WEBEL TECHNOLOGY LIMITED

NOTICE INVITING e-TENDER

Online Tender documents are invited for "Design, Development , implementation& maintenance of West Bengal e-District 2.0" from reputed firms having sufficient experience and credentials on successful completion of **"Similar Nature"** of work in a Government Department /PSU /Autonomous Body or any reputed organization. Similar nature means Design, Development, implementation & maintenance of e-District Application on Microservice Architecture based Integrated Application Platform for on boarding of G2C Services & G2B Services

1.	Tender No. & Date	WTL/PAR/EDIST2/21-22/004 Dated 02.06.2021
2.	Tender Version No.	1.0
3.	Brief description of Service required	Design, Development, implementation & maintenance of West Bengal e-District 2.0
4.	Tender Fee	Rs 6000.00 (Rupees six thousand only).The amount to be transferred electronically as per the details given in Clause –10, Section - E.
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 - E.
6.	Date of Downloading	02.06.2021
7.	Pre-Bid Meeting date & time	08.06.2021 at11.30 Hrs.(On-Line Meeting) Pre-Bid meeting will be organizing online platform only. Only queries as per format (Section - N) reaching WTL by 07.06.2021 at 14.00 Hrs. will be taken for decision. Prospective bidders are requested to send mail to purchase@wtl.co.in for participation of online pre-bid meeting. Based on request WTL will share meeting id / links for meeting. If there is any change in date and time then will inform.
8.	Bid Submission Start date & time	16.06.2021 at 14.00 Hrs.
9.	Last date & time of EMD & Tender Fee submission	24.06.2021 at 15.00 Hrs.
10.	Last date & time of Bid Submission	23.06.2021 at 12.00 Hrs.
11.	Date & time of Technical Bid Opening	25.06.2021.2021 at 12.00 Hrs.
12.	Venue of Pre-Bid Meeting & submission of EMD & Tender Fee	WEBEL TECHNOLOGY LIMITED (A Govt. of West Bengal Undertaking) Plot - 5, Block – BP, Sector – V, Salt Lake City, Kolkata – 700091.
13.	Contact Number	23673403-06, Ext. 212

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1. Intending bidder may download the tender documents from the website **https://wbtenders.gov.in** directly with the help of Digital Signature Certificate. Cost of tender fee may be remitted through electronically and also to be documented through e-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 15:00 Hrs. of 24.06.2021. The details given in Clause – 10, Section – E.

2. Both Techno Commercial Bid and Financial Bid are to be submitted concurrently duly digitally signed in the website **https://wbtenders.gov.in**

3. Tender documents may be downloaded from website and submission of Techno Commercial Bid and Financial Bid will be done as per Time Schedule stated in Section – C of this Tender Document.

4. The Financial Bid of the prospective Bidder will be considered only if the Techno Commercial Bid of the bidder is found qualified by the Tender Committee. The decision of the 'Tender Committee' will be final and absolute in this respect. The list of Qualified Bidders will be displayed in the website.

5. All clarifications/ corrigenda will be published only on the WTL / https://www.wbtenders.gov.in website.

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INTRDUCTION, E-DISTRICT CURRENT ENVIRONMENT, E-DISTRICT EXISTING SOLUTION ARCHITECTURE& OBJECTIVES

1   About WTL

Webel Technology Limited (WTL),a Government of West Bengal undertaking under the administrative control of Department of Personnel & Administrative Reforms is the State Nodal Agency of the Government of West Bengal for implementation of e-Governance in the State and creating value for the citizens. The e-District initiative of MeitY, Government of India has been identified as one of the Mission Mode Projects at the State level. The project aims at providing support to the basic administrative unit that is "District Administration" to enable content development of G2C services, which would optimally leverage and utilize the three infrastructure pillars, the State Wide Area Network (SWAN) for connectivity, State Data Centre (SDC) for secure and fail safe data storage, and Common Service Centres (CSCs) as the primary front-ends for service delivery to deliver services to the citizens at their doorstep. e-District project involves integrated and seamless delivery of citizen services by district administration through automation of workflow, back end digitization, integration and process redesigning across participating sections/departments for providing services in a most efficient manner to the citizens.

e-District State Wide Roll Out program was implemented with the following objective:

- IT enabling of internal processes of District Administration and its subordinate offices to increase functional efficiency.

- Automation of work flow and internal processes of District Administration.

- Seamless integration of various departments for providing services to the citizens by integrating various District databases.

- Providing efficient individual department services through delivery channels like Common Service Centers (CSCs).

- Creation of IT infrastructure for rolling out e-Governance plan right up to Block levels.

- Develop capacities of human resources of Government to operate and maintain IT enabled systems and applications with confidence and provide services to the people effectively and efficiently.

- To make it easy for the District Administrative Officials to discharge their functions efficiently.

2   About West Bengal e-District Application

Government of India approved the National e-Governance Plan (NeGP) in pursuance of its policy of introducing e-Governance on a massive scale. The NeGP vision aims to

> *"Make all Government Services accessible to the common man in his locality, through common service delivery outlets and ensure efficiency, transparency and reliability of such services at affordable costs to realize the basic needs of the common man".*

To realize this vision, 27 Central, State and Integrated Mission Mode Project (MMPs) along with8 support components had been identified and approved, to enable and facilitate rapid introduction of e-Governance in the country, with focus on electronic service delivery. e-District is one of the MMPs identified under NeGP, which is aimed at strengthening the District administration to provide Government services, in a cohesive manner leveraging ICT, to the citizens. The project aimed to target certain high volume services and undertake 'Back end computerization' to e-enable the delivery of these services through Bangla Sahayata Kendra (BSK), Common Service Centres (CSCs)/Tathyamitra Kendra, in a sustainable manner.

West Bengal e-District project was an important enhancement of the State's e-Governance implementation programme, in which majority of the G2C services are delivered by the district

administration leveraging Information, Communication and Technology. Government of West Bengal believes that the automation of workflow and internal processes of different departments would considerably reduce the troubles of the citizens in their interface with the government machinery in their day-to-day life.

e-District is a Mission Mode Project with the objective of making the State's services available to the citizens through a computerized system. The rollout of this project in all 23 districts and sub districts of West Bengal has already been started from the year 2014. Currently 159 services (approx.) are made online that helps citizen to avail these services easily at a reduced cost and time without any hazardous situation.

Ministry of Electronics & Information Technology (MeitY) has issued an instruction (N/220110/01/2015-NeGD dated: 06.08.2016) to all the nodal agencies to perform an evaluation and assessment of different ICT projects under Digital India program.

To perform this assessment National e-Governance Division of (NeGD) under MeitY has already empanelled eligible vendors to perform this assessment.

Webel Technology Limited (a Government of West Bengal undertaking) is assigned to float this RFP to select a competent vendor within the list of empanelled vendor to Design, Development & implementation of e-DISTRICT 2.0 for the Personnel and Administrative Reforms Department, Government of West Bengal.

The list of services from existing e-District Portal as follows:

SL. No.	Service Group	Service Type	Service Category/Owner	Service Name
1	District	G2C	Certificates	Distance Certificate for Students
2	District	G2C	Certificates	Gorkha Certificate
3	District	G2C	Certificates	Income Certificate
4	District	G2C	Certificates	Local Residence (Domicile) Certificate
5	District	G2C	Certificates	Ordinary Residential Certificate
6	District	G2C	Certificates	Permission for Delayed Registration of Birth
7	District	G2C	Certificates	Permission for Delayed Registration of Death
8	District	G2C	Licenses	Duplicate issue of arms license
9	District	G2C	Licenses	Extension of area validity of Arms License
10	District	G2C	Licenses	Impounding of Arms License during elections
11	District	G2C	Licenses	Issuance of Blasting License (more than 5 kg)
12	District	G2C	Licenses	Issuance of Blasting License (upto 5 kg)
13	District	G2C	Licenses	Issuance of Firearm License
14	District	G2C	Licenses	Issuance of Firecracker manufacturing license (factory license)
15	District	G2C	Licenses	Issuance of Firecracker possession and selling license

SL. No.	Service Group	Service Type	Service Category/Owner	Service Name
16	District	G2C	Licenses	Renewal of Firearm License
17	District	G2C	Licenses	Renewal of Firecracker manufacturing license (factory license)
18	District	G2C	Licenses	Renewal of Firecracker possession and selling license
19	District	G2C	Licenses	Sale of Firearms to authorized dealers
20	District	G2C	Licenses	Surrender and Cancellation of Firearm License
21	District	G2C	Licenses	Transfer case of Arms License
22	District	G2C	Grievance Redressal / RTI	Grievance Redressal
23	District	G2C	Grievance Redressal / RTI	Redressal of RTI queries & RTI status tracking
24	District	G2C	Others	Issuing of New PC & PNDT Registration Service
25	District	G2C	Others	Issuing of PC & PNDT Registration Renewal
26	District	G2C	Others	Verification Roll Service
27	Development Authority	G2C	NKDA	Assessment of Property Tax at NKDA
28	Development Authority	G2C/G2B	NKDA	Building Plan Sanction by NKDA
29	Development Authority	G2C	NKDA	Enrolment of Technical Persons at NKDA
30	Development Authority	G2C/G2B	NKDA	Entry of Building Plan Sanction Records up to Partial Occupancy Certificate by NKDA
31	Development Authority	G2C	NKDA	Generation and Payment of Water Charge at NKDA
32	Development Authority	G2C/G2B	NKDA	Issuance of Occupancy Certificate by NKDA
33	Development Authority	G2C/G2B	NKDA	Issuance of Partial Occupancy Certificate by NKDA
34	Development Authority	G2C	NKDA	Issuance of Record of Title (Mutation) by NKDA
35	Development Authority	G2C	NKDA	Issuance of Temporary Water connection by NKDA
36	Development Authority	G2C/G2B	NKDA	Issuance of Trade License by NKDA
37	Development Authority	G2C	NKDA	Modification of Assessment of Property Tax
38	Development Authority	G2C	NKDA	Payment of Property Tax at NKDA

SL. No.	Service Group	Service Type	Service Category/Owner	Service Name
39	Development Authority	G2C	NKDA	Registration of Birth at NKDA
40	Development Authority	G2C	NKDA	Registration of Death at NKDA
41	Development Authority	G2C/G2B	NKDA	Renewal of Building Plan by NKDA
42	Development Authority	G2C	NKDA	Renewal of Enrolment for Technical Persons at NKDA
43	Development Authority	G2C/G2B	NKDA	Renewal of Partial Occupancy Certificate by NKDA
44	Development Authority	G2C/G2B	NKDA	Renewal of Trade License by NKDA
45	Development Authority	G2C/G2B	KMDA	Issuance of Development Permission by KMDA
46	Development Authority	G2C/G2B	KMDA	Online Sanction of Water Connection by KMDA
47	Development Authority	G2C/G2B	KMDA	Sanction of Building Plans and development permission by KMDA for Cases of Single window Committees
48	Development Authority	G2C	ADDA	Online Sanction of Water Connection by ADDA
49	Development Authority	G2C	SJDA	Online Water Charges for Water Connection at SJDA
50	Development Corporation	G2B	WBEIDC	Building Plan Sanction by WBEIDC (Webel)
51	Development Corporation	G2B	WBEIDC	Issuance of Certificate for Completion upto Plinth Level of Building by WBEIDC
52	Development Corporation	G2B	WBEIDC	Notice of Completion and Issuance of Occupancy Certificate by WBEIDC
53	Development Corporation	G2B	WBSIDC	Building Plan Sanction by WBSIDC
54	Development Corporation	G2B	WBSIDC	Enrolment of Technical Persons at WBSIDC
55	Development Corporation	G2B	WBSIDC	Issuance of Occupancy Certificate by WBSIDC
56	Development Corporation	G2B	WBSIDC	Issuance of Plinth Level Completion Certificate by WBSIDC
57	Development Corporation	G2B	WBSIDC	Renewal of Enrolment of Technical Persons at WBSIDC
58	Development Corporation	G2B	WTL	Issuance of Certificate for Completion up to Plinth Level for Building by WTL
59	Development Corporation	G2B	WTL	Issuance of Occupancy Certificate of Industrial Building by WTL

SL. No.	Service Group	Service Type	Service Category/Owner	Service Name
60	Development Corporation	G2B	WTL	Sanction of Industrial Building Plan by WTL
61	Development Corporation	G2B	WBIIDC	Building Plan Sanction by WBIIDC
62	Development Corporation	G2B	WBIIDC	Issuance of Completion Certificate up to Plinth Level by WBIIDC
63	Development Corporation	G2B	WBIIDC	Issuance of Occupancy Certificate by WBIIDC
64	Department	G2C/G2B	UD & MA	Approval of Site Plan in Municipal Areas
65	Department	G2C/G2B	UD & MA	Auto Renewal of Trade License in Municipal Areas
66	Department	G2C/G2B	UD & MA	Conversion of Provisional to Permanent Trade License in Municipal Areas
67	Department	G2C/G2B	UD & MA	Issuance of Certificate for Completion upto Plinth Level for Building in Municipal Areas
68	Department	G2C/G2B	UD & MA	Issuance of Occupancy Certificate for Buildings in Municipal Areas Other than Industrial Buildings
69	Department	G2B	UD & MA	Issuance of Occupancy Certificate of Industrial Building in Municipal Areas
70	Department	G2C/G2B	UD & MA	Issuance of Trade License (Certificate of Enlistment) in Municipal Areas.
71	Department	G2C/G2B	UD & MA	Online Saction of Water Connection for Industrial Building in Municipal Areas
72	Department	G2C/G2B	UD & MA	Permission for Commencement of Building Construction in Municipal Areas
73	Department	G2B	UD & MA	Sanction of Industrial Building Plan in Municipal Areas
74	Department	G2C/G2B	UD & MA	Sanction of Building Plan in Municipal Area other than Industrial Building
75	Department	G2C/G2B	UD & MA	Sanction of Sewer Line Connection for Buildings in Municipal Areas
76	Department	G2C/G2B	UD & MA	Sanction of Water Connection for Buildings in Municipal Areas Other than Industrial Buildings
77	Department	G2B	Fire & Emergency Services	Grant of Fire Crackers Selling License
78	Department	G2C/G2B	Fire & Emergency Services	Grant of Fire License

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SL. No.	Service Group	Service Type	Service Category/Owner	Service Name
79	Department	G2C/G2B	Fire & Emergency Services	Issuance of Fire Safety Certificate
80	Department	G2C/G2B	Fire & Emergency Services	Issuance of Fire Safety Recommendation
81	Department	G2C/G2B	Fire & Emergency Services	Issuance of Revised Fire Safety Recommendation
82	Department	G2B	Fire & Emergency Services	Renewal of Fire Crackers Selling License
83	Department	G2C/G2B	Fire & Emergency Services	Renewal of Fire License
84	Department	G2C/G2B	Fire & Emergency Services	Renewal of Fire Safety Certificate
85	Department	G2C	Land & Land Reforms	Issuance of Certified Copy of RoR
86	Department	G2C	Land & Land Reforms	Issuance of Plot Information
87	Department	G2C	Registration & Stamp Revenue	Certified Copy of Registered Deed
88	Department	G2C	Registration of Societies	Amendment of Memorandum and Regulations
89	Department	G2C	Registration of Societies	Amendment of Signatories of Societies
90	Department	G2C	Registration of Societies	Annual Filing of Returns
91	Department	G2C	Registration of Societies	Entry of Records of Registration of Societies
92	Department	G2C	Registration of Societies	Registration of Firms, Societies and Non-Trading Corporations
93	Department	G2C	Labour	Building and other Construction Workers' Beneficiary Registration Process
94	Department	G2C	Labour	Building and other Construction Workers' Subscription collection
95	Department	G2C	Labour	Building and other Construction Workers' and Transport Workers' Benefits Disbursement
96	Department	G2C	Labour	Notice of Change in Registration of Shops & Establishments.
97	Department	G2C	Labour	Registration of Shops & Establishments
98	Department	G2C	Labour	Renewal of Registration of Shops & Establishments
99	Department	G2C	Labour	Transport Workers' Beneficiary Registration

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SL. No.	Service Group	Service Type	Service Category/Owner	Service Name
100	Department	G2C	Labour	Transport Workers' Beneficiary Registration Renewal
101	Department	G2C	Power & NES	Endorsement of Further Parts of Electrical Supervisor License
102	Department	G2C	Power & NES	Endorsement of Further Parts of National Supervisor Certificate
103	Department	G2C	Power & NES	Endorsement of Further Parts of Workman Permit
104	Department	G2C	Power & NES	Entry of Legacy Records for Contractor's License
105	Department	G2C	Power & NES	Entry of Legacy Records for Electrical Supervisor License
106	Department	G2C	Power & NES	Entry of Legacy Records for Escalator Owner's License
107	Department	G2C	Power & NES	Entry of Legacy Records for Lift Attendant's Authorization
108	Department	G2C	Power & NES	Entry of Legacy Records for Lift Owner's License
109	Department	G2C	Power & NES	Entry of Legacy Records for National Supervisor Certificate
110	Department	G2C	Power & NES	Entry of Legacy Records for Workman's Permit
111	Department	G2C	Power & NES	Modification of Contractor's License
112	Department	G2C	Power & NES	New Contractor License Service
113	Department	G2C	Power & NES	New Electrical Supervisor License
114	Department	G2C	Power & NES	New Escalator Owner's License
115	Department	G2C	Power & NES	New Lift Attendant Authorization
116	Department	G2C	Power & NES	New Lift Owner's License
117	Department	G2C	Power & NES	New National Supervisor Certificate
118	Department	G2C	Power & NES	New Workman Permit
119	Department	G2C	Power & NES	Permission Letter to Erect New Escalator
120	Department	G2C	Power & NES	Permission Letter to Erect New Lift
121	Department	G2C	Power & NES	Release of Supervisors from an Electrical Contractor firm
122	Department	G2C	Power & NES	Renewal of Contractor's License
123	Department	G2C	Power & NES	Renewal of Electrical Supervisor License
124	Department	G2C	Power & NES	Renewal of Escalator Owner's License
125	Department	G2C	Power & NES	Renewal of Lift Attendant's Authorization

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SL. No.	Service Group	Service Type	Service Category/Owner	Service Name
126	Department	G2C	Power & NES	Renewal of Lift Owners License
127	Department	G2C	Power & NES	Renewal of National Supervisor Certificate
128	Department	G2C	Power & NES	Renewal of Workman Permit Service
129	Department	G2C	Tourism	Renewal of Voluntary Recognition of Tour and Travel Operators
130	Department	G2C	Tourism	Voluntary Recognition of Tour and Travel Operators
131	Department	G2C	Co Operation	Affiliation of a Co-operative Society to Co-operative Union
132	Department	G2C	Co Operation	Amendment of By-Laws of a Co-operative Society
133	Department	G2C	Co Operation	Appeal before the Cooperative Registration Council by the Promoter or Management of a Society
134	Department	G2C	Co Operation	Appeal before the Registrar in case of refusal / failure of the Board of a Co-operative Society to grant membership
135	Department	G2C	Co Operation	Appointment of Administrator of a Co-operative Society as an interim management by the State Government
136	Department	G2C	Co Operation	Appointment of Special Officer on expiry of term of Board of Directors of a cooperative society
137	Department	G2C	Co Operation	Change of name of a Co-operative Society
138	Department	G2C	Co Operation	Convening Annual/Half-Yearly General Meeting by the Registrar at the instance of a Co-operative Society
139	Department	G2C	Co Operation	Convening Special General Meeting of a Co-operative Society by the Registrar under specific circumstances
140	Department	G2C	Co Operation	Dissolution and Reconstitution of Board of Directors of a Co-operative society by the Registrar
141	Department	G2C	Co Operation	Distrain and Sale of mortgaged land by the Registrar and Appointment of Sale Officer and Receiver
142	Department	G2C	Co Operation	Election of Board of Directors of cooperative societies by the WB co-operative election commission
143	Department	G2C	Co Operation	Entry of Past or Legacy Data of Co-operative Societies

SL. No.	Service Group	Service Type	Service Category/Owner	Service Name
144	Department	G2C	Co Operation	Filling of Casual Vacancies of the Board by the Registrar after two months
145	Department	G2C	Co Operation	Filling up Vacant Post of Director, not filled up through Election, by the Registrar
146	Department	G2C	Co Operation	Nomination of Board and arrangement election of Office Bearer by the Registrar
147	Department	G2C	Co Operation	Nomination of Director into the Board of Directors of a Co-operative Society by the State Government /Gram Panchayat/ Panchayat Samiti/ Zilla Parishad
148	Department	G2C	Co Operation	Nomination of representative of Registrar in the Selection Committee of a Co-operative Society for direct recruitment of staff
149	Department	G2C	Co Operation	Permission to Exceed Restriction on Limit on Borrowing of a Cooperative Society by the Registrar
150	Department	G2C	Co Operation	Permission to exceed restriction on limit on Issuance of Loan by a Co-operative Society by the Registrar
151	Department	G2C	Co Operation	Reference to the Cooperative Registration Council by Registrar
152	Department	G2C	Co Operation	Registration of a proposed Co-operative Society
153	Department	G2C	Co Operation	Removal of a member of the Board by the Registrar at the instance of Reserve Bank of India
154	Department	G2C	Co Operation	Revision of Borrowing Limit fixed by the General Meeting of a Co-operative Society by the Registrar Service
155	Department	G2C	Co Operation	Summoning of meeting of the Board of Cooperative society by the Registrar
156	Department	G2C	Co Operation	Supersession and Suspension of Board of Directors of a Co-operative Society by the State Government
157	Department	G2C	Housing	Issuance of permission for Mechanised buying bricks
158	Department	G2C	Housing	Registration of Association of Apartment Owners
159	Department	G2B	UD & MA	Unified License for Trade & Shops

2.1 Salient features of West Bengal e-District Project

2.1.1 The critical elements of existing e-District Application

Integration & Interfacing Requirement

The overall technology solution is based upon the most relevant and suitable architecture standards including standards for Service Oriented Architecture (SOA), XML services & necessary protocols for internet applications, Data Centre standards, Localization (Unicode, Inscript, etc.) standards, W3C standards & GIGW guidelines, etc. The design include integration with existing IT infrastructure created under SDC, SWAN, CSC, and any other MMP for the implementation of eDistrict Project. However, the State-wide roll-out envisaged the integration of the e-District application with the SCA portal and the SI must take necessary steps to ensure the same

2.2 Solution & Technology Architecture

2.2.1 Overview

I. A centralized architecture (servers and processing at single and central location) has been deployed for the e-District project. All requests from internal and external users are sent to this system, located in a central place for processing. All users access the application through local or remote terminals using a browser (through internet for external users and through intranet for internal Departmental users).

II. The overall technology solution is based upon the most relevant and suitable architecture standards including standards for Service Oriented Architecture (SOA), XML services & necessary protocols for internet applications, Data Centre standards etc.

III. The design includes integration with existing IT infrastructure created under SDC, SWAN, CSC and any other MMP for the implementation of eDistrict Project.

IV. West Bengal State Data Centre (SDC) is operational and the application is hosted at the same.

V. Centralized architecture suggested for states so that in case the central servers or storage or link go down due to any reason despite building redundancy / high availability capabilities at SDC, the services may not get hampered for the entire state. Rolled-out the existing services in all the 23 districts under the state-wide roll-out.

2.2.2 Application with a generic workflow engine.

I. This generic workflow engine allow easy creation of workflow for new services with minimum technical programming support and thus enable the State government to create new services as and when required by the various Departments without creating a change request. At the minimum, the workflow engine should have the following features:

a. Feature to use the master data for the auto-populating the forms and dropdowns specifically with reference to :

    i. Name of District, Sub-Division, Blocks & Villages

    ii. Designation of officials involved in the processing of the application

b. Creation of application form, by "drag & drop" feature using meta data standards

c. Defining the workflow for the approval of the form, by providing various options like :

    i. First in First out

    ii. Defining a citizen charter/delivery of service in a time-bound manner

d. Creation of the "output" of the service, i.e. Certificate, Order etc.

e. Automatic reports

    i. of compliance to citizen charter on delivery of services and

        ii.   delay reports

II.   The application should have a module for management of digital signature including issuance, renewal and suspension of digital signatures based on the administrative decisions taken by the State. In case of any change (transfer, promotion, leave, suspension, termination, superannuation etc.) of the officials under e-District Project, a copy of order should be marked to the State Level digital signature management team for assigning and revoking of the access rights. The following section details the requirement for Digital Signatures in the e-District application:

2.2.3 *Using* **Digital signatures to authenticate existing databases:**

The eDistrict project plans to use digitally signed databases and verification reports based upon field visits. Hence, SI needs to clearly define a mechanism to undertake cleaning of existing databases and digitally signing the entire database to enable delivery of across the counter services. It is also possible that the data in such digitally signed databases would undergo periodic revision and updation. Hence, the SI must provision for designing an appropriate set of tools for:

- digitally signing different databases used in different applications by appropriate authorities,

- effecting changes in digitally signed documents including cancellation

- tracking of database records which are digitally signed and which are not so signed

- posting of appropriate notifications to the users in case of demand for service in respect of which the relevant data record has not been digitally signed by the competent authority

- verification of digital certificates (e.g. a website to authenticate a particular certificate on the basis of certificate details or barcode)

2.2.4 *Integration of Digital Signatures with e-District Application:*

The eDistrict portal should be made accessible to government official users / registered users over internet and to CSC users through secure user id and password. The biometric/digital signatures need to be integrated for enabling authenticity of the approving authority.

2.3 *Application Architecture*

An indicative 3-tier architecture (also referred to as multi-tier or N-tier architecture) has been proposed for the Application Solution.

The entire processing take place in n-tier architecture:

1) Front-end software (client tier) - responsible for the presentation of information.

2) Business Process / Service Layer –as specified in the Integrated Framework for delivery of Services for the e-District MMP.

3) Application Layer – This contains the Business logic for all the application as per the FRS.

4) Database Layer - This is responsible for the manipulation and storage of data. As per the Integrated Framework for delivery of Services for the e-District MMP, the databases may be separated as per the ownership of the line department.

2.3.1 *Requirement on Adherence to Standards*

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

2.3.2 *Compliance with Industry Standards*

In addition to above, the proposed solution has to be based on and compliant with industry standards (their latest versions as on date) wherever applicable. This will apply to all the aspects of solution including but not limited to design, development, security, installation, and

testing. There are many standards that are summarised below. However the list below is just indicative and is not to be treated as exhaustive.

1) Portal development W3C specifications

2) Information access/transfer protocols SOAP, HTTP/HTTPS

3) E-District DeitY / GOI guidelines

4) Photograph JPEG (minimum resolution of 640 x 480 pixels)

5) Scanned documents TIFF (Resolution of 600 X 600 dpi)

6) Biometric framework BioAPI 2.0 (ISO/IEC 19784-1:2005)

7) Latest HTML standards

2.3.3 *Specification*

1) Finger print scanning IAFIS specifications

2) Digital signature RSA standards

3) Document encryption PKCS specifications

4) Information Security to be ISO 27001 compliant

5) Operational integrity & security management to be ISO 17799 compliant

6) IT Infrastructure management ITIL / EITM specifications

7) Service Management ISO 20000 specifications

8) Project Documentation IEEE/ISO specifications for documentation

9) The SI shall adhere to all the standards published by the Department of Electronics and Information Technology, Government of India.

Existing LAN port requirement at SDC for WB e-District server installation. The no is splitted between two switches. Requesting to provide us ports and IP addresses as per requirement for completing the installation

Sl. No.	Physical Server	VM Nos	VMs, if any	Used for/ Service (DB, AS, Portal)	Host Name	Zones	LAN Port Required For Each server	Justification for the requirement
1	Web Server	3	VM1	Web	edws1vm1	DMZ	4	2 No for DMZ 2 No for secure App zone
			VM3	Portal	edws1vm2	Secure		
			VM5	SMTP/DNS	edws1vm3	DMZ		
2	Web Server	3	VM2	Web	edws2vm1	DMZ	4	2 No for DMZ 2 No for secure App Zone
			VM4	Portal	edws2vm2	Secure		
			VM6	SMTP/DNS	edws2vm3	DMZ		
3	Application Server	4	VM7	AS	edapp1vm1	Secure	4	4 No for secure App zone
			VM9	AS-passive	edapp1vm2	Secure		
			VM11	SOA	edapp1vm3	Secure		
			VM13	Mobility	edapp1vm4	Secure		
4	Application Server	4	VM8	AS	edapp2vm1	Secure	4	4 No for secure App
			VM10	AS-passive	edapp2vm2	Secure		
			VM12	SOA	edapp2vm3	Secure		
			VM14	Mobility	edapp2vm4	Secure		

Sl. No.	Physical Server	VM Nos	VMs, if any	Used for/ Service (DB, AS, Portal)	Host Name	Zones	LAN Port Required For Each server	Justification for the requirement
5	Database Server	4	VM15	DB	eddb1vm1	Secure	4	2 No for secure DB zone, and 2 No for App Zone
			VM17	DB	eddb1vm2	Secure		
			VM19	DSC	eddb1vm3	Secure		
			VM21	LDAP	eddb1vm4	Secure		
6	Database Server	4	VM16	DB	eddb2vm1	Secure	4	2 No for secure DB zone, and 2 No for App Zone
			VM18	DB	eddb2vm2	Secure		
			VM20	DSC	eddb2vm3	Secure		
			VM22	LDAP	eddb2vm4	Secure		
7	Content Management Server	0			Edcms	Secure	2	2 No for secure
8	Training Server	4	VM23	AS	edtsvm1	Secure	4	2 No Secure APP Zone 2 no secure DB zone
			VM24	Portal	edtsvm2	Secure		
			VM25	DB	edtsvm3	Secure		
			VM26	DSC	edtsvm4	Secure		
9	Testing	4	VM27	AS	edtestvm1	Secure	4	2 No DMZ zone 1 No Secure APP Zone 1 no secure DB zone
			VM28	Web	edtestvm2	DMZ		
			VM29	Mobility	edtestvm3	Secure		
			VM30	SOA	edtestvm4	Secure		
						Total	34	

2.3.3.1 *Existing IBM Software Stack in use*

PID	Part number	Part description	Quantity	Version being supported
5725-A15	E07MPLL	IBM Case Foundation Starter Pack Authorized User Value Unit Annual SW Subscription & Support Renewal	5	5.3.x
5725-L47	E0HPVLL	IBM Db2 Advanced Enterprise Server Edition Processor Value Unit (PVU) Annual SW Subscription & Support Renewal	1,120	11.1.0
5724-N76	E02MRLL	IBM Db2 Developer Edition Authorized User Annual SW Subscription & Support Renewal	5	11.1.0
5724-J05	E04NRLL	IBM App Connect Standard Processor Value Unit (PVU) Annual SW Subscription & Support Renewal 12 Months	350	11.0.x
5725-I43	E0MHALL	IBM MobileFirst Platform Foundation Application Annual SW Subscription & Support Renewal 12 Months	1	8.0.x

PID	Part number	Part description	Quantity	Version being supported
5724-H88	E025SLL	IBM WebSphere Application Server Network Deployment Processor Value Unit (PVU) Annual SW Subscription & Support Renewal	840	8.5.x
DIVESTED TO HCL BY IBM	E02Z1LL	IBM WebSphere Portal Server Processor Value Unit (PVU) Annual SW Subscription & Support Renewal	280	

2.3.3.2 **Existing VMware License in use**

Sl no	Description of VMware Support & Subscription cost	Qty Reqrd.
1a	**VMware vCentre Std:** VMware vCentre Server 6 Standard for vSphere 6 (Per Instance) (Part No. VCS6-STD-C)	1
1b	**VMware vCentre Std:** Production Support/Subscription VMware vCentre Server 6 Standard for vSphere 6 (per instance) for 3 years (Part No. VCS6-STD-3P-SSS-C)	1
2a	**VMware vSphere 6 Standard for 1 processor:** VMware vSphere 6 Standard for 1 processor (Part No. VS6-STD-C)	30
2b	**VMware vSphere 6 Standard for 1 processor:** Production Support /Subscription VMware vSphere 6 Standard for 1 processor for 3 years (Part No. VS6-STD-3P-SSS-C)	30

2.3.3.3 **Existing Redhat Support Subscription details**

#	Description	Quantity
Line 1	High Availability; Item : RH00025F3RN; Contract Number: 10480213; Service dates: 01-JUL-2019 through 30-JUN-2022	12
Line 2	Red Hat Enterprise Linux Server, Standard (Physical or Virtual Nodes); Item : RH00004F3RN; Contract Number: 10480213; Service dates: 01-JUL-2019 through 30-JUN-2022	24
Line 3	Red Hat Enterprise Linux Server, Standard (Physical or Virtual Nodes); Item : RH00004F3RN; Contract Number: 10480213; Service dates: 01-JUL-2019 through 30-JUN-2022	6
Line 4	Red Hat Enterprise Linux Server, Standard (Physical or Virtual Nodes); Item : RH00004F3RN; Contract Number: 10480213; Service dates: 01-JUL-2019 through 30-JUN-2022	2

2.3.3.4 **Existing Digital Signature/PKI component:**

emSigner Client-Side Signing using Web Socket up to 1000 users with High Availability with 3 years AMC support through eMudhra, OEM

| Sl. No.	Item description	Unit
1	emSigner Signer Module(Standard) (Application based licensing)	2 (No. of Instances- For DC & DR)@Rs 3.50 Lakhs per instances

Sl. No.	Item description	Unit
	Integration kit for emSignerClient Side Signing (WebSocket) for usage of digital signatures for transaction signing. (100-1000 Users only) Includes *Support for Windows, Linux and MacOS signing *Options for proxy/firewall access * Support for signature standards such as PAdES, CAdES, XAdES, PKC	
2	Professional Services, Deployment and Training : One time Implementation of above solution	1
3	AMC Services : AMC Cost for 3 years	3 year

2.3.3.5 *Computing Infrastructure using existing Dell Servers (Physical Servers) & Open Stack Cloud Enabled Platform with RHEL OS.*

2.3.4 *e-District Existing Solution Architecture*

A. Functional Architecture:
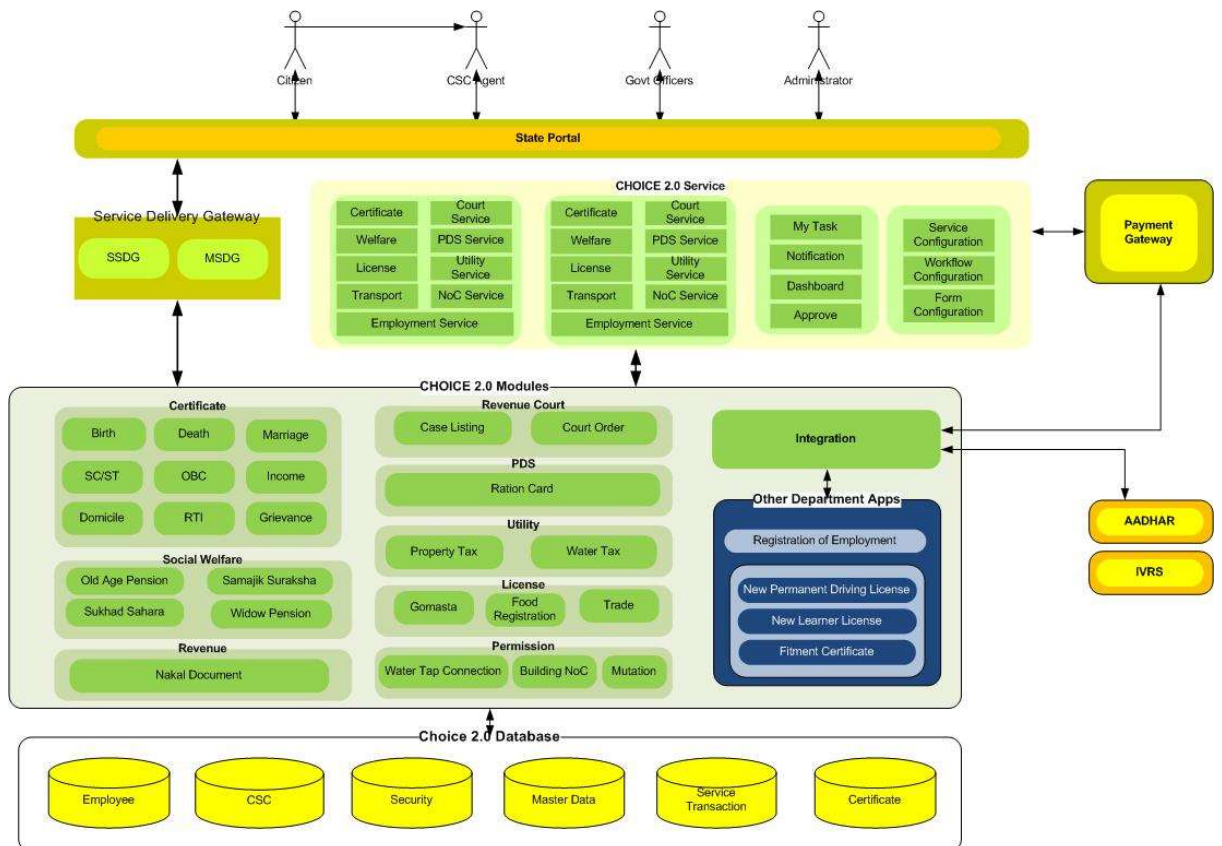
B. Technical Architecture:
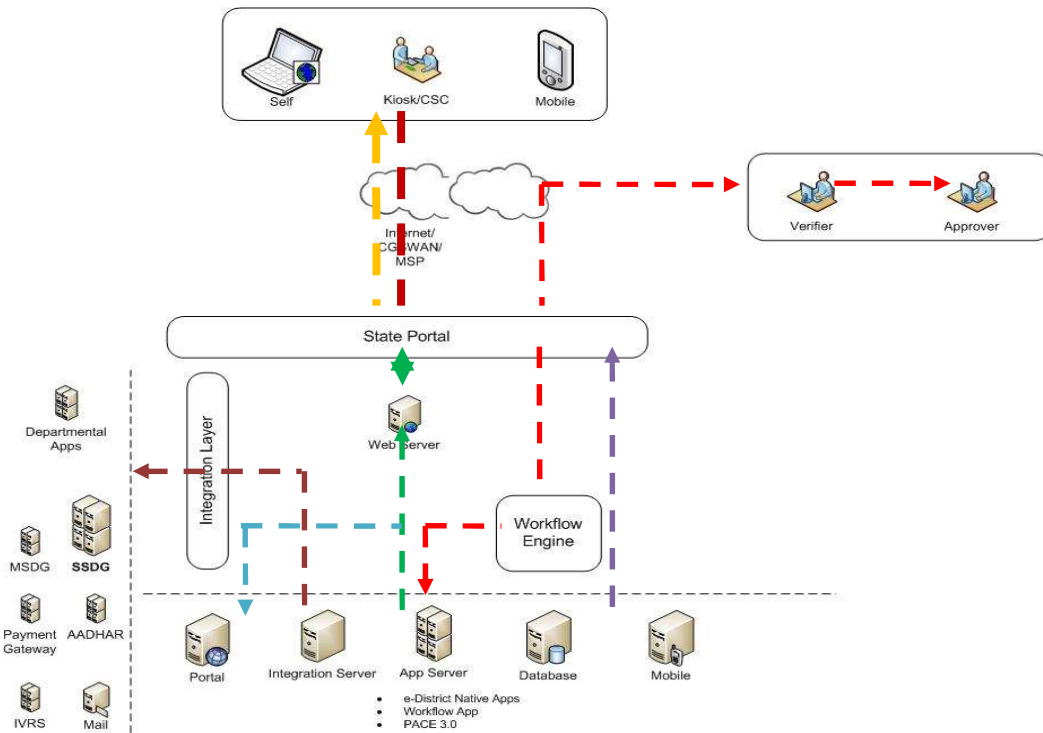
Portal

• **WebSphere Portal**

   Application/Web Server

• **IBM Websphere AS**

   RDBMS

• **IBM DB2**

   Integration

• **Websphere Integration Standard**

   Mobility

• **IBM Worklight**

   Workflow Engine

• **PACE Workflow Engine**

I.   **Technical Architecture (Infrastructure Data Centre)**
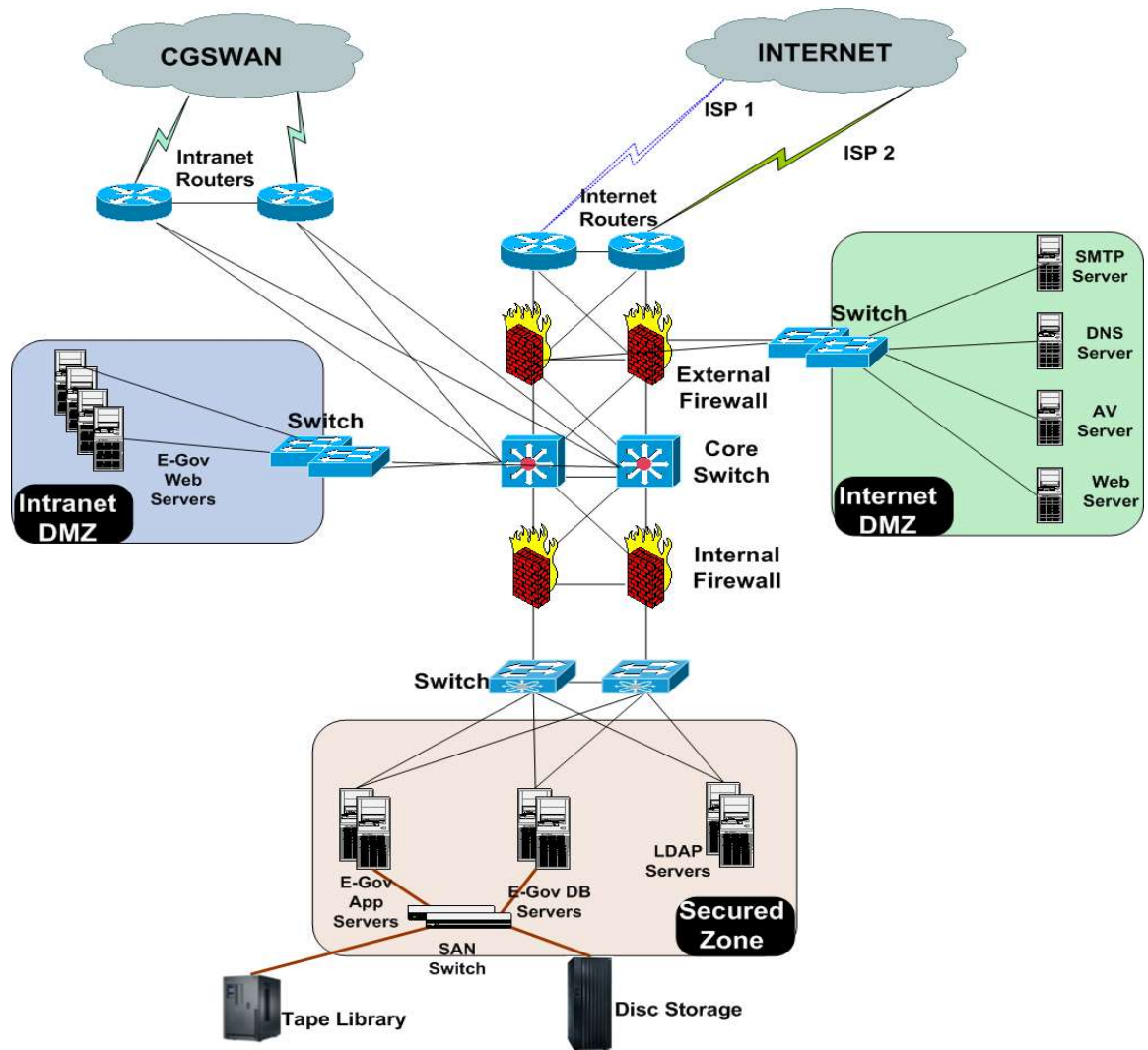
II.   **Various Software in use:**

Sr.No.	Description	Quantity
1	VMware vSphere 5 Standard for 1 processor	28
2	VMware vCenter Server 5 Standard for vSphere (Per Instance)	1
3	RedHat Enterprise Linux 4 socket	6
4	Redhat Enterprise Linux 2 socket	4
4	IBM WEBSPHERE APPLICATION SERVER NETWORK DEPLOYMENT PROCESSOR VALUE UNIT (PVU) LICENSE	840
5	IBM INTEGRATION BUS STANDARD EDITION PROCESSOR VALUE UNIT (PVU) LICENSE	350
6	IBM WORKLIGHT CONSUMER EDITION APPLICATION LICENSE	1
7	IBM DB2 ADVANCED ENTERPRISE SERVER EDITION PROCESSOR VALUE UNIT (PVU) LICENSE	1120
8	IBM DATABASE ENTERPRISE DEVELOPER EDITION AUTHORIZED USER LICENSE	5
9	IBM WEBSPHERE PORTAL SERVER PROCESSOR VALUE UNIT (PVU) LICENSE	280

Unified Portal Interface

1. **General Portal Utilities**

   - **Access through internet/intranet.**

   1. **Interactive Government to Citizen Service**

      - **Kiosk Operators.**

   - **Government Officers.**

Citizen Interface URL: https://edistrict.wb.gov.in/PACE

Department WorkFlow Interface: https://edistrict.wb.gov.in/WorkFlow

2.4   Service delivery mechanism

2.4.1   Objective

The West Bengal e-District is one of the flagship project of Government of West Bengal, and plays very important role in delivery of G2C services. In the existing portal, more than 120.18 lakh service requests from 159 services has been received.

Considering the growth and efforts made to make it Single Window for all Government Services, West Bengal e-District 2.0 project has been envisioned. The objective of West Bengal e-District 2.0 project will cover following aspects:

2.4.2   Ensure the Continuity

The primary objective is to ensure the continuity of West Bengal e-District Portal which includes renewal of IT support and other software and hardware subscriptions and licenses.

2.4.3   Enhancement of existing Portal

✓ To enhance the portfolio of citizen centric services.

✓ To ensure optimum usage of existing core ICT infrastructure.

✓ To promote rapid replication and integration of various e-governance applications.

✓ To expand the IT infrastructure as well as geographical expansion of Common Service Centres / Bangla Sahayata Kendra to ensure the government services accessible to the common man in his/her locality.

✓ Exploring and facilitating Departments to provide end-to-end integrated service delivery, which is cross-cutting across Departments.

✓ Implementing the best practices and standards to facilitate integration of services and enhance interoperability of services for seamless, single-window delivery of services.

✓ Effective enactment of 'West Bengal Right to Public Service Delivery Act' which includes online facility for making appeal in case of breach of Service Levels defined in West Bengal Right to Public Service Delivery Act'.

✓ Enabling Digital Payments at Citizen Counters.

✓ Customization and enhancement of MIS Dashboard including BI tool.

✓ Review and fine tuning of existing IT infrastructure and Storage optimization by implementing the best practices.

✓ Enhanced Helpdesk and SLA Monitoring

SECTION – B

SCOPE OF WORK

1   Scope of Work

1.1   Scope of Work of eDistrict 2.0

The scope of the SI shall be responsible for ensuring and delivering all the functional, technical and operational requirements by coordinating with WTL and user departments. The SI shall perform System Study to understand the existing e-District, Portal functionalities and code base as part of the scope.

The existing e-District portal needs to be aligned as per the proposed Application Architecture. e-District Portal, and various other services need to be migrated to e-District 2.0 (SI has the choice of technology). The integration requirements and any further scope if needed are explicitly mentioned against the requirement wherever needed to retain the context.

The minimum specified Scope of Work that needs to be undertaken by the SI for Ensure the smooth continuity of current e-district application and enhancement in current application to improve User Experience, managing change requests as per department's requirement, ensuring scalability, security of the application and must comply the interoperability standards.

The brief scope of work of the System Integrator is categorized into two stages as follows:

i.   Ensuring the continuity of e-district application by complete takeover and run the of existing e-District application, infrastructure at SDC, in as-is condition along with all developments, enhancements, databases, source codes, user manual, SRS, Design Documents, integrations and all other components required to run the system effectively without any interruption and operate it for timelines mentioned in this RFP

ii.   Platform should be based on Micro services as well as SOA based architecture. The platform should be cloud ready with support for containerized deployment.

iii.   Migrate the existing applications, data into the new architecture (Cloud ready)

iv.   Operation and Maintenance of the New e-District 2.0 for the specified period

v.   Solution Design, Software Customization and development

vi.   Application Support and general awareness Training

vii.   Functional changes in the application software

viii.   System administration

ix.   Modification or Enhancement in application software

x.   Development of new form / report

xi.   Generation of MIS report as per the Departments Requirement

xii.   Data back up

xiii.   Any changes in the workflow and core application framework

xiv.   Any new integration with other State or Meity Application (at no extra cost)

xv.   Other API integration as per project requirement (at no extra cost)

xvi.   DR Setup

xvii.   Testing on Periodic Basis

xviii.   Bugs / Issues fixing in the Application Software

xix.   Any other work assigned by department related to the project. The bidder shall make their own composition of support team w.r.t. category of manpower and provides detail in Technical document with the Bid. The bidder will provide manpower with as per

qualification and experience mentioned in RFP.

The following will be the broad activities to be carried out by the System Integrator as part of the above scope:

i.   Transition Plan

ii. Takeover and maintenance (running) of Existing Applications

iii. Project Planning and Management

iv. System Study and Design

v.   Migration of the existing applications

vi. Business Process Reengineering for the applications/ services

vii. Development of new e-district 2.0 Application in line with the new Architecture

viii. Cert-In empanelled auditor Certification (The Security audit through Cert-In empanelled Auditor is part of the SI scope for closing the non- compliances as reported by agencies. The payment to be paid to Cert-In empanelled Auditor for quality certification will be borne by bidder).

ix. UAT & Go live

x.   Capacity Building

xi. Operation & Maintenance (O&M)

xii. Integration and Support for other Government Initiatives

xiii. Any other activities as deemed

1.2   *Takeover of Existing Applications and Hardware*

The SI has to perform the following list of activities as part of takeover of existing applications.

a) Takeover of entire e-District application (Web application, all integrations etc.) in as-is condition from the existing service provider within period as specified in the RFP

b) SI has to take over the Software, as well as Servers (Hardware) and the documentation pertaining to the applications. Also, SI has to maintain OS patch, antivirus, network software upgrade etc.

c) The SI has to document all the activities pertaining to the applications

d) The SI has to maintain the applications as well the infrastructure which have been taken over till the migration to the new architecture.

e) Any Changes/ issues pertaining to the applications and infrastructure has to be handled by the SI.

f) SI has to take over the existing SDC infrastructure.

1.3   *Development of New e-District 2.0 Application Architecture*

Develop the e-District 2.0 Application Architecture in line with the Architecture as designed. The following enhancements should be taken up by SI as part of the development.

a) Functional Enhancements

b) Operational Enhancements

c) Technical Enhancements

d) Non-Functional Enhancements

The broad list of activities/enhancements as part of the Scope of the RFP is explained in sections further.

1.3.1 ***Functional Enhancements***

The SI shall Co-Ordinate with

a) Existing Service Integrators for the Migration of existing application

b) Shall co-ordinate with the respective departments for designing the business process and implementing the same in e-District 2.0

c) Shall Coordinate with existing SI and departments for Integration requirements

The enhancements pertaining to business process re-engineering, addition of new services and other potential B2C & G2C services which can be offered in e-District 2.0 are given in detail below:

#		Requirement
1	**General**	• e-District 2.0 Portal should be developed according to GIGW Guidelines, e-Gov Standards (egovstandards.gov.in) and all other guidelines as published by Government of India and Government of West Bengal. The portal application should support **microservices based architecture.**
2	**Single point for G2C Services**	• There are certain services offered by various departments and not parts of e-District Portal. • The objective is to have all such department use Uniform Interface (UI) which is e-District 2.0 portal to provide all G2C services. • SI shall do Web Service/API integration for all G2C services available. • The details would be shared with the successful bidder.

3	**Business/ Government Process Re-engineering**	• Certain services require multiple requests from citizens for various certificates and visits to Departments for servicing of a one logical service.
		• The services have to be assessed, checked for the feasibility of re-engineering from the business process perspective. The re-engineered process needs to be taken forward for implementation in e-District 2.0.
		• The SI shall interact and discuss with the concerned departments for the below optimization possibilities–
		  ➢ Can the Business process be simplified by eliminating few steps / verifications?
		  ➢ Can the overall SLA in fulfilling the service be reduced?

#		Requirement
4	**Re-engineering of Forms**	• Some of the services have huge number of fields that are captured as part of inputs while servicing the request. The SI shall re-assess the forms and check the feasibility of reducing the number of fields / attributes, supporting documents required. Wherever possible, the basic personal details shall be auto-fetching of data. The SI shall co-ordinate with departments for the possible optimizations in the above and incorporates the changes in e-District2.0 application. • The new platform should have Electronic Forms capability which can be deployed on citizen facing portal to allow initiation of workflows from citizen portals, feeding into the proposed solution. It should support drag and drop based creation of forms. • The SI has to integrate with existing systems and pull/fetch the details of the individuals from various systems where citizen has registered such as CCTNS Citizen Portal, UIDAI, State Portal, Transport etc.
5	**SLA**	The services should be assessed and checked for optimizing the SLA's. The SI shall co-ordinate with the respective department's to check if they can be achieved in less number of days. It shall be either by optimizing the process or eliminating any redundant steps. The optimized processes shall be implemented into the e-District 2.0 application. SI should also deploy the tools for monitoring the uptime of e-District 2.0 Application.
6	**Self Help**	**Chatbot for Self Help for Citizens** – basic queries (not limited to) like Status tracking, document checklist, Kiosk Location etc
7	**General**	• Update relevant documents (like User Manual, Service Manual etc.) of e-District according to e-District 2.0 Application • Bi-Lingual Portal • OTP based email/contact number updation of portal users • OTP based password recovery and login validation through email/contact mobile number of portal user • Collaboration capabilities like discussion forums, polls, surveys, content subscription should be part of e-District 2.0 portal application • Feedback form for Citizens / Government Users.
9	**Analytical Dashboard**	• e-District 2.0 should have analytical dashboard as it helps to process data to find trends which also help in forecasting future events. • The Services Delivery Platform should have natively integrated Web Analytical tool which should provide all insights of the activities done by the user in the portal • Should include all the reports available in existing e-District portal and also generate customized reports as per the requirement of Districts / State Departments.

#		Requirement
10	**Centralized ticketing Management Tool**	Helpdesk support staff receives daily requests for service through multiple channels, including web, email, phone, mobile and in person. Without a centralized system for requests, tickets get lost in the fray. A centralized portal automates the process and takes human error out of the equation. This tool can also be used by citizen for reporting any issue. Centralized Ticketing Management Tool should follow standard business rules and should also have following functionality in addition to modules present in existing e-district helpdesk • Ensure timely resolutions by defining response and resolution SLAs with defined escalation paths. • Automate every step of the ticket life cycle • Make sure that no ticket is left unassigned by automatically assigning tickets • Communicate better with end users with automated SMS/email notifications • Assigning incidents to concerned resources as soon as they are logged into the help desk software. • Prevent SLA violations by enabling multi-level proactive response and resolution escalations. • Keep end users informed at every step of the incident management process using automated notifications. • Tracking of status and progress of incident reported. • Publish knowledge base articles in the self-service portals to reduce the flow of incidents into the help desk. • Improve turnaround times and resolution quality by maintaining a knowledge base of advanced technical solutions exclusively for, and limited to, technicians.
11	**Escalation Mechanism**	Helpdesk should have escalation mechanism as when applicant expectations are not met, or they feel that their views have not been heard, it is human nature to want to "intensify" and escalate to the next level. There is a general belief among many applicants that if they escalate to a senior leader, then action will happen faster
12	**Digital Payment enablement**	SI will support the banking partner of WTL for following facilities. SI will customize the application in order to enable the digital payments from e-District Portal. • Digital Payments at all Channels (CSC / Web / Un-Manned Kiosk / Mobile) • Mobile Payment • Mobile Wallet Payment • Online collecting the departmental fee and transferring it to concerned department or concerned office. • Provision for detailed MIS for reconciliation of payments.

#		Requirement
13	**Module for Change Request Management**	SI will develop the module to raise the change request from District/department. The process for raising change request and its approval workflow will be decided mutually. The proposed e-district 2.0 Application should record and store all change request made by Districts / Department.

14	**Enhancement of Generic Work Flow Engine of existing e-District Application**	This generic workflow engine will allow easy creation of workflow for new services with drag and drop feature and minimum technical programming support and thus enable the State government to create new services as and when required by the various Departments. At the minimum, the workflow engine should have the following features:
		
		• Feature to use the master data for the auto-populating the forms and dropdowns specifically with reference to:
		   ○ Name of District, Sub-Division, Blocks & Gram Panchayats
		   ○ Designation of officials involved in the processing of the application
		
		• Creation of application form, by "drag & drop" feature using meta data standards
		
		• Tool for applying Validation
		
		• Defining the workflow for the approval of the form, by providing various options like:
		   ○ Multilevel Workflow
		   ○ Defining a citizen charter/delivery of service in a time bound manner
		
		• Creation of the "output" of the service, i.e. Certificate, Order etc.
		
		• Automatic reports
		   ○ Of compliance to citizen charter on delivery of services
		   ○ Delay reports
		
		• Customization of Generic Workflow Engine as per States Requirement
		
		• The platform should have pre integrated designer tool for both workflow configuration as well as form designer tool for configuring rule-based forms. The platform should be able to utilize the forms published on portal.

15	**Unmanned Kiosks**	The Unmanned Kiosk is expected to work on new generation technologies and improvements for making e-District2.0 relevant for future. The overall scope of the project is to maintain existing functionalities available in Common Service Centre's by helping them to convert in to unmanned system to continue to deliver Services for citizens offered by e-District 2.0. The vendor is expected to understand existing functionality and propose unmanned Kiosk solution through a kiosk by integrating all current activities, payment modes and backend updates.

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#		Requirement
16	**District Web Page and Dashboard**	Personalized district web pages which should display the Key Performance indicators like • The content management system should support creation of personalized web pages and dashboards • District Dashboard • Service wise analysis of transaction data. • List of Government Users for particular districts and details of appellate Officers • Top 5 and Bottom 5 Government User list (based on in time and beyond time approval). • Top 5 and Bottom 5 CSC Operators (Based on the quality of application submitted) • Top 5 and Bottom 5 Services for District and State • Any other information required by District Administration
17	**Citizen Registration**	SI has to study the existing application forms and will identify the exhaustive list of fields of application forms. Every new user/citizen coming to CSC/Web-Portal/ Unmanned Kiosk/ Mobile app of e-District2.0 should be first registered with the details required in various application form of existing e-District Services. Based on the registration application field should be auto populated.
18	**Notifications to Stakeholders**	There should be a system to circulate/broadcast the information or communication to all project stakeholders (CSC / Citizen/Departmental User etc.)in the form of SMS or Email or Content subscription notifications
19	**State Admin Module**	State Admin Module should have following functionality in addition to modules present in existing e-District application plus • Dashboard –Portal Statistics • User Management • User Profile Management • Users DSC Validity Status • FIFO Status(District and State Wise) • Display Number/email of Users • Display Number of Concurrent Users • Number of Registered Users(Kiosk/Government User/Mobile App User) • Real time Status of Call Logged and Resolution status, analysis, reason for delay resolution /non-resolution • PUSH SMS/email for registered Users/Citizens • Display of feedback received from Citizen / Government

#		Requirement
		Users • District Admin Module Management
21	**District Admin Module**	State Admin Module should have following functionality in addition to modules present in existing e-District application plus • User Management • User Profile Management • FIFO Status(District Specific) • Users DSC Validity Status • Display Number/email of district users • Real time Status of Call Logged and Resolution status, analysis, reason for delay resolution /non-resolution • PUSH SMS / email for registered Users / Citizens • District wise display of feedback received from Citizen / Government Users.

1.3.2 ***Technical Enhancements***

Given below are the technical enhancements of e-District 2.0. The enhancements pertain to the existing e-District application with respect to having a refined user interface, integration and adherence to standards

#		Requirement
1	**General**	• **Proposed e-District 2.0 application should be IPV6 Compliant**.
2	**Uniform UI Interface and Multi-Channel Access**	• The User Interface and Portal needs to be re-designed to follow a responsive design in order to adapt to various devices (tab, smart phone, desktop) without maintaining redundant code bases for presentation layer to fit each device. It should include simulation capability to test on various devices. • GIG compliance

#		Requirement

3	**Integration**	1. e-District 2.0 integration with various Departments for fulfilling the services follows for the following scenarios based on Department interfaces –
		
		  a. If the Department had web services exposed, E-District 2.0 application consumes the same to provide the appropriate services.
		
		  b. If the Department had a well-defined UI interface already available, e-District 2.0 application navigates to the department User Interface which further processes the complete request at its side and updates e-District 2.0 application about the status.
		
		  c. If the Department had no technical staff or any web services exposed, e-District 2.0 code base has the entire flow from User Interface to backend (database).
		
		2. Integration with e-Sign
		
		3. AUA and KUA Integration to enable the AADHAR based authentication and fetching of basic information

4	**e-District Services**	1. Existing e-District services need to be migrated to the e-District 2.0. 2. The Scope of the SI shall include the transition from e-District Service Providers to study the existing code base and functionality supported.
5	**Mobile APP**	• All the services being offered as part of the e-District and e –District 2.0 will need to be developed and should available through Mobile APP. The mobile app should be able to consume data directly from headless APIs of content management system • The scope of the SI shall include developing the new / upgrade Mobile App in Android/iOS. The list of services would be provided by department. • During the contract period, the Implementation Agency will provide all updates, patches / fixes, version upgrades and new versions.
6	**Integration with DigiLocker**	e-District 2.0 shall integrate with Digi-Locker and for integration of already issued certificates
7	**Integration with e-Governance Application of GOI and GoWB**	e-District 2.0 shall integrate with the GOI and Government of West Bengal e-Governance Application. The SI has to integrate with the e-Governance Application as and when suggested by department. (At no extra cost)
8	**Adherence to Standards**	The e-District 2.0 Portal should adhere to the guidelines specified in SPF (State Portal Framework). Also, refer the best practices at for the recommended IT and e-Governance Standards and Architecture compliance.
9	**Cross browser compatibility**	All the features developed as part of this Web Portal shall be cross-Browser compatible and should be responsive. The site should be viewable in the major browsers available. (IE9 and above, Chrome, Mozilla viz.).

#		Requirement

10	**Security**	1. Secure Design and coding practices should be adapted to ensure the modified UI is developed and implemented securely. (as per industry standards).
		
		 2. The platform used for developing portal application should be by default tested for OWASP top 10 vulnerabilities.
		
		 3. The portal shall be implemented with proper validations and checks to ensure the following known vulnerability are handled properly in the application system.
		
		    a. Non-validated input(i.e. input fields shall conform to the desired formats and values)
		
		    b. Broken access control
		
		    c. Broken authentication and session management (i.e. use of account credentials and session cookie)
		
		    d. Cross-site scripting("XSS")
		
		    e. Buffer overflows
		
		    f. Injection vulnerability flaws (e.g. SQL injection, command injection etc.)
		
		    g. Improper error / exception handling
		
		    h. Insecure storage
		
		    i. Denial of service
		
		    j. Insecure configuration management
		
		 5. The Portal shall not disclose to users more information than necessary when a failure or error occurs.
		
		 6. Password shall not be hard-coded into any software or programs
		
		 7. The portal system shall have the facility for deactivation of the access rights of the user who have resigned/ retired from services in a timely basis to prevent unauthorized access.
		
		 8. The Security Audit support has to be provided by the SI and should close any non-compliance as reported by the Third Party auditor.

11	**Privacy**	Personal data of the individual captured and stored in Database is to Be secured and not compromised during the complete span of development and maintenance.
12	**Configuration**	The application should be deployable in various environments (say development, staging / testing, pre-prod, prod) with changes only in configurations. The various department users who are authorized to approve/reject (if any) should be configurable.
13	**Storage**	Study of existing system and cater the issues of increasing Database Size and shall propose Document Management System.

1.3.3 *Operational Enhancements*

Given below are the Operational enhancements to be done in e-District 2.0 to improve the efficiency of service delivery.

The SI shall co-ordinate with the respective departments for ensuring the initiatives that are being taken up. Resources for O&M are proposed which includes the resources for development of any new service as per the requirement of Department.

#		Requirement
1	**Effective tracking of rejected /Beyond SLA**	The objective is to enforce initiatives that shall ensure, department officials act on the service request (either approve or reject with appropriate reason). 1. The reject reasons shall be further enhanced with more exhaustive list so that the department official would be able to select the right option for rejection. 2. The SI shall co-ordinate with department officials to expand / modify the reject reason list (displayed as dropdown) to include all possible appropriate reason descriptions. 3. If the service was rejected due to missing document, the citizen should be able to re-submit the same request as amended request with just paying some minimal charges. As of now, the citizen is submitting a new request and paying the complete charges once again. The SI shall make the appropriate changes in the application to facilitate the retrieval of the earlier request/ transaction and enable the re-submission flow. 4. Department shall review the rejected cases (other than missing documents) and Beyond SLA cases to ensure that officials concerned acted upon the pending requests. The scope of SI shall be to facilitate the generation of this report on a scheduled basis and make it available in MIS dashboard for departments. 5. **Applying Strong Validation–** Study of existing e-District Application and send back / rejected cases and implementation of strong validation while submission and verification / approval level in order to reduce the Sent Back and Rejected application

2	**Citizen Satisfaction Index**	1. The focus is to find more effective mechanisms in capturing the Citizen feedback such as -
		
		  a) Having a system for capturing the feedback from citizens on the service availed. Platform should have capability to create polls, surveys, feedback forms etc.
		
		  b) Having an online channel to capture descriptive feedback & rating.
		
		  c) Have a mechanism to capture the rating via SMS.
		
		2. The scope of SI shall include
		
		  a) Addressing of grievances from citizens.
		
		  b) Facilitate a web interface to enable the user to submit descriptive feedback
		
		  c) Develop SMS Channel-asking for a rating(1-Not Satisfied, 2-Satisfied, 3-Good, 4-Very Good) when the transaction is closed (approved/rejected)
		
		  d) The SMS Gateway that exists in e-District shall be re-used for this

#		Requirement
		purpose
3	**Operational Support Unit (OSU)**	Bidder has to deploy the Operational support unit. The bidder shall make their own composition of OSU team w.r.t. category of manpower and provides detail in Technical document with the Bid. The OSU team should comprise of minimum 10 technical manpower and will be responsible for below mentioned task: • Functional changes in the application software / Mobile App • System administration • Modification or Enhancement in application software • Migration of transactional data • Generation of MIS report as per the District Requirement • Supervision of Project • Data back up • Any changes in the workflow and core application framework • Any new integration with other system as per project requirement • Bugs / Issues in the Application Software/Mobile App • Any additional development/ customization in application software will be done by OSU team. However, bidder will be paid for new service development as per the price quoted in financial proposal. The CV for OSU team will be provided with the bid. Bidder should ensure that OSU team deployed will be of equivalent experience and competency to the profiles shared at the time of Bid submission. Seating space and internet may be provided as per project requirement at Kolkata. Bidder has to arrange the required Laptop/Desktop and alternate internet connections by his own.

2 Non-Functional Requirements

The non-functional requirements relating to performance, availability, deployment, implementation, operations and others are listed in the subsequent sub section. Based on the assessment of the requirements listed below, SI shall prepare System Requirement Specifications (SRS) and obtain a formal sign-off before proceeding with the design and implementation of the solution.

#		Requirement
1	**Performance**	As e-District 2.0 is an enhancement of existing e-District application, all enhancements should comply with existing SLAs.

#		Requirement
2	**Scalability**	1. System should be able to handle the increase load as the user base is expected to increase by each year. The e-District portal should support microservices based architecture.
		2. The system provides for horizontal scalability in such a manner that a new server can be added (or removed) dynamically, as and when required in future, without disturbing the normal functioning of production system
3	**Availability**	The system shall provide 24X7 availability and with 99% uptime (Application and Hardware (if any provided) Both).
4	**Reliability**	1. E-District 2.0 Portal must be a reliable system with consistent and consistent behavior in terms of quality, availability, scalability, and performance.
		2. The system should be robust and tolerant to certain level of faulty use. For example: The entire system should not collapse /crash if a user accidently inputs wrong value, or uploads in correct data.
		3. System should be able to handle the unavailability of any service. If the service is "core" to the use case an outage message can be displayed. If the service is "non-core" then the transaction should be able to be completed.
		4. Exception handling needs to be built in to all components so that all exceptions and errors are trapped and handled properly. Error information should include enough details to accurately describe and debug the problem.
		5. All data that is accepted from the end-user or sent in via HTTP request will be validated on the server before it is used in processing to ensure that the data type and ranges are appropriate.
5	**Manageability**	e-District 2.0 Portal is required to cater to stakeholders across the state accessing it from multiple points and through multiple channels. Hence the manageability of this system is essential to ensure effective monitoring and timely resolution of any issues surrounding performance, availability and security.
6	**Usability**	1. The application must be user friendly and any new user must be able to easily use functionalities offered by the system.
		2. Error messages or popup must be helpful to an extent that user can take next action and does not experience too much of discomfort.
		3. User interface must be simple yet user-friendly, and the workflow should be intuitive that user can complete their work with least time and effort.
7	**Acceptance Testing, Audit& Certification**	The primary goal of acceptance testing, audit and certification is to ensure that the e-District 2.0system meets requirements, standards, and specifications as set out in this document and as needed to achieve desired outcomes. The basic approach for this will be ensuring that the following are associated with clear and quantifiable metrics for accountability: a. Functional requirements

#		Requirement
		b. Infrastructure Compliance Review
		c. Availability
		d. Performance
		e. Security
		f. Manageability
		g. SLA reporting system
		h. Project Documentation
		i. Data Quality Review
		This assessment shall be done by department/Third Party Auditor. Contracting Authority will be arranging the third party auditing charges.
8	**Technical Solution Architecture Requirements**	• The e-District 2.0 solution needs to be architected using robust and proven software and hardware technologies like microservices based architecture and open industry standards. • The solution architecture should be built on sound architectural principles enabling fault-tolerance, high-performance, and scalability both on the software and hardware levels.
9	**Software Architecture Requirements**	• Software architecture must support web services standards including XML, SOAP, UDDI and WSDL • Software architecture must support appropriate load balancing for scalability and performance • Software architecture must support flexibility in adding functionalities or applications. • Software architecture components should utilize the high availability, clustering, and load balancing features available in the proposed hardware architecture to increase system performance and scalability features. • Software architecture must support trace logging, error notification, issue resolution and exception handling.
10	**Hardware Architecture Requirements**	• Hardware architecture must provide redundancy and high availability capabilities at the hardware level; this includes servers, etc. • All servers and systems must be configured with no single point of failure. • Hardware architecture should be capable of consolidating several applications / workloads in a number of servers as required. • Servers must be placed within proper security infrastructure for the Solution. • The technical solution architecture for e-District 2.0 should be sound and complete with high performance, redundancy, and scalability.

#		Requirement
11	**Development, Testing, Staging, and Production Requirements**	• Appropriate development, test, and staging hardware environments should be provided and explained how they are related to production environment. This must be supported by explanations on how the development, test, and staging environment support the implementation activities of e-District 2.0 Solution. • Development and test environment should include configuration management capabilities and tools for system configuration, versioning scheme, documentation, change control processes and procedures to manage deployment of solution deployment. • The test, development, and staging environment should include required workstations, desktops, and tools appropriate to support development, testing, and staging, and deployment tasks. • The development, test, and staging hardware environments must include similar operating systems, software components, products, and tools to those of production environment. • The development, test, and staging environments should be independent logically and physically from the production environment and of each other. • The development environment should be used for development and should be configured to allow access for developer's workstations. • The staging environment should be used for functional and user acceptance testing, stress testing, and performance benchmarking. • The test environment should be used as a testing environment of e-District 2.0 Solution and its software components and products. The test environment should be a scaled-down configuration of the production environment.
12	**Security**	• A secure solution should be provided at the hardware infrastructure level, software level, and access level. • Authentication, Authorization & Access Control 3 factors (User ID & Password, Biometric / Digital Signature) security mechanisms should be implemented to enable secure login and authorized access to portal information and services. • Confidentiality of sensitive information and data of users and portal information should be ensured. • Appropriate mechanisms, protocols, and algorithms necessary to protect sensitive and confirmation data and information both during communication and storage should be implemented.
13	**Monitoring and Management Requirements**	• The e-District 2.0 Solution should provide monitoring and management of the entire Solution including all software components and application. • The monitoring and management should monitor health of software and hardware infrastructure running the e-District 2.0 Solution covering operating system, database, software components, applications, servers, and other related software

#		Requirement
		and hardware components. It should provide proactive monitoring, alerting and reporting.
14	**Performance and Scalability Requirements**	• The design of the e-District 2.0 Solution should be scalable to handle increasing number of users. • e-District 2.0 Solution should provide measurable and acceptable performance requirements for users, for different connectivity bandwidths. • The e-District2.0 solution should provide optimal and high performance Portal Solution satisfying response time for slow Internet connections and different browsers.
15	**Implementation Requirements**	• The SI will be required to deploy manpower and other project resources as per the terms& conditions of the Contract • The SI will be required to work closely with the department and perform detailed functional requirements and analysis of e-District 2.0 Solution to confirm and document functional /system requirement specifications for the portal and its applications to fulfill its objectives. • The SI will be expected to carry the complete implementation and deployment of the e-District 2.0 within the timelines specified in the RFP. • The SI is expected to develop, test, stage, and deploy all functional modules of the e-District 2.0 software and any hardware components of technical & functional requirements.
16	**Operations Requirements**	• The selected bidder is expected to provide the following in support of e-District2.0 operations: • Selected bidder shall provide procedure documentation for all operations procedures, and SLA's (based on ITIL best practices) for all the hardware and applications provided including backup procedures, system update procedures, security procedures, failure recovery procedures, upgrade procedures, remote access procedures, user manual, SOP's, etc. • All such procedures and documents must be submitted for review and approval by the DEPARTEMENT prior to adoption. Such documentation shall be updated by the during the project term by the bidder as and when required along with the necessary approval. • Selected bidder will be required to provide DEPARTEMENT with weekly statistics reports on the various services provided to users a mechanism as well as track and log all related statistical reports on the various delivery channels and access at terns. • Selected bidder will be required to provide DEPARTEMENT with weekly portal performance reports showing health of system operations. • Selected bidder will be required to provide DEPARTEMENT with

#		Requirement
		Helpdesk for recording all day to day problems and other technical incidents occur during the O&M phase. This shall also record the resolution of such incidents & problems.
		• Selected bidder will be required to commit to Service Level Agreements (SLAs) that show, among other metrics, appropriate escalation procedures and guarantee corrective actions within a pre-determined time. Selected bidder is required to respond to required levels of accuracy, quality, completeness, timeliness, responsiveness, cost-effectiveness, productivity and user satisfaction that are equal to or higher than the SLA system requirements.
17	**Quality Assurance & Acceptance Requirements**	• Selected bidder is required to develop and implement quality assurance processes and procedures to ensure that thee-District 2.0 development and operations are performed to meet the quality standards that are relevant to each area in all project phases.
		• Selected bidder is required to use various tools and techniques that can make tests run easily and the results are automatically measured. In this way, testing tools provide a more cost-effective and efficient solution than their manual counter parts. Plus, they minimize the risk of human error during testing.
		• In order to ensure that such a QA mechanism is effective and acceptance of e-District 2.0, the following tests are required for acceptance:
		Unit Testing: Basic validation of developed components by developers.
		Functional / Internal Integration Testing: Validation of developed components against functional requirements and design specifications.
		System Testing: Validation of both functional and technical requirements for the integrated Solution. This could include external integration if required or it can be separated into testing phases.
		UAT: User Acceptance Testing (UAT) validation of the Portal Solution and assurance that it meets both functional and technical requirements
		Stress and Performance Testing: Load testing enabling understanding of performance and behaviour of Portal Solution under large number of users and high-load conditions.
		• Selected bidder is required to describe their QA and testing approaches and procedures as well as testing tools for conducting various tests in support of the acceptance of the Portal Solution. Selected bidder is expected to follow CMMi level 5 processes.
		• Selected bidder is required to describe their QA and testing approaches and procedures as well as testing tools for conducting various tests in support of the acceptance of the Portal Solution. Selected bidder is expected to follow CMMi level 5 processes.

#		Requirement
18	**Mobile Application Platform Capability**	• Application plat form should support the following smart phone mobile OS (Android 7.0 and above, iOS 7 and above). Develop and deliver all e-District 2.0 applications and services on mobile app leveraging the content created for portal application.
		• Support the target packaging components like(Mobile Website, Hybrid App, Web App and Application Development,)
		• Support the ability to write code once and deploy on multiple mobile operating systems
		• Support integration with native device API
		• Support utilization of all native device features
		• Support development of applications in a common programming Language
		• Support integration with mobile vendor SDKs for app development and testing
		• Support HTML5, CSS3, JS features for smart phone devices
		• Support common protocol adapters for connection to back office systems (i.e. HTTP, HTTPS, SOAP, XML for format)
		• Support JSON to XML or provide XHTML message Transformations
		• Support multi-lingual and language internalization
		• Support encrypted messaging between server and client Components
		• Support flexible API framework to build apps

3   Functional Requirement Specification

3.1   *Generic Requirement*

3.1.1   *Portal*

Sr.No.	Business/Functional Requirement
1.	Should allow user (citizens) to access e-district 2.0 portal via the internet.
2.	Should allow users (citizens / petitioners) to search for their request on the basis of Acknowledgment Identification Number (AIN) or Applicant details.
3.	Should display service request details and status on the screen based on the user search
4.	Should allow users to save the status as a PDF file and/or print the status
5.	System should allow the user to download all applicable forms as e-forms and submit the same e-form once the user has connectivity
6.	System should provide the user with an Online Help facility like Frequently Asked Questions on workflow of applications
7.	System should allow user to check the authenticity of 'Certificate' etc by providing the certificate no. on Portal

Sr.No.	Business/Functional Requirement
8.	System should allow the user to view the **time taken** to process the service request (to monitor service delivery time) (Technically: system should keep a log of the start time of the registration of the general service request till such time that the status of the application is closed/approved; system should display the user at the end of the service fulfillment, the total time taken to complete the service delivery)
9.	System should provide an acknowledgement to the applicant(once the application has been submitted online) through 1. Mobile Phone(SMS) 2. Email 3. On Screen
10.	System should be able to maintain audit trail of users including but not limited to recording the IP address of user, the type of browser the visitor uses, the date and time of access to the site by a visitor, the pages visit or has accessed and the documents downloaded.
11.	Should allow user (citizens) to view menu of services available
12.	Should allow users to access portal from any popular browser like IE6.0 and above, Firefox, Google Chrome and others viz.
13.	Should allow users to access Portal from any popular Operating system like Windows, MAC OS, MAC OSX, Linux viz.
14.	Should allow accessing Portal using hand held device based on Android, iOS Mobile.
15.	The Portal shall display necessary disclaimer, terms and condition wherever applicable.
16.	Should allow user to search content of portal based on search query using enterprise/elastic search capabilities.
17.	The portal should have a robust user management and security management features including password policies, user reminder settings and complete login security procedures
18.	The portal should have rich content management capabilities. Rich set of content management actions to enable reuse of content within a process like launching workflows, filing documents, changing metadata properties should be available out of the box. The Content Management System (CMS) should be headless in nature.
19.	The portal should be responsive in nature by default and whatever build on platform should be responsive.
20.	The portal should have fully featured CMS abilities such as content authoring and publishing, dynamic content targeting for different audiences, personalization and site management.
21.	The portal should have essential tools for collaboration including discussion forums, blogs, polls, surveys, content subscription, events, calendar, wikis, and social components.

3.2 *Records and Query Management Service*

Sr.No.	Business/Functional Requirement
1.	Should provide the user to search the repository based on AIN, Service, date range and year / month / week. It should also provide the user to select multiple values for a single field.

Sr.No.	Business/Functional Requirement
2.	The system should allow the administrator to configure/build a query on the searchable data through query builders.
3.	System should provide the ability to store, load and delete custom queries to each user for easy retrieval.
4.	System should maintain the history of data in case of modifications.
5.	System should provide the user with an ability to search (full and partial strings) the investigation-toolkit-data repository. This search interface should be made available both as a separate interface and as well as an integrated interface, integrated with the crime and criminal search interface.
6.	System should provide the user to export the search results in the form at selected by the user like doc, pdf, xls, and spreadsheet in printer friendly format with page numbers printed on every page.
7.	If a user performs a quick or advanced search, the System must never include in the search result list any record which the user does not have the right to access.
8.	System should allow the user to conduct an advanced search based on sub parameters on a major data field
9.	The system should have Enterprise Search with capability of search content including "full-text" search by content.

3.3   *Periodic Reports and Review Dashboard Service*

Sr.No.	Business/Functional Requirement
1.	System should present customized dashboards and reports to the users based on their role
2.	System should present various statistics such as summarized information, current progress, monthly numbers, comparative statements, trends with charting capability.
3.	System should allow the user to view on alerts / events / reminders
4.	System should present the user with statistics of all applications
5.	System should present the application usage statistics that provide indicators on the application uptake and usage by the Department
6.	System should provide facility to provide feedback by users.
7.	System should have natively integrated Web Analytical tool which will provide all insights of the activities done by the user in the portal
8.	System should provide reports on page level as well as assets on the page. E.g. Number of users accessing a link the page or downloading a document in the page.
9.	System should provide reports on activities by user on each items in an electronic form like time spent on each field, retries done etc.

3.4   *Login*

Sr.No.	Business/Functional Requirement
1.	System should present option for citizen to create Login through portal
2.	The department and CSC Agent user login can be created only by Administrator.

Sr.No.	Business/Functional Requirement
3.	Citizen can create login after providing necessary information and will have Dashboard containing option of • New Application request • Status Inquiry • Application history

4   Common Modules

4.1   *Information provision*

The information provision component is envisaged for facilitating the dissemination of information. It had been observed that Information dissemination has been a key impediment unavailing services in the current scenario. Lack of information regarding the processes and the supporting documents was among the key deterrent or the prime reason why citizens weren't able to avail services/required professional help from third party agencies.

Information dissemination would be a priority while dealing on G2C front. The Information provision component would help citizens avail all basic information regarding the G2C services being provided by the e-District. So as to effectively execute the information provision component, Application Vendor/content uploading agency will be vested with the responsibility of uploading the information on the e-District Portal/ application. The following information shall be included in the Information provision component:-

• Procedural information related to services

• Service fee

• Service levels for the delivery of service

• Process to validate authenticity of the certificate

• Escalation matrix

The Application Vendor will accept only duly signed documents from the authorized persons in various departments for updating on the website. The various head of departments or the authorized persons in those departments will draft the content and be responsible for the same.

4.2   *Functional Requirements*

Sr.No.	Description
1.	Should allow only the Department officials to update information obtained from the departments
2.	Should provide detailed information on the following to the user: a. Scheme Name: b. Eligibility Criteria: c. Nodes of obtaining service: d. Application Fees: e. Grievance filing procedure: f. Authorities to contact: g. Forms and documents required: h. Other locations for obtaining detailed information
3.	Should be able to add new information components besides the above

Sr.No.	Description
4.	Should be accessible to citizens, department officials, other government officials, e-District centre operators etc.
5.	The Department should be able to update the document over the e-District application but this information would not be viewable to the end user until the department head puts his/her digital signature verifying its authenticity and correctness.
6.	Should not allow any unauthorized user to upload information besides Department officials
7.	Should have different presentation layer for each set of users i.e. Information seekers, updaters, approvers etc.
8.	Should notify the Department Head once the information is updated over the e-District Application
9.	Should allow the Department Head to either approve or reject the information update
10.	Should update information over the e-District application only after digital signature of the department head has been put upon the information update
11.	Should ask for digital signature of the department head in case of rejection also.
12.	Should ask for desired changes from the Dept Head in case of rejection by the department head
13.	Should notify the Department officials both in case of acceptance or rejection of the information update
14.	Should allow only the Department officials to make changes in the updated information hosted over the e-District application
15.	Should request Department official to put his/her digital signature after each updation
16.	Should have a counter at the bottom of the page to record the number of people visiting the website so as to estimate the use fullness of information in terms of number of users
17.	Should auto generate grievances incase of Department Head or Department officials are not performing against their agreed service levels
18.	The system should support multi-lingual interface(minimum Hindi, Bengali and English) as per localization and language technology standards for National e-Governance plan defined in the e-District guidelines
19.	System should have workflow driven Web based Content Management System (CMS) for Contribution of any type of Content to the e-District Application.

5   Form Availability

All services rendered by e-District would be initiated with the application form submitted by citizen (at CSC/Government Department kiosk). Hence availability of application forms is a critical success factor which has been diligently re-engineered and shall be a core G2C component.

All services being rendered under e-District would be required to have standardized application forms. These forms should be easily available to citizens. Citizens must be able to easily access or download the most recent version of the application form. Citizen through authorized user at CSC/Government Department kiosk would be able to upload the filled forms in e- District Application.

For this e-form availability e-District Application shall be integrated with SSDG. These e-forms

will be available on e-District / State portal.

Various head of departments or authorized persons of those departments will make sure that any change in the Performa of the form is immediately notified to the Application Vendor who will then manage the updation of the form.

5.1 Functional Requirements

S.No.	Description
1.	The system should store all the service request forms at predefined location for the selected Services
2.	The system should be able to retrieve all service request forms from the predefined location
3.	The system should ensure that service request forms are easily downloadable in both PDF, and word format
4.	The system should provide tool to create web based personalized forms with conditional rules
5.	The system should have Auto save capabilities. Allow users to easily configure complex multi-page forms, with submission to workflow and external systems via API
6.	The solution should support creation of Multi-page forms. Support user authentication (independent from main Portal) and submission to workflow.
7.	The system should give an error message in case it is not able to retrieve the application from the given location
8.	The system should have a provision for uploading new version of the forms as and when it is required to change the version
9.	The system should maintain the version control for the service request form
10.	The system should have a security feature embedded for changing the version of the form and should allow only predefined process owners to change the form version
11.	The system should maintain log for all version change with the details of the process owner making version change
12.	The system should not allow to change the content of the form and should be in read only Version
13.	The system should facilitate the availability of service request forms through a. Online/ website b. Departmental counters
14.	The system should allow for easy searching of the service request forms
15.	The system should have an easy and user friendly layout for locating the service request forms
16.	The system should be able to export forms in multiple formats so as to ensure compatibility of Forms
17.	The system should have a life counter feature to keep track of number of forms being downloaded from the application
18.	The system should support multi-lingual interface (minimum Hindi, Bengali and English) as per localization and language technology standards for National e-Governance plan defined in the e-District guidelines

6   Application receipt

All services rendered by e-District would be initiated with the application form submitted by citizen (at CSC/Government Department kiosk). Hence firsthand verification of documents proper and filling of form is a critical success factor which has been diligently re-engineered and shall be acoreG2Ccomponent.

Citizen through authorised user at CSC/Government Department kiosk would be able to apply for service through e-District Application.

Various head of departments or authorized persons of those departments will make sure that any change in the supporting documents or mandatory field or fees shall be updated to the Application Vendor and Department.

6.1   *Functional Requirements*

S.No.	Description
1.	The System should enforce secure login as per the Login process, where the e-District center operator will have to authenticate his Username, Password and Biometric identity to access the Application home page.
2.	The System, on successful login, should display the Main page or the Home page of the Applications Services Request with links to various services as per the Service Request Form.
3.	The System should be able to retrieve and load the online Application Form for the service as selected by the Applicant /Operator.
4.	The System should as sign Unique Acknowledgment identification Number (AIN) to every form.
5.	The System should allow the Operator / Applicant to take a printout of the form before resubmitting it.
6.	The System should allow editing of the details in the online Application form even after a printout has been taken.
7.	The System should allow the Operator / Applicant to attach any scanned documents, a photograph (if any), or any other supplementary attachments as required with the Application Form
8.	The System should imprint the AIN and the ID details of the operator on the Application Form.
9.	The System should allow the operator to submit the Application Form online
10.	The System should enforce that the operator digitally signs the Application Form and all its associates' attachments before accepting it for submission.
11.	The System must display a message for Successful or Unsuccessful submissions and it should log all such events.
12.	The System must refresh the page and Load a new Application form incase the previous submission attempt was unsuccessful
13.	The System should save the Application Form and all attached documents in to a Database.
14.	The System should immediately forward, electronically, the Application Form and the Attachments and notify to the Process Owner, as identified in respective processes.
15.	The System should be able to generate a Receipt for the Applicant and allow it to be printed.

S.No.	Description
16.	The system should support multi lingual interface (minimum Hindi, Bengali and English) as per Localization and Language Technology Standards for National e-Governance Plan defined in e-District guidelines.
17.	The e-District Application must support Digital Signatures of any of the Certifying Authorities registered under the Controller of Certifying Authorities, and must be modifiable as per the changes made by the respective Certifying Authorities on the structure of the Digital Signatures issued by them
18.	The Digital Signatures used and the e-District Application must provide the Time Stamping of the act of Digitally Signing a document as mandated by the IT Act 2000.

7   Delivery Mechanism

The Delivery Component shall be used for delivering the output of the service request to the applicant. This will include receiving the processed application / certificate from the concerned line department / Municipality / Panchayat / Collectorate, informing the applicant about the application status, issuing the certificate and updating the application status.

Printed copies of digitally signed documents should made valid and have a legal Value

7.1   Functional Requirements

S.No.	Description
1.	The system should be able to provide delivery against all service requests
2.	The system should be able to link delivery against specific service request through unique AIN
3.	The system should allow delivery only when the service request has been either approved / Rejected
4.	The system should allow only validated predefined users to login to the e-District application for retrieving the delivery against the service request
5.	The system should ask for unique AIN to retrieve specific service delivery
6.	The system should allow downloading of service delivery output only after matching the digital Verification
7.	The system should provide for the printable version of the service output
8.	The system should print the unique kiosk number and unique AIN (application identification number)on the every service output generated through it
9.	The system should print the URL of the site from where the content of the service delivery may be verified
10.	The system should be able to maintain the database of all service delivery output in a logical manner to ease the retrieval of the same as and when required
11.	The system should have a counter to keep log of all delivery made with specific association of unique AIN
12.	The system should support multi-lingual interface (minimum Hindi , Bengali and English)as per localization and language technology standards for National e-Governance plan defined in the e-District guidelines

8   Rejection

The Application Rejection Component shall be used in case if applications are rejected at any point during the processing of the request. This shall make it mandatory for the authorities to

cite the reason for rejection and upload the application rejection report & application status against the AIN in the e-District Application. Applicant shall also be informed about the application rejection status via Notification.

Purpose of including this component in the BPR frame work is to

- Make the G2C service system more transparent & accountable
- Providing reasons for rejection of application to the applicant
- Allow the officials to formally reject an application if it does not meet the desired criteria
- Return the fees of Applicant in case of rejection

CSC or department will repay the department fees in case of rejection.

8.1   *Functional Requirements*

Sr.No.	Description
1.	The system should support multi-lingual interface (minimum Hindi, Bengali and English) as per localization and language technology standards for National e-Governance plan defined in the e-District guidelines
2.	The system should allow authorized users to login to the system for rejecting the service request based on rejection criteria as mentioned for the service through a valid user ID and password
3.	The system should show a login failure screen in case the username and password are not verified by the e-District application
4.	The system should have a provision where the predefined process owner states the reason for rejection of the service request
5.	The system should reconfirm from the user for initiating the digital signing before actually initiating the process
6.	Upon digitally signing the document, digitally signed document should be saved in the given repository for future references and a hardcopy of the same document should be generated for the applicant
7.	System should not allow the user to make any alteration in the digitally signed document or access the database only on entering the unique encrypted key / code
8.	System should display an appropriate message in case of retrieval failure or any other communication failure or in case the document could not be found due to any reason
9.	The system should allow the user to terminate the rejection process at any point of time during Rejection
10.	The system should keep and maintain the data in a data repository (database) for all the rejection made
11.	The system should keep the records of all transaction performed and link it to the unique code of digital signature
12.	The system should open a page informing the user of successful completion of rejection Function
13.	The system should not allow the user to modify the rejection once it has been digitally signed
14.	The system should not allow the user to delete any service request pending for approval at his End

9   Notification

The Notification component will provide alerts and notices to Applicant and concerned officers on activity like submission, rejection and delivery.

9.1   *Functional Requirements*

Sr.No.	Description
1.	The system should support multi-lingual interface(minimum Hindi, Bengali and English)as per localization and language technology standards for National e-Governance plan defined in the e-District guidelines
2.	The e-District Application must support Digital Signatures of any of the Certifying Authorities registered under the Controller of Certifying Authorities, and must be modifiable as per the changes made by the respective Certifying Authorities on the structure of the Digital Signatures issued by them. a. The Digital Signatures used and the e-District Application must provide the Time Stamping of the act of Digitally Signing a document as mandated by the IT Act 2000 b. The Smart Card reader or the USB Token, carrying the Private / Secret Key, must be activated by Biometric identification instead of a PIN/ Password based system.
3.	The system should show a log in failure screen in case the user name and password are not verified by the e-District application
4.	The system should intimate the users through predefined channels for pending service request application on a daily basis
5.	The Application should be able to notify the concerned officer by SMS or email.
6.	Application should be able to populate the Dashboard for the concerned officer about the New Application, Pending application.
7.	The Application should be able to notify the Applicant by SMS or email whenever status of application change
8.	The application should be able to fetch the mobile no and other details of the applicant and the approving authority for the necessary action.

10   Status tracking

The objective of this component is to keep track of the service levels of the various processes involved in a given service. This component shall be beneficial for two categories of user's i.e. Applicant & Departmental users. These users would be able to track status of the request with help of the Acknowledgement identification number generated for the service request.

Each application by an applicant will be logged against a unique Acknowledgement identification number generated at the time of application submission and given to the applicant for future references and status tracking.

The purpose of the component is as follows:

- To ensure transparency in service processing by the government to the citizen for the service request made.
- To establish the validity and sanctity of the well-defined service level.
- To ensure and define responsibility and ownership of the actors towards service delivery.

Whenever the e-District Application detects an SLA being exceeded, it should automatically escalate the issue to a higher authority as per a defined escalation matrix

10.1 *Functional Requirements*

S.No.	Description
1.	The system should support multi-lingual interface (minimum Hindi and English) as per localization and language technology standards for National e-Governance plan defined in the e-District guidelines
2.	The system should have integrated auto status tracking features embedded in the overall architecture of the system
3.	The system should keep track of all the service requests from the citizens along with the respective unique application reference id generated at the time of application receipt
4.	The system should be available in public, Login and administrative views respectively
5.	The system should be able to keep track of the status of all service requests with the help of the respective unique AIN and map the current status with the pre-defined service level against each process
6.	The system should be able to detect any change in the status of a given unique AIN
7.	In case there is a change in the status of an application, the system should update the status information in the database
8.	The system should have provisions for intimating the applicant about the current status of his / her application through SMS and / or Email especially if there is a change in the status with respect to the final delivery of the service
9.	The system should not provide details about the internal service levels to the applicant and only provide update about the status with respect to the final delivery. This feature should also allow the system to update the applicant if there is any change in the service level of the final delivery
10.	System should display the link for e-District Application (eDA) portal from where the applicant can retrieve the status information by entering the AIN
11.	The system should also allow the applicant to retrieve update about his / her service request by sending a SMS containing the AIN to the eDA
12.	System should display the number from where the applicant can retrieve the status information by sending SMS along-with the AIN
13.	The system should display an appropriate message if the system is unable to retrieve the details due to any reason like connectivity issues, maintenance issues, etc. and also provide contact details of the system administrator and alternate link (if available)
14.	The System should have Side Menu on each page so as to reflect the contents of the containing directory, making it easier to navigate the site and locate the link for retrieving update against a given reference id
15.	The system should be adequate security features built in the architecture of the system to ensure that it cannot be hacked or manipulated
16.	The system should not allow the users to edit the details of the application upon retrieving the status update against a given reference id
17.	The System should allow the end user to print the status update information if the applicant is retrieving the status through the portal or email

11 Payment Component

The Payment Component shall be used for accepting any kind of service related payments at the CSC/department Kiosk. These will include processing fees charged by the line departments as well. This component shall also account for the fund flows from the collection points to the concerned departments where the payments need to be deposited. Purpose of including this component in the BPR framework is to:

- Citizens pay only what is defined as per the citizen charter

- Provide Secure and trusted process of payment collection and deposit in the respective departments for respective services.

- Citizens pay only for the service as defined in SLA/SLP

- All payments shall have authorized acknowledgements

Authorizing the CSC/department Kiosk operator to collect payment and issuing receipts on behalf of Line departments would be vital for implementing this component.

An agreement between the Line Departments and CSC/department Kiosk operator would have to be made for accepting Line Department Payments at the CSC/department Kiosk operator which can be then deposited / collected by the respective line departments.

11.1 Functional Requirements

Sr.No.	Description
1.	The system should provide for and allow financial transaction functions
2.	The system should check for all details of the service request form before initiating the payment
3.	The system should enable the payment option only when all the fields of service request forms are filled
4.	The system should return back and highlight the field which have in consistencies / error for user to rectify the error
5.	The system should retain all the information of the service request form besides those having inconsistencies
6.	The system should open a new page for recording payment details against the service request
7.	The system should allow payment to be registered on the service application request against the following: a. Payment against the service b. Payment against the dues / payments as defined under service charter of the specific service
8.	The system should record and maintain all details of payment against a AIN
9.	The system should be able to maintain all the payment records in a database and retrieve the same as and when record
10.	The system should be able to maintain all the payment records in a database and Retrieve the same as and when record
11.	The system should able to record specific payment details on the service request form after successful payment has been made
12.	The system should support multi-lingual interface (minimum Hindi and English) as per localization and language technology standards for National e-Governance plan defined in the e-District guidelines

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Sr.No.	Description
13.	The system should allow online transaction through approved financial instruments a. Credit cards b. Debit cards c. Net banking
14.	On-line payment–The System should support online payment, including the following fields: a. Facilitate payment against dues and recoveries online through a payment gateway interface with a bank. b. Allow the user / customer to make payment only till the last date of payment has not passed. c. Facilitate automatic updation of the information on the applicant record, upon realization of the submitted money
15.	The payment function should be against specific invoice / bills for the given services
16.	The system should ask for the final confirmation from user before initiating payments function
17.	The system should allow for user re-verification before initiating payment function through transaction unique ID allocated to the user
18.	The system should provide for migration to a secure payment gateways from the portal in a secured manner
19.	The system should allow predefined data / information to be provided to payment gateways
20.	The system should be able to generate unique ID codes for every transaction
21.	The system should be able to correlate and confirm a. User data / information through unique ID code generated b. Payment gateway data information through Unique ID code
22.	The system should provide for confirmation of transaction to the use
23.	The system should provide for payment receipt against the payment
24.	The system should provide printable version of receipt
25.	The system should not store any critical information of the user provided on the secured payment gateway
26.	The system should allow for data / information transfer / flow to e-district application
27.	The system should facilitate automatic updation of the information on the applicant record on successful payments made
28.	The system should not allow any initiation of payment function beyond prescribed date for transaction. The system should provide user friendly information for such transactions
29.	The system should provide for data base security
30.	The system should provide for application security
31.	The system should follow predefined payment rules and regulation as defined from time to time in the e-District application

Sr.No.	Description
32.	The confirmatory receipt issued should have a unique registration number against the transaction
33.	The system should maintain records of such transaction for users accounts respectively
34.	The system should allow for printable version of the confirmatory receipt for all such successful transactions
35.	The system should be able to send emails on registry value of the user account on the payments
36.	The system should maintain all information and records of user transaction tagged to the user account and also provide for viewing of such information as and when required by the user
37.	The system should not allow any changes to be made by the user into the following: a. Past records b. Ongoing transaction once confirmation on initiation of such a transaction is given by the user c. Any values maintained for such transaction
38.	The system should be compatible for easy integration with accounting and financial application either inbuilt at a later stage into the portal or external with a interface with the portal
39.	The system should support multi-lingual interface (minimum Hindi, Bengali and English) as per localization and language technology standards for National e-Governance plan defined in the e-District guidelines

12 Certificates

12.1 Functional Requirements

Sr.No.	Description
1.	The system should be able to display application for certificate related page through multiple routes • Service links • Information links • District Links
2.	The system should be able to identify user logging into the system as defined by the login Component
3.	The system should be able to provide information to the citizens about application for Certificate both in public as well as restricted domain as per the 'Information component' • Web access to information content in public domain • e-District application access to content in private domain
4.	The System should make available the latest copy of the Application Form online (24x7) as per the Form Availability component.
5.	The System should enable receiving of the application as per the Application Receipt component.

Sr.No.	Description
6.	The System should generate a Acknowledgement Identification Number and should be able to identify the applicant based on this Number.
7.	The System should display a message regarding successful or unsuccessful completion of any transaction.
8.	The system should refresh the page incase of failure in submission of service request
9.	The System should be able to save the application data and route it to the concerned Officer.
10.	The System should be able to notify the concerned Officer about the new application and this date and time must be logged. • Through e-District application dashboard • Through e-mail • Through SMS
11.	The system should allow concerned officials to view the service request only on authenticated login as per login process.
12.	The system should allow concerned Officer to accept or reject any service request application
13.	The system should request the Officer to compulsorily provide comments in case of rejection
14.	The system should save the acceptance / rejection only after digital signature of the Officer.
15.	The Officer must be able to download the application from the System.
16.	The System should allow the Officer to enter/select query parameters for the Report / Database and then display the results for the query to Officer.
17.	The System should allow the Officer to either approve or reject the application using his digital signature.
18.	The System should log the Approval or Rejection and the date and time of the action.
19.	The System should save the digitally signed copy of the certificate issued as a soft copy in a Database
20.	System shall notify SDM for issuance of permanent certificate after 1 month issuance of temporary certificate
21.	The System should be able to notify the Applicant and deliver the certificate as per the Delivery Mechanism component.
22.	System should allow updating some of the submitted detail by authorized user later on and reissue Certificate as corrected copy.
23.	The System should log the details of who accessed the online soft copy and took a printout of the same.
24.	The System should be able to detect changes in status and send status updates to the citizen as per the Notification component.
25.	The System should be able escalate the application as per the Auto Escalation matrix defined in Auto Escalation Matrix table, by notifying the next level of authority and sending him / her a copy of the application.
26.	The System should be able to generate MIS reports as per the format specified in

Sr.No.	Description
	the table Monitoring Report.
27.	The System should have a facility for forwarding of the application, with remarks and digital signoff the sender, to any person in workflow registered with the System.
28.	The system should support multilingual interface (minimum Hindi, Bengali and English) as per Localization and Language Technology Standards for National e-Governance Plan defined in e-District guidelines.
29.	The e-District Application must support Digital Signatures of any of the Certifying Authorities registered under the Controller of Certifying Authorities, and must be modifiable as per the changes made by the respective Certifying Authorities on the structure of the Digital Signatures issued by them.
30.	The Digital Signatures used and the e-District Application must provide the Time Stamping of the act of Digitally Signing a document as mandated by the IT Act 2000.
31.	The Smart Card reader or the USB Token, carrying the Private / Secret Key, must be activated by Biometric identification instead of a PIN / Password based system.

13   RTI/Grievance

The Right to Information Act 2005 (RTI) is an Act of the Parliament of India "to provide for setting out the practical regime of right to information for citizens." Under the provisions of the Act, any citizen may request information from a "public authority" (a body of Government or "instrumentality of State") which is required to reply expeditiously or within thirty days. The Act also requires every public authority to computerize their records for wide dissemination and to pro-actively publish certain categories of information so that the citizens need minimum recourse to request for information formally.

13.1   RTI submission

13.1.1   Functional Requirements

Sr.No.	Description
1.	The system should be able to display application for RTI related page through multiple routes • Service links • Information links • District Links
2.	The system should be able to identify user logging into the system as defined by the login Component
3.	The system should be able to provide information to the citizens about application for RTI both in public as well as restricted domain as per the 'Information component' • Web access to information content in public domain • e-District application access to content in private domain
4.	The System should make available the latest copy of the Application Form online (24x7) as per the Form Availability component.
5.	The System should enable receiving of the application as per the Application Receipt component.

Sr.No.	Description
6.	The System should generate a Unique Acknowledgement Identification Number and should be able to identify the applicant based on this Number.
7.	The System should display a message regarding successful or unsuccessful completion of any transaction.
8.	The system should refresh the page incase of failure in submission of service request
9.	System should give option to submit RTI under BPL / APL applicant
10.	System should prompt Applicant to pay Fees if applicant is APL category
11.	The System should be able to record the payment made by the applicant against the Application as per the Payment Component
12.	The System should be able to save the application data and route it to the concerned Officer.
13.	The System should be able to notify the concerned Officer about the new application and this date and time must be logged. • Through e-District application • Through e-mail • Through SMS
14.	The system should allow concerned officials to view the service request only on authenticated login as per login process.
15.	The system should allow concerned Officer to accept or reject any service request application
16.	The system should request the Officer to compulsorily provide comments in case of rejection
17.	The system should save the acceptance / rejection only after digital signature of the Officer.
18.	The Officer must be able to download the application from the System.
19.	The System should allow the Officer to enter query parameters for the Report / Database and then display the results.
20.	The System should allow the Officer to either approve or reject the application using his digital signature as per the Approval and Rejection component.
21.	The System should log the Approval or Rejection and the date and time of the action.
22.	System should allow Actor to send detail of additional fees to applicant.
23.	System should allow Actor to categories the RTI application so that it can be sent to concerned section
24.	System should allow actor to assign date to forwarding the RTI to concerned section
25.	In case RTI is forwarded to other department (outside office) system should generate forwarding letter and same should be updated to citizen.
26.	System should prompt reminder on 15th, 20th and 25th day from receipt of application to complete the response.
27.	System should send notification to applicant for additional payment if any.
28.	System should allow actor to prepare the response of RTI

Sr.No.	Description
29.	The System should be able to detect changes in status and send status updates to the citizen as per the Notification Status Tracking component.
30.	The System should be able escalate the application as per the Auto Escalation matrix defined in Auto Escalation Matrix table, by notifying the next level of authority and sending him a copy of the application.
31.	The System should be able to generate MIS reports as per the format specified in the table Monitoring Report.
32.	The System should have a facility for forwarding of the application, with remarks and digital sign of the sender, to any person in District administration registered with the System.
33.	The system should support multilingual interface (minimum Hindi , Bengali and English) as per Localization and Language Technology Standards for National e-Governance Plan defined in e-District guidelines.
34.	The e-District Application must support Digital Signatures of any of the Certifying Authorities registered under the Controller of Certifying Authorities, and must be modifiable as per the changes made by the respective Certifying Authorities on the structure of the Digital Signatures issued by them.
35.	The Digital Signatures used and the e-District Application must provide the Time Stamping of the act of Digitally Signing a document as mandated by the IT Act 2000.
36.	The Smart Card reader or the USB Token, carrying the Private / Secret Key, must be activated by Biometric identification instead of a PIN / Password based system.

14 License

14.1 Issuance of License

14.1.1 Functional Requirements

Sr.No.	Description
1.	The system should be able to display application for Issuance of a Licence related page through multiple routes - Service links - Information links - District Links
2.	The system should be able to identify user logging into the system as defined by the login component
3.	The system should be able to provide information to the citizens about application for License both in public as well as restricted domain as per the 'Information component' - Web access to information content in public domain - e-District application access to content in private domain
4.	The System should make available the latest copy of the Application Form online (24x7) as per the Form Availability component.
5.	The System should enable receiving of the application as per the Application Receipt component.
6.	The System should generate a Unique Application Number and should be able to

Sr.No.	Description
	identify the applicant based on this Number.
7.	The System should display a message regarding successful or unsuccessful completion of any transaction.
8.	The system should refresh the page in case of failure in submission of service request
9.	The System should be able to record the payment made by the applicant against the Application as per the Payment Component
10.	The System should be able to save the application data and route it to the concerned Officer.
11.	The System should be able to notify the concerned officer about the new application as per the notification component and this date and time must be logged. • Through e-District application • Through e-mail • Through SMS
12.	The system should allow concerned officials to view the service request only on authenticated login as per login process.
13.	The system should allow concerned Officer to accept or reject any service request application
14.	The system should request the Officer to compulsorily provide comments in case of rejection
15.	The system should save the acceptance / rejection only after digital signature of the Officer.
16.	The Officer must be able to download the application from the System.
17.	The System should enable the Officer to order verification as per the Verification component.
18.	The System should allow the Officer to enter parameters as input for reports and searching of records from the Database and then display the results to Officer.
19.	The System should allow the Officer to either approve or reject the application using his digital signature as per the Approval and Rejection component.
20.	The System should log the Approval or Rejection and the date and time of the action.
21.	The System should save the digitally signed copy of the Licence issued as a soft copy in a Database
22.	The System should be able to notify the Applicant and deliver the Licence as per the Delivery Mechanism component.
23.	System should allow user to submit request for- • Corrected License • Renewal of License
24.	The System should log the details of who accessed the online soft copy and took a printout of the same.
25.	The System should allow the Officer to electronically forward the application to an Inspector for physical verification, using his digital signature.
26.	The System should be able to notify the Inspector of the new verification request.
27.	The System should enable the Inspector to download the application details.

Sr.No.	Description
28.	The System should allow the Inspector to create or update the Licence details in Database.
29.	The System should allow the Inspector to electronically forward the application to the Officer using his digital signature.
30.	The System should be able to notify the Officer of the updates status of the application.
31.	The System should be able to detect changes in status and send status updates to the citizen as per the Status Tracking component.
32.	The System should be able escalate the application as per the Auto Escalation matrix defined in Auto Escalation Matrix table, by notifying the next level of authority and sending him a copy of the application.
33.	The System should be able to generate MIS reports as per the format specified in the table Monitoring Report.
34.	The System should have a facility for forwarding of the application, with remarks and digital sign of the sender, to any person in workflow registered with the System.
35.	The system should support multilingual interface (minimum Hindi and English) as per Localization and Language Technology Standards for National e-Governance Plan defined in e-District guidelines.
36.	The e-District Application must support Digital Signatures of any of the Certifying Authorities registered under the Controller of Certifying Authorities, and must be modifiable as per the changes made by the respective Certifying Authorities on the structure of the Digital Signatures issued by them.
37.	The Digital Signatures used and the e-District Application must provide the Time Stamping of the act of Digitally Signing a document as mandated by the IT Act 2000.
38.	The Smart Card reader or the USB Token, carrying the Private / Secret Key, must be activated by Biometric identification instead of a PIN / Password based system.

15 **Technical Specifications:**

Below is the technical compliance. In compliance Type field the SI needs to mention whether the capability is available as standard feature, customization, not available or will be provided through integration.

Sr. No	Requirements	Compliance	Compliance Type	Remarks
1	The Integrated Framework for Services Delivery Platform should be implemented and complied with the industry open standards based and should be platform independent.			
2	The solution should enable components to run on all major operating systems, including Microsoft Windows, IBM AIX, Sun Solaris, HP-UX and Linux and should integrate with industry-leading Web application servers.			
3	Proposed Integrated Framework Platform should be of independent technology.			
4	The proposed Integrated Framework for Services Delivery Platform should be preferably COTS or Enterprise Edition of Open Source Platform supported by reputed OEM having support centre in India for more than 5 Years as on bid submission date.			

Sr. No	Requirements	Compliance	Compliance Type	Remarks
5	Pre Integrated Rich Capabilities- The proposed solution should provide rich, pre- integrated, ready to deploy capabilities around the following: Content Management, Portal, Process Design Modeler and Management, Electronic Web Forms with designer which can be independently hosted on portal, Collaboration (like Discussion Forum, Message boards etc.) and Enterprise Search			
6	Reusability – The solution promotes reusability of design by providing capabilities such as site templates, form templates etc..			
7	Standards - The solution should support the following standards CMIS, JAAS, JSR 168, JSR 286, JDBC, AES, 3-DES, RSA etc.			
8	The solution should support the databases like POSTGRE SQL, Oracle, MS-SQL, DB2, Sybase etc.			
9	The solution should support the following Application Servers: Jboss, Websphere& Oracle Weblogic.			
10	File System Standards Support- The solution should support the following file systems for storing content CIFS, NFS, GPFS			
11	Universal Viewer – The solution should have a built in Viewer to enable users to view common file formats like Word, Excel PDF, TIFF etc. in the browser without requiring to download these and without using the native application.			
12	File Folder Concept - The solution should have the concept of File Folder as a module which will act as container of all documents, notes, history and audit trails giving a complete view into the history of the File.			
13	Integrated Electronic Forms capability which can be deployed on customer facing website to allow initiation of workflows from customer portals, feeding into the proposed solution.			
	System Architecture			
1	The Integrated Framework for Services Delivery Platform encompasses people, process and content; hence it is implicit to use the Integrated Framework for Delivery of Services solution approach. The Integrated Framework for Delivery of Services should uniquely integrate process with content to provide a unified, template based solution designed environment. It should also include business rule management and collaboration capabilities to help optimize case workloads & outcomes. This should help application users and back office operation in agile application development (low coding).			
2	The Integrated Framework for Services Delivery platform should be based on Micro-services architecture and each services/application build on the platform will be a micro service.			

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Sr. No	Requirements	Compliance	Compliance Type	Remarks
3	The Integrated Framework for Services Delivery Platform should have the functionality of the repository to manage digital assets - documents, directories and special facilities.			
4	The Integrated Framework for Services Delivery Platform should have a central repository for storing all kinds of content and functionality must have access to the repository via a web user interface.			
5	The Integrated Framework for Services Delivery Platform should have the functionality of version management for digital assets that are organized and stored in the repository.			
6	The Integrated Framework for Services Delivery Platform should have a graphical interface to manage and configure business processes.			
7	The Integrated Framework for Services Delivery Platform should have the functionality of a document lifecycle management.			
8	The Enterprise Search of Integrated Framework for Services Delivery Platform should have the functionality to create customized searches through a graphical interface. Also the Integrated Framework for Services Delivery Platform should support the full-text search by content.			
9	The Integrated Framework for Services Delivery Platform should have the functionality of Role Based Access to the contents, forms, documents etc.			
10	The Integrated Framework for Services Delivery Platform should have the functionality of logging and logging of events (event logging) for the content and processes managed by platform.			
11	The Integrated Framework for Services Delivery Platform should have the functionality that the module for managing business processes that are based on the server architecture.			
12	All the services built on Integrated Framework for Services Delivery Platform should have API exposed which can be utilized by any third party application.			
13	The Integrated Framework for Services Delivery Platform should have the functionality to define the SLA's and timers for individual tasks and the whole process.			
14	The Integrated Framework for Services Delivery Platform should have the functionality of integration with other information systems using XML web services.			
15	The Integrated Framework for Services Delivery Platform should have interfaces for integration with the system for managing business rules (rule engine).			
16	The Integrated Framework for Services Delivery Platform must be able to monitor workflows in real time and the option of reporting the key points (Milestone).			

Sr. No	Requirements	Compliance	Compliance Type	Remarks
17	The Integrated Framework for Services Delivery Platform will be a tool for process simulation.			
18	The Integrated Framework for Services Delivery Platform should have the functionality of managing on-line forms.			
19	The Integrated Framework for Services Delivery Platform should support distribution to multiple servers.			
20	The Integrated Framework for Services Delivery Platform must support high availability (High Availability) configuration and disaster recovery configurations.			
21	The Integrated Framework for Services Delivery Platform should provide authentication services using directory services by industry standards.			
22	The Integrated Framework for Services Delivery platforms should be developed using open source technology and the source code of the product should be delivered as part of deliverable. There should be online help available for the platform.			
23	The Integrated Framework for Services Delivery platforms should support containerization and shall support deployment and orchestration of multiple containers formats (for eg. docker etc.).			
24	The Integrated Framework for Services Delivery Platform should support multi-tenancy and should allow department to create any number of micro-sites from a single installation without any impact on User Licenses or site licenses etc.			
25	The Integrated Framework for Services Delivery Platform must support the localization of the user interface.			
Administration				
1	The Integrated Framework for Services Delivery Platform should have a graphical user interface for the administration user interface.			
2	The Integrated Framework for Services Delivery Platform should have a graphical user interface for administration of business processes.			
3	The Integrated Framework for Services Delivery Platform should have a graphical interface for administration modules for content management.			
4	The Integrated Framework for Services Delivery Platform must have the functionality to update security policies, while the system is used (real time).			
5	The Integrated Framework for Services Delivery Platform should have the functionality of monitoring systems in real time.			
6	The Integrated Framework for Services Delivery Platform should have visual components that integrate directly with the development environments for Android and iOS. It should allow developers to create mobile applications with			

Sr. No	Requirements	Compliance	Compliance Type	Remarks
	minimal effort by taking care of the back-end communication to Portal.			
7	The Integrated Framework for Services Delivery Platform should support for push notifications to mobile applications with Portal Platform.			
Security				
1	The Integrated Framework for Services Delivery Platform must support authentication using industry standards.			
2	The Integrated Framework for Services Delivery Platform should support the SSO (Single Sign On).			
3	The Integrated Framework for Services Delivery Platform must have the functionality to deny access to documents and folders based on user names or belonging to a group of users.			
4	The Integrated Framework for Services Delivery Platform should have the functionality to define the security rights at the document using access control lists for each object.			
5	The Integrated Framework for Services Delivery Platform should have the functionality to define the security rights at the directory by using access control lists for each object.			
6	The Integrated Framework for Services Delivery Platform should provide an explicit exclusion of users and / or groups with access to the list of required documents and / or directory			
7	The Integrated Framework for Services Delivery Platform must allow access to documents only through the Integrated Framework for Delivery of Services interface.			
8	The Integrated Framework for Services Delivery Platform should have the functionality of the control of security policy document with regard to the version of the document.			
9	The Integrated Framework for Services Delivery Platform must have the ability to administer users directly in LDAP and not rely on periodic batch import the Integrated Framework for Delivery of Services system.			
10	The Integrated Framework for Services Delivery Platform should have the functionality for user authentication using SSL (Secure Sockets Layer) encryption.			
Data Storage				
1	The Integrated Framework for Services Delivery Platform must have the functionality that the content stored in their original file format and / or a picture.			
2	The Integrated Framework for Services Delivery Platform should enable access to content without having to be the physical location of content on the site from which you access the content.			
3	The Integrated Framework for Services Delivery Platform should enable the storage of content in			

Sr. No	Requirements	Compliance	Compliance Type	Remarks
	various formats including text files, spreadsheet files, video, audio, binary and other.			
4	The Integrated Framework for Services Delivery Platform must support a variety of systems to store content, including file systems, databases and archive systems. Attach a list with the options that the system supports.			
Content Management				
1	The Integrated Framework for Services Delivery Platform should have a robust user management and security management features including password policies, user reminder settings and complete login security procedures			
2	The Integrated Framework for Services Delivery Platform should give department the ability to organize users by business-defined categories such as geographies or offices, as well as by cross-departmental teams and workgroups. Each department and site can inherit or define its own permissions and administer user, group and role management for the various applications it chooses to include.			
3	Rich Content Management - Rich set of content management actions to enable reuse of content within a process like launching workflows, filing documents, changing metadata properties should be available out of the box. The CMS should be headless in nature.			
4	The Integrated Framework for Services Delivery Platform should be responsive in nature by default and whatever build on platform should be responsive.			
5	The Integrated Framework for Services Delivery Platform should have fully featured CMS abilities such as content authoring and publishing, dynamic content targeting for different audiences, personalization and site management.			
6	The Integrated Framework for Services Delivery platform should have essential tools for collaboration including discussion forums, blogs, wikis, and social components.			
Version Management				
1	The Integrated Framework for Services Delivery Platform must support version control - major and minor versions must be supported.			
2	The Integrated Framework for Services Delivery Platform must automatically generate the next available version.			
3	The Integrated Framework for Services Delivery Platform must provide access to all versions of the document.			
4	The Integrated Framework for Services Delivery Platform should support check in / checkout the version control document.			

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Sr. No	Requirements	Compliance	Compliance Type	Remarks
5	The Integrated Framework for Services Delivery Platform should have the functionality to two users at the same time can make a check out of the same document.			
6	The Integrated Framework for Services Delivery Platform should have functionality that allows "read only" access to the document which is in the check-out.			
Manage metadata				
1	The Integrated Framework for Services Delivery Platform should have the functionality of storing metadata on documents and directories.			
2	The Integrated Framework for Services Delivery Platform should have the functionality to create user metadata.			
3	The Integrated Framework for Services Delivery Platform must support multiple types of metadata.			
4	The Integrated Framework for Services Delivery Platform should support a class hierarchy that supports inheritance.			
5	The Integrated Framework for Services Delivery Platform must support metadata that can have multiple values.			
6	The Integrated Framework for Services Delivery Platform should support the object metadata, for example, document metadata can be a document or folder.			
7	The Integrated Framework for Services Delivery Platform should support the functionality to create your own meta data tages that allow defining the content/document.			
8	The Integrated Framework for Services Delivery Platform should support the functionality to define a default attribute value.			
9	The Integrated Framework for Services Delivery Platform will be automatically assigned a unique global identification number of the document.			
Search				
1	The Integrated Framework for Services Delivery Platform should have Enterprise Search with capability of search content including "full-text" search by content.			
2	The Integrated Framework for Services Delivery Platform must support the search of contents/digital assets according to attribute values.			
3	The Integrated Framework for Services Delivery Platform should have the functionality to index the multiple versions of a document for search.			
4	The Integrated Framework for Services Delivery Platform should have the functionality to automatically index the document after check in.			
5	The Integrated Framework for Services Delivery Platform should have the functionality to crawl the content attribute for the "full text" indexing.			
Web Analytics				

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Sr. No	Requirements	Compliance	Compliance Type	Remarks
1	The Integrated Framework for Services Delivery Platform should have natively integrated Web Analytical tool which will provide all insights of the activities done by the user in the portal			
2	Integrated Monitoring and Analytics to provide Real Time, Historical reporting, as also deeper insight using content analytics technology which addresses structured and unstructured sources			
3	The Web Analytical tool should provide reports on page level as well as assets on the page. Eg. Number of users accessing a link the page or downloading a document in the page.			
4	The Web Analytical tool should provide reports on activities by user on each items in an electronic form like time spent on each field, retries done etc.			
5	The Web Analytics tool should provide insights on details of anonymous user as well as logged in user.			
Integration				
1	Web Services API should have the functionality to multiple objects (and their contents) can be downloaded in one operation, and also that multiple updates can be done in one pass.			
2	Web Services API should have the functionality that each request is independent of each other so that they can distribute load among multiple servers.			
3	Web Services API should have the functionality of replication on multiple servers so that client requests can be directed to different instances of web services.			
4	The Integrated Framework for Services Delivery Platform should have an API that can be used by applications running on the Integrated Framework for Delivery of Services platform.			
5	The Integrated Framework for Services Delivery Platform must have a WebDAV service.			
6	The Integrated Framework for Services Delivery Platform must have the functionality to integrate with other departmental systems.			
Workflow Management				
1	The Integrated Framework for Services Delivery Platform should have the functionality of the design, implementation and optimization of workflows.			
2	The Integrated Framework for Services Delivery Platform should be supported to carry out simple (review, approve) the business processes.			
3	The Integrated Framework for Services Delivery Platform should have a graphical user interface to create workflow processes using drag and drop.			
4	The Integrated Framework for Services Delivery Platform should have the functionality to escalation and prioritization of tasks.			
5	The Integrated Framework for Services Delivery Platform should have the functionality of tracking the status of active tasks.			

Sr. No	Requirements	Compliance	Compliance Type	Remarks
6	The Integrated Framework for Services Delivery Platform should have the functionality to store all user actions undertaken in processing tasks (audit log).			
7	The Integrated Framework for Services Delivery Platform must have the possibility of conditional branching in workflows.			
8	The Integrated Framework for Services Delivery Platform must have a parallel routing functionality in business processes.			
9	The Integrated Framework for Services Delivery Platform should have the functionality to automatically initiate Workflows based on system events such as receipt of the content.			
10	The Integrated Framework for Services Delivery Platform must support the design and organization process with sub process.			
11	The Integrated Framework for Services Delivery Platform must support multiple document attachments in the process.			
12	The Integrated Framework for Services Delivery Platform must have procedural points that have the functionality for content management.			
13	The Integrated Framework for Services Delivery Platform must have the functionality to route tasks to multiple users and systems simultaneously.			
14	The Integrated Framework for Services Delivery Platform should have the functionality for processing tasks to the next step in the workflow.			
15	The Integrated Framework for Services Delivery Platform should have a tool to monitor who and what is done in a particular task in the workflow and when the task completed.			
16	The Integrated Framework for Services Delivery Platform must support the functionality to integrate with rules engine.			
17	The Integrated Framework for Services Delivery Platform should have the functionality that enables business process change at any time without affecting the operation of end users.			
18	The Integrated Framework for Services Delivery Platform should have the functionality to the systematic version control processes.			
19	The Integrated Framework for Services Delivery Platform should have the functionality to send e-mail alert users to predefined events: reminders of deadlines, exceptions in the process, reaching a critical point (milestone)			
20	The Integrated Framework for Services Delivery Platform should have the functionality to easily design and use of Web 2.0 user interface for processing tasks.			
21	The application should have a graphical interface for modeling business processes.			

Sr. No	Requirements	Compliance	Compliance Type	Remarks
22	Applications for modeling and simulation of business processes to be thin clients.			
23	Tool for modeling the process should allow end users to design processes without the need for programming.			
24	The application should have the functionality to view the mailbox with working tasks to carry out specific user (Inbox) or groups of users (Queue).			
25	The application should ensure that tasks can be seen only by those users / groups who do have security rights.			
26	The application should allow users to view documents and / or directories that are attached to the process.			
27	The application should allow users to make check in / out documents that were attached to the process.			

16 Design and Development of e-District 2.0 Application

The Si shall carryout a detailed systems study to prepare / refine the Functional Requirements Specifications and formulate the System and Software Requirements Specifications documents incorporating the functional specifications and standards provided by WTL / Government of West Bengal. The SI has to Design and Develop the New Cloud ready Application Architecture of e-District 2.0 which is incompliance with Microservice based Architecture. The SI has to perform the following activities as part of Solution Design for the e-District2.0

16.1 System Study and Design

a) The SI should prepare a detailed document on the implementation of e-District 2.0 Application with respect to configuration, customization, extension, Migration and integration as per the requirement of WTL. The SI shall also prepare a change/reference document based on changes or deviations from the base version of the e-District 2.0 Application with appropriate references to all the facts/ documents provided by WTL.

b) As part of the System Study, the SI shall be responsible for Preparation of a comprehensive System Study document by studying the legislation, business processes and organization design of the e-District 2.0 and its Stakeholders

c) The System Integrator shall perform the detailed assessment of the functional requirements and MIS requirements and prepare a new FRS report, as part of the System Study document incorporating list of additional features that shall result in further improvement in the overall application performance for consideration of WTL.

d) In case an existing application is being customized/ configured to meet the needs of WTL, the SI will provide a comparative report as part of System Study document, on the extent of functionality currently available in the application and the final FRS.

e) The proposed application to be developed for e-District 2.0 should be cloud ready from day one.

16.1.1 Requirements Traceability Matrix

The SI shall ensure that developed e-District 2.0 application is fully compliant with the requirements and specifications provided in the RFP such as functional, non-functional and technical requirements. For ensuring this, the SI shall prepare a Requirements Traceability Matrix on the basis of Functional Requirements Specifications (FRS), on Functional Requirements Specification, and Technical Requirements provided by State (updated,

expanded and fine-tuned by the SI).

16.1.2 **Project Documentation**

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

Project documents include but are not limited to the following:

1. Detailed Project Plan

    a. Detailed System Study Report

    b. List of services, Service Definitions, Service Levels

    c. Updated/vetted FRS

    d. SRS document

    e. HLD documents

2. e-District 2.0 Application architecture documents.

3. Documents related to Migration of Application

    i. Data migration to e-District2.0

    ii. E-District application migration to cloud.

4. ER diagrams and other data modeling documents.

5. Logical and physical data base design.

6. Data dictionary and data definitions.

7. Application component design including component deployment views, control flows, etc.

    a. LLD documents

8. Application flows and logic.

9. GUI design (screen design, navigation, etc.).

    a. All Test Plans

10. Requirements Traceability Matrix

11. Change Management and Capacity Building Plans.

12. SLA and Performance Monitoring Plan.

13. Design of real time tools for monitoring e-Transaction volumes and for generating real time MIS

14. Training and Knowledge Transfer Plans.

15. Issue Logs.

16. Any other document as part of SDLC or as per requirement

17. *Load Testing Report*

18. *Security Testing and Certificate*

The SI shall submit a list of deliverables that they shall submit based on the methodology they

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

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

16.1.3 Proposed Document Structure

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

a) Describe how the functional requirements will be translated into technical implementations

b) The bidder can estimate based on existing infrastructure details provided in RFP.

c) Propose how availability, performance rates for the system will be measured and maintained

d) Propose the details of how the existing infrastructure would be utilised and Provide details of all hardware and networking equipment's and off-the-shelf software proposed for the improved system

16.1.4 Preparation of Software Requirements Specifications (SRS)

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

The SI is required to update the FRS/SRS as and when any enhancements/ modifications are made to the e-District application till the duration of the Contract

16.1.5 Preparation of e-District 2.0 Project Plan

SI will prepare detailed work plan and estimate the timelines and resources required for configuration, customization, extension, integration, migration and commissioning of the e-District 2.0 software as per the State requirements. All the plans and frameworks prepared by SI during the duration of the Contract shall be required to seek approval from WTL. The documents required to be updated as per changes and progress of the project.

16.1.6 e-District 2.0 Application

Existing e-district application will be leveraged as e-District 2.0 Application in West Bengal. It may be noted that the e-District application has been tested (both functional and non-functional by CERT-IN empanelled auditor). Likewise e-District, e-district 2.0 aims at electronic delivery of all public services at district / sub district level, progressively. Currently xxx service is available from e-district Portal. Later on, new services could be added depending on the requirements and the felt needs.

The Application for e-District 2.0 is the most critical component. States has already developed e-District applications. The existing e-District application should be enhanced for state wide rollout of e- District 2.0 project. The Integrated Service Delivery Framework released by MeitY shall be leveraged for developing the application architecture for the State. The details on final reference architecture for the state have been provided in this section in addition to generic requirements.

16.1.7 Preparation of e-District 2.0 Application Design

SI shall prepare Detailed Design documents which will include:

a. Technical Architecture Document (Application, Network, and Security)

b. The available as well as proposed IT infrastructure shall be a part of the document.

c. Gap infrastructure

d. High Level and Low Level Design.

e. Database architecture, including defining data structure, data dictionary as per requirements of data storage in English and the local language with compliance to standards defined by GoI/ State Government.

The following are the sign off deliverables for the e-District 2.0 Application Design

a. Detailed Project Plan

b. Detailed System Study Report

c. Migration Plan

d. List of Services, Service Definitions, Service Levels

e. Updated/vetted FRS

f. SRS document

g. HLD documents

h. e-District 2.0 Application architecture documents.

i. ER diagrams and other data modeling documents.

j. Logical and physical data base design.

k. Data dictionary and data definitions.

l. Application component design including component deployment views, control flows, etc.

m. LLD documents (including but not limited to)

n. Application flows and logic.

o. GUI design (screen design, navigation, etc.).

p. All Test Plans

q. Requirements Traceability Matrix

r. Change Management and Capacity Building Plans.

s. Design of real-time tools for monitoring e-Transaction volumes and for generating real-time MIS

t. SLA and Performance Monitoring Plan.

u. Training and Knowledge Transfer Plans.

v. Issue Logs.

w. Any other document as part of SDLC or as per requirement.

17 Salient features of eDistrict 2.0

The system will support Bengali, English and Hindi languages. Other features will be as follows

1. Scheme/service[1] discovery

   a. Scheme/service discovery – A resident of West Bengal who wishes to avail any scheme or service should be able to find eligible schemes/ relevant services and the system should identify schemes and services proactively based on unique citizen profile. The profile should be able to build incrementally with the use of application for different schemes and services.

      i. Scheme and service search

         1. For a user who already knows the scheme or service they wish to apply for, the system should allow them to search for the scheme

         2. The user should be shown the scheme benefits and documents required on the search result page

         3. The user should be asked scheme/service specific questions to check exact eligibility before citizen is allowed to apply for the scheme

      ii. Proactive scheme and service recommendation

         1. The platform should be able to proactively help citizens identify the scheme or service best suited for them.

         2. For schemes, the citizen would be required to provide few demographic details about themselves and the platform should identify all the schemes they are eligible for.

         3. The schemes should be organized in a logical manner

         4. The user should be able to save schemes for applying later

         5. The user's exact eligibility should be checked on the system before he is allowed to apply.

         6. All additional information provided by the citizen should be used to update the schemes and services the user is eligible for

         7. The system should also alert the user in case new schemes or services are added to the platform

2. Scheme Application by Citizen

The new system is expected to make the application process easier for citizens. Citizens would not be required to provide any document for which values are available in electronic databases. Citizens will only have to provide reference to the databases which have been integrated with the platform. Platform should help citizens track the applications submitted by them. In case the resident's application is incomplete or approving authority requires additional information, the resident should be able to provide the information through the platform. Additionally, if some action is pending on the resident, he/she should be informed via the app or SMS and be able to complete the application.

3. Workflow system

The current eDistrict platform provides a workflow mechanism for approval of a citizen's application should continue for the existing schemes and services. The platform provides multiple levels for approval of a particular application. Each user may have the right to approve, reject or send back to previous stage. The platform should also allow officers to add comments on the received application before sending it to the next stage.

4. Application approval

Any application submitted must be approved in an automated manner. The objective of the application approval is to only verify the values submitted by the citizen. Verification would be

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[1] Every instance of submission of a unique application will be counted as one service or scheme. For example, addition of a name in a ration card is counted as a service.

done as follows:

    a. Electronic Database with unique identifier – Citizen should not be expected to provide any documents if the documents are available in an electronic database. For example, information available on the PDS database will be verified based on ration card number and consent by the citizen.

    b. Electronic database without unique identifier – The data will be verified based on entity resolution from the source system.

    c. Documents not available in any electronic database will be verified by the document issuer or at Panchayat level.

5. Key functionality for bureaucrats/Government officials

    a. Government officials should be able to view the applications that are assigned to them. Once they identify the applications and corresponding actions, they must be able to complete the actions on eDistrict 2.0.

    b. Government officials should be able to approve or reject applications based on the merits of the applications. They should be able to provide the reason for approval or rejection within the platform.

    c. Government officials should be able to filter the applications which are pending based on multiple filtering criteria.

    d. For deficient applications or clarifications, the government officials should be able to update the system and therefore the applicant about pendency in the application.

    e. Government officials should be able to track the consumption of welfare schemes, number of applications pending, average time to process an application, demographic profile of applicants etc through intelligent dashboards.

6. Easy on-boarding of schemes and services without the need for any code changes to core platform.

    a. Scheme and service configuration

        i. Administrative users should be able to configure any scheme or service on the platform by only configuration changes and no program changes.

        ii. A scheme or service should undergo a workflow for approval and verification to be made active.

        iii. Access to different functionality should be restricted

        iv. Users should be able to attach relevant documents while configuring a scheme or service

        v. Users should be able to download the scheme information as a PDF document

    b. Scheme and service updates

        i. In case of any changes to the scheme or service rules, the system should allow users to modify the information

        ii. Updates should not be reflected to production without approval

        iii. Modifications should be tracked and an audit trail must be maintained for the same.

    c. Scheme view

        i. Authorized users must be able to see data related to scheme or service

        ii. Authorized users should be able to download the scheme related information from the scheme management platform

        iii. System should generate reports on scheme and service usage

d. User management

    i. Administrators should be able create users and give them specific access

    ii. Each user should be assigned a role and corresponding privileges

e. Scheme search

    i. enable user to search schemes basis various filtering criteria of the schemes.

7. Key features for government appointed agents

Agents such as volunteers or CSC operators or NGO partners should be able to assist people who are unable to access the eDistrict on their own.

a. Agents should be able to apply on behalf of people based on consent. The consent may be taken through mobile OTP of the applicant or Aadhaar biometric based authentication or any other secure mechanism.

b. The agent should be able to view applicant's information only based on consent taken each time there is a request to view data about the applicants application(s).

c. The agents activities should be tracked by the system and any abnormalities must be highlighted.

d. The government may allow agents to charge an assistance fee and the system should be able to track the charges permissible.

e. Agent should not be able to store any information locally for security and privacy purposes.

f. Agent should be able to generate reports on the applications submitted by them.

8. Key features of admin console

a. It is proposed that an administrative console should be provided to added, delete and deactivate schemes and services. This feature will also be used to configure scheme/service details including scheme/service rules, benefits calculations, procedure to apply and other details about a scheme/service.

b. The admin console should allow privileged users to create scheme and service and configure workflows on the platform. The mechanism to develop workflows should be intuitive and not require any programming.

c. The admin console will be used to maintain master data for the system

d. The admin console will be used to manage translations of text to Hindi and Bengali

e. The admin console will be used for user creation, deactivation and deletion

18   Key Modules of eDistrict 2.0

Based on the salient features, it is proposed to have the following modules within the eDistrict 2.0.

Module	Description
Register Customer	This module will allow citizens or businesses to register themselves either themselves or through assistance through various channels including • Web Portal • Mobile App • Service Centre

Module	Description

Manage Profile	• Profile of a citizen or business is created each time they provide any information on the platform. This could be for application or for identifying a scheme or a service.
	
	• Manage Profile is the process through which a citizen manages their profile in the Product. Following are the activities that are associated with Manage Profile.
	
	    o **Add Profile** - A beneficiary can include any person of the family or known. The beneficiary should be able to create a relationship and give a name to the added profile.
	
	    o **Update Data points** - Data points can be updated by the citizen or business through the manage profile section.
	
	A citizen's profile can be managed in the following ways:
	
	• Citizens can manually enrich their profile
	
	• The profile is automatically created, based on the survey values (data points) against a scheme/service/job chosen by the Citizen
	
	• Citizens can add their profile in the product by using multiple sources. The product provides an option where they can choose an external interface through which they can fetch their profile.
	
	• Citizens can also fetch the profile for their family members if the external interface is capturing the family details. Such profiles are linked with citizens' accounts and are used to discover and apply for benefits. The citizen can also switch the profile of the family member that they wish to get the benefit from (limited to those interfaces that contain the family details).
	
	• Citizens are also empowered to delete the profile associated with their account.

Control Access	Control Access in the product is the process which defines the management of external access to the Citizen details. E.g., In case of birth as a data point, control access established contact with the department database to fetch the required information on need to know basis.

Manage Eligibility Assessment	Manage Eligibility Assessment is the process through which a citizen can check for the eligibility and get enrolled to avail the benefit.
	
	• **On-Demand Eligibility** - This is the process that checks the eligibility of a citizen against a benefit. Citizens have multiple options to search through these benefits. This includes:
	
	    o **Scheme search** by entering the name of the benefit.
	
	    o **Browse Scheme** - Intent based benefits search to check eligible benefits. Further eligibility rules define specific benefit checks.

Module	Description
	o **Know your scheme** - Profile rules guide the citizen to possible schemes/services. Once a citizen selects a particular scheme, eligibility rules are configured to evaluate if the citizen is eligible to avail the scheme. • **Proactive Eligibility –** This process informs the citizen about the schemes that a citizen may be eligible for based on the profile data provided by the citizen. The list of schemes under proactive eligibility will be recalculated based on the additional details provided by the citizen. System has a provision where Eligibility Rules are configured and can assist the Citizen to get registered for a benefit.
On demand enrollment	Citizen should be able to access forms for schemes and services they are eligible for. This form should be dynamically generated based on the citizen/business profile and nature of service/scheme.
Manage Verification	The entire process consists of citizen getting enrolled into a benefit includes the following steps: • **Discovery –** This is the stage in which a citizen identifies a benefit. • **Application –** This is the stage through which a citizen begins the Application part, these include the data points that need to be verified. Real time e-KYC authenticates the citizen's Gender, Date of birth, and District. • **Verification** – This is the stage through which the data points identified in the Application stage are required to be verified. If the verification is successful, the citizen is enrolled as a beneficiary. • **Disbursement –** This is the process where the disbursement happens to the beneficiary. This section of the document describes the Verification stage. Verification method is dependent on the data attributes, which includes: • **Type of Database –** There can be three possible types of databases; electronic and manual. Third type is 'no database' exists. • **Level of Database Management –** Databases can be centralized or decentralized. • **Database Property –** Data can be Aadhaar seeded, can have unique identifier, or does not have any identifier. Based on the above data properties following are the 5 types of verification methods: a. **Electronic Aadhaar Seeded –** In this type of verification, a user enters their Aadhaar id to get the verification done. E.g., PAN database can be used to verify the identity of a Citizen. b. **Electronic Unique Identifier Database (with access) –**

Module	Description
	• **Centralized** - In such a case citizens enter a unique id to get the verification done. E.g., Disability can be checked through Disability Id. In case, entity resolution is required, it can be done through the verifier. • **De-centralized** – In such a case, citizens are required to select the Geography first and then they enter the unique id to get the verification done. E.g., to verify the caste of a citizen, a caste certificate unique id is to be entered. c. **Electronic Database (without access)** – In such a case the citizen is required to upload the scanned copy of their document to be verified. The scanned copy may be verified manually. d. **Manual Database** – This is the case similar to case c. where the scanned copy goes to WPC and further it can be sent to the verifier for verification. e. **No database exists** - In such a case the citizen is required to upload the scanned endorsed document. Document then goes to the verifier and the approver.

Benefit Administration	Benefit administration is the process through which the benefit's i.e., monetary and non-monetary benefits will be managed.
	
	 • **Approve Payments** - Once the values provided against a rule have all been verified and the individuals application is deemed to be eligible for payment, government users can approve the payment in two ways
	
	      ▪ **Fully automated** – No manual intervention would be needed i.e. once the application is deemed to be eligible for payment, the payment would be auto approved, and money transferred as per the cycle decided by the government.
	
	      ▪ **Manual approval** – Once the application is deemed to be eligible for payment, the payment would be approved by a designated person. The person should be able to either approve applications in bulk or individually. The designated person should be able to view the application but no processing other than payment approval would be allowed at this point.
	
	      ▪ Once the payment has been approved, the designated individual should be able to print the applications for record keeping purposes.
	
	 • **Issue Payment Instructions** - Issue Payment Instructions refers to the capability of the system to generate payment advice in the specified format. The format may vary for each scheme and should therefore be configurable. In some cases, the Issue Payment Instructions may need to be integrated with a payment gateway or system. Users should be able to multi-select the processed applications to generate instructions. An application for which payment instructions have been issued should not allow the activity to be repeated. In case the payment for a particular citizen fails, the new

Module	Description
	instructions will be released by following the compute payments module.

Benefit Management	Benefit Management is the sub-platform through which benefits and the rules associated with the benefits are created, configured and managed. New benefits can be created, modified, and cancelled as per the Government requirements.
	
	 • **Create** - Creating a new benefit in the product is a two dimensional activity that involves creation of mandatory inputs on the server and then adding these details along with other additional activities in the Product Configuration Template.
	
	 • **Modify** - The product offers flexibility to modify the benefit details. In order to modify the details relevant changes can be done in the Product configuration template and uploaded in the product.
	
	 • **Map Rules** - Rules are a set of criteria that helps the citizen to convert into a beneficiary and avail the benefit. Following are the major set of rules associated in the product:
	
	     o Eligibility Rules - These refers to the mapping of eligibility parameters in the form of eligibility rules to a benefit. It consists of the following rules:
	
	        ▪ **Profile Rules** - These are a set of general rules that help in defining Profile Rule, based on which Citizen profiling is done. These rules are useful when a citizen is not aware of any benefit offered by the government.
	
	        ▪ **Scheme Rules** - These are the scheme rules that help in identifying Citizen's eligibility to a particular benefit. The scheme rules are useful when a citizen has either identified a benefit through Profile Rules or they are aware of the benefit name and directly wants to check their eligibility.
	
	        ▪ **Area of assistance based rules** – When a citizen is aware of the area of assistance or kind of benefit under which he is seeking support, then this function comes into play and makes it very easy & quick for him to check benefits he is eligible for. This is the process by which a citizen can check his eligibility for a specific intent based benefit rather than going through all the questions that cater every intent.
	
	 • **Benefit Rules** - These are the rules that establish what type of benefit a citizen is entitled to and steps required getting them enrolled and avail the benefit (e.g., application procedure, documents/data required etc.).
	
	 • **Payment Rules** - This is the process through which payment rules are mapped against the benefit. Payment rules can be one time, recurring, or finite installments.

Module	Description
External Interface Management	Sub platform that defines the capabilities through which the product interacts with the external application. This can include interaction with Aadhaar and any other external databases. **Manage Aadhaar** • **Authentication** - product should be compatible to be integrated with third party applications (through API) for citizen authentication. • **KYC** - Know your customer (KYC) is the process through which citizen's data points are validated so that they can avail various schemes. KYC (including its requirements, documents required, and form fields) is dynamic in nature and it is mapped to an individual scheme. **Manage Legacy** The bidder will be required to maintain the current eDistrict platform for citizens and government users till the time a new platform is not stabilized and extended for all existing services. The bidder must also ensure that data from existing eDistrict platform is migrated to ensure continued services to citizens. Migration to the new system must be done in a phased manner to ensure no disruption of any service to either the citizen or government users.

Workflow	This generic workflow engine will allow easy creation of workflow for new services with drag and drop feature and minimum technical programming support and thus enable the State government to create new services as and when required by the various Departments. At the minimum, the workflow engine should have the following features:
	
	• Feature to use the master data for the auto-populating the forms and dropdowns specifically with reference to
	
	   o Name of District, Tehsils, Blocks & Villages
	
	• Designation of officials involved in the processing of the application
	
	• Creation of application form
	
	• Tool for applying Validation
	
	• Defining the workflow for the approval of applications in the following methods
	
	   ▪ Automatically through Aadhaar seeded database
	
	   ▪ Automatically through digital unique identifier database
	
	   ▪ Manually through centralized storage
	
	   ▪ Manually through decentralized storage
	
	   ▪ Record does not exist

Complaint and Grievance	Complaint Management is the process through which Citizen complaints are managed by the Department. Typical steps in the complaint management system are

Module	Description
	• Capture complaint
	• Check complaint existence
	• Classify complaints
	• Set priority
	• Define timeframe
	• Forward complaints
	• Investigate complaints
	• Communicate resolution
	• Take feedback
	• Close complaint
	Some steps in this process may be automated by using appropriate rules as presented by the government.
Entity Resolution	Based on the inputs provided by the user and details available in source systems, the system should be able to identify the probability of matching. Based on the probability, the system should suggest if the entities in both system match.

19 On boarding of additional schemes

The current eDistrict platform has 150+ schemes and services online. The government of West Bengal wishes to make the eDistrict platform the single platform for all the services and schemes for residents and businesses in the state. It is estimated that the government offers number of schemes and services to residents. The bidder with the help of the nodal officer of must-

1. Identify the schemes and services currently not on eDistrict

2. Analyse the schemes and services which can be on-boarded

3. Work with departments to on-board the schemes and services to the e-District 2.0

    a. Share integration plan with department

    b. Integrate databases for migration

    c. Onboard schemes onto eDistrict 2.0

20 Obtain Quality Certification for e-District 2.0 Application

The SI will be responsible for engaging CERT-IN empanelled auditor to conduct the assessment / review for the system before "Go-Live". WTL shall have the right to audit and inspect all the procedures and systems relating to the provisioning of the services. If there is any change/addition in the application's functionality then the SI will have to obtain the CERT-IN empanelled audit or Certification for the changes/additions.

SI shall ensure the following points are duly addressed for successful completion of CERT-IN empanelled auditor Certification:

I. Successful completion of Application Audit. Application audit will include:

    A. Functionality audit that will map the functionality delivered to the FRS agreed upon during development phase.

    B. Identify the nature and type of transactions being processed by the application systems.

C. Determine systematic measures implemented to control and secure Access to the application programs and data including password controls, user authentications, roles and responsibilities, audit trails and reporting, configuration and interface controls, etc.

D. Review of database structure including:

1. Classification of data in terms of sensitivity & levels of access

2. Security measures over database installation, password policies and user roles and privileges

3. Access control on database objects –tables, views, triggers, synonyms, etc.

4. Database restoration and recoverability

5. Audit trails configuration and monitoring process

6. Network connections to database

E. Review of Network and Website will include:

1. Penetration and vulnerability testing

2. Security exposures to internal and external stakeholders

F. Definition and Implementation of Security Policies and Controls will include:

1. Define and implement backup process, including schedule, storage, archival and decommissioning of media

2. Define physical access controls review (over DC and other critical area)

3. Define IT Change Management process, Incident Management process – covering identification, response, escalation mechanisms

4. Define and implement Anti-virus (malware) controls – patching, virus definition file update

21 Non Functional Requirements – Project Management

- Selected bidder is required to provide a Project Management Plan for taking over of existing e-District Application, implementation plan for e-District 2.0 illustrating all functional analysis, development, testing, staging, and deployment activities.

- Selectedbidderisrequiredtospecifyanddescribethedifferentphasesandactivitiesofthe project. It is very important for WTL that the selected bidder provide a quality implementation plan covering all aspects of the project. The plan shall clearly specify the start and end dates (relative to contract signing) of each of the project phases specifying key milestones allowing visibility of project progress.

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

Stage	Activities	Deliverable
Functional & Requirements Analysis	• Define Functional Requirements • Requirements management • Prototyping • Documentation • Data Migration Preparation	• Software Requirements and Specifications Document • Detailed Scope of Work • Work Breakdown Structure • Detailed Project Schedule • Data Migration Plan

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

- Selected bidder is required to describe in detail project management processes, methodologies and procedures

- Describe how WTL management will receive up-to-date reports on project status.

- Describe what procedures will be used to keep the project on track, and what escalation procedures will be employed to address any problems with project progress.

- Describe what quality assurance processes, procedures, formal reviews, etc. will be in place.

- Selected bidder is required to describe the proposed project structure identifying all project individuals including project manager, business analysts, software developers, QA

engineers, hardware / network engineers, administrators, Change Management experts, and others.

- Selected bidder shall provide a comprehensive warranty that covers all components during entire contract period e-District 2.0. The warranty should cover all materials, licenses, services, and support for both hardware and software. Selected bidder shall administer warranties with serial number and warranty period. During exit process and final acceptance by WTL, all OEM warranties will be transferred to WTL at no additional charge. All warranty documentation (whether expired or not) will be delivered to WTL based on which final acceptance and project closure certificate will be issued to bidder.

- Selected bidder is required to provide Premium Level warranty and support through the vendor for all hardware and software used for e-District 2.0 which should be adhere to the SLA requirement of the RFP. Selected bidder "warranty must cover all equipment and work activities contained in the contract against all design, manufacturing, and environment faults during the contract period.

- Selected bidder is required to commit to the following warranty terms:

  o All products / components / parts shall be covered under OEM warranty up to the Implementation Phase and AMC support shall commence after successful implementation.

  o The warranty shall include the repair or replacement of the products/ components/parts during the warranty period by the bidder. The replacement products / components shall meet the related specifications without further repair or modification.

  o Selected bidder shall be liable for all costs including, but not limited to, the costs of material, labour, travel, transport and living expenses associated with the collection and return of the units covered by the warranty.

  o The date of manufacture or assembly of any equipment, parts or consumables, shall not be more than six months before delivery.

  o Selected bidder shall state the location of his repair Centre(s) for all items not being repaired onsite.

  o WTL has the right to require a replacement if the repair is deemed to be impractical.

  o Selected bidder ensures that replacement components shall be available for any failed component during the warranty period.

  o Selected bidder shall guarantee the availability of spare parts and technical assistance for all components (or appropriate alternatives) to ensure the equipment would run for at least five (5) years, without major changes, at the completion of final acceptance. Six months advance notice is required on any discontinued part(s) with a suggestion for alternatives.

  o Selected bidder need to define the process & methodology in their proposal, forachievingtheresponsetimeofengineerstorespondtoanincidentandalso for resolving such incidents as per the SLA.

  o Selected bidder is required to provide additional training if the satisfaction levels / learning does not reach 80% in evaluation / feedback from trainees, and expected to provide additional training, if required.

  o The e-District application & infrastructure being provisioned by the bidder shall be insured. The Goods supplied under the Contract shall be fully insured against loss or damage incidental to manufacture or acquisition, transportation, storage and delivery for the entire project term.

  o Selected bidder is required to explain their warranty, maintenance procedures, and support to meet the terms and requirements outlined above.

22 Migration of Existing Applications into New Architecture

The SI shall develop and migrate all the existing applications, e-forms, MIS dashboard of, e-District to the new Architecture of e-District 2.0.

22.1 Infrastructure

The SI would make use of the existing infrastructure necessary and also propose new infrastructure as per the RFP requirements (The details of the existing e-District infrastructure are detailed in **Section - A**).The system integrator has to consider the existing infrastructure and should submit the plan for migrating the existing application in to cloud. The Bidder will be responsible for sizing of required Cloud infrastructure for hosting e-District 2.0 applications. The bidder has to provide the solution architecture and sizing of proposed solution. The solution proposed for e-District 2.0 should be cloud ready from day one. The infrastructure for the sizing proposed by bidder would be provided by WTL. The proposed solution for the deployment of e-District 2.0 solution is:

a) Staging

b) Production

c) Disaster Recovery

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

22.2 Software Licenses

a) All the system software licenses shall be procured in the name of WTL.

b) WTL shall provide a cloud database license as proposed by the SI (or equivalent or, if required, may ask the SI to procure the hardware/software as per the infrastructure proposed)

c) WTL will bear the cost for connectivity between SWAN and cloud.

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

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

The activities shall include:

a) Backup of operating system, database and application as per best industry standards.

b) Monitoring and enhancement of the performance of scheduled backups, schedule regular testing of backups and ensure adherence to related retention policies.

c) Ensuring prompt execution of on-demand backups of volumes, files and database applications whenever required by WTL / Departments or in case of upgrades and configuration changes to the system.

d) Real-time monitoring, log maintenance and reporting of backup status on a regular basis. Prompt problem resolution in case of failures in the backup processes.

e) Ongoing support for file and volume restoration requests.

22.4 Maintenance

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

22.5 ***Business Continuity Plan through leveraging of infrastructure provided by State Data Centre under the control of WTL***

The SI is expected to develop a Business Continuity Plan (BCP) and Disaster Recovery Plan (DRP) for the operations carried out by the SI. An indicative list of activities to be performed by the SI is mentioned below:

1. Designing and implementing adequate data backup, business continuity and restoration procedures for the e-District application data (including but not limited to the database, attachments and all other data elements created in and generated by the system and users)

2. Ensuring that there is no single point of failure and adequate level of redundancy is built into meet the up time and other requirements of this RFP. Preferably, all the redundancy will be in auto failover mode so that if primary component fails, secondary component automatically takes over.

3. Ensuring data backup till the last transaction occurring in the system to ensure enhanced service levels and following RPO and RTO objectives:

   - Peak hours: Zero RPO and Zero RTO

   - Non-Peak Hours: Zero RPO and RTO <= 60minutes

4. Any storage space / media required to maintain backups and other requirements of the RFP should be provisioned for by the SI in his Bid.

5. Designing and implementing data synchronization procedures for the DR Site. Periodic testing may be done to ensure that all replication and data synchronization procedures are in place all the time. Replication between Data Centre and DR Site as well as change-over during disaster should be automatic and real-time for minimal impact on user experience

22.6 ***Scope of Services - Operation and Maintenance Phase***

a) The SI shall be responsible for the overall operation and management of e-District till Go-Live of e-District 2.0 (from the effective date of Contract). The operation and maintenance phase of e-District 2.0 shall commence after Go-Live for a period of 4 years.

b) SI has to work with WTL / Departments for data collection and design of new models for implementation of new use case scenarios, if any.

c) SI should develop the Standard Operating Procedures (SOPs), in accordance with the Information Security Management System (ISMS), ISO 27005 & ITIL standards. These SOPs shall cover all the aspects including Infrastructure installation, monitoring, management, data backup & restoration, security policy, business continuity & disaster recovery, operational procedures etc. The SI shall obtain sign-offs on the SOPs from WTL/Department and shall make necessary changes, as and when required, to the fullest satisfaction of WTL.WTL, State Data Center & IT related polices and security policy shall be adhered.

d) SI shall provide automated tool based monitoring of all performance in dices and online reporting system for SLAs. The tools should have the capability for the ESD to log in anytime to see the status.

22.7 ***List of Resources***

Bidders have to propose the list of resources to be deployed On-Site and Off-Site to meet the requirements of WTL as mentioned in the RFP.

22.8 ***Information Security Management***

Security of Application and the data contained therein is paramount for the success of this

Project. Hence, the SI should take adequate security measures to ensure confidentiality, integrity and availability of the information.

	Security Requirements
	Overall Solution
1.	The proposed solution should include design and implementation of a comprehensive IS security policy in line with ISO 27001 standards to comply with the security requirements mentioned in this section. All the necessary procedures / infrastructure / technology required to ensure compliance with IS security policy should be established by the SI and should be approved by WTL before they are implemented. The IS Policy shall include all aspects such as physical and environmental security, human resources security, backup and recovery, access control, incident management, business continuity management etc.
2.	The designed IS policy is not in conflict with the security policy of the State Data Centre where the infrastructure would be hosted.
3.	The proposed solution should ensure proper logical access security of all the information Assets
4.	The proposed solution should be able to classify information assets according to criticality of the information asset.
5.	The proposed solution should provide security including identification, authentication, authorization, access control, administration and audit and support for industry standard Protocols
6.	The proposed solution should have a security architecture which adheres to the security standards and guidelines such as • ISO27001 • Information security standards framework and guidelines standards under e-Governance standards (http://egovstandards.gov.in) • Information security guidelines as published by Data Security Council of India (DSCI) • Guidelines for Web Server Security, Security IIS 6.00 Web-Server, Auditing and Logging as recommended by CERT-In (www.cert-in.org.in) • System shall comply with IT (Amendment) Act2008. • Any other standards deemed necessary
7.	The proposed solution should support the below Integration security standards: • Authentication • Authorization • Encryption • Secure Conversation • Non-repudiation • XML Firewalls • Security standards support • WS-Security1.0 • WS-Trust1.2 • WS-Secure Conversations1.2

	• WS-Basic Security Profile
8.	The proposed solution should a multi-layered detailed security system covering the overall solution needs having the following features: • Layers of firewall • Network IPS • Enterprise-wide Antivirus solution • Information and incident management solution for complete WTL landscape • Two factor authentication for all administrators i.e. system administrators, network administrators, database administrators. • Audit Log Analysis SI must ensure that the security solution provided must integrate with the overall system architecture proposed
9.	The proposed solution should be monitored by periodic information security audits / assessments performed by or on behalf of WTL. The scope of these audits / assessments may include, but are not limited to, a review of: access and authorization procedures, physical security controls, backup and recovery procedures, and program change controls. To the extent that WTL deems it necessary to carry out a program of inspection and audit / assessment to safeguard against threats and hazards to the confidentiality, integrity, and availability of data, the SI shall provide the WTL's representatives access to its facilities, installations, technical resources, operations, documentation, records, databases and personnel. The SI must provide WTL access to various monitoring and performance measurement systems (both manual and automated). WTL has the right to get the monitoring and performance measurement systems (both manual and automated) audited / assessed without prior approval / notice to the SI
10.	The proposed solution should facilitate system audit for all the information assets to establish detective controls. The SI is required to facilitate this by producing and maintaining system audit logs for a period agreed to with WTL.
11.	The proposed solution should ensure that data, especially those to pertaining to registration process, transaction process as well as the data that is stored at various points is appropriately secured as per minimum standard 256 Bit AES/3DES encryption.
12.	The proposed solution should provide database security mechanism at core level of the database, so that the options and additions to the database confirm the security policy of the WTL without changing the application code.
13.	The proposed solution should support native optional database level encryption on the table columns, table spaces or backups.
14.	The database of the proposed solution should provide option for secured data storage for historic data changes for compliance and tracking the changes.
15.	The proposed solution should be able to ensure the integrity of the system from accidental or malicious damage to data
16.	The proposed solution should be able to check the authenticity of the data entering the system
17.	The proposed solution should be able to generate a report on all "Authorization Failure" messages per user ID
18.	The proposed solution should be able to monitor the IP address of the system from where a request is received.

19.	The proposed solution should be able to differentiate between the systems of the WTL network and other external systems
20.	Retention periods, archival policies and read-only restrictions must be strictly enforceable on all logs maintained in the system
21.	The proposed solution should provide ability to monitor, proactively identify and take corrective action against the following types of incidents through different modes of communication (email, SMS, phone call, dashboard etc): i. Pharming ii. Trojan iii. Domains (old/new) similar to West Bengal e-District, Government of West Bengal etc.
22.	The proposed solution should be able to monitor security and intrusions into the system and take necessary preventive and corrective actions.
23.	The proposed solution should have the option to be configured to generate audit-trails in and detailed auditing reports
24.	The proposed solution must provide ACL objects and a security model that can be configured for enforcement of user rights
25.	The proposed solution should be designed to provide for a well-designed security of physical and digital assets, data and network security, backup and recovery and disaster recovery system.
26.	The proposed solution should have tamper proof data storage to prevent unauthorised data tampering
27.	The proposed solution should have a Business Continuity Plan and a Disaster Recovery Plan prepared and implemented by the SI before commencement of the operations. Robust backup procedures to be established for the same.
Password Requirement	
1.	The proposed solution should allow the WTL to define password policies. The minimum password policies to be defined are: • Minimum/ Maximum password length • Alpha numeric combination of password • Compulsory use of special characters • Minimum password age • Password expiry period • Reset passwords • Repeat Password etc.
2.	The proposed solution should be able to automatically check the passwords with the password policy, which can be customized by WTL
3.	The proposed solution should enforce changing of the default password set by the system (at the time of creation of user ID) when the user first logs on to the system. The proposed solution should enforce all password policies as defined at the time of first change and thereafter.
4.	The proposed solution should store User ID's and passwords in an encrypted format. Passwords must be encrypted using SHA hash algorithm or equivalent (SI must provide details)

5.	The proposed solution should be capable of encrypting the password / other sensitive data during data transmission
6.	The proposed solution should ensure that the user web access shall be through SSL (https) only for all level of communication for providing higher level of security.

23   Contract Performance Guarantee

Within 21 days after the receipt of notification of award of the Contract from WTL, the successful Bidder shall furnish Contract Performance Guarantee to WTL, Kolkata, which shall be equal to 10% of Contract Value and shall be in the form of a Bank Guarantee Bond / DD from a Nationalized Bank / Scheduled Bank in the Performa given here-in-after in this document valid for entire contract period.

1. The proceeds of the performance guarantees shall be payable to the Purchaser as compensation for any loss / penalties resulting from the Selected Bidder failure to complete its obligations under the contract.

2. The performance guarantee will be discharged by the purchaser and returned to the Selected Bidder within 60 days following the date of completion of the Selected Bidder performance obligations, including any warranty obligations under the Contract.

24   Statutory Requirements

1. During the tenure of this contract, nothing shall be done by the Selected Bidder in contravention of any law, act and/ or rules/regulations, there under or any amendment there of governing inter-alia customs, stow a ways, foreign exchange etc. and shall keep WTL indemnified in this regard.

2. The Selected Bidder and their personnel/representative shall not alter / change / replace any hardware component proprietary to WTL and/or under warranty or AMC of third party without prior consent of WTL.

3. The Selected Bidder and their personnel/representative shall not without consent of WTL install any hardware or software not purchased / owned by WTL.

25   Contract administration

1. Either party may appoint any individual / organization as its authorized representative through a written notice to the other party. Each Representative shall have the authority to:

   (a) Exercise all of the powers and functions of his/her Party under this contract, other than the power to amend this contract and ensure proper administration and performance of the terms hereof; and

   (b) Bind his or her Party in relation to any matter arising out of or in connection with this Contract.

2. The Selected Bidder shall be bound by all under takings and representations made by the authorized representative of the Selected Bidder and any covenants stipulated hereunder, with respect to this contract, for and on their behalf.

3. For the purpose of execution or performance of the obligations under this Contract, WTL representative would act as an interface with the nominated representative of the Selected Bidder. The Selected Bidder shall comply with any instructions that are given by WTL representative during the course of this contract in relation to the performance of its obligations under the terms of this contract and the Tender.

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

26 Right of Monitoring, Inspection and Periodic Audit

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

27 Manpower deployed by SI

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

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

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

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

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

28 Information Security

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

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

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

Selected Bidder does not take any direct part in or furnish the services performed for the creation of said proprietary information and shall limit access thereto to employees with a need

to such access to perform the services required by this agreement. Selected Bidder shall use such information only for the purpose of performing the said services.

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

29 Ownership of Equipment

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

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

30 Risk Management

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

  i.   Public liability;

  ii.   Either professional indemnity or errors and omissions;

  iii. Product liability;

  iv.   Workers' compensation as required by law; and

  v.   Any additional types specified in Schedule I; and

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

31 Indemnity

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

a. Negligence or wrongful act or omission by the Selected Bidder or it's team or any Agency/ Third Party in connection with or incidental to this Contract; or

b. Any breach of any of the terms the Selected Bidder's Proposal as agreed, the Tender and this Contract by the Selected Bidder, its Team or any Agency/ Third Party.

c. The indemnity shall be to the extent of 100% of project cost in favor of WTL.

32 Sign-off Deliverables

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

- Inception Report

- Software Requirement Specification (SRS) study and the document containing detailed requirement capture and analysis including functional requirement, Interface Specifications, application security requirements.

- Functional Requirement Specification(FRS)

- Process Flow, Workflow.

- Software Design Document including Software Architecture Design, Logical and Physical Database Design.

- Development of Software

- Complete Source Code with documentation.

- Test Plans and Test cases (including Unit Test Plan, System / Integration Test Plan, User Acceptance Test Plan, Security Test Plan, Load Test Plan).

- Software Testing Documentation (including details of defects / bugs / errors and their resolution).

- Tools to monitor the SLA should be supplied by the Implementing Agency.

- Trial Run, Test Run, User Acceptance Test.

- Training Manuals and literature.

- User Training.

- Manuals – Systems Administration Manuals, User Manuals, Installation Manuals, Operational Manuals, Maintenance & Support Manuals, and Stake-holder reference Manuals.

- Periodic Status and Review Reports.

- Internal Review and testing documents of the Implementation Agency.

- Remote Support.

- Exit Plan.

- High Level and Low Level Design

- Functional and non-functional testing

- User and Operational Manual for e-District 2.0Application

- Detailed Project Plan

- Detailed System Study Report

- List of services, Service Definitions, Service Levels

- Software Application architecture documents.

- ER diagrams and other data modeling documents.

- Data dictionary and data definitions.

- Application component design including component deployment views, control flows, etc.

- Application flows and logic.

- GUI design (screen design, navigation, etc.).

- Requirements Traceability Matrix

- Change Management and Capacity Building Plans.

- SLA and Performance Monitoring Plan.

- Detailedmanualsforeachappropriateunitofthesuppliedequipmentandservices.

- The training manuals and administration manuals.

- Inspection and testing procedures manual including QA Policy, procedures for the software / hardware equipment's.

- Any other document(s) deemed necessary for implementation, operation and maintenance of the hardware and network equipment and the overall system.

- Backup Policy & Security Policy

- Source Code (The Source Code of the complete solution would be owned by Government of West Bengal)

- Design of real-time tools for monitoring e-Transaction volumes and for generating real-time MIS

- Training and Knowledge Transfer Plans.

- Issue Logs.

- Any Other document deemed necessary ore relevant

Application infrastructure of online Single Window System is planned to be hosted in State Data Centre through leveraging of Cloud Enabled Platform, secured network and secured Security sub-systems.

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

- o OS: RHELver7.7.&ver7.8

- o OS: Windows 2016 Standard and 2016

- o Datacenter DB: MS SQLServerVer2014 Standard

- o DB: PostgreSQL ver9.2

- o DB: Maria DB ver5.5

- o DB: MySQL ver5

Additionally SDC is in the process of setting up data centre infrastructure for hosting of containerized application.

Besides the above stated Operating System, SDC does not provide any other System Software configured in each of the Virtual Machine using Cloud Enabled Platform.

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

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

The centralized solution envisages integration of all the proposed applications and existing /

legacy application under e-district application.

It is envisaged to seamlessly integrate the proposed solution framework with existing / legacy applications. It is also envisaged to offer mobile based services.

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

32.1 *User Layer:*

This layer represents the users who will be using the application and avail the various G2C, G2B and G2G services offered online broadly these can be categorized as–

  a. External users – These are users external to the Government who will be availing the services offered as part of the end customer/Citizen

  b. Internal users –These users are the various government Departments of Govt. Of West Bengal

32.2 *Communication Layer/Access Layer:*

The communication layer encapsulates all presentation logics required to serve the users to access the system. This layer intercepts all client http requests initiated from the User layer, authenticates the users, conducts session management, controls access to business services, constructs the response and delivers the http response back to the client.

Some of key services offered by this layer are as follows:

(a) Application Framework

Application Framework is a popular design pattern that provides a clear demarcation of presentation and business logics. In the proposed framework, all web requests (http / https) will be handled by the controller components of the framework. This business services (which will reside in the business layer) are represented as the "model" part of the framework. Based on the outcome of the request execution, the controller decides which "view" to forward. The view uses the data in the desired model to create the presentation that is returned to the user.

(b) G2C Presentation Service

The presentation services performs functions such as configuring the visual display of the content, rendering platform user interface page, accepts and validates user input, acquire processed data from business service and renders the page. There will be separate user interfaces for each of the G2C government services and these services will be availed by end customer/Citizen and processed by government agency.

(c) User Personalization & Dashboard Services

These are presentation layer services that provide user personalization services allowing users to maintain their own specific profiles and customize their preferences for better user experience.

(d) Gateway Enabled Services

Gateway enabled services like Payment gateway, e-mails Gateway; SMS Gateway etc. would be a part of the layer.

32.3 *Network Layer:*

This layer will house centralized computing power required to store, process and analyze the data to decipher actionable information. This layer includes servers, storage, ancillary network equipment elements, security devices and corresponding management tools. A disaster recovery site, which includes servers, storage, network equipment and security management systems, will be used in case off all back mechanism. Cloud enabled platform of State Data

Centre will be leveraged for hosting of the proposed revamped e-District application system.

32.4 *Transport Layer:*

The secured network layer will serve as the backbone for the project and provide connectivity together and communicate the data.

32.5 *Integration Layer:*

All interfacing with other department specific application services, external system service (if any) will take place through this layer. This layer will provide relevant service communication infrastructure encapsulates container environment for services, service interface, protocol translation, message routing, data transformation services etc. Integration service will enable the system to consume different external services exposed this service will also expose services which can be consumed by other Department applications, payment authority, etc.

32.6 *Application Layer:*

The Application Layer represents categories of modules under e-district application, i.e. modules proposed all the departments / sections and under e-district application. These modules will communicate with each other by sharing of data with one another, or by coordinating an activity between two or more services. Users can easily access solution components having a single sign-on facility through internet. All the modules would be supported with Business Intelligence / Data Mining tools coupled with Bi-lingual support, e-payment gateway and workflow engine.

32.7 *Search, Analytics and Visualization Layer:*

All business processing for the proposed application software will be centralized in this layer. It receives requests from the presentation tier, processes the business logic based on the requests, and mediates access to the other underlying layer resources. This layer will also host the application infrastructure components like content management services, workflow and rule management, government data schema management services, database access services, session management, notifications etc.

- **(A) Enterprise Service Bus Layer** - The applications layer will include analytics engine, rule engine, data processing engine etc.

- **(B) eService Delivery Interface Layer:** Multiple 3rd Party and local service delivery gateways such as Payment gateway-governance etc. gets interfaced at this layer.

- **(C) Analytics Layer:** Analytics, Big Data analysis, Dash-boarding, SOP and EMS, etc. enable investors and administrators alike to get a holistic view of investments and ease of doing business in the State.

The following are the key services offered by this layer–

(1) Transactional Government Services

These are the business layer components that will provide the business logics and rules to achieve the desired service functionality.

(I)   Services

These are the internal Application software services that may not be required to expose as services to external applications. These services will be developed using business logic components, data access components. These services can in turn call common service components, workflow process engines, notification service or content services based on the type of processing requested by the presentation layer.

(A) **Search Services**–

These are search components that will provide quick access to information including

documents, images, HTML pages, audio-video files etc.

(B) Work flow & Business Rule Services-

During the entire lifecycle of the service requests (initiated by citizen and businesses) processing, approval / rejection by intermediary and final approval has been an important service requirements of authorised bodies. The proposed solution architecture will make use of open standard workflow services to cater to the approval / rejection workflow cycle. The workflow engine deployed in the business layer will takes care of routing approval request to the respective users and decisions triggered the process for completion.

(C) Notification & Messaging Services–

These services will facilitate sending notifications to the registered users.

(D) Reporting–

These services will be used to generate audit trail reports, web analysis reports, usage statistics etc.

(2) Support & Utility Services

These services will provide support and common functionality to other interfaces andapplicationinfrastructurecomponents.Thefollowingaresomeofthekeysupportcomponentsto beprovidedbythisservice-

(A) Audit Trail Services

Audit Trail Services will maintain an historical record of transactions that have been applied to an object or set of objects. The record should contain enough detail to determine how the objects affected by the transactions reached their current state. Audit Trail Services can be implemented by following the Prototype design pattern and also using database functionalities like trigger or stored procedures.

- ✓ Exception, Error Handling & Logging Services

- ✓ A robust and reliable application error handling mechanism should be part of the basic infrastructure which will handle normal situation as well as unexpected application error. Error detection, error handling, propagation of error information and error logging capabilities will be considered to make the application robust.

- ✓ Logger will be used to log the system debug activities, errors and exceptions with different severity level. All errors would be logged with error code, error level and error message along with time stamp.

(3) Application Framework Services

(A) Security Services

The security services will be over the user profile management, authentication and authorization aspects of security control. This is an application framework service that will be availed by any government interfaces and applications accessing the overall framework. This service run across all the layers since service components from different layers will interact with the security components. The service will authenticate users and allows access to other features of the framework for which the user is entitled to. The security service will provide the following security control features–

(i) User Registration & User Profile Management:

This service will allow system administrator of the application software, various govt. agencies to register and create user profiles for users who will access the system.

(ii) User Authentication:

This security service will validate the identity of the user's against specific security credentials.

(iii) User Authorization:

Users, groups, roles and security policies will be defined to prevent unauthorized access to specific government services.

(B) Server Management & Monitoring Services

This service will provide administration, management and monitoring functionality for networks, system software and applications, links to internet, hardware nodes etc. These services will help automate processes covering aspects like performance monitoring, network monitoring, incident management, data backup, disaster management etc.

SECTION – C

ELIGIBILITY CRITERIA

The bidder must possess the requisite experience, strength and capability in providing the services necessary to meet the requirements as described in the tender document. The bidder must also possess the technical know-how and the financial wherewithal that would be required to successfully provide the services for **"Design, Development, Implementation, & Maintenance of West Bengal e-District 2.0"** and support services sought by the WTL, for the entireperiodofthecontract.Thebidsmustbecompleteinallrespectsandshouldcoverthe entirescopeofworkasstipulatedintheTenderdocument.Theinvitationtoproposalisopen   to   all bidders who qualify the eligibility standards as presented under:

#	Qualification Criteria	Documents Required
1	**Legal Entity:** The Bidder)should be a company registered in India under companies Act 1956 or 2013/ Partnership Act 1932/ LLP registered and operating for the last three years in IT/ITeS Services as of 31st March 2021.	Bidder should submit the following for Prime bidder: a) RoC b) Copy of GST Registration Certificate. c) Copy of PAN
2	The responding firm / agency a) Should have made online payment of Rs. 6,000/- (Rupees six thousand only) for the RFP document b) Should have submitted a EMD of Rs. 10,00,000/- (Rupees Ten Lakh only)	Tender Fee & EMD to be submitted Electronically to Webel Technology Limited
3	The Bidder shall not be under a Declaration of Ineligibility for corrupt or fraudulent practices or blacklisted by any of the Government agencies as on the date of submission of the bid.	Undertaking in this regard by the authorized signatory of the bidder as per the given format
4	The Bidder should be an Information Technology Solution and Service Provider with a registered office and operations in India. The Prime Bidder should be operational in India for at least the last three financial years as of 31st March 2021.	Certificate of company registered in India
5	The Bidder must have an office in the West Bengal or should furnish an undertaking that the same would be established within One month of signing the contract.	Undertaking in this regard by the authorized signatory of the bidder as per the given format

#	Qualification Criteria	Documents Required
6	**Turnover :** a. The Bidder should have a minimum turnover of Rs. 100.00 crores in **IT/ ITeS Services**, average during the last three financial years i.e., 2018-19, 2019-20 and 2020-21. b. Bidder should have positive Net profit after tax during each of the last three financial years namely 2018-19, 2019-20 and 2020-21. Note: Turnover in areas other than mentioned above shall not be considered for evaluation	Bidder should submit any of the following: a) Copies of Certified audited Balance sheet / Profit & Loss statement. OR b) Certificate from the statutory auditor/Certificate from CA. c) Extracts from the audited Balance sheet and Profit & Loss Account; or Certificate from the statutory auditor. Note: Bidders need to submit a provisional certificate from CA for 2020-21 turnovers if audited financial statements are not published.
7	The bidder should have positive Net Worth in each of the last three Financial Years(as of the year ending on 31st March , 2019, 2020 & 2021)	Extracts from the audited Balance sheet and Profit & Loss Account; **OR** Certificate from the statutory auditor. Note: Bidders need to submit a provisional certificate from CA for 2020-21 net worth if audited financial statements are not published.

8	**Past Experience:**
	
	The bidder should be an established Information Technology company / IT System Integrator who would have successfully completed IT Implementation Projects in State Government/ Central Government/ Semi Government/PSU/Other Government Institutions in India during the last five years from the date of submission of bid.
	
	1. **At least one of the project should be an integrated IT- projects** of a value not less than Rs. 10**Crores**
	
	   OR.
	
	2. **At least two (2) projects should be an integrated IT- projects** of a value not less than Rs. 7.5**Croreseach**
	
	   OR
	
	3. **At least three (3) projects should be an integrated IT- projects** of a value not less than Rs. 5 **Crores each**
	
	Projects for National/State/UT Government Depts. / PSUs in last five years (FY19-20, 18-19, 17-18, FY16- 17, FY15-16) will only be considered.
		Bidder should submit the following:
		
		i. Bidder should submit the PO / Work orders.
		
		ii. Project Completion Certificate from the client in case of completed projects.
		
		iii. Work Order + Phase Completion Certificate (for ongoing projects)from the client

#	Qualification Criteria	Documents Required
9	The bidder should be ISO 9001:2015 and CMMi Level 3 or higher Certificate. The certificate should be valid as on the date of submission of the bid and the bidder should ensure that valid certification is maintained throughout the period of implementation of the project.	Valid certificate needs to be attached.
10	The responding firm must have a minimum number of 250 IT Staff of technically qualified personnel having minimum qualification of B.E/ B.Tech/ MCA or having 3 or more years of work experience in the domain of systems integration, as on date of submission of bid on its roll.	Certificate from HR Department /Company secretary for number of technically qualified professionals employed by the company
11	A power of attorney / Board resolution in the name of the person signing the bid by e Bidder	Original Power of attorney/ Board resolution copy
12	**Blacklisting:** The Bidder should not be blacklisted by any Central/State Government, Ministry or Agency for breach of Contractual Conditions as on the date of submission of tender. The Bidder should also not be entangled in any legal disputes with any Govt. / PSU body.	Bidder should submit Self declaration that the Bidder is not black listed and is not in any legal disputes as on the bid calling date. Self-Declaration Certificate to be enclosed in the bid duly signed by the authorized signatory on its company letter head.
13	Proof of Bid Purchase	Receipt to be submitted

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

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

SECTION – D

WEBEL TECHNOLOGY LIMITED

DATE AND TIME SCHEDULE

Sl. No.	Particulars	Date & Time
1	Date of uploading of N.I.T. & other Documents (online) (Publishing Date)	02.06.2021
2	Documents download/sale start date (Online)	02.06.2021
3	Last Date and time of sending the queries	07.06.2021at14.00 hrs.
4	Pre Bid Meeting at WTL Office (On Line)	08.06.2021at11.30 hrs.
5	Corrigendum, if any will be published (On Line)	-
6	Bid Submission start date & time (On line)	16.06.2021at14.00 hrs.
7	Last Date & time of submission of original Demand Draft/Pay Order for cost of Earnest Money Deposit (through Electronics Transfer of Fund)	24.06.2021at15.00 hrs.
8	Last Date & time of submission of original Demand Draft/Pay Order for cost of Tender Fee(through Electronics Transfer of Fund)	24.06.2021at15.00 hrs.
9	Bid Submission closing date & time (On line)	23.06.2021at12.00 hrs.
10	Bid opening date & time for Technical Proposals (Online)	25.06.2021at12.00 hrs.
11	Date of uploading the final list of Technically Qualified Bidder (online) after disposal of appeals, if any	-
12	Date for opening of Financial Bid (Online)	-

WEBEL TECHNOLOGY LIMITED

SECTION – E

INSTRUCTION TO BIDDER

1. **DEFINITIONS**

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

    "**Similar Nature of Work**" means Design, Development, implementation & maintenance of e-District Application on Microservice Architecture based Integrated Application Platform for on boarding of G2C Services & G2B Services.

"OEM" or "Original Equipment Manufacturer" means the original manufacturer and owner of the Intellectual Property Rights of any Software or Equipment to be used in the Project and to which WTL has been granted license to use

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

"Project" means e-District 2.0 Project for Design, Development, Implementation, & Maintenance of West Bengal e-District 2.0 and Continuity of e-District Application including Operations & Maintenance for the period of 4 years and 3 Months as per the terms and conditions laid in the RFP and provision of Services in conformance to the SLA

"Project Implementing Agency is also termed as System Integrator (SI)" means the successful bidder whose bid has been accepted by the WTL and with whom the order for Design, Development, Implementation, & Maintenance of West Bengal e-District 2.0 and Continuity of e-District Application has been placed as per requirements and terms & conditions specified in this RFP and shall be deemed to include the Bidder's successors, representatives (approved by WTL), heirs, executors, administrators and permitted assigns, as the case may be, unless excluded by the terms of the contract

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

"Request for Proposal/(RFP)" means the documents containing the general, technical, functional, commercial and legal specifications for the implementation of the e-District 2.0 including different Annexure and includes the clarifications, explanations, minutes of the meetings, corrigendum(s) and amendment(s) issued from time to time during the bidding process and on the basis of which bidder has submitted its Proposal

"Tender" or "Tender Document" means RFP

"Timelines" means the duration of the contract as described in the RFP

"WorkingDay"meansanydayonwhichanyoftheofficeofWTLshallbefunctioning, including gazetted holidays, restricted holidays or other holidays, Saturdays and Sundays

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

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

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

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

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

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

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

specified in the Contract.

"**PAR**" mean 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 West Bengal undertaking.

2. BID PRICE

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

3. PRE BID MEETING

Pre Bid Meeting will be held on 08.06.2021 at 11.30 hrs. (**Online Meeting**). Bidder can send their queries as per format (Section - N) to Manager (Purchase) (purchase@wtl.co.in) only the queries received within 07.06.21 at 14.00 hrs 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

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. STRATEGIC CONTROL OF GOVERNMENT OFWEST BENGAL

I. Control over e-District 2.0Application

a. It is the responsibility of Selected Bidder to provide the necessary systems and tools (version control and software management tools) to enable implementation of this strategic control framework ownership of project. To this end, the e-District 2.0 shall be designed to ensure that:

   i. The Application System and the Source Code will be deposited with the WTL before UAT and quality certification by a 3rd Party.

   ii. After the initial certification by a 3rd Party, for any subsequent changes made to the software during the implementation and O&M period after approval from WTL, the Selected Bidder will provide Source code to WTL in every quarter.

   iii. The Selected Bidder should deliver all the source code and version control to WTL, if contract is end or terminate.

   iv. The developed and deployed application software will be the sole property of Government of West Bengal.

   v. Any subsequent changes to the application are incorporated into the Application Repository on an incremental basis, after the process of approval prescribed herein is undergone.

b. Any changes to the application, required to enhance the functionality, or to improve performance or to address the security gaps, shall first be hosted in an application staging environment, tested for consistency, integrity and performance by the Application Administrator of the e-District 2.0. The Application Administrators of WTL shall review the proposed change and accord their approval or reject the request.

c. WTL may entrust the responsibility to designated administrators, who can exercise the privilege of approval or rejection request JOINTLY.

d. No change to the application shall be effected by the Selected Bidder unless the process defined at (b) above is gone through. To this end, all the actions of the users involved in the process shall be logged.

II. Version Control

a. The application software shall be version controlled, adopting the industry standard practices like Version Control System (VCS), Source Code Management System and Software Configuration Management (SCM) in this regard.

b. The System shall permit the latest versions of the application and source code to be deposited with WTL, with appropriate logs maintained for each change.

III. Retention of ownership and control over the Database

a. WTL shall exercise ownership of the database, through appropriate system / tools supplied and implemented by Selected Bidder. To this end, Integrated system shall be designed to ensure that

b. The entire database, including the table structures, schemas and master data are deposited with WTL after the initial certification by a 3rd Party and before the Go Live'.

c. Any subsequent changes to the database system are incorporated into the Database Repository on an incremental basis, after the process of approval prescribed herein is undergone.

d. Any changes to the database structure, required to enhance the functionality, or to improve performance or to cover security gaps, and any changes to the master data, shall first be hosted in a database staging environment, tested for consistency, integrity and performance of the Database Administrator of the Selected Bidder. There upon a request shall be preferred to the Database Administrator(s) of WTL, to permit the proposed changes, with clear reasons necessitating the change. The Database Administrators of WTL shall review the proposed change; test cases used for testing the functionality and accord their approval or reject the request.

e. WTL may entrust the responsibility of designated Database Administrators, who can exercise the privilege of approval or rejecting a request JOINTLY.

f. No change to the database structure or to the master data shall be effected by the Selected Bidder unless the process defined at (b) above is gone through. To this end, all the actions of the Database Administrator of the Selected Bidder shall be logged.

g. Anydirectaccesstothedatabasemustnotbeallowedandthedatabaseadministration activities (especially all those actions that result in modification of data, schema and master data) shall be executed through an application which verifies and audits users, code and actions done on the database.

13. 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.

14. 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.

15. 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(5 years from the date of Go-live).**

16. 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.

17. 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.

18. 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.

19. NO LEGAL RELATIONSHIP

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

20. ERRORS AND OMISSIONS

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

21. 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.

22. TIME SCHEDULE FOR COMPLETION (FOR NEW EDISTRICT 2.0)

Project Timeline as given in Scope of Work.

Sl No	Stage	Primary Deliverables	Timeline
1	System Study: Conduct System Study, Gap Analysis and BPR required, Preparation of SRS, FRS and finalizations of SRS, Sign off Software Requirement. Submit the SRS (Software Requirement Specification) document to WTL for a signoff	SRS,FRS and System Study Report	6 (Six) weeks after receipt of Work Order
2	Revamping, Designing & Development, Customization & and Development of the Software & Deployment in Staging Environment : Includes Customization, Configuration, Designing & Development, Deployment of Software in Staging Environment, integration with Payment Gateway, Provisioning & integration of Digital Signature integration, integration of SMS & Email Gateway integration, integration with other applications through webservice (for authorities having existing workflow based online application)	Design, Development , Customization, deployment, Integration ,Test Cases	12 (Twelve) weeks after the signoff of SRS
3	UAT & UAT Sign-off	UAT Sign-off	02 (Two) week after deployment in Staging Environment
4	Security Audit through Cert-In empanelled Security Auditor & Closure of all Vulnerabilities /open issues	Completion of Security Audit & submission of Safe-to-Host certificate by Cert-In	03 (Three) week after UAT Sign-off

		empanelled Security Auditor	
5	Integration with all other remaining applications through web services (REST/SOAP) (for authorities having existing workflow based online application), Data Migration (Structured & Unstructured) from existing WB eDistrict Application & successfully testing of data(Structured & unstructured) from revamped application	Successfully completion of integration of other applications, data migrations	02 (two) week after Security Audit & UAT Sign-off
6	Training & Hand holding	Successfully completion of training & handholding	02 (two) week after UAT Sign-off
7	Go-live of application including completion of all integration with other application	Go-live	
8	Operation & Maintenance Support including Application level support and incorporation of change request for the 4 years from the date of go-live.(includes product upgrades and maintenance, hosting support and dedicated manpower support)	On completion of the date of go-live for 4 years and submission of quarterly progress report	

23. LIQUIDATED DAMAGE

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

24. LIABILITY

In case of a default on bidder's part or other liability, WTL shall be entitled to recover damages from the Contractor. In each such instance, regardless of the basis on which WTL is entitled to claim damages from the Contractor (including fundamental breach, negligence, misrepresentation, or other contractor tort claim),Contractor shall be liable for no more than:
- Payment referred to in the Patents and Copy rights clause.
- Liability for bodily injury (including death) or damage to real property and tangible personal property limited to that cause by the Contractor's negligence.
- In case of any other actual damage arising in any situation involving non-performance by Contractor pursuant to or in any way related to the subject of this Agreement, the charge paid by the Contractor for the individual product or Service that is the subject of the Claim.
- For any indirect, consequential loss or damage, lost profits, third party loss or damage to property or loss of or damage to data.
- For any direct loss or damage that exceeds the total payment for Contract Price made or expected to be made to the Contract or hereunder.

25. PATENTS & COPYRIGHT

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

and pay all costs, damages, and attorney's fees that a court finally awards or that are included in a settlement approved by the Contractor, provided that WTL.

- Promptly notifies Contractor in writing of the claim

- Allows Contractor to control and co-operate with Contractor in the defense and any related settlement negotiations.

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

26. 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.

27. TERMS OF PAYMENT

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

28. PAYMENT MILESTONE

#	Description	% of component	Basis for approval
1	**Takeover of existing e-District Application along with existing infrastructure** i. Takeover and maintenance of the existing application ii. Support for infrastructure at SDC(including all Hardware, Software and licenses) till Go-Live of e- District2.0 (In As Is condition)	i. Mobilization advance- 10% of the component ii. Remaining 90% in 3 quarters in equal installment per quarter	i. Against the milestone and delivery plan subject to verification and confirmation. ii. Server and Application Uptime Report. For final quarter - Sign-off of completion of takeover process of existing application
2	Application Development, Deployment and Support of e-District 2.0 (Cloud Ready), Document Management System (Enterprise Level with their O&M Support) including all existing services and UAT with the department including Data Migration from old application to new application including all	i. Mobilization advance- 10% of the component ii. Submission of SRS, FRS, Data migration Plan- 10% of the component iii. Deployment of 50 schemes/ services on cloud for eligibility check - 15% of the component iv. Deployment of remaining	i. Against the milestone and delivery plan subject to verification and confirmation. iii. Submission of documents along with signoff iii. Deployment on cloud along with signoff

		schemes/ services of e-District 2.0 on cloud for eligibility check -20% of the component	iv. Deployment on cloud along with signoff
	required Software and Software licenses (Enterprise Level with their O&M Support) for entire contract period	v. Deployment of end to end system for existing schemes/ services- 30% of the component	v. Deployment on cloud along with signoff
		vi. Remaining 5% after 3 months of completion of task	vi. Deployment on cloud along with signoff
			vii. On satisfactory performance of application after 3 months
3	Quality Certification of e-District 2.0 from CERT-IN empanelled auditor (Payable to Security Auditor)	100% on issuance of Quality Certificate	Issuance of Quality Certificate
4	e-District 2.0 - Support, O&M of Applications after Go-Live of e-District 2.0 (4 Year and 3 months)	Quarterly payment in 17 quarters (in equal installment per quarter of the component)	On submission of Invoice and Server and Application Uptime Report.
5	**Operational Support Unit (OSU)** cost for 5 years (for existing e-District application and e-District 2.0)	Per month based on no. of resources deployed	On submission of invoice and monthly attendance
6	Additional scheme or service	Per transaction on monthly basis	On submission of invoice and monthly transaction report

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

29. 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

30. 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.

31. 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.

32. 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.

33. 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.

34. 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.

35. 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.

36. SUB-CONTRACT

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

37. 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.

38. 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.

39. 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.

40. 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.

41. 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.60months 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

42. WARRANTY SUPPORT

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

- Selected bidder shall provide a comprehensive warranty that covers all components during entire contract period e-District 2.0. The warranty should cover all materials, licenses, services, and support for both hardware and software. Selected bidder shall administer warranties with serial number and warranty period. During exit process and final acceptance by WTL, all OEM warranties will be transferred to the WTL at no additional charge. All warranty documentation (whether expired or not) will be delivered to WTL based on which final acceptance and project closure certificate will be issued to bidder.

- Selected bidder is required to provide Premium Level warranty and support through the vendor for all hardware and software used for e-District 2.0 which should be adhere to the SLA requirement of the RFP. Selected bidder's warranty must cover all equipment and work activities contained in the contract against all design, manufacturing, and environment faults during the contract period.

- Selected bidder is required to commit to the following warranty terms:

- o All products / components / parts shall be covered under OEM warranty up to the Implementation Phase and AMC support shall commence after successful implementation.

- o The warranty shall include the repair or replacement of the products/ components / parts during the warranty period by the bidder. The replacement products / components shall meet the related specifications without further repair or modification.

- o Selected bidder shall be liable for all costs including, but not limited to, the costs of material, labour, travel, transport and living expenses associated with the collection and return of the units covered by the warranty.

- o The date of manufacture or assembly of any equipment, parts or consumables, shall not be more than six months before delivery.

- o Selected bidder shall state the location of his repair Centre(s) for all items not being repaired onsite.

- o WTL has the right to require a replacement if the repair is deemed to be impractical.

- o Selected bidder ensures that replacement components shall be available for any failed component during the warranty period.

- o Selected bidder shall guarantee the availability of spare parts and technical assistance for all components (or appropriate alternatives) to ensure the equipment would run for at least five (5) years, without major changes, at the completion of final acceptance. Six months advance notice is required on any discontinued part(s) with a suggestion for alternatives.

- o Selected bidder need to define the process & methodology in their proposal, for achieving the response time of engineers to respond to an incident and also for resolving such incidents as per the SLA.

- o Selected bidder is required to provide additional training if the satisfaction levels / learning does not reach 80% in evaluation / feedback from trainees, and expected to provide additional training, if required.

- o The e-District application & infrastructure being provisioned by the bidder shall be insured. The Goods supplied under the Contract shall be fully insured against loss or damage incidental to manufacture or acquisition, transportation, storage and delivery for the entire project term.

- o Selected bidder is required to explain their warranty, maintenance procedures, and support to meet the terms and requirements outlined above.

43. 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 <60 months>. The Performance Guarantee shall be kept valid till completion of the project and Warranty period. The Performance Guarantee shall contain a claim period of three months from the last date of validity. The selected bidder shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account of non-completion of the project and Warranty period. In case the selected bidder fails to submit performance guarantee within the time stipulated, the WTL at its discretion may cancel the order placed on

the selected bidder without giving any notice. WTL shall invoke the performance guarantee in case the selected Vendor fails to discharge their contractual obligations during the period or WTL incurs any loss due to Vendor's negligence in carrying out the project implementation as per the agreed terms & conditions.

44. CONTRACTOR'S RESPONSIBILITIES

Refer Section – B (Scope of Work)

45. 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.

46. 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.

47. 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.

48. 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.

49. 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.

50. DISCREPANCIES IN BID

- Discrepancy between description in words and figures, the rate which corresponds to the words quoted by the bidder shall be taken as correct.

- Discrepancy in the amount quoted by the bidder due to calculation mistake of the unit rate then the unit rate shall be regarded as firm.

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

51. 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.

52. LATE BID

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

53. 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.

54. 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.

55. 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.

56. BID CURRENCIES

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

57. 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.

58. 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.

59. NON-TRANSFERABILITY OF TENDER

This tender document is not transferable.

60. 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.

61. 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.

62. 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.

63. 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.

64. 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.

65. 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.

66. FINAL INSPECTION

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

67. LOCATION OF DELIVERY, INSTALLATION & COMMISSIONING

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

68. 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.

69. 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.

70. 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.

71. 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.

72. DEEMED ACCEPTANCE

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

73. 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.

74. GENERAL TERMS

a) All the pages of the bid document including documents submitted therein must be duly signed and stamped failing which the offer shall be liable to be rejected.

b) All the documents to be submitted by the bidder along with their offer should be duly authenticated by the person signing the offer and if at any point of time during procurement process or subsequently it is detected that documents submitted are forged/tampered/manipulated in any way, the total responsibility lies with the bidder and WTL reserves the full right to take action as may be deemed fit including rejection of the offer and such case is to be kept recorded for any future dealing with them.

c) No Technical/Commercial clarification will be entertained after opening of the tender.

d) Overwriting and erasures may make the tender liable for rejection if each of such overwriting/erasures/manuscription is not only signed by the authorized signatory of the bidder. All overwriting should be separately written and signed by the authorized signatory of the bidder.

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

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

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

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

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

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

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

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

75. MISCELLANEOUS

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

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

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

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

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

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

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

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

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

76. SERVICE LEVELS

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

The Successful Bidder should provide post implementation support for 4 years. The Selected Bidder shall provide Help Desk support software for logging of complaints by the WTL, and the end user of e-district 2.0 application. The system should be able to acknowledge a receipt as a proof of having lodged a complaint by the WTL, and the end user of e-District 2.0 application. The Selected Bidder shall provide a Call Centre Help Desk Supports at which complaints can be lodged. The Selected Bidder should ensure uptime of 99%. The Selected Bidder would be the first point of contact for the WTL & S/he in turn would be responsible to co-ordinate with the West Bengal State Wide Area Network (WBWAN) Operator, State Data Centre (SDC) Operator and WBSWAN bandwidth service provider or any other bandwidth provider to resolve downtime issues. The tools to monitor the SLA (Server uptime and Application Uptime) should

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

SLA Terms	Description
Uptime	• Time for which user is able to access the applications, website and other components of the IT solution during the working hours. The system can be down due to any of the reasons including failure of hardware, network, system software, application etc. • Scheduled downtime for example, backup time, batch processing time, routine maintenance time will not be considered while evaluating the system uptime. However, the selected SI will be required to schedule such down time with prior approval of WTL. The selected SI will plan scheduled downtime outside working time. In exceptional circumstances, WTL may allow the SI to plan scheduled downtime in the working hours.
Bugs / Issues in the Application Software / Hardware device/Network Equipment	• Critical bugs / issues – Bugs / issues affecting more than one division or more than one user in a division, • Non-critical bugs / issues – Bugs / issues affecting at most one user in a division

76.1.   IMPLEMENTATION PHASESLA'S

#	Milestone	Deliverables	Timeline	Penalty
1	Takeover the existing application including infrastructure at SDC (In As Is condition) and Support, O&M of Applications and SDC infrastructure (including all Hardware, Software and licenses) till Go-Live of e-District 2.0	Entire Application Takeover Report Application and Server Uptime report till Go-live	T+30 Days	T+31 Days to T+45 Days Rs. 1.25 lakh/Week. Greater than T+45 Days 0.15% of the project cost for every 2 weeks of delay.
2	Submission and Signoff on FRS & SRS and Systems Design Documents	• Detailed system study Validation of the system study document • Validated FRS document including integration requirements from the department • System Requirement Specifications (SRS) Document • Technical Architecture Document • Security architecture &policies • Integration/ interface design mechanism with other departments • Software deployment model • Quality Assurance Plan, Testing Plan/ Strategy and test cases • Submission of Data Schema (soft copy) • Backup Policy	T+90 Days	T+91 Days to T+105 Days Rs. 1.25 lakh/Week. Greater than T+105 Days - 0.15% of the Project Cost for every 2 weeks of delay.

#	Milestone	Deliverables	Timeline	Penalty
		• Design documents for all Application Modules and Sub-modules for Disaster Management Applications • Data migration strategy report		
3	Study, Assessment and Submission of Migration Plan and 100% completion of Data Migration	Data Status Migration Report Acceptance Report from Data	T+180 Days	T+181 Days to T+195 Days Rs. 1.25 lakh/Week. Greater than T+195 Days - 0.25% of the Project Cost for every 2 weeks of delay.
4	Completion of Application development, testing, and Deployment at SDC and Integration with Central and State e-Governance initiative e.g. Open Data, e-Pramaan, UMANG,	• Functional Requirement Traceability Report • Application Readiness Report • Development completion report including results of Unit testing, Integration testing • Report on System Testing Results, Integration Testing Results, User Sign off, Deployment plan, Back-out or Rollback plan, Contingency plan and Updated Risk Plan.	T+180 Days	T+181 Days to T+195 Days Rs. 1.25 lakh/Week. Greater than T+195 Days - 0.5% of the Project Cost for every 2 weeks of delay.
5	User Acceptance Test - PoC for any 10 existing/new services in the new architecture	Test Cases and UAT Plan	T+210 Days	T+211 Days to T+240 Days Rs. 1.25 lakh/Week. Greater than T+240 Days - 0.5% of the Project Cost for every 2 weeks of delay.
6	Quality Certification	Quality Certificate	T+240 Days	T+241 Days to T+270 Days Rs. 1.25 lakh/Week. Greater than T+270 Days - 0.5% of the Project Cost for every 2 weeks of delay.

#	Milestone	Deliverables	Timeline	Penalty
7	Training	Training Plan User Manual User Feedback/assessment document	T+240 Days	T+241 Days to T+270 Days Rs. 1.25 lakh/Week. Greater than T+270 Days - 0.5% of the Project Cost for every 2 weeks of delay.
8	Go-Live	Submission and sign-off of UAT Successful Launch of Service	T+270 Days	T+271 Days to T+300 Days Rs. 2.5 lakh/Week. Greater than T+300 Days - 0.5% of the Project Cost for every weeks of delay.
9	Adding New scheme / service	Complete end to end configuration of a scheme after receiving complete information from department in required format.	8 working hours	1% of the quarterly payment calculated per transaction basis for the new scheme or service addition not meeting the SLA during the quarter.
		Complete end to end configuration of a service after receiving complete information from department in required format	8 working hours	1% of the quarterly payment calculated per transaction basis for the new scheme or service addition not meeting the SLA during the quarter.
	Terminating New scheme / service	Terminate/end/discontinue a scheme from the technology platform after receiving written approval from head of department.	1 working hour (for at least 95% of number of such requests)	1% of the quarterly payment.
		Terminate/end/discontinue a service from the technology platform after receiving written approval from head of department	1 working hour (for at least 95% of number of such requests)	1% of the quarterly payment.
	Modification in a scheme	Rules – eligibility, benefits calculation, payment etc. after receiving complete information from department in required format	8 working hours (for at least 95% of number of such requests)	1% of the quarterly payment.

#	Milestone	Deliverables	Timeline	Penalty
		Form – field classification, additions, enhancements after receiving complete information from department in required format	8 working hours (for at least 95% of number of such requests)	1% of the quarterly payment.
		Attachment – type, numbers, size etc. after receiving complete information from department in required format	8 working hours (for at least 95% of number of such requests)	1% of the quarterly payment.
	Modification in a service	Rules – eligibility, benefits calculation, payment etc. after receiving complete information from department in required format	8 working hours (for at least 95% of number of such requests)	1% of the quarterly payment.
		Form – field classification, additions, enhancements after receiving complete information from department in required format	8 working hours (for at least 95% of number of such requests)	1% of the quarterly payment.
		Attachment – type, numbers, size etc. after receiving complete information from department in required format	8 working hours (for at least 95% of number of such requests)	1% of the quarterly payment.
		Changes in user profile – addition, access control etc. after receiving complete information from department in required format	8 working hours (for at least 95% of number of such requests)	1% of the quarterly payment.

Note:

1. Penalty will be applicable only if the delay is attributable to SI.

2. Deliverables list is indicative WTL may ask additional documents which are evident for completion of milestone.

76.2. OPERATIONALSLA'S

#	SLA Parameter	Average Response Time			Method of Measurement	Penalty
		Baseline	**Low Performance**	**Breach**		
1	Operation and Maintenance for from the date of Go live Uptime of e-District 2.0 Application, Mobile app and Server	>= 99%	98%	Equal to 95% or less	Automated measurement as part of SLA tool will be adopted	For every 1% drop in uptime (for both Server Uptime and Application Uptime) in each quarter over the required Uptime of 99% a penalty up to 0.1% of the Project Cost would be liable to be deducted. If the uptime in any quarter is 95% or less due to conditions which are wholly attributable to the Bidder then the purchaser may terminate the contract. A penalty up to 0.5% of the Quarterly Payment would be liable to be deducted for every day delay in response time or call fixing time for any problem logged by the WTL/end user. The Selected Bidder will provide Help Desk call logged report every quarter
2	Time to load login page or any other page (other than home page) of the portal that can be viewed by the users(over web)	less than 3sec	less than or equal to 5Sec	more than 5Sec	Automated measurement as part of SLA tool will be adopted and frequency decided by the WTL. Measurement shall be executed between 9 AM to 9 PM on any day.	Exceeding 10% of instances over a period of 24 hrs, 1% of the quarterly fees for each such day till the instances are rectified, subject to10% of the quarterly fees payable.

3	Request-Response Time for online transaction either through portal or gateway where such services are made available (over web)	less than 3 sec	less than or equal to 5 sec	more than 5 sec	Automated measurement as part of SLA tool will be adopted and frequency decided by the WTL. Measurement shall be executed between 9 AM to 9 PM on any day.	Exceeding 10% of instances over a period of 24 hrs, 1% of the quarterly fees for each such day till the instances are rectified, subject to 10% of the quarterly fees payable.
4	Request-Response Time for transactions with document retrieval and rendering from cloud (over web)	less than 5 sec	less than or equal to 8 sec	more than 8 sec	Automated measurement as part of SLA tool will be adopted and frequency of measurement shall be executed between 8 AM to 3 PM on any day	Exceeding 10% of instances over a period of 24 hrs, 1% of the quarterly fees for each such day till the instances are rectified, subject to 20% of the quarterly fees payable.
5	Recovery Time Objective (RTO)	<=4 hours	<=8hours	>8 hours	Measured once in 3 months through a mock drill.	For any violation penalty will be 2% of the annual O&M cost.
6	Concurrent User Sessions Supported for Services used by e-District 2.0 system	Minimum of 6000conc urrent user sessions	Measured once in 3 months through a load test or actual usage.	For any violation penalty will be 3 % of the annual O&M fees.	Concurrent User Sessions Supported for Services used by e-District 2.0 system	Minimum of 7500 concurrent user sessions
7	Availability of all applications of e-District 2.0	>= 99.9%	<99.9% and >= 99%	<99%	Monthly availability through Total uptime/ (Total calendar time-Scheduled Downtime)	For any violation penalty will be 3 % of the annual O&M fees.

Note:

- o **SI will submit the uptime report on completion of every quarter.**

- o **For monitoring of server and application uptime SI shall have to provision for monitoring and measurement tools, licenses, etc. required for this purpose**

76.3. OPERATIONAL SLA'S FOR HELPDESK

Support calls to the helpdesk should be answered in:

#	Call Type	Description	Response Time
1	Critical Calls	Incidents which impact the overall solution like outage of e-district 2.0 Application and which has a high impact on the service delivery to citizens and respective departments. Incidents whose resolution shall require additional investment in components or time or shall involve coordination with OEMs. Incidents for which no work around is available. Any incident which is affecting a majority of users (over 80% of users including Department users and CSCs).	(within 15 min)
2	Medium	Incidents which impact a limited number of users. The main application at SDC is available but the productivity of a limited number of users is getting affected. For e.g., e-District application are up and running but certain users are unable to login / access / submit request / process citizen service requests etc. Incidents whose resolution shall require replacement of hardware or software parts, requiring significant interruption in working of that individual component. Acceptable work around is available. For example, installation of operating system, patches, etc.	(within 30 min)
3	Low	Incidents whose resolution shall require changes in configuration of hardware or software, which will not significantly interrupt working of that component. Incidents like functionality enhancement and/or support for modification or maintenance of source code, application version enhancement etc.	(within 45 min)

76.4. CATEGORIZATION OF CALL

The calls would be defined in the following categories:

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

   a. **S1-Veryhighseverity:** Business can't Work–Issue in which significant portion of business is non-operational and for which there is no workaround.

   b. **S2-High Severity:** Application is not down but there is a serious problem affectinguser'sproductivity.Workaroundifprovidedisawkwardandinefficient.

   c. **S3-Medium Severity:** Application is not down but there is an issue affecting small number of users or customers. Acceptable work around is available.

   d. **S4-Low Severity:** Functionality enhancement and/or support for modifications or maintenance of source code, training documentation or user documentation.

B. **Priority level:** The priority level of a service call is defined by the priority in which the calls would be handled in case of queuing.

   a. **P1-High Priority:** Total failure of critical systems, services, applications or underlying hardware Hosting centre failure Network failure External attack on network Immediate investigation and status reports.

   b. **P2-Medium Priority:** Partial failure of critical systems, services, applications or underlying hardware failure in standard operating procedures. Non-critical

hardware defect, Operating system failure of backup system, hourly reporting of investigations.

c. **P3-Low Priority:** Total or partial failure of non-critical services or applications, standard operational, Standard operating procedures, Routine password changes, Errors in hosted content, Updating hosted content, Report of initial investigations within four hours.

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

Severity/Priority	P1	P2	P3
S1	2 Hrs	4 Hrs	6 Hrs
S2	2 Hrs	6 Hrs	8 Hrs
S3	8 Hrs	16 Hrs	24 Hrs
S4	16 Hrs	24 Hrs	32 Hrs

* Time by which the calls have to be resolved

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

WEBEL TECHNOLOGY LIMITED

<div align="center">

SECTION – F

BID FORM

</div>

(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: Design, Development, implementation & maintenance of West Bengal e-District 2.0.

Dear Sir,

1. We the undersigned bidder/(s), having read and examined in details the specifications and other documents of the subject tender no. WTL/PAR/EDIST2/21-22/004 Dated 02.06.2021, 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. 1000000/- 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

SECTION – G

TECHNO COMMERCIAL EVALUATION & AWARDING OF CONTRACT

1.1. Criteria for Evaluation of Bids

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

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

- WTL will assign points (quality of services score) to the technically qualified Bidders based on the technical evaluation criterion as mentioned in ANNEXURE-II: TECHNICAL EVALUATION MATRIX. The commercial bids for the technically qualified Bidders will then be opened and reviewed to determine whether the commercial bids are substantially responsive.

- The evaluation will be made on the basis of least cost.

- Conditional bids are liable to be rejected.

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

- The Bidder shall be liable for adherence to all provisions of this request for proposal

  The Pre-Qualification proposal will be evaluated using the checklist given in Section -C.

1.1.2. Criteria for Evaluation and Comparison of Technical Bids

- Technical proposal of only those bidders will be opened and evaluated who meet all the pre-qualification criteria.

- The evaluation committee will evaluate the Technical Proposals on the basis of the technical evaluation criterion as provided below.

- Qualifying marks for opening Financial bid is 70

- Technical bids will be reviewed for determining the technical capability of the Bidder for the Project and to ascertain Compliance of the Technical bids with the RFP terms and conditions, technical requirements and scope of work as defined in this RFP.

1.1.3. Scoring Criteria and evaluation parameters:

Technical Scoring criteria is given in the ANNEXURE-II

1.1.4. Financial Bid Evaluation

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

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

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

- Any conditional bid would be rejected.

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

- If there is no price quoted for certain material or service, the bid shall be declared as disqualified.

- The lowest quoted price of the financial bid amongst the technically qualified bidders will be declared L1 bid.

- In the event that there are 2 or more bidders having the same value in the financial bid, the bidder securing the highest technical score will be adjudicated as the "Best responsive bid" for award of the Project.

1.2. Appointment of bidder

1.2.1. Award Criteria

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

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

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

1.2.3. Notification of Award

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

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

1.2.4. Contract Finalization and Award

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

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

1.2.5. Signing of Contract

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

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

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

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

1.2.7. Confidentiality of the Document

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

1.3. Rejection Criteria

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

1.3.1. Pre-Qualification Rejection Criteria

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

1.3.2. Technical Rejection Criteria

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

1.3.3. Commercial Rejection Criteria

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

1.4. Concessions permissible under statutes

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

WEBEL TECHNOLOGY LIMITED

SECTION – H

GUIDANCE FOR E-TENDERING

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

1. **Registration of Bidder:**

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

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

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

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

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

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

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

5. **Submission of Tenders:**

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

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

Techno Commercial Cover:

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

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

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 & joins in pdf format then upload)

1. Technical & Compliance Statement (Section – J)

Financial Cover:

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

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

(In each folder, scanned 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	• 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

UNPRICED BOQ/COMMERCIAL BID DETAILS

Sl. No.	Description	Unit	Quantity (C)
1	**Takeover of existing e-District Application along with existing infrastructure** i. Takeover and maintenance of the existing application ii. Support for infrastructure at SDC (including all Hardware, Software and licenses) till Go-Live of e-District2.0 (In As Is condition)	Lump sum	1
2	Application Development, Deployment and Support of e-District 2.0 (Cloud Ready), Document Management System (Enterprise Level with their O&M Support) including all existing services and UAT with the department including Data Migration from old application to new application including all required Software and Software licenses (Enterprise Level with their O&M Support) for entire contract period	Lump sum	1
3	Quality Certification of e-District 2.0 from Cert-In empanelled Auditor (Payable to Auditor)	Lump sum	1
4	e-District 2.0 - Support, O&M of Applications after Go-Live of e-District 2.0 (4 Year and 3 months)	Lump sum	1
A	Project Manager Technical	Per Manpower/ Month	60
B	Solution Architect		60
C	Database Administrator		60
D	Team Leader		60
E	Programmer/Developer		60
F	System Administrator		60
G	Mobile App Developer		60
H	Support Engineer/Tester		60
I	Technical Helpdesk		60
5	Additional scheme or service	Amount Per transaction basis	1
	GRAND TOTAL		

WEBEL TECHNOLOGY LIMITED

SECTION - J

TECHNICAL & COMPLIANCE STATEMENT

(Tender No. WTL/PAR/EDIST2/21-22/004)

- Bidder should submit all relevant data sheet/brochure of all quoted items as per RFP.

  - Application Security Audit compliance

  - Final System Integration and Hosting in Production environment

  - Documentation - Technical and User manuals

  - Capacity Building and Training

  - Comprehensive post-implementation support including operations and maintenance support for three (3) years, Project hand-over along with handover of all software and documentation and Exit management

WEBEL TECHNOLOGY LIMITED

SECTION – K

TECHNICAL CAPABILITY OF BIDDER

(Tender No. WTL/PAR/EDIST2/21-22/004)

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

Authorized Signatory (Signature In full): _____

Name and title of Signatory: _____

Stamp of the Company: _____

Note:

A. Type of Project shall indicate the implementation of services (Revamping, Designing, Development, Web Service Integration, Data Entry, Uploading, Data Migration and Maintenance & Support of API ready Online Application Software).

B. Scope of work shall indicate whether it is implementation, Operation or maintenance.

C. Submit Customer Order Copy details of the order indicating the project value, customer contact details.

WEBEL TECHNOLOGY LIMITED

FINANCIAL CAPABILITY OF BIDDER

(Tender No. WTL/PAR/EDIST2/21-22/004)

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

BIDDERS'S DETAILS

(Tender No. WTL/PAR/EDIST2/21-22/004)

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 up to 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 , 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 – N

FORMAT FOR PRE-BID MEETING QUERY

(Tender No. WTL/PAR/EDIST2/21-22/004)

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

<u>**SECTION – O**</u>

<u>**LIST OF CLIENTS OF SIMILAR ORDERS**</u>

(Tender No. WTL/PAR/EDIST2/21-22/004)

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

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.

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

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

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

SIGNED, SEALED AND DELIVERED

_____

(Stamp of the executants)

WITNESS

    1)   _____

    2)   _____

(Name & address in full with Rubber Stamp)

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

NIT DECLARATION

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

To

WebelTechnology Limited

Plot–5, Block–BP, Sector V, Salt Lake City,

Kolkata – 700091.

Sub:Design, Development, implementation & maintenance of West Bengal e-District 2.0.

Dear Sir,

We the undersigned bidder/(s) declare that we have read and examined in details the specifications and other documents of the subject tender no.WTL/PAR/EDIST2/21-22/004 Dated 02.06.2021 for "Design, Development, implementation & maintenance of West Bengal e-District 2.0" 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/PAR/EDIST2/21-22/004 Dated 02.06.2021)

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

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

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

For [name and registered address of organization]

[Signature]

[Name]

[Designation]

Witnesses:

1. [Signature, name and address of witness]

2. [Signature, name and address of witness]

Accepted

Signature]

[Name]

[Designation]

[Address]

Notes:

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

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

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

WEBEL TECHNOLOGY LIMITED

SECTION – S

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

(Tender No. WTL/PAR/EDIST2/21-22/004 DTD 2.6.2021)

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

<u>SECTION – T</u>

<u>PROPOSED SOLUTION ARCHITECTURE</u>

(Tender No. WTL/PAR/EDIST2/21-22/004 DTD 2.6.2021)

(Physical submission)

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

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

   o Training, awareness and sensitization including change management process

   o Entire Project Management approach for both implementation and operations

   o Any other detail required for the implementation of system

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

   o Functional Architecture

   o 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

SECTION – U

DESCRIPTION APPROACH, METHOLOGY AND WORK PLAN FOR PERFORMING THE ASSIGNMENT

(Tender No. WTL/PAR/EDIST2/21-22/004 DTD 2.6.2021)

(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

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

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

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

General Information	
Name of the person	
Current Designation / Job Title	
Current job responsibilities	
Proposed Role in the Project	
Proposed Responsibilities in the Project	
Academic Qualifications: ☐ Degree ☐ Academic institution graduated from ☐ Year of graduation ☐ Specialization (if any) ☐ Key achievements and other relevant information (if any)	
Professional Certifications (if any)	
Total number of years of experience	
Number of years with the current company	
Summary of the Professional / Domain Experience	
Number of complete life cycle implementations	
Past assignment details (For each assignment provide details regarding name of organizations worked for, designation, responsibilities, tenure) **Prior Professional Experience covering:** • Organizations worked for in the past • Organization name • Duration and dates of entry and exit • Designation Location(s) • Key responsibilities **Prior project experience** • Project name • Client • Key project features in brief • Location of the project	

• Designation • Role • Responsibilities and activities • Duration of the project Please provide only relevant projects.	
Proficient in languages (Against each language listed indicate if speak/read/write)	

FORM-II: DEVIATIONS

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

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

A.   On Scope of Work/Terms of Reference

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

B.   Any other areas

WEBEL TECHNOLOGY LIMITED

FORM-III: MANUFACTURERS AUTHORISATION

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

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

No. _____   Date: __/__/____

To

Webel Technology Limited

Plot–5, Block–BP, Sector V, Salt Lake City,

Kolkata – 700091.

Subject: OEM Authorization Letter

Ref: RFP No. WTL/PAR/EDIST2/21-22/004 Dated02.06.2021

Dear Sir,

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

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

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

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

a) Such Products which may opt to purchase from the Supplier, provided, that this
   option shall not relieve the Supplier of any warranty obligations under the Contract;
   and

b) in the event of termination of production of such Products:

   i. Advance notification to the Bank of the pending termination, in sufficient time
      to permit the Bank to procure needed requirements; and

   ii. Following such termination, furnishing at no cost to the Bank, the blueprints,
       design documents, operations manuals, standards, source codes and
       specifications of the Products, if requested.

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

Yours faithfully, (Name)

(Name of Producers)

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

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

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

No. _____   Date: __/__/____

To

Webel Technology Limited

Plot–5, Block–BP, Sector V, Salt Lake City,

Kolkata – 700091.

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

Ref: RFP No. WTL/PAR/EDIST2/21-22/004 Dated02.06.2021

Dear Sir,

I, authorized representative of_____, hereby solemnly affirm

to the IPR and Source Code rights as defined in Clause_____of this RFP document.

In the event of any deviation from the factual information/ declaration, WTL reserves the right

to terminate the Contract without any compensation to the System Integrator.

Thanking you,

Yours faithfully

(Signature of the Authorized signatory of the Bidding Organisation)

Name:

Designation:

Date:

Time:

Seal:

Business Address:

WEBEL TECHNOLOGY LIMITED

FORM-V: UNDERTAKING ON PATENT RIGHTS

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

No. _____   Date: __/__/____

To

Webel Technology Limited

Plot–5, Block–BP, Sector V, Salt Lake City,

Kolkata – 700091.

Subject**:**   Undertaking on Patent Rights

Ref: RFP No. WTL/PAR/EDIST2/21-22/004 Dated02.06.2021

Dear Sir,

1. I/We as System Integrator (SI) do hereby undertake that none of the deliverables being provided by us is infringing on any patent or intellectual and industrial property rights as per the applicable laws of relevant jurisdictions having requisite competence.

2. I/We also confirm that there shall be no infringement of any patent or intellectual and industrial property rights as per the applicable laws of relevant jurisdictions having requisite competence, in respect of the equipments, systems or any part thereof to be supplied by us. We shall indemnify WTL against all cost / claims / legal claims / liabilities arising from third party claim in this regard at any time on account of the infringement or unauthorized use of patent or intellectual and industrial property rights of any such parties, whether such claims arise in respect of manufacture or use. Without prejudice to the aforesaid indemnity, the SI shall be responsible for the completion of the supplies including spares and uninterrupted use of the equipment and / or system or any part thereof to WTL and persons authorized by WTL, irrespective of the fact of claims of infringement of any or all the rights mentioned above.

3. If it is found that it does infringe on patent rights, I/We absolve WTL of any legal action.

Yours faithfully

(Signature of the Authorized signatory of the Bidding Organisation)

Name:

Designation:

Date:

Time:

Seal:

Business Address:

WEBEL TECHNOLOGY LIMITED

FORM-VI: UNDERTAKING ON EXIT MANAGEMENT AND TRANSITION

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

No. _____   Date: __/__/____

To

Webel Technology Limited

Plot–5, Block–BP, Sector V, Salt Lake City,

Kolkata – 700091.

Subject**:**   Undertaking on Exit Management and Transition

Ref: RFP No. WTL/PAR/EDIST2/21-22/004 Dated02.06.2021

Dear Sir,

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

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

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

   b. We undertake to design standard operating procedures to manage system (including application and IT systems), document the same and train WTL personnel on the same.

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

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

Yours faithfully

(Signature of the Authorized signatory of the Bidding Organisation)

Name:

Designation:

Date:

Time:

Seal:

Business Address:

WEBEL TECHNOLOGY LIMITED

FORM-VII: SOFTWARE MANUFACTURER AUTHORIZATION & SUPPORT

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

To

Webel Technology Limited

Plot–5, Block–BP, Sector V, Salt Lake City,

Kolkata – 700091.

Subject: **Tender for the Project "Design, Development, Implementation, &
Maintenance of West Bengal e-District 2.0 and continuity of e-District
Application" in the State of West Bengal.**

Dear Sir,

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

1. Product / Component a)

       b)

       c)

2. Product / Component a)

       b)

       c)

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

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

Date: SIGNATURE OF AUTHORISED PERSON
Place: FULL NAME OF SIGNATORY

                                          DESIGNATION AND SEAL OF SIGNATORY

Date: COUNTERSIGNATURE OF BIDDER
Place: NAME *DESIGNATION AND SEAL*

ANNEXURE-I: MANPOWER TO BE DEPLOYED UNDER THE E-DISTRICT 2.0 PROJECT

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

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

Bidder may add additional rows as per requirement.

WEBEL TECHNOLOGY LIMITED

ANNEXURE-II: TECHNICAL EVALUATION MATRIX

Sl no	Parameter	Evaluation Points	Max Marks	Documents required
1.	The Bidder Should have Integrated IT Project experience with State Government/ Central Government/ Semi Government/ Quasi Government/PSU/ Other Government Institutions Each project should have minimum value of Rs. 5 Crore.	**12 Marks** - Summing up value 45 Crores of Maximum 3Projects **8 Marks** - Summing up value 30 Crores of Maximum 3Projects **6 Marks** - Summing up value 15 Crores of Maximum 3Projects	12 marks	Bidder should submit the following: a) Bidder should submit the PO / Work orders for ongoing projects. b) Project Completion Certificate from the client in case of completed projects. c) Work Order + Phase Completion Certificate (for ongoing projects) from the client
2.	The bidder should have executed or in the process of executing a state wide single IT project of minimum value Rs. 7.5 Crore with State Government/ Central Government/ Semi Government/ Quasi Government/PSU/Other Government Institutions, which includes any 3 activity of below - Development of Web-Portal/ Application - Capacity Building and Change Management - Data Centre/ Cloud Hosting - Quality Testing and Certification - Operations and Maintenance The maximum marks for each project is 5 marks.	2 Projects – 10 Marks	10 marks	Bidder should submit the following: a) Bidder should submit the PO / Work orders for ongoing projects. b) Project Completion Certificate from the client in case of completed projects. c) Work Order + Phase Completion Certificate (for ongoing projects) from the client

Sl no	Parameter	Evaluation Points	Max Marks	Documents required
3	The bidder should have executed a state wide e-District project with any State Government with a minimum value of Rs. 5 Crore	1 Project – 8 Marks	8 marks	Bidder should submit the following: a) Bidder should submit the PO / Work orders for ongoing projects. b) Project Completion Certificate from the client in case of completed projects. c) Work Order + Phase Completion Certificate (for ongoing projects) from the client
4	**Experience in West Bengal** The bidder should have executed or in the process of executing any IT/ ITeS project in West Bengal with any Government organization/ PSU with a minimum value of Rs. 5 Crore	1 Project – 3 Marks 2 Projects – 5 Marks -	5 marks	Bidder should submit the following: a) Bidder should submit the PO / Work orders for ongoing projects. b) Project Completion Certificate from the client in case of completed projects. c) Work Order + Phase Completion Certificate (for ongoing projects) from the client
5	The bidder should possess certifications on CMMi, evidence to be submitted in the form of certificate copy	ISO 9001: 2015 or CMMi-Level 3 Certification – 3 marks CMMi- Level 4 Certification – 4 marks CMMi- Level 5 Certification – 5 marks	5 marks	Copy of valid certificate from the issuing authority needs to be attached
5	Solution Proposed: Understanding of the Department's requirements	10 Marks	15 Marks	Bidder Should Provide - Solution Proposed - Understanding of the project (how the solution proposed is relevant to the understanding) - Technical Approach and Methodology

Sl no	Parameter	Evaluation Points	Max Marks	Documents required
				- Service Continuity Plan - AS-IS and TO-BE - Plan for enablement of Digital Payment, - Plan for Self Service Portal and Self Learning Portal for training purpose
5	Approach and Methodology to perform the work in this assignment - Activities sequencing, dependencies among activities - Resource planning, allocation and loading - Risk Management, Mitigation and Exit plan - Project work break down structure - Completeness and responsiveness of the - proposal responds exhaustively to all the requirements of the RFP	5 Marks		Bidder has to provide L2/L3 level work break down structure (WBS), clear baselines/ timelines, defined resources, roles & responsibilities along with a write-up project
5	Proposed team and profiles for implementation, rollout, Configuration, Customization, Application development and its Operation and Maintenance for the period of 5 Years.			
	Quality of CV for the Onsite Core Resources proposed for the project (Maximum Marks 25)			
I	**Project Manager Technical**	Qualification/relevant certification of the People Involved **Work Experience:** ■ Project Manager >=10 years of work experience in e-Governance = 2marks ■ Else 0 Marks **Educational Qualification:** ■ BE / B. Tech / MCA = 1Mark ■ Else0 **Project Management**	4 Marks	CV along with Copy of Degrees/ certificates

Sl no	Parameter	Evaluation Points	Max Marks	Documents required
		Experience • Managed >= 1 e-Governance projects having value of >= INR 20 Crores =1Mark Else 0 Marks		
II	**Solution Architect**	**Work Experience:** • >=10 years of work experience= 1marks • Else0 **Educational Qualification:** • BE / B. Tech / MCA =1 • Else0 **Project Experience** • At least 2 IT/e-Governance Project as Solution Architect = 1 • Else0	3 Marks	
III	**Database Administrator** should have valid industry recognized DBA certificate	**Work Experience:** • >=8 years of work experience= 1marks • Else0 **Educational Qualification:** • BE / B. Tech / MCA =1 • Else0 **Project Experience** • At least 2 IT/e-Governance Project as DBA= 1 • Else0	3 Marks	

WEBEL TECHNOLOGY LIMITED

Sl no	Parameter	Evaluation Points	Max Marks	Documents required
IV	**Network Administrator** should have valid industry recognized certificate	**Work Experience:** ▪ >=8 years of work experience = 1 marks ▪ Else0 **Educational Qualification:** ▪ BE / B. Tech / MCA =1 ▪ Else0 **Project Experience** ▪ At least 2 IT/e-Governance Project as Network Administrator=1 ▪ Else0	3 Marks	
V	**Team Leader**	**Work Experience:** ▪ Project Manager >=7 years of work experience in e-Governance = 1marks ▪ Else0 **Educational Qualification:** ▪ BE / B. Tech / MCA =1 ▪ Else0 **Project Experience** ▪ At least 2 Government Project as Team leader =1 ▪ Else0	3 Marks	
VI	**Programmer/Developer**	**Work Experience:** ▪ Programmer/Developer >=5 years of work experience in e-Governance = 1marks ▪ Else0 **Educational Qualification:** ▪ BE/B.Tech/MCA =1 ▪ Else0	2 Marks	
VII	**System Administrator** should have valid industry recognized certificate	**Work Experience:** ▪ >=8 years of work experience = 1 marks	2 Marks	

Sl no	Parameter	Evaluation Points	Max Marks	Documents required
		▪ Else0		
		Educational Qualification:		
		▪ BE / B. Tech / MCA =1		
		▪ Else0		
VIII	**Mobile App Developer**	**Work Experience:**	2 Marks	
		▪ >=5 years of work experience = 1 marks		
		▪ Else0		
		Project Experience		
		▪ Development Experience of at least 5 Mobile Apps for IT/e- Governance project (iOS/Android/Hybrid) =1		
		▪ Else0		
IX	Support Engineer/Tester	**Work Experience:**	2 Marks	
		▪ >=3 years of work experience in IT Projects = 1marks		
		▪ Else0		
		Educational Qualification:		
		▪ BE / B. Tech / MCA =1		
		▪ Else0		
X	Technical Helpdesk	**Work Experience:**	1 Marks	
		▪ >=3 years of work experience in Technical Support = 1 marks		
		▪ Else0		

Sl no	Parameter	Evaluation Points		Max Marks	Documents required
6.	Everybidderwillbegivenatimeslot of90minutes to demonstrate the tools, components and resources proposed for the project and demonstrate of the Bidder to implement the project. Company profile should be limited to 5 slides only; internet connectivity should be arranged by the bidder for demonstration of tools/ components etc. Broad Design of the Application required as mentioned in the RFP document.	**(Max. 20 Marks)**			
		#	**Module Name**		**Marking Pattern**
		1	Eligibility Module		3
		2	Scheme/Service configuration including deletion/deactivation		6
		3	Automation in processing		6
		4	Dashboard		3
		5	Citizen Mobile Application		2
	Total Score – 100				

Note-

a. Work order, only issued by State Government/ Central Government/ Semi Government/ Quasi Government/ PSU/ Other Government Institutions will be considered for evaluation.

b. Minimum qualifying Marks in Technical is 70 or more out of 100 Technical Marks. Only those bidders securing more than 70 marks shall qualify for commercial proposal opening.

c. TheResourceswhoseCVaresubmittedalongwithproposalcannotbereplacedforfirst6m onthsfromdateofcommencementofProject. Any replacement prior to that shall attract penalty of Rs 25,000. All replacement is subject to WTL approval and shall be at least equivalent to the proposed/deployed resource.

ANNEXURE-III

e-DISTRICT 2.0 TO BE SERVICE LIST MATRIX

SL. No.	Service Group	Service Type	Service Category/Owner	Service Name
1	District	G2C	Certificates	Distance Certificate for Students
2	District	G2C	Certificates	Gorkha Certificate
3	District	G2C	Certificates	Income Certificate
4	District	G2C	Certificates	Local Residence (Domicile) Certificate
5	District	G2C	Certificates	Ordinary Residential Certificate
6	District	G2C	Certificates	Permission for Delayed Registration of Birth
7	District	G2C	Certificates	Permission for Delayed Registration of Death
8	District	G2C	Licenses	Duplicate issue of arms license
9	District	G2C	Licenses	Extension of area validity of Arms License
10	District	G2C	Licenses	Impounding of Arms License during elections
11	District	G2C	Licenses	Issuance of Blasting License (more than 5 kg)
12	District	G2C	Licenses	Issuance of Blasting License (upto 5 kg)
13	District	G2C	Licenses	Issuance of Firearm License
14	District	G2C	Licenses	Issuance of Firecracker manufacturing license (factory license)
15	District	G2C	Licenses	Issuance of Firecracker possession and selling license
16	District	G2C	Licenses	Renewal of Firearm License
17	District	G2C	Licenses	Renewal of Firecracker manufacturing license (factory license)
18	District	G2C	Licenses	Renewal of Firecracker possession and selling license
19	District	G2C	Licenses	Sale of Firearms to authorized dealers
20	District	G2C	Licenses	Surrender and Cancellation of Firearm License
21	District	G2C	Licenses	Transfer case of Arms License
22	District	G2C	Grievance Redressal / RTI	Grievance Redressal
23	District	G2C	Grievance Redressal / RTI	Redressal of RTI queries & RTI status tracking
24	District	G2C	Others	Issuing of New PC & PNDT Registration Service
25	District	G2C	Others	Issuing of PC & PNDT Registration Renewal
26	District	G2C	Others	Verification Roll Service
27	Development Authority	G2C	NKDA	Assessment of Property Tax at NKDA
28	Development Authority	G2C/G2B	NKDA	Building Plan Sanction by NKDA
29	Development Authority	G2C	NKDA	Enrolment of Technical Persons at NKDA
30	Development Authority	G2C/G2B	NKDA	Entry of Building Plan Sanction Records up to Partial Occupancy Certificate by NKDA
31	Development Authority	G2C	NKDA	Generation and Payment of Water Charge at NKDA

SL. No.	Service Group	Service Type	Service Category/Owner	Service Name
32	Development Authority	G2C/G2B	NKDA	Issuance of Occupancy Certificate by NKDA
33	Development Authority	G2C/G2B	NKDA	Issuance of Partial Occupancy Certificate by NKDA
34	Development Authority	G2C	NKDA	Issuance of Record of Title (Mutation) by NKDA
35	Development Authority	G2C	NKDA	Issuance of Temporary Water connection by NKDA
36	Development Authority	G2C/G2B	NKDA	Issuance of Trade License by NKDA
37	Development Authority	G2C	NKDA	Modification of Assessment of Property Tax
38	Development Authority	G2C	NKDA	Payment of Property Tax at NKDA
39	Development Authority	G2C	NKDA	Registration of Birth at NKDA . This service is further integrated with Block Chain based application through webservices.
40	Development Authority	G2C	NKDA	Registration of Death at NKDA. This service is further integrated with Block Chain based application through webservices
41	Development Authority	G2C/G2B	NKDA	Renewal of Building Plan by NKDA
42	Development Authority	G2C	NKDA	Renewal of Enrolment for Technical Persons at NKDA
43	Development Authority	G2C/G2B	NKDA	Renewal of Partial Occupancy Certificate by NKDA
44	Development Authority	G2C/G2B	NKDA	Renewal of Trade License by NKDA
45	Development Authority	G2C/G2B	KMDA	Online Sanction of Water Connection by KMDA
46	Development Authority	G2C	ADDA	Online Sanction of Water Connection by ADDA
47	Development Authority	G2C	SJDA	Online Water Charges for Water Connection at SJDA
48	Department	G2C/G2B	UD & MA	Auto Renewal of Trade License in Municipal Areas
49	Department	G2C/G2B	UD & MA	Conversion of Provisional to Permanent Trade License in Municipal Areas
50	Department	G2C/G2B	UD & MA	Issuance of Trade License (Certificate of Enlistment) in Municipal Areas (This service will be replaced by Combined Application Platform for Integration of Online Trade License(Certificate of Enlistment) in the ULBs under Urban Development & Municipal Affairs Department and Online Registration under Shops and Establishment Act of Labour Department. Work Flow of Online Trade License will be within eDistrict 2.0 Platform. However combined application running on eDistrict 2.0 Platform will be required to integrate with Application for Online Registration under Shops and Establishment

SL. No.	Service Group	Service Type	Service Category/Owner	Service Name
				Act of Labour Department will be integrated through Web services)
51	Department	G2C/G2B	UD & MA	Sanction of Sewer Line Connection for Buildings in Municipal Areas
52	Department	G2C/G2B	UD & MA	Sanction of Water Connection for Buildings in Municipal Areas Other than Industrial Buildings
53	Department	G2B	Fire & Emergency Services	Grant of Fire Crackers Selling License
54	Department	G2C/G2B	Fire & Emergency Services	Grant of Fire License
55	Department	G2C/G2B	Fire & Emergency Services	Issuance of Fire Safety Certificate
56	Department	G2C/G2B	Fire & Emergency Services	Issuance of Fire Safety Recommendation
57	Department	G2C/G2B	Fire & Emergency Services	Issuance of Revised Fire Safety Recommendation
58	Department	G2B	Fire & Emergency Services	Renewal of Fire Crackers Selling License
59	Department	G2C/G2B	Fire & Emergency Services	Renewal of Fire License
60	Department	G2C/G2B	Fire & Emergency Services	Renewal of Fire Safety Certificate
61	Department	G2C	Land & Land Reforms	Issuance of Certified Copy of RoR. (eDistrict 2.0 portal is required to integrate with e-Bhuchitra Portal of L&LR through Webservices for fetching backend data)
62	Department	G2C	Land & Land Reforms	Issuance of Plot Information (eDistrict 2.0 portal is required to integrate with e-Bhuchitra Portal of L&LR through Webservices for fetching backend data)
63	Department	G2C	Registration & Stamp Revenue	Certified Copy of Registered Deed (eDistrict 2.0 portal is required to integrate with e-Nathikaran Portal of Registration Directorate through Webservices for fetching backend data)
64	Department	G2C	Registration of Societies	Amendment of Memorandum and Regulations
65	Department	G2C	Registration of Societies	Amendment of Signatories of Societies
66	Department	G2C	Registration of Societies	Annual Filing of Returns
67	Department	G2C	Registration of Societies	Entry of Records of Registration of Societies
68	Department	G2C	Registration of Societies	Registration of Firms, Societies and Non-Trading Corporations
69	Department	G2C	Labour	Building and other Construction Workers' Beneficiary Registration Process
70	Department	G2C	Labour	Building and other Construction Workers' Subscription collection
71	Department	G2C	Labour	Building and other Construction Workers' and Transport Workers' Benefits Disbursement

SL. No.	Service Group	Service Type	Service Category/Owner	Service Name
72	Department	G2C	Labour	Notice of Change in Registration of Shops & Establishments.
73	Department	G2C	Labour	Registration of Shops & Establishments
74	Department	G2C	Labour	Renewal of Registration of Shops & Establishments
75	Department	G2C	Labour	Transport Workers' Beneficiary Registration
76	Department	G2C	Labour	Transport Workers' Beneficiary Registration Renewal
77	Department	G2C	Power & NES	Endorsement of Further Parts of Electrical Supervisor License
78	Department	G2C	Power & NES	Endorsement of Further Parts of National Supervisor Certificate
79	Department	G2C	Power & NES	Endorsement of Further Parts of Workman Permit
80	Department	G2C	Power & NES	Entry of Legacy Records for Contractor's License
81	Department	G2C	Power & NES	Entry of Legacy Records for Electrical Supervisor License
82	Department	G2C	Power & NES	Entry of Legacy Records for Escalator Owner's License
83	Department	G2C	Power & NES	Entry of Legacy Records for Lift Attendant's Authorization
84	Department	G2C	Power & NES	Entry of Legacy Records for Lift Owner's License
85	Department	G2C	Power & NES	Entry of Legacy Records for National Supervisor Certificate
86	Department	G2C	Power & NES	Entry of Legacy Records for Workman's Permit
87	Department	G2C	Power & NES	Modification of Contractor's License
88	Department	G2C	Power & NES	New Contractor License Service
89	Department	G2C	Power & NES	New Electrical Supervisor License
90	Department	G2C	Power & NES	New Escalator Owner's License
91	Department	G2C	Power & NES	New Lift Attendant Authorization
92	Department	G2C	Power & NES	New Lift Owner's License
93	Department	G2C	Power & NES	New National Supervisor Certificate
94	Department	G2C	Power & NES	New Workman Permit
95	Department	G2C	Power & NES	Permission Letter to Erect New Escalator
96	Department	G2C	Power & NES	Permission Letter to Erect New Lift
97	Department	G2C	Power & NES	Release of Supervisors from an Electrical Contractor firm
98	Department	G2C	Power & NES	Renewal of Contractor's License
99	Department	G2C	Power & NES	Renewal of Electrical Supervisor License
100	Department	G2C	Power & NES	Renewal of Escalator Owner's License
101	Department	G2C	Power & NES	Renewal of Lift Attendant's Authorization
102	Department	G2C	Power & NES	Renewal of Lift Owners License
103	Department	G2C	Power & NES	Renewal of National Supervisor Certificate
104	Department	G2C	Power & NES	Renewal of Workman Permit Service
105	Department	G2C	Tourism	Renewal of Voluntary Recognition of Tour and Travel Operators

SL. No.	Service Group	Service Type	Service Category/Owner	Service Name
106	Department	G2C	Tourism	Voluntary Recognition of Tour and Travel Operators
107	Department	G2C	Co Operation	Affiliation of a Co-operative Society to Co-operative Union
108	Department	G2C	Co Operation	Amendment of By-Laws of a Co-operative Society
109	Department	G2C	Co Operation	Appeal before the Cooperative Registration Council by the Promoter or Management of a Society
110	Department	G2C	Co Operation	Appeal before the Registrar in case of refusal / failure of the Board of a Co-operative Society to grant membership
111	Department	G2C	Co Operation	Appointment of Administrator of a Co-operative Society as an interim management by the State Government
112	Department	G2C	Co Operation	Appointment of Special Officer on expiry of term of Board of Directors of a cooperative society
113	Department	G2C	Co Operation	Change of name of a Co-operative Society
114	Department	G2C	Co Operation	Convening Annual/Half-Yearly General Meeting by the Registrar at the instance of a Co-operative Society
115	Department	G2C	Co Operation	Convening Special General Meeting of a Co-operative Society by the Registrar under specific circumstances
116	Department	G2C	Co Operation	Dissolution and Reconstitution of Board of Directors of a Co-operative society by the Registrar
117	Department	G2C	Co Operation	Distrain and Sale of mortgaged land by the Registrar and Appointment of Sale Officer and Receiver
118	Department	G2C	Co Operation	Election of Board of Directors of cooperative societies by the WB co-operative election commission
119	Department	G2G	Co Operation	Entry of Past or Legacy Data of Co-operative Societies
120	Department	G2C	Co Operation	Filling of Casual Vacancies of the Board by the Registrar after two months
121	Department	G2C	Co Operation	Filling up Vacant Post of Director, not filled up through Election, by the Registrar
122	Department	G2C	Co Operation	Nomination of Board and arrangement election of Office Bearer by the Registrar
123	Department	G2C	Co Operation	Nomination of Director into the Board of Directors of a Co-operative Society by the State Government /Gram Panchayat/ Panchayat Samiti/ Zilla Parishad
124	Department	G2C	Co Operation	Nomination of representative of Registrar in the Selection Committee of a Co-operative Society for direct recruitment of staff
125	Department	G2C	Co Operation	Permission to Exceed Restriction on Limit on Borrowing of a Cooperative Society by the Registrar
126	Department	G2C	Co Operation	Permission to exceed restriction on limit on Issuance of Loan by a Co-operative Society by the Registrar

SL. No.	Service Group	Service Type	Service Category/Owner	Service Name
127	Department	G2C	Co Operation	Reference to the Cooperative Registration Council by Registrar
128	Department	G2C	Co Operation	Registration of a proposed Co-operative Society
129	Department	G2C	Co Operation	Removal of a member of the Board by the Registrar at the instance of Reserve Bank of India
130	Department	G2C	Co Operation	Revision of Borrowing Limit fixed by the General Meeting of a Co-operative Society by the Registrar Service
131	Department	G2C	Co Operation	Summoning of meeting of the Board of Cooperative society by the Registrar
132	Department	G2C	Co Operation	Supersession and Suspension of Board of Directors of a Co-operative Society by the State Government
133	Department	G2C	Housing	Issuance of permission for Mechanised buying bricks
134	Department	G2C	Housing	Registration of Association of Apartment Owners

Note: *The above existing list of G2C/G2B Services under e-District portal may be change based on actual requirement on e-District 2.0 Portal.*