servers or equivalent with 3 years perpetual license subscription & support	8	
7	Red Hat High Availability for Unlimited Guests with 3 years perpetual license subscription & support	8	
8	Onetime charges for Professional Services for Implementation of Red Hat OpenStack and OpenShift Software Infrastructure along with training, handholding and technical support for 3 years	1	OTC - system integration & support charges for OpenShift & OpenStack implementation for WBSDC for various projects

WEBEL TECHNOLOGY LIMITED

<u>**SECTION – I**</u>

<u>**Prequalification Compliance**</u>

S. No.	Clause	Documents required	Compliance(Y/N)	Reference in the proposal
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				
13				
14				
15				
16				

WTL/SDC/CLOUD/20-21/022

WEBEL TECHNOLOGY LIMITED

<u>**SECTION – J**</u>

<u>**TECHNICAL CAPABILITY OF BIDDER**</u>

(Tender No. WTL/SDC/CLOUD/20-21/022)

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

Authorized Signatory (Signature In full): _____

Name and title of Signatory: _____

Stamp of the Company: _____

WEBEL TECHNOLOGY LIMITED

SECTION – K

FINANCIAL CAPABILITY OF BIDDER

(Tender No. WTL/SDC/CLOUD/20-21/022)

FINANCIAL INFORMATION

Sl. No.	Name of the Bidder	Turnover (Rs. / Crores)		
		2017-18	2018-19	2019-20
1				

Authorized Signatory (Signature In full): _____

Name and title of Signatory: _____

Stamp of the Company: _____

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

WEBEL TECHNOLOGY LIMITED

SECTION – L

BIDDERS'S DETAILS

(Tender No. WTL/SDC/CLOUD/20-21/022)

1	Name of the Firm	
2	Registered Office Address	
	Contact Number	
	Fax Number	
	E-mail	
3	Correspondence / Contact address	
	Name & Designation of Contact person	
	Address	
	Contact Number	
	Fax Number	
	E-mail	
4	Is the firm a registered company? If yes, submit documentary proof	
	Year and Place of the establishment of the company	
6	Former name of the company, if any	
7	Is the firm - a Government/ Public Sector Undertaking - a propriety firm - a partnership firm (if yes, give partnership deed) - a limited company or limited corporation - a member of a group of companies, (if yes, give - name and address and description of other companies) - a subsidiary of a large corporation (if yes give the name and address of the parent organization). If the company is subsidiary, state what involvement if any, will the parent company have in the project.	
8	Submit valid GST Registration certificate with upto date tax clearance.	
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	What type best describes your firm? (Purchaser reserves the right to verify the claims if necessary) - Manufacturer - Supplier - System Integrator - Consultant - Service Provider (Pl. specify details) - Software Development - Total Solution provider (Design, Supply ,	

WEBEL TECHNOLOGY LIMITED

		Integration, O&M) ▪ IT Company	
13	Number of Offices in district headquarters in West Bengal		
14	Is your organization has ISO 9001:2008 certificates?		
15	List the major clients with whom your organization has been / is currently associated.		
16	Have you in any capacity not completed any work awarded to you? (If so, give the name of project and reason for not completing the work)		
17	Have you ever been denied tendering facilities by any Government / Department / Public sector Undertaking? (Give details)		

Authorized Signatory (Signature In full): _____

Name and title of Signatory: _____

Company Rubber Stamp: _____

WEBEL TECHNOLOGY LIMITED

SECTION – M

FORMAT FOR PRE-BID MEETING QUERY

(Tender No. WTL/SDC/CLOUD/20-21/022)

Name of the Bidder:

Queries

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

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

Authorized Signatory (Signature In full): _____

Name and title of Signatory: _____

Company Rubber Stamp: _____

WEBEL TECHNOLOGY LIMITED

SECTION – N

LIST OF CLIENTS OF SIMILAR ORDERS

(Tender No. WTL/SDC/CLOUD/20-21/022)

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

Authorized Signatory (Signature In full): _____

Name and title of Signatory: _____

Company Rubber Stamp: _____

WEBEL TECHNOLOGY LIMITED
SECTION – O

PROFORMA FOR PERFORMANCE BANK GUARANTEE

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

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

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

Date…………………..
PROFORMA OF BG FOR SECURITY DEPOSIT

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

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

(3) WE _____ further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said order as laid down in the said Work Order No. _____ dated _____ including the warranty obligations and that it shall continue to be enforceable till all the dues of the Purchaser under or by virtue of the said Work Order No. _____ dated _____ have been fully paid and its claims satisfied or is charged or till the Purchaser or its authorized representative certified that the terms and conditions of the said Work Order No. _____ dated _____ have been fully and properly carried out by the said contractor and accordingly discharged the guarantee.
(4) We _____ the Guarantor undertake to extend the validity of Bank Guarantee at the request of the contractor for further period of periods from time to time beyond its present validity period failing which we shall pay the Purchaser the amount of Guarantee.

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

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

WTL/SDC/CLOUD/20-21/022

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 _____.

<div align="right">SIGNED, SEALED AND DELIVERED</div>

<div align="right">_____
(Stamp of the executants)</div>

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 –P

NIT DECLARATION

(Bidders are requestedto furnish heFormatgiveninthissection, filling the entire Blank and to be submitted onBidder'sLetterhead)

To
WebelTechnologyLimited
Plot–5, Block–BP, SectorV, SaltLakeCity,
Kolkata–700091.

Sub:

Dear Sir,

Wetheundersignedbidder/(s) declare that wehavereadandexaminedindetailsthespecificationsandotherdocumentsofthe subject tender no. WTL/SDC/CLOUD/20-21/022 for "Selection of System Integrator for Setting up & Augmentation of Existing Open Stack Cloud Enabled Platform for hosting of Micro services architecture based Cloud Native Containerized application platform (PAAS) as well as traditional SOA application platform/Microservice architecture based application platform on IAAS at WB State Data Centre" published by Webel Technology Limited in e-Tender website.

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

Thanking you,

Yours faithfully

………………………………………………
Signature

……………………………………………………..
Name in full

……………………………………………………..
Designation

……………………………………………………..

Company Stamp

Dated, this…………………..day of………………2021

WEBEL TECHNOLOGY LIMITED

FORMAT FOR POWER OF ATTORNEY FOR AUTHORISED REPRESENTATIVE
(Tender No. WTL/SDC/CLOUD/20-21/022)

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

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

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

For [name and registered address of organization]
[Signature]
[Name]
[Designation]
Witnesses:
1. [Signature, name and address of witness]
2. [Signature, name and address of witness]
Accepted
Signature]
[Name]
[Designation]
[Address]

Notes:
1) The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executant(s) and when it is so required the same should be under seal affixed in accordance with the required procedure.

WEBEL TECHNOLOGY LIMITED

2) Wherever required, the Applicant should submit for verification the extract of the charter documents and other documents such as a resolution/power of attorney in favour of the person executing this Power of Attorney for the delegation of power hereunder on behalf of the Applicant.

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

SECTION – R

COMMENTS AND SUGGESTIONS ON THE TERMS OF REFERENCE AND ON COUNTERPART STAFF AND FACILITIES TO BE PROVIDED BY THE CLIENT
(Tender No. WTL/SDC/CLOUD/20-21/022)

A: On the Scope of Work

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

C: On Technical Proposal

D: General Comments

Authorized Signatory (Signature In full): _____

Name and title of Signatory: _____

Company Rubber Stamp: _____

WEBEL TECHNOLOGY LIMITED

SECTION – S

PROPOSED SOLUTION ARCHITECTURE
(Tender No. WTL/SDC/CLOUD/20-21/022)

(Physical submission)

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

   - Cloud Hosting solution to enable Application Software Development covering interpretability and scalability design and parameters and testing methodology. The standards used, IPR, copyright, etc, should also be mentioned
   - Training, awareness and sensitization including change management process
   - Entire Project Management approach for both implementation and operations
   - Any other detail required for the implementation of system

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

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

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

Authorized Signatory (Signature In full): _____

Name and title of Signatory: _____

Company Rubber Stamp: _____

WEBEL TECHNOLOGY LIMITED

<u>**SECTION – T (I)**</u>

<u>**DESCRIPTION APPROACH, METHOLOGY AND WORK PLAN FOR PERFORMING THE ASSIGNMENT**</u>

(Tender No. WTL/SDC/CLOUD/20-21/022)

(Physical submission)

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

a) Technical Approach and Methodology,
b) Work Plan, and
c) Organisation and Staffing.

• Technical Approach and Methodology. In this chapter the System Integrator should explain the understanding of the objectives of the assignment, approach to the services, methodology for carrying out the activities to obtain the expected output and the degree of detail of such output. The System Integrator should highlight the problems to be addressed along with their importance and explain the technical approach the System Integrator would adopt to address them. The System Integrator should also explain the proposed methodologies to adopt and highlight the compatibility of those methodologies with the proposed approach. Please limit the discussion to 20 single sided pages (10 double sided pages).

• Work Plan. In this chapter the System Integrator should propose the main activities of the assignment, their content and duration, phasing and interrelations, milestones (including interim approvals by the Client) and delivery dates of the reports. The proposed work plan should be consistent with technical approach and methodology, showing understanding of the TOR and ability to translate them into a feasible working plan. A list of the final documents, including reports, drawings, and tables to be delivered as final output, should be included here.

• Organisation and Staffing. In this chapter the System Integrator should propose the structure and composition of the proposed team. The System Integrator should list the main disciplines of the assignment, the key expert responsible, and proposed technical and support staff.

Authorized Signatory (Signature In full): _____

Name and title of Signatory: _____

Company Rubber Stamp: _____

WEBEL TECHNOLOGY LIMITED

SECTION – T (II)

CURRICULUM VITAE (CV) FOR PROPOSED PREFESSIONAL STAFF
(with one page of summary of experience)
(Tender No. WTL/SDC/CLOUD/20-21/022)

(Physical submission)

1.	Proposed position	
2.	Name of firm	
3.	Name of staff	[First] [Middle] [Surname]
4.	Date of birth	[March 20, 2013]
5.	Nationality	
6.	Education	[Indicate college/university and other specialized education of staff member, giving names of institutions, degrees obtained, and year of obtainment starting from the latest degree]
7.	Membership of Professional Organizations	
8.	Training & Publications	[Indicate significant training since education degrees (under 5) were obtained]
9.	Project Name, Description and Locations	List relevant projects

10.	Languages	Language	Proficiency (good/ fair/ poor)		
			Speaking	Reading	Writing
		Bengali			
		English			
		Hindi / Other			

11.	Employment record [Starting with present position, list in reverse order every employment held by staff member since graduation]	Name of Organization	Position held	Duration
				YYYY to present
12.	Details of tasks assigned			
13.	Work Undertaken that Best Illustrates Capability to Assigned Handle the Tasks Assigned	[Among the assignments in which the Staff has been involved, indicate the following information for those assignments that best illustrate staff capability to handle the tasks assigned] Name of assignment or project: Year: Location: Client: Project Cost: Main project features: Positions held: Activities performed:		
14.		Name of assignment or project: Year: Location: Client: Project Cost: Main project features:		

WEBEL TECHNOLOGY LIMITED

		Positions held:
		Activities performed:
15.	Certification	I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes me, my qualifications, and my experience. I understand that any wilful misstatement described herein may lead to my disqualification or dismissal, if engaged.

Signature	Signature
Date: [dd/mm/yyyy]	Date: [dd/mm/yyyy]
Name of staff member:	Name of Authorized Signatory:

Authorized Signatory (Signature In full): _____

Name and title of Signatory: _____

Company Rubber Stamp: _____

Note:
Please strictly restrict the number of pages per CV to four (04) pages (two sheets if printed both sides). The one-page summary shall be over and above the four (04) page CV. Pages in the CV greater than these limits shall not be considered for evaluation. Please strictly follow the above template for the key staff CV since any deviation may lead to deduction in marks.

WEBEL TECHNOLOGY LIMITED

STAFFING SCHEDULE
(Tender No. WTL/SDC/CLOUD/20-21/022)

(Physical submission)

S.No.	Name of key staff	Staff input (in the form of a bar chart)							Total staff input
		M1	M2	M3	M4	M5	M6	N	(months)
	Name of support staff								
	Total								

Authorized Signatory (Signature In full): _____

Name and title of Signatory: _____

Company Rubber Stamp: _____

WEBEL TECHNOLOGY LIMITED

(Tender No. WTL/SDC/CLOUD/20-21/022)

Undertaking for setting up the local office in West Bengal

<To be printed on the company letter head>

<Location, Date>

To:
Chief Executive Officer
WEBEL TECHNOLOGY LIMITED
(A Government. of West Bengal Undertaking)
Plot - 5, Block – BP, Sector – V, Salt Lake City,
Kolkata – 700091.

Sub: Declaration for setting up a local office in West Bengal Sir,

I, **<Name>**, **<Designation>** authorized representative of **<Name of the Bidder>**, hereby solemnly confirm that the Company is a registered office in **<Address>**. I hereby declare that we do not have local office in West Bengal. However, we agree to set up a local office in the State of West Bengal in the event of being declared the successful bidder within 2 months from the Date of signing of the Contract.

In the event of not setting up a local office within 2 months, WTL reserves the right to terminate the Contract without any compensation to the Company.

Thanking you,
Yours faithfully,
Authorized Signatory

Name:

Designation:

Date:

Seal:

WTL/SDC/CLOUD/20-21/022

WEBEL TECHNOLOGY LIMITED

ANNEXURE-II

(Tender No. WTL/SDC/CLOUD/20-21/022)

Format for OCI compliant Container platform Domain Experience

Project (sequence)

S. No.	Description	Criteria	Details	Compliance (Yes / No)	Page No. reference in the proposal	Page No. reference in the respective work order / Client Certificate
1	*Name of the project*					
2	Name of the client					
3	Value of the project					
4	Status of the project	Completed/ongoing				
5	Project Location					

Authorized Signatory

Name:

Designation:

Date:

Seal:

WEBEL TECHNOLOGY LIMITED

(Tender No. WTL/SDC/CLOUD/20-21/022)

Proposed work plan

No	Activity	Month 1				Month 2				Month 3			Month n
1		W1	W2	W3	W4	W5	W6	W7	W8	W9	W10	...	Wn
2													
3													
4													
5													

Authorized Signatory

Name:

Designation:

Date:

Seal:

WEBEL TECHNOLOGY LIMITED

ANNEXURE-V

(Tender No. WTL/SDC/CLOUD/20-21/022)

Undertaking on Exit Management and Transition

<Location, Date>

To:
Chief Executive Officer
WEBEL TECHNOLOGY LIMITED
(A Government. of West Bengal Undertaking)
Plot - 5, Block – BP, Sector – V, Salt Lake City,
Kolkata – 700091.

Sub: Undertaking on Exit Management and Transition

Dear Sir,

o   I/We hereby undertake that at the time of completion of our engagement with the   WTL, either at the End of Contract or termination of Contract before planned Contract Period for any reason, we shall successfully carry out the exit management and transition of this Project to the   WTL or to an agency identified by   WTL to the satisfaction of the   WTL.

p   I/We further undertake to complete the following as part of the Exit management and transition:

   We undertake to complete the updation of all Project documents and other artefacts and handover the same to   WTL before transition.

   We undertake to design standard operating procedures to manage system (including Application and IT systems), document the same and train   WTL/ any other agency as nominated by personnel on the same.

   If   WTL decides to take over the operations and maintenance of the Project on its own or identifies or selects any other agency for providing operations & maintenance services on this Project, then we shall provide necessary handholding and transition support, which shall include but not be limited to, conducting detailed walkthrough and demonstrations for the IT Infrastructure, handing over all relevant documentation, addressing the queries/clarifications of the new agency with respect to the working / performance levels of the infrastructure, conducting Training sessions etc.

q   I/We also understand that the Exit management and transition will be considered complete on the basis of approval from   WTL.

Yours faithfully,

Authorized Signatory

Name:

Designation:

Date:

Seal: