

WEBEL TECHNOLOGY LIMITED

Notice Inviting Expression of Interest

1.	EOI No. & Date	WTL/EOI/LC/24-25/004. Dated 21/02/2025
2.	Brief description of Job	Expression of Interest for Labour Commissioner (LC) Web Portal for revamping of existing portal of Labour Department, Govt of WB.
3.	EOI Fee	Rs.2000.00 (Rupees Two thousand only) in the form of Demand Draft from any Scheduled bank in favour of Webel Technology Limited payable at Kolkata
4.	Last date & time of Submission	28/02/2025 at 14.00 Hrs
5.	Date & time of Bid Opening	28/02/2025 at 14.30 Hrs
6.	Address of Communication for queries, if any	WEBEL TECHNOLOGY LIMITED (A Govt. of West Bengal Undertaking) Plot - 5, Block – BP, Sector – V, Salt Lake City, Kolkata – 700091.
7.	Venue of Bid Submission & Bid Opening	WEBEL TECHNOLOGY LIMITED (A Govt. of West Bengal Undertaking) Plot - 5, Block – BP, Sector – V, Salt Lake City, Kolkata – 700091.
8.	WTL Contact Person	Manager (Commercial) – 23673403-06 Email:purchase@wtl.co.in
9.	Any proposal received by WTL after the deadline for submission of proposals may not be accepted. WTL reserves the right to accept of the late entries.	
10.	WTL reserve the right to reject or accept or withdraw the EOI without assigning the reasons thereof.	
11.	Bidders must be present at the time of opening of the bid. WTL are not answerable for any queries of any bidder who remain absent at that time.	

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Section – A

Expression of Interest (EOI) for conducting the revamp of the existing Labour Commissioner (LC) web portal of the Labour Department, GoWB

Webel Technology Limited (WTL), a Govt. of West Bengal Undertaking is engaged in implementing major IT and ITeS Projects in the state of West Bengal. In addition to projects in the state of West Bengal, WTL has expanded its activities to other states like Odisha, Jharkhand, Chhatisgarh, etc. Initiatives have been taken by the various Departments / Directorates of the Government of West Bengal implement digital infrastructure to enhance efficiency and service delivery.

INTRODUCTION

Expression of Interest (EOI) is invited from the prospective bidders for conducting Labour Commissioner (LC) Web Portal for revamping of existing portal of Labour Department, GoWB. Single bidder is allowed to bid. Consortium is not allowed. Bidders are requested to submit their bids in a sealed envelope and submit before the submission end time at WEBEL TECHNOLOGY LIMITED, PLOT-5, BLOCK – BP, SECTOR- V, SALT LAKE, KOLKATA 700091.

After evaluating the bid documents, bidders who will satisfy the Eligibility Criteria, will be called for presentations and if qualified will be asked to submit the commercial in different sealed envelopes .

Only the bidder, who will offer the lowest quote, will be awarded for the project.

Scope of Work and SOP

Executive Summary

The Labour Commissionerate being one of the major directorates under the Labour Department, Govt. of West Bengal, maintains industrial relations and enforces various labour laws with an aim to ensure the workers' basic rights at their work place. It also administers various social security schemes for both the organized and unorganized workers.

To bring the transparency and accountability in the enforcement of various Labour Acts and Rules of govt., a comprehensive workflow-based IT System is developed by National Informatics Centre (NIC) and is available at <https://wbcl.gov.in>. The Project has been successfully rolled out in all the 68 Regional Labour Offices across districts in the state and in Office of the Labour Commissioner at New Secretariat Building, Kolkata.

The development and implementation of the system is carried out in a phased manner, with the scope of work for each phase being integrated into the existing project having NICS Project ID: S150121GNWB.

The project undergoes regular maintenance of the existing software, frequent additions of new features to developed modules, and the development of new modules, as communicated by the competent authority on a regular basis.

This proposal defines the scope of work of Phase V of the project. The scope of this proposal can be broadly categorized as:

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- I. Maintenance of the existing live portal (<https://wbhc.gov.in>) for the next 12 months.
- II. Technology Transfer of the System
There is an urgent and critical requirement to migrate the existing software from the current server infrastructure to a new, upgraded, and secure platform. The project was originally developed in Drupal 7 and PostgreSQL and all subsequent developments till date is continued in the same technology stack. It has been officially announced by drupal.org that support for Drupal 7 will be discontinued from January 5, 2025. Consequently, it is essential to revamp and migrate the project to a new technology stack. The proposed technology stack for this revamp is Laravel/NodeJS (Backend) and Angular (Front End) with PostgreSQL as database.
- III. The development of pending modules that are part of the scope of work of previous proposals.
- IV. The development of new modules for which requirements are gathered from Labour Commissionerate.

Detailed description of the scope is presented in section2.1 of this document.

The scope of work outlined in this document includes maintenance of the existing software, details of the technology transfer and revamping of the existing system. It also covers the modules for which development is to be initiated, encompassing both pending modules from prior scopes and entirely new modules. Additionally, it mentions the modules and new features that have been successfully implemented based on requirements received from the competent authority, despite not being part of previous proposals.

1.1 Project Background

Labour Commissionerate

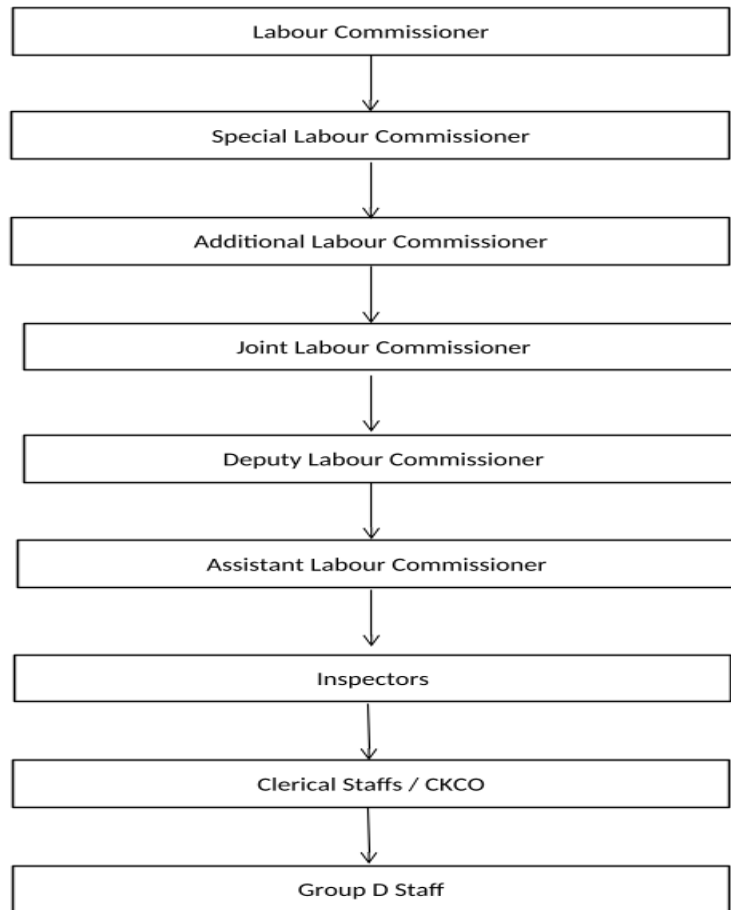
The Labour Commissionerate, as a key directorate under the Labour Department of West Bengal, is responsible for maintaining industrial relations and enforcing various labour laws to safeguard workers' fundamental rights in the workplace. Additionally, it administers several social security schemes for unorganized workers.

The Labour Commissionerate administers the following Acts and Rules framed there under:

- The Industrial Disputes Act, 1947
- The Minimum Wages Act, 1948
- The Contract Labour (Regulation & Abolition) Act, 1970
- The Interstate Migrant Workmen's (Regulation of Employment and Condition of Service) Act, 1979
- The Beedi & Cigar Workers (Conditions of Employment) Act, 1966
- The Motor Transport Workers Act, 1961
- The Plantations Labour Act, 1951
- The Trade Unions Act, 1926
- Etc.

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HIERARCHY OF THE OFFICE OF LABOUR COMMISSIONERATE



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Implementation Status

The Commissionerate had formally approached National Informatics Center (NIC) in 2014 for the development of citizen-centric Web based ICT solution for enforcing the various Labour Acts in an effective and efficient manner helping all the stakeholders both within and outside the Department.

The web-based application developed for this project is accessible at – <https://wbhc.gov.in>. Through the WBLC portal, approximately 25,089 Principal Employers and 17,656 Contractor Licenses are registered under the CLRA. Additionally, 3,031 Establishments are registered under the BOCWA, and 20,558 Trade Unions are officially registered.

The Project has been successfully rolled out in a phased manner in all the 68 Regional Labour Offices across districts in the state and in Office of the Labour Commissioner at New Secretariat Building, Kolkata.

1.1 Stakeholders

1. Registering & Licensing Officials of the Labour Department/Inspectors
2. Principal Employers
3. Contractors
4. Trade Unions
5. Establishments
6. Employees at State, District & Block Level

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1.2 Details of Roles & Responsibilities of Departmental Users

Departmental Stakeholders	Roles & Responsibilities
Labour Commissioner	Being at the helm of affairs he is overall in-charge of this directorate
Special Labour Commissioner	Holds area wise, Act wise and /or industry wise charge of supervision of various acts, schemes etc. Mainly supervises works of all of his subordinates. One of the Addl L.C holds the charge of Registrar of Trade Union
Additional Labour Commissioner	Holds area wise, Act wise and /or industry wise charge of supervision of various acts, schemes etc. Mainly supervises works of all of his subordinates. One of the Addl. L.C holds the charge of Register of Trade Union
Joint Labour Commissioner	Holds area wise, Act wise and /or industry wise charge of supervision of various acts, schemes etc. Mainly supervises works of all of his subordinates. One of the Joint. L.C holds the Charge of Director, State Labour Institute which is mainly for providing training and conducting different courses
Deputy Labour Commissioner	Holds area wise charge or entrusted with some duties in respect to various acts and schemes. Work as Appellate authority under Various Acts. Mainly supervises functions of the ALCs under his jurisdiction. Acts as Conciliation Officer, DDO in some cases.
Assistant Labour Commissioner	Registering Authority, licensing Authority etc. under various Acts .Also acts as Controlling Authority, Conciliation Officer, DDO etc. Also supervises the work of the inspectors under his jurisdiction in respect to implementation of all acts, schemes etc.
Inspectors	Mainly inspects different establishments under his jurisdiction under various Acts. Implementation of various schemes is mainly done by inspectors.
Clerks	Mainly do the clerical jobs in connection to official work, maintenance of records etc.
CKCO	Mainly do the works related to scheme at block or Municipality level. They also do the job of the clerk in case of their absence & do the works related to computers.

2. Scope of Work

This proposal defines the scope of work of Phase V of the project. The scope of this proposal can be broadly categorized as:

- I. Maintenance of the existing live portal (<https://wbcl.gov.in>) for the next 12 months.
- II. Technology Transfer of the System.
- III. The development of pending modules that are part of the scope of work of previous proposals.
- IV. The development of new modules for which requirements are gathered from Labour Commissionerate.

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2.1 Description of Work

The detailed functionalities of the categories mentioned in the scope are outlined below.

2.1.1 Maintenance of the existing live portal.

Sl. No.	Modules
1	Online Registration of Principal Employer, Licensing & Renewal of Contractor, Integration with GRIPS for Registration Fees Online & Security Deposit, Submission of Half Yearly and Annual Return under the Provisions of The Contract Labour (Regulation & Abolition) Act, 1970.
2	Online Registration of Principal Employer, Licensing & Renewal of Contractor, Integration with GRIPS for Registration Fees Online & Security Deposit, Submission of Half Yearly and Annual Return under the Provisions of The Interstate Migrant Workmen's(Regulation of Employment and Condition of Service)Act,1979
3	Enforcement of Labour Laws under Various Acts, Infringement, Prosecution and Let offs And Issue of Show Cause Notices to Establishment for Violations.
4	Online Registration of Establishment, Renewal, Submission of Annual Return and other intimations, Online Payment of Fees, Maintenance of registers under the Provisions of Motor Transport Workers Act, 1961
5	Online Registration of Establishment, Incorporation of changes in particulars in certificate of Registration, Submission of Annual Return and other intimations, Integration with GRIPS for Online Payment, Maintenance of registers under the Provisions of The Building and Other Construction Workers Welfare Act,1996
6	Online application for Submission of Self Certificates with Online Payment by Employers and full processing thereof under Policy of Risk Profiling, Inspection Norms & Self Certification for Shops /Establishments/Units/Owners under various LabourLaws,2016.
7	Computerized Allocation of Inspectors based on Risk Profiling, Inspection Norms & Self Certification by Employers under various LabourLaws,2016
8	Generation of MIS Reports at Different Levels (Viz., Labour Inspectors, ALC, DLC, JLC, etc.). Modules for report generation with the facilities of dynamic report building, such that reports related to fields as per choice can be generated at any point of time.
9	Services for Integration with State Single Window-Shipa Sathi Portal through API
10	Introduction of User Management with emphasis on role assignment in the Administrative hierarchy
11	Examination and Recruitment Module for SLI.
12	API integration with DigiLocker

****The points listed in Sl. No. 1-12 above represent the modules for which maintenance will be undertaken for a period of next 12 months.**

2.1.2 Technology Transfer of the software.

There is an urgent requirement to migrate the existing software from the current server infrastructure to the new upgraded and secure server infrastructure, followed by security audit clearance.

The project was developed in Drupal 7 and PostgreSQL and is continuing in the same technology stack. **It has been officially announced by drupal.org that support for Drupal 7 will be discontinued from January 5, 2025. Consequently, it is essential to revamp and migrate the project to a new**

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technology stack. The proposed technology stack for this revamp is Laravel/NodeJS (Backend) and Angular (Front End) with PostgreSQL as database.

The application may be hosted at State Data Centre (SDC) West Bengal, as the deployment to new infrastructure of National Data Centre (NDC) is now chargeable.

The comprehensive revamp and technology transfer of the software will be conducted in parallel with the development of new modules and ongoing maintenance activities.

Following work categories are considered for revamping.

Sl. No.	Modules
1	Database Restructure
2	Code Refactoring in New Technology
3	Theming & Login Procedures
4	Content Management System of the WBLC portal
5	User Management with emphasis on role assignment in the administrative hierarchy
6	Registration & Amendment of e-services under various labour laws(14e-services)
7	Revamping of several API integrations with external sources
8	All kinds of MIS and Analytical Reports
9	Annual Return
10	Trade Union Management
11	SLI Management & Examination and Recruitment Module for SLI
12	Revamping of Minimum Wages &CPI Management
13	Feedback Management
14	Revamping of Inspection Module -[Filing of Inspector Reports, Issuance of Show-Cause notice, Movement of Inspection File in the Hierarchy, Generation of Court Case Papers under various Labour Laws]
15	Allocation of Inspectors based on Risk Profiling, Inspection Norms & Self Certification by Employers under various Labour Laws,2016
16	Grievance Redressal Management
17	HRMS Data Verification
18	Submission of Self Certificates with Online Payment by Employers Self Certification For Shops/Establishments/Units/Owners under various Labour Laws.

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2.1.3 The development of pending modules that were part of previous proposals is required.

Sl. No	Modules	Status
1	Online Registration of Establishment and Integration with GRIPS for Registration Fees Online & Security Deposit under The Provisions of The Beedi & Cigar Workers(Conditions of Employment)Act,1966 [PHASE I]	Pending-Awaiting Clarification on Business logic requirements
2	Online Registration of Tea Estate/Cinchona Estate under the Provisions of The Plantations Labour.[PHASE I]	Pending-Awaiting clarification on business logic requirements
3	Online Registration of Trade Unions and Integration with GRIPS for Registration Fees Online under the Provisions of the Trade Unions Act, 1926.[PHASE I]	Pending-GRIPS Integration
4	Updating Hearings / Meeting dates, Resolution Dates and Resolution Details, Fail Out Details for Industrial Dispute Act and Payment of Gratuity Act.[PHASE I]	Pending-Awaiting clarification on business logic requirements
5	Amendment of Certificate of Registration under the Provisions of Motor Transport Workers Act, 1961[PHASE II]	Pending-Awaiting clarification on business logic requirements
6	Online assessment & deposit of Cess under The Building and Other Construction Workers Welfare Cess Act, 1996 including submission of return.[PHASE II]	Development Completed, Waiting for Payment integration with live credentials
7	Online Application Software for FAWLOI (Financial Assistance to the Workers of Locked Out Industries) Scheme.[PHASE II]	Development Completed, Waiting for Acceptance from Department
8	Issuance of Certified Standing Order for Industrial Establishment under the Industrial Employment (Standing Orders) Act, 1946[PHASE III]	Pending-Awaiting clarification on business logic requirements

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2.1.4. The development of new modules, based on requirements gathered from Labour Commissionerate.

Sl. No	Modules
1	User tagging Module for change of user <ul style="list-style-type: none"> <input type="checkbox"/> Identify and tag registered users who are in need of new credentials where- <ul style="list-style-type: none"> - Non-accessibility of User Credentials w.r.t accounts and updating of new credentials (e.g. Email, Contact Number.) - Removal of Third-Party access to the account/services/applications and tagging with a new user account. <input type="checkbox"/> Administrative approval for the Change request.
2	State Labour Institute(SLI). <ul style="list-style-type: none"> <input type="checkbox"/> Content Management System for SLI.
3	Amendment of Registration under the Provisions of The Interstate Migrant Workmen's(Regulation of Employment and Condition of Service)Act,1979
4	Updating / Modification of Mobile App (Android Based) for Contractor License under CLRA, viz License, Renewal & Amendment Application
5	Updating/Modification of Mobile App(Android Based) for Issuance of Contractor License / Renewal / Amendment under ISMW
6	Verification for Issuance of pay slips Under the Contract Labour License at the time of submission of Annual Return.
7	Trade Union Management <ul style="list-style-type: none"> <input type="checkbox"/> As part of the ongoing digitalization of the new Trade Union system, a date field needs to be integrated into the portal. <input type="checkbox"/> Modification and generation of FORM-H within the existing system. <input type="checkbox"/> Update the registration status along with associated remarks and date during the issuance of FORM-E. <input type="checkbox"/> Update the registration status along with associated remarks and date during the issuance of FORM-F. <input type="checkbox"/> Displaying of Elected Members of Trade Union in Public Domain. <input type="checkbox"/> Development of an automated data retrieval mechanism to display union status and FORM-E issuance details in public domain
8	Set up logging systems to capture IP addresses for every administrative login attempt
	across the platform to integrate real-time monitoring to detect and flag unusual or suspicious activity, such as repeated failed logins, logins from unknown or high risk IP locations, and potential brute-force attacks.

2.2 Deliverables

The deliverable of the project is the maintenance activities of the existing portal and the revamped portal with technology up gradation and incorporation of new modules.

2.3 Assumptions

The following assumptions have been made while preparing the proposal:

- a) That, the project proposal shall be approved and requisite fund shall be transferred to Developing company.

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- b) That, procurement and installation of ICT infrastructure will take place smoothly.
- c) That, the suitable manpower for the project shall be available.
- d) That, the hosting infrastructure may be made available at State Data Centre, West Bengal subject to decision of the Commissionerate
- e) That, the project requirement will be clearly specified by the Department.

2.4 Constraints

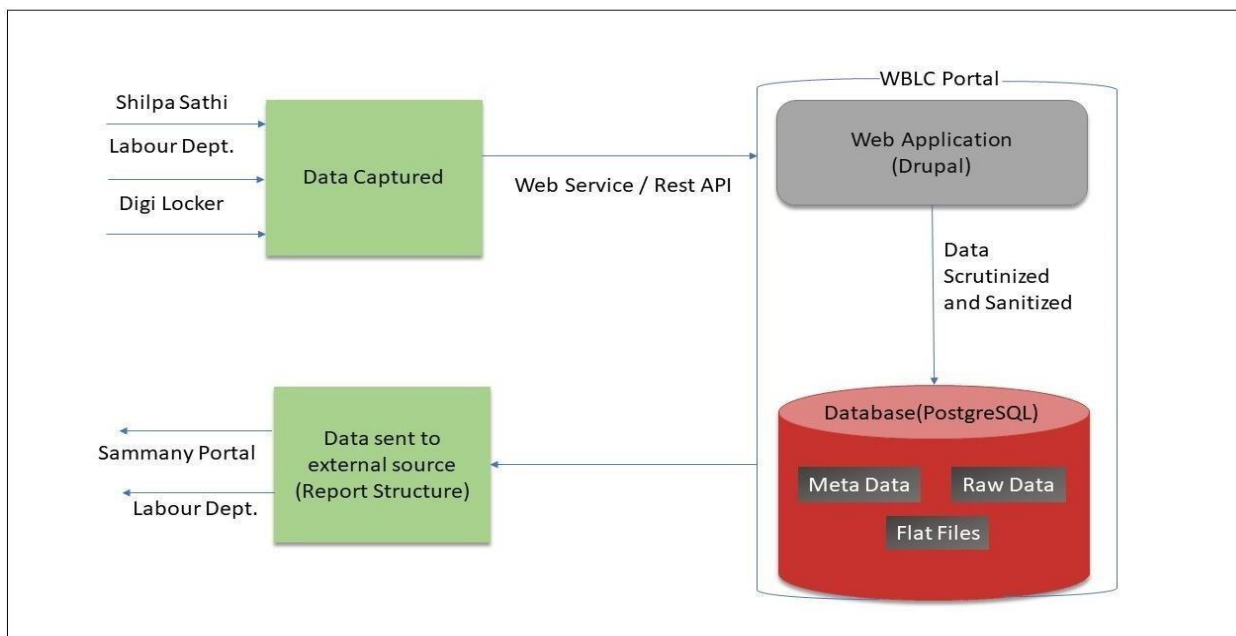
1. Configuration of Hosting Platform
2. Integration with external platforms (GRIPS, DigiLocker, Silpasathi, Portal of Labour Department, Samannay Portal, Punjab National Bank).

3 Proposed Solution

3.1 Objective

This document details the technology transfer and revamping of the existing system. It also specifies the modules for which development needs to be initiated, including both pending modules from previous phases and entirely new modules. All the modules which are developed and implemented in existing application will be maintained for a period of next one year. Additionally, this document details the modules that have been successfully implemented, even though they were not part of previous proposals.

3.2 Application Architecture



As regard to Intellectual Property Rights, it is to be owned jointly by the Department, Directorate & NIC. NIC is the Technical Consultant and will be facilitating Software Design, Development and Implementation. In all the software Projects being implemented by NIC, it is clearly mentioned as a Disclaimer, that Contents & Data is owned by the respective Department/Directorate.

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3.3 Technology Stack

The development of existing software, as available at <https://wbcl.gov.in> was started using Drupal 7 and PostgreSQL long back and all the subsequent developments and maintenance till date is continued in the same technology stack.

However, there is an urgent need to migrate the existing software from the current server infrastructure to a new, upgraded, and secure platform/environment. This migration will be followed by a security audit clearance to ensure compliance with security standards.

Furthermore, it has been officially announced by drupal.org that support for Drupal 7 will be discontinued from January 5, 2025. Consequently, it is essential to revamp and migrate the project to a new technology stack. The proposed technology stack for this revamp is Laravel/NodeJS (Backend) and Angular (Front End) with PostgreSQL as database.

The comprehensive revamp and technology transfer of the software will be conducted in parallel with the development of new modules and ongoing maintenance activities. To facilitate the revamp, the following work categories have been established:

Sl. No	Modules
1	Database Restructure
2	Code Refactoring in New Technology
3	Theming & Login Procedures
4	Content Management System of the WBLC portal
5	User Management with emphasis on role assignment in the administrative hierarchy
6	Registration & Amendment of e-services under various labour laws (14 e-services)
7	Revamping of several API integrations with external sources
8	All kinds of MIS and Analytical Reports
9	Annual Return
10	Trade Union Management
11	SLI Management & Examination and Recruitment Module for SLI
12	Revamping of Minimum Wages & CPI Management
13	Feedback Management
14	Revamping of Inspection Module -[Filing of Inspector Reports, Issuance of Show- Cause notice, Movement of Inspection File in the Hierarchy, Generation of Court Case Papers under various Labour Laws]
15	Allocation of Inspectors based on Risk Profiling, Inspection Norms & Self Certification by Employers under various Labour Laws, 2016
16	Grievance Redressal Management
17	HRMS Data Verification
18	Submission of Self Certificates with Online Payment by Employers Self Certification For Shops/Establishments/Units/Owners under various Labour Laws.

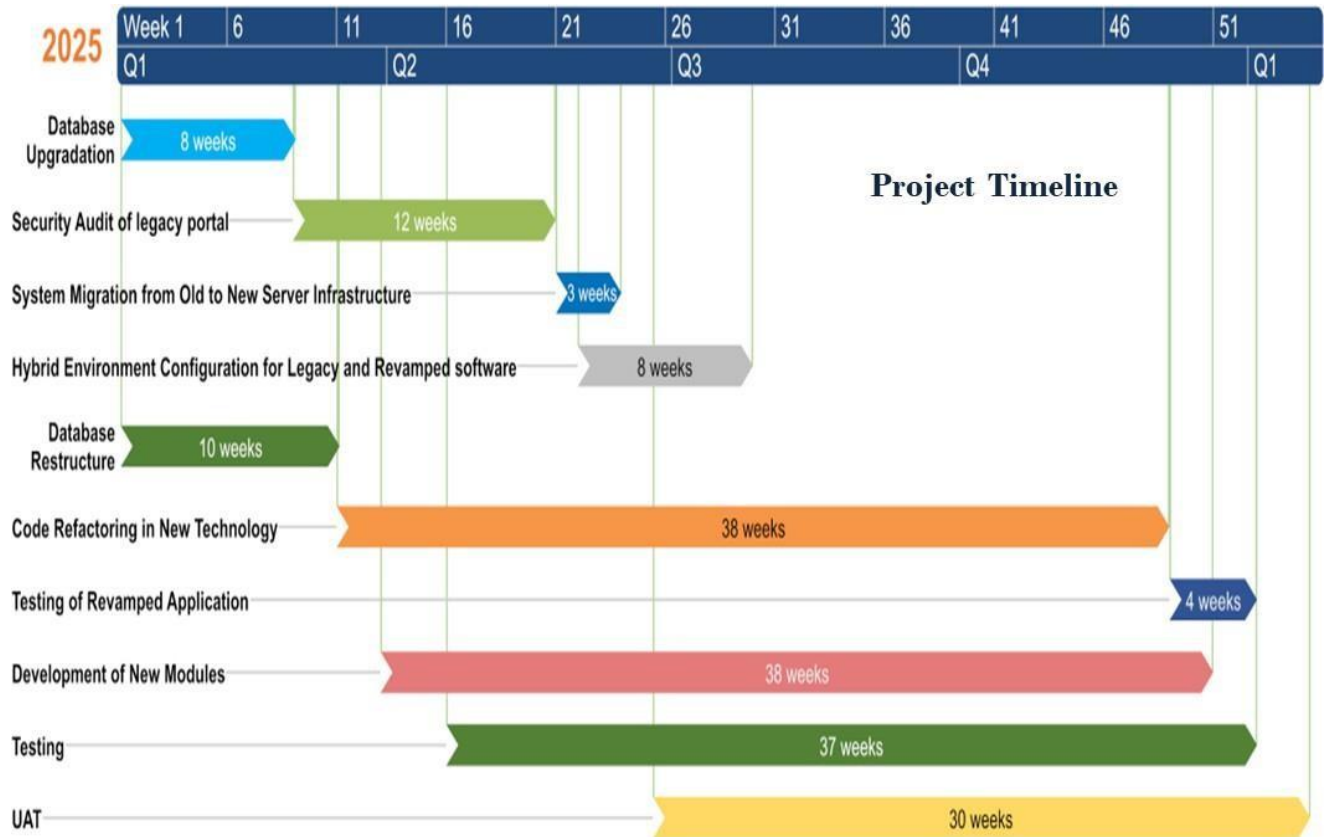
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4. Project Duration and Milestones

The current proposal is being submitted for One year (12 months) duration. In case development team and the Labour Commissionerate agree then it can be further extended.

Activity	Timeline in Weeks
Database Up gradation	8Weeks
Security Audit of legacy portal	12weeks
System Migration from Old to New Server Infrastructure	3weeks
Hybrid Environment Configuration for Legacy and Revamped software	8weeks
Database Restructure	10weeks
Code Refactoring in New Technology	38weeks
Testing of Revamped Application	4weeks
Development of New Modules	38weeks
Testing	37weeks
UAT	30weeks
EODB Compliance	8weeks

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5. Roles and Responsibilities

Department

1. To provide full cooperation during the requirement analysis process and to formally approve the finalized requirements for the purpose of requirement freezing.
2. To provide formal acceptance upon the completion of various modules or stages of the software, following the demonstration.
3. To mandatorily issue the User Acceptance Testing (UAT) certificate upon the deployment of the application to the staging server and successful UAT.
4. To identify a single point of contact (SPOC) from Department with whom Development Team will interact during development cycle of the Application.
5. To provide necessary fund to Developing Company for infrastructure and hiring of manpower for development of the Application and handholding support.
6. To finalize the data requirements, formats and standards in consultation with development team.

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7. To provide feasible time frame and work plan to development team.
8. To ensure desired data availability to development team for development, customization, testing and handholding of the application.
9. To provide administrative coordination and logistic support, whenever required.
10. To facilitate verification, validation and approvals for resolving any data related issues.
11. Data collection, data entry and data validation will be the sole responsibility of user department.
12. To further augment infrastructure and man power as need arises.
13. All the RTI matters, court cases, legal matters or any reference from other organization will be dealt by the Department and only project related technical matters can be forwarded to development team at the back- end.
14. In case there is addition of services and change of scope of the project as requested by the Department then the additional cost will be borne by the Department based on the request submitted by development team.

Role of the Development Team

1. To design, develop and test the web-based application.
2. To provide hand holding support to the Department.
3. To provide work plan and time frame for development, customization, testing and handholding of the application, as per the time frame and work plan.
4. To provide/extend user hand-holding & maintenance services mutually agreed with the Department.
5. Additional services as requested by State Government can be undertaken with mutual consent of development team and Department.

Action Checklist

<u>SL. No.</u>	<u>Action</u>	<u>Responsibility</u>
1	Submission of Project Proposal	Development team
2	System Study and workflow	Department & Development team
3	Administrative & Financial approval of Proposal	Department
4	Transfer fund	Department
5	Documentation	Development team
6	Development of Application	Development team
7	Identification of Domain Name	Department
8	Create Account at Hosting platform	Department
9	Apply for VMs at Hosting platform	Department
10	Apply for SMTP at Hosting platform	Department
11	Apply for SMS Gateway	Department
12	VPN Application	Department
13	Application testing and preparation for UAT	Development team
14	Performance monitoring and optimization	SI & DBA
15	UAT	Department
16	Rollout	Department & Development team
17	Documentation	Development team

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Annexure Annexure A: List of Acronyms

Sl. No.	Term	Definition
1.	G2B	Government to Business
2.	G2C	Government to Citizen
3.	G2G	Government to Government
4.	SDC	State Data Centre
5.	PEC	Project Evaluation Committee
6.	SLA	Service Level Agreement
7.	API	Application Programming Interface
8.	BRAP	Business Reforms Action Plan
9.	EoDB	Ease of Doing Business

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Section - B

Eligibility Criteria

1. The bidder must be a company registered under Companies Act, 1956/2013 or Partnership or LLP or Proprietary Firm. Documentary (Certificate of incorporation/Relevant document) evidence to be submitted.
2. The bidder should have own registered office presence in Kolkata of last 5 years supporting documents to be submitted.
3. The bidder should have valid Trade License, GST Registration Number & PAN. Bidder shall have to submit photocopy of the documents.
4. The bidder should have executed "Similar Nature Work" of single order an amount not less than Rs. 10.00 (Ten Lakh) in last three financial years (FY – 2021-22, 2022-23, 2023-24) in Government Department / PSU / Autonomous Body/ any reputed organization. References order copy for the project to be provided.
5. The Bidder must have own Support Service Centre (call centre number) with manpower in Kolkata. Details to be submitted.
6. The bidder should have an annual turnover of not less than Rs. 2.00 (Two crores) in the last three financial years (FY – 2021-22, 2022-23, 2023-24). Bidder shall have to submit Audited Balance Sheet / Audited Accounts / Auditor Certificate.
7. The bidder should have positive net worth each year in the last financial years (FY – 2023-24). Auditor Certificate to be submitted.
8. Bidder / prime bidder should have at least 20 Nos. of software developer on its payroll. The bidder should submit in their company letterhead.
9. Bidder should have valid ISO 9001:2015, Certified Company. (Related certificate copy required).
10. The bidder shall not have been blacklisted by any State/Central Government or PSU or bilateral/multilateral funding agencies for breach of ethical conduct or fraudulent practices as on date of submission of the proposal (as per DIT guidance note issued on 26-Dec-2011). Declaration on bidder's letter head to be submitted.
11. Bidder should submit a detailed description of the solution offered as per scope as per Section – A. The document should contain all activities related to the scope of work.

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Section - C

List of Documents to be Submitted

(EOI No. WTL/EOI/LC/24-25/004 dated 21.02.2025)

Sl. No.	Documents Submitted	Document Submitted	Page No of Submitted Document Serial
1	Documentary (Certificate of incorporation/Relevant document) as per Clause – 1 of Eligibility Criteria	Yes/No	
2	Documentary evidence as per Clause – 2 of Eligibility Criteria	Yes/No	
3	Documentary evidence as per Clause – 3 of Eligibility Criteria	Yes/No	
4	Documentary evidence as per Clause – 4 of Eligibility Criteria	Yes/No	
5	Declaration on letter head as per Clause – 5 of Eligibility Criteria	Yes/No	
6	Documentary evidence as per Clause – 6 of Eligibility Criteria	Yes/No	
7	Documentary evidence as per Clause – 7 of Eligibility Criteria	Yes/No	
8	Declaration on letter head as per Clause – 8 of Eligibility Criteria	Yes/No	
9	Documentary evidence as per Clause – 9 of Eligibility Criteria	Yes/No	
10	Declaration on letter head as per Clause – 10 of Eligibility Criteria	Yes/No	
11	Declaration on letter head as per Clause – 11 of Eligibility Criteria	Yes/No	
13	Financial Capability format as per Section – E	Yes/No	
14	Agency's Details format as per Section – F	Yes/No	
15	Covering Letter format as per Section – G	Yes/No	
16	Copy of EOI duly stamped and signed	Yes/No	

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Section – D

Instructions to Agency

1. **Agency Disqualification**

- Proposal not submitted in accordance with the procedure and formats prescribed in this document or treated as non-conforming proposal.
- The agency imposes own conditions in the proposal.
- Proposal is received in incomplete form.
- Proposal is not accompanied by all the requisite documents.
- Information submitted in the proposal is found to be misrepresented, incorrect or false, accidentally, unwittingly or otherwise, at any time during the processing of the agreement (no matter at what stage) or during the tenure of the agreement including the extension period if any.
- Agency tries to influence the proposal evaluation process by unlawful / corrupt / fraudulent means at any point of time during the bid process.
- In case any one party submits multiple proposals under one methodology or if common interests are found in two or more agencies, the agencies are likely to be disqualified, unless additional proposals/agencies are withdrawn upon notice immediately.
- Agencies may specifically note that while evaluating the proposals, if it comes to, Webel Technology Limited's knowledge expressly or implied, that some agencies may have colluded in any manner whatsoever or otherwise joined to form an alliance resulting in delaying the processing of proposal then the agencies so involved are liable to be disqualified for this agreement as well as for a further period of three years from participation in any of the tenders floated by Webel Technology Limited.

2. **Interpretation of Documents**

If any Agency finds discrepancies or omission in the EOI documents or if he is in doubt as true meaning of any part thereof, he shall make a written request to the WTL authority for correction/clarification or interpretation before the submission of the tender.

3. **Language of Bid & Correspondence**

The documents must be prepared by the Agency 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 Agency & WTL will be in English language only. The correspondence by fax/E-mail must be subsequently confirmed by a duly signed formal copy.

4. **Governing Laws**

This contract shall 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 Contractor shall keep himself fully informed of all current national, state and municipal law and ordinances.

5. **Corrupt or Fraudulent Practices**

WTL Committee requires that the agencies under this EOI 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. WTL Committee will reject a proposal for award if it detects that the agency has engaged in corrupt or fraudulent practices in competing for the contract in question. WTL 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.

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6. **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.

7. **Erasures or Alternations**

The offers with overwriting and erasures may make the EOI liable for rejection if each of such overwriting/erasures/manuscript ions is not only signed by the authorized signatory of the agency. 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 agencies and the WTL Committee reserves the right for such waivers.

8. **Sealing, Marking and Submission of Bid**

Interested Agencies are required to submit their bids in separate sealed envelopes as per instructions given below: -

Agencies shall submit their bids in sealed envelope super-scribed with EOI document number, due date, Project name (Digital Content).

a. All Documents as per Section – C

The envelopes containing above documents shall be enclosed in a large envelop duly sealed and super-scribed with EOI document number, due date, Project name.

The sealed envelope must be delivered to the Commercial Department, Webel Technology Limited, Plot - 5, Block-BP, Sector – V, Salt Lake City, Kolkata -700 091 through speed post/Courier or personally delivered to Manager (Commercial) or his designated personnel on or before 14.00 hrs. on 28.02.2025 and collect a receipt for submission. No other mode of delivery shall be accepted. WTL will not be responsible for any postal delay.

9. **Evaluation Process:**

- Agencies who will comply the items as per eligibility criteria will be selected. to give a demonstration of the entire project before the competent authority.
- Agencies, which will be selected by the competent authority, will be called for financial offer.
- Final Decision will be made by the competent authority.

10. **Award of Contract:** An affirmative Post Qualification determination will be prerequisite for award of the contract to the lowest quoted agency. A negative determination will result in rejection of agencies offer, in which event the WTL will proceed to the next lowest evaluated agency to make a similar determination of that agencies capability to perform satisfactorily.

11. **General Terms**

- 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.

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- All the documents to be submitted by the agency should be duly authenticated by the person signing the offer and if at any point of time during process or subsequently it is detected that documents submitted are forged/tampered/manipulated in any way, the total responsibility lies with the agency 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.
- No clarification will be entertained after opening of the bid.
- WTL reserve the right to reject or accept or withdraw the EOI in full or part as the case may be without assigning the reasons thereof. No dispute of any kind can be raised.
- WTL reserve the right to ask for clarification in the bid documents submitted by the agency. Documents may be taken if decided by the committee.
- No dispute by the agencies in regard to evaluation will be entertained by WTL and decision taken by the WTL Committee will be final.
- 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.
- Those agencies don't have GST Certificate; they may submit the self-declaration in letter head. The decision of acceptance will be done by WTL Committee.
- Price will be taken from the qualified agency.

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SI No	Technical Evaluation Criteria	Maximum Score 100	Supporting Document
1	Company existence as on bid submission last date. <ul style="list-style-type: none"> • More than 5 years = 5 Marks 	05	Relevant document to be submitted
2	Average Annual Turnover over the last Three Financial Years <ul style="list-style-type: none"> • 2.5 Crores up to 5 Crores =05 Marks • More than 5 crores = 15 Marks 	15	Auditor Certificate to be submitted.
3	Work experience on another single order (except the order submitted for eligibility criteria) last three financial years: Orders from Government Department / PSU / Autonomous Body/ any reputed organization where minimum one is “Similar Nature Work” <ol style="list-style-type: none"> a) 11 Lakhs up to 15 Lakhs = 05 Marks b) More than 15 Lakhs up to 45 lakhs = 10 Marks c) Above 45 Lakhs = 25 Marks 	25	A Copy of Work Order/ completion certificate to be submitted.
4	Certification: <ol style="list-style-type: none"> a) ISO 27001: 2013 = 05 Marks b) CMMi Level 3 or Higher = 10 Marks 	15	Copy of the valid certificate
5	Manpower (Software Developer): <ol style="list-style-type: none"> a) More than 20 up to 25 = 05 Marks b) More than 25 = 10 Marks 	10	Bidder should Submit declaration in their company letterhead.
6	The bidder needs to provide their: <ul style="list-style-type: none"> • Understanding of the requirements of the project (as per scope of work = 05 Marks • Approached methodology = 15 Marks • Execution plan = 05 Marks • Support service = 05 Marks 	30	Presentation to the Authority/ Committee

NOTE: The Bidder(s) must score minimum 70 out of total 100 points in this section for qualifying in Technical Bid evaluation. The presentation shall be conducted by WTL in the presence of the “Technical Committee” formed for tender evaluation. The bidders must provide the copies of the technical presentation as part of the proposal submitted as part of the bid. The decision of the technical committee in awarding of marks to the bidder for each section shall be final.

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Section E

Format for Financial Capability

(EOI No. WTL/EOI/LC/24-25/004 dated 21.02.2025)

FINANCIAL INFORMATION

Sl. No.	Name of the Agency	Turnover (Rs/Lakh)		
		2021-22	2022-23	2023-24
1				

Authorized Signatory (Signature in full): _____

Name and title of Signatory: _____

Stamp of the Company: _____

Note: Auditor Certificate to be attached along with this document

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Section - F

Format for Agency Details

(EOI No. WTL/EOI/LC/24-25/004 dated 21.02.2025)

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

Authorized Signatory (Signature in full): _____

Name and title of Signatory: _____

Company Rubber Stamp: _____

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Section - G Format for Covering Letter

(Agencies are requested to furnish the Format given in this section and to be submitted on Letter Head)

To,
The Manager (Commercial)
Webel Technology Limited
Plot – 5, Block – BP, Sector – V,
Salt Lake City, Kolkata – 700091.

Sub: Expression of Interest for Labour Commissioner (LC) Web Portal for revamping of existing portal of Labour Department, Govt of WB

Dear Sirs,

1. We the undersigned agency having read and examined in details the scope of work and other documents of the subject EOI no. WTL/EOI/LC/24-25/004 dated 21.02.2025 do hereby propose to execute the job as per details as set forth in the documents.
2. We are enclosing necessary information according to the desired format. The information furnished by us in this Expression of Interest is correct and best to our knowledge. If at a later date it is revealed that any declaration made by us is false/incorrect, then our bid would automatically stand cancelled.
3. We further agree that if our proposal is accepted and qualified then we shall provide abide by all the instruction of WTL.
4. We further agree that if our proposal is accepted and qualified then we shall provide abide by all the instruction of WTL.
5. We understand that WTL reserves the right to decide whether or not to pre-qualify our firm without disclosing the reason whatsoever.

Dated, thisday of2025

.....
Signature

.....
Name in full

.....
Designation

.....
Company Stamp