

WEBEL TECHNOLOGY LIMITED

NOTICE INVITING e-TENDER

Online Tender documents are invited for selection of System Integrator & Software Solutions Provider for “Strengthening of Cooperatives through IT Intervention through Design, Development, Integration, Implementation Testing, Commissioning and Operations & maintenance support for Computerization, automation & monitoring of Office of the Registrar of Cooperative Societies, Government of West Bengal across its HQ, Zonal Offices and Range Offices”, under the CSS Project of “**Computerization of Office of Registrar of Cooperative Societies (RCS) of States/UTs**”, 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, Integration, Implementation Testing, Commissioning and Operation & maintenance support for Computerization, automation & monitoring of Offices of the Registrar of Cooperative Societies

1.	Tender No. & Date	WTL/RCS/eRCS/25-26/007 Dated 13.06.2025
2.	Tender Version No.	1.0
3.	Brief description of Service required	Strengthening of Cooperatives through IT Intervention through Design, Development, Integration, Implementation Testing, Commissioning and Operations & maintenance support for Computerization, automation & monitoring of Offices of the Registrar of Cooperative Societies, Government of West Bengal across its HQ, Zonal Offices and Range Offices
4.	Tender Fee	Rs 6000.00 (Rupees Six thousand only). The amount to be transferred online through e-tender portal.
5.	Earnest Money Deposit	Rs 3,00,000.00 (Rupees Three Lakhs only). The amount to be transferred online through e-tender portal.
6.	Date of Downloading	13.06.2025
7.	Pre-Bid Meeting date & time	23.06.2025 at 12.00 Hrs. (On-Line Meeting) Pre-Bid meeting will be organizing online platform only. Only queries as per format (Section - I) reaching WTL by 21.06.2025 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	01.07.2025 at 14.00 Hrs.
9.	Last date & time of EMD & Tender Fee submission	Before Uploading of Tender
10.	Last date & time of Bid Submission	04.07.2025 at 12.00 Hrs.
11.	Date & time of Technical Bid Opening	07.07.2025 at 11.00 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. Necessary Tender fee may be remitted electronically through e-tender portal in favour of "Webel Technology Limited" and also to be documented through e-filing. Necessary Earnest Money Deposit (EMD) may be remitted electronically through e-tender portal in favour of "Webel Technology Limited" and also to be documented through e-filing.
2. Both Techno Commercial Bid and Financial Bid are to be submitted concurrently duly digitally signed in the website <https://wbtenders.gov.in>
3. Tender documents may be downloaded from website and submission of Techno Commercial Bid and Financial Bid will be done as per Time Schedule stated in Section – C of this Tender Document.
4. The Financial Bid of the prospective Bidder will be considered only if the Techno Commercial Bid of the bidder is found qualified by the Tender Committee. The decision of the 'Tender Committee' will be final and absolute in this respect. The list of Qualified Bidders will be displayed in the website.
5. All clarifications/ corrigenda will be published only on the WTL / <https://www.wbtenders.gov.in> website.

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SECTION – A

SCOPE OF WORK

1 Scope of Work

Webel Technology Limited (WTL) under the administrative control of Department of Personnel and Administrative Reforms, Government of West Bengal are the State Nodal Agency for implementation of e-Governance in West Bengal as per decision of the State Government through Change in Rules of Business. Webel Technology Limited is the authorized State Nodal Agency (SNA) and State Implementing Agency (SIA) for implementation of all e-Governance related activities. As State Implementing Agency (SIA) for e-Governance, WTL have been successfully implemented various e-Governance initiatives taken by various Departments, Directorates, Parastatals & Development Authorities across the length & breadth of West Bengal and are having wide experience in successful implementation & overall project management activities to the satisfaction of the user department.

Webel Technology Ltd (WTL) on behalf of the Cooperation Directorate, Government of West Bengal as a Tender Inviting Authority (TIA) has been entrusted for implementation of e-RCS through Selection of Service Provider for Design, Development, Integration, Implementation, Testing, Commissioning and Operation & Maintenance of Computerization, Automation & Monitoring of Registrar of Cooperative Society, Govt. of West Bengal across its HQ, Zonal & Range Offices.

The Co-operation Directorate is one of the two Directorates under the Co-operation Department responsible for implementation of the policy decisions of the Co-operation Department in exercise of the powers conferred upon the Registrar of Co-operative Societies in terms of the provisions of the West Bengal Co-operative Societies Act, 2006 and West Bengal Co-operative Societies Rules, 2011. The Special Registrar, Senior Additional Registrar, Additional Registrar, Joint Registrar, Deputy Registrar and the Assistant Registrar along with other officials perform various functions in the head office under the control of the Registrar. Details of “WBCS Act, 2006” and “WBCS Rules, 2011” may be accessed using the URL <https://cooperation.wb.gov.in/acts-rules>.

There are three (3) Zone Offices headed by the Additional/Joint Registrar of Co-operative Societies and twenty five (25) Range Offices across the State of West Bengal under the Co-operation Directorate(Headquarter) headed by the Joint/Deputy/Assistant Registrar of Co-operative Societies. The Zone and Range Offices function under the direction and guidance of the Registrar of Co-operative Societies.

The main function of the Co-operation Directorate is registration, nurturing and regulation of Co-operative Societies in terms of the WBCS Act and Rules.

This RFP document is not an agreement and is not an offer or invitation by WTL or its representatives to any other party. The purpose of this RFP document is to provide interested parties with information to assist the formulation of their Proposal. This RFP document does not purport to contain all the information each Applicant may require.

This RFP document may not be appropriate for all persons, and it is not possible for WTL, their employees or advisors to consider the investment objectives, financial situation and particular needs of each entity/bidder who reads or uses this RFP document. Certain bidders may have a better knowledge of the proposed Project than others. Each applicant should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP document and obtain independent advice from appropriate sources. WTL, its employees and advisors make no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of the RFP document.

WTL may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP document.

The Registrar of Co-operative Societies is the main establishments for Administration of the West Bengal Co-operative Societies Act, 2006 & the West Bengal Co-operative Societies Rules ,2011. Furthermore, the Co-operative Societies are managed by the Board of Directors as per the provisions of the Act, Rules & the Bye-laws of the Society. The Co-operation Directorate intends to migrate from the existing manual process to electronic in running and administering the Co-operatives through creation of the proposed IT enabled infrastructure work process can quickly be migrated and integrated.

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A brief lists of broad functions/services is given below :

1. Registrations of Co-operative Societies of different Kinds
2. Management of Co-operative Societies (Annual General Meeting, Half-Yearly General Meeting & Special General Meeting; Dissolution of Board, Appointment of Administrator, Special Officer; Constitution of Nominated Board, etc.)
3. Audit, Inspection & Enquiry
4. Dispute Resolution
5. Financial Assistance to Co-operative Societies
6. Liquidation and Winding up of Co-operative Societies

Some of the list of citizen centric functionalities, modules, services pertaining to the Co-operation Directorate for incorporation in the proposed platform essentially required for computerization of Registrar of Cooperative Societies within provision made in West Bengal Co-operative Societies Act, 2006 & the West Bengal Co-operative Societies Rules, 2011 but not limited are namely

Sl No	Some of the functionalities/ citizen interface but not limited to over & above eOffice functionalities
1	Entry of past / legacy data of Co-operative Societies
2	Recommendation for exemption of a Co-operative Society by State Government from the provisions of the WBCS Act
3	Registration of a proposed Co-operative Society
4	Reference to the Co-operative Registration Council by Registrar
5	Appeal before the Co-operative Registration Council by the Registrar
6	Amendment of By-Laws of a Co-operative Society
7	Registration of division of Co-operative Societies through transfer of assets and liabilities
8	Registration of amalgamation of Co-operative Societies through transfer of assets and liabilities
9	Registration of division of Co-operative Societies by order of Registrar
10	Registration of re-organisation of Co-operative Societies by order of Registrar
11	Registration of amalgamation of Co-operative Societies by order of Registrar
12	Recommendation for State Government direction of amalgamation of any Central Co-operative Bank with any other Central Co-operative Bank or with State Co-operative Bank
13	Registration of amalgamation of any Central Co-operative Bank with any other Central Co-operative Bank or with State Co-operative Bank
14	Change of name of a Co-operative Society
15	Registration of Subsidiary Organisation
16	Convening Annual / Half-Yearly General Meeting by the Registrar at the instance of a Co-operative Society
17	Nomination of Board and arrangement election of Office Bearer by the Registrar
18	Convening Special General Meeting of a Co-operative Society by the Registrar under specific circumstances
19	Dissolution and reconstitution of Board of Directors of a Co-operative Society by the Registrar
20	Dissolution and reconstitution of Board of Directors of a Co-operative Society by the Registrar at the instance of RBI
21	Removal of a member of the Board by the Registrar at the instance of Reserve Bank of India
22	Supersession and suspension of Board of Directors of a Co-operative Society by the State Government
23	Appointment of Administrator of a Co-operative Society as an interim management by the State Government
24	Recommendation for Appointment of Special Officer on expiry of term of Board of Directors of a Co-operative Society
25	Summoning of meeting of the Board of a Co-operative Society by the Registrar
26	Suspending resolution of the meeting of the Board / General Body of a Co-operative Society by the Registrar
27	Recommendation for rescinding or suspending resolution of the meeting of the Board / General Body of a Co-operative Society by the State Government
28	Recommendation for reservation of seats on the Board of a Co-operative Society by the State Government

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Sl No	Some of the functionalities/ citizen interface but not limited to over & above eOffice functionalities
29	Recommendation for Nomination of Director into the Board of Directors of a Co-operative Society by the State Government / Gram Panchayat / Panchayat Samiti / Zilla Parishad
30	Convening meeting of Board for election of Office Bearers by the Registrar 30 days after AGM
31	Filling up Casual Vacancies of the Board by the Registrar after two months
32	Filling up vacant post of Director, not filled up through Election by the Registrar
33	Recommendation for deputation of Government Officers to manage the affairs of the Co-operative Society
34	Recommendation for issuance of Directives by the State Government
35	Affiliation of a Co-operative Society to Co-operative Union
36	Recommendation for approval of the State Government to issue Debentures by a Co-operative Society
37	Recommendation for approval of the State Government to issue Bonds by a Co-operative Society
38	Recommendation for Financial Assistance to a Co-operative Society by the State Government
39	Recommendation for State Government Guarantee to a Co-operative Society for the repayment of loans and advances - Amendment and Renewal thereof
40	Distrain and Sale of mortgaged land by the Registrar and Appointment of Sale Officer and Receiver
41	Recommendation for remittance of Duties, Fees etc. and Granting Preference and Exemption by the State Government
42	Settlement of Dispute cases by the Registrar of Co-operative Societies
43	Payment of fees to the Arbitrators after Settlement of Dispute cases by the Registrar
44	Issuance of Certified Copies of Dispute Cases by the Registrar
45	Amendment of Award / Order of Dispute cases by the Registrar
46	Reference to the Registrar / State Government by the Chief Executive Officer
47	Reference to the Registrar / State Government by the State Nominee
48	Submission of Annual Return on Quarterly basis by a Co-operative Society to Registrar in Form XV
49	Submission of Additional Quarterly Return by a Co-operative Society to Registrar in Form XVI
50	Preparation of Statements, etc., at the cost of a Co-operative Society and Recovery of such cost by the Registrar
51	Revision of Borrowing Limit fixed by the General Meeting of a Co-operative Society by the Registrar
52	Permission to exceed restriction on limit on Borrowing of a Co-operative Society by the Registrar
53	Permission to exceed restriction on limit on Issuance of Loan by a Co-operative Society by the Registrar
54	Nomination of representative of Registrar in the Selection Committee of a Co-operative Society for direct recruitment of staff
55	Approval of Registrar for Pay Revision in loss making Co-operative Society
56	Permission of manner to invest or deposit Fund by a Co-operative Society by the Registrar
57	Permission of manner to invest or deposit Bad Debt Fund by a Co-operative Society by the Registrar
58	Permission to make ex-gratia payment or payment of bonus above the minimum prescribed limit by the Registrar
59	Recommendation for constitution of Co-operative Education Fund Committee and administration of Co-operative Education Fund
60	Appeal before the Registrar in case of refusal / failure of the Board of a Co-operative Society to grant membership
61	Approval of the Registrar in case of expulsion of a Member by the Board of a Co-operative Housing Society
62	Appeal before the State Government in case of expulsion of a Member by the Board of a Co-operative Housing Society

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Sl No	Some of the functionalities/ citizen interface but not limited to over & above eOffice functionalities
63	Concurrence / Approval of the Registrar to change in the scheme of the project and number of projects in Co-operative Housing Society
64	Recommendation for direction of State Government to conduct Cost and / or Performance Audit of a Co-operative Society
65	Submission of Audit Report by a Co-operative Society
66	Recommendation for Exemption and Remission of Audit Fees by the State Government
67	Submission of Rectification cum Compliance Report of Audit Report by the Co-operative Society
68	Approval of the Registrar to write off Assets and Bad Debts
69	Inspection of a Co-operative Society by the Registrar / State Government
70	Inquiry into the affairs of a Co-operative Society by the Registrar
71	Dissolution of a Co-operative Society by the Registrar
72	Cancellation of order of Dissolution of a Co-operative Society by the Registrar
73	Access to Documents by the Registrar / Audit Officer / Arbitrator
74	Power to enforce attendance of witness and production of documents by the Registrar / Audit Officer / Arbitrator
75	Power of conditional attachment of property by the Registrar
76	Power of the Registrar to direct payment of dues
77	Power of the Registrar to require payment of charge or surcharge
78	Power of the Registrar to direct payment of penalty for certain misdemeanors
79	Power of the Registrar to enforce performance of obligations
80	Power of the Registrar to recover sums due under the WBCS Act
81	Certificate Cases under the Bengal Public Demand Recovery Act, 1913
82	Redressal of Right to Information queries

It may kindly be noted that some more functionalities may be added and /or some proposed functionalities may be deleted subsequently depending on the Governance Process Re-Engineering, Amendment in relevant Laws, Directives from Appropriate Authorities.

E-Governance has been a term used frequently in the modern day governing that has been exclusively providing solutions to people in finding an efficient way of fulfilling their business operations. 'Development, Implementation and Support of Co-Operation Automation & Monitoring System' comes with a motive to serve the purpose of data management, secured framework, timely monitoring & reporting, flexible to implementation of proper training and assessment of departmental officials.

Some of the Scope of Work with consideration on computerization & automation of provisions made within West Bengal Co-operative Societies Act, 2006 & the West Bengal Co-operative Societies Rules, 2011 with respect to current manual process undertaken by various offices of Registrar of Cooperative Societies namely Head quarter, 3 Zonal Office & 25 Range Offices:

- To conduct system requirement specification (SRS) study based **on computerization & automation of provisions made within** West Bengal Co-operative Societies Act, 2006 & the West Bengal Co-operative Societies Rules, 2011 with respect to current manual process undertaken by various offices of Registrar of Cooperative Societies namely Head quarter, 3 Zonal Office & 25 Range Offices.
- To suggest process re-engineering, if any, to improve the existing process.
- Provisioning of eOffice solutions among Head office, Zonal offices & Range Offices within offices of the Registrar of Cooperative Societies.
- To create a calendar that will store and display training events that has been assigned to the employee.
- To add the list of training sessions by admin that is available for the employees to take for the current calendar year.
- To integrate the calendar to show both daily tasks as well as the training schedules assigned to each employee.
- Design a dashboard to log the daily tasks being performed at the field level.

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- To develop a web application to capture the end-to-end process starting with the inspectors on the field till the head of the Registrar of Cooperative Societies.
- To create a digital verification and approval process by authorities at various levels in the various offices of Registrar of Cooperative Societies namely Head quarter, 3 Zonal Office & 25 Range Offices
- To create a list of trainings attended by the employees till date during their service in the Cooperation Directorate.

To create a feedback form that will be shared with all the participants at the completion of the training to ensure this process is effectively being implemented further.

- Development of user manual and training of stakeholders.
- User Acceptance Testing and deployment of the web application.
- Provide handholding support for 3 months from date of deployment.
- Host the application in Govt. approved cloud at beginning and get it to SDC after security audit.
- AMC for 2 years from the date of expiry of 3 months Hand holding support from the date of Go-Live.
- Provide a helpline of appropriate resources to deal with queries of field functionaries.

Study Design and Development

Requirement Study

- The Implementing agency is required to perform detailed assessment of the solution requirements. Based on the assessment, the implementing agency should finalize the System Requirement Specifications (SRS). The implementing agency shall:
 - Conduct requirement gathering by meeting with officials and users of the Application.
 - Follow standardized template for requirements capturing.

Design

- The implementing agency needs to design the solution architecture and specifications for meeting the requirements mentioned as part of this document. The implementing agency should be responsible for the design and architecture of the system implemented to satisfy all requirements as described in this document. The implementing agency is required to perform the following activities:
 - Prototype preparation
 - Prepare High Level and Low-Level design document
 - Design database architecture, including defining data structure, data dictionary as per requirements of data storage

Development

- The implementing agency should design and develop components / functionalities that are required to address the stated requirements.
 - Business Process Guide
 - Data Model Description
 - Sample Reports
 - Frequently Asked Question (FAQ) guides
 - Any other documentation required for usage of the implemented solution

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Integration

Following services are proposed to be integrated in the solution

Services	Purpose of Integration
SMS	For sending system generated notifications to user (SMS Gateway will be provided by Cooperation Directorate)
Email	For sending system generated notifications to user using wb.gov.in mail server of GoWB (Email Gateway will be provided by Cooperation Directorate)
PDF Generator	For generating PDF
API integration	For integration with existing software/Portals under Cooperation Department, GRIPS Payment Gateway integration etc. and integration with National Cooperative Database (NCD)

Make sure that the Integration with the NCD is completed as per following details:

Three types of APIs will be required :

- **Add** – as and when a new society is registered - Request will be sent through API to NCD. NCD will create a unique NCDID. This NCDID will be stored in the RCS application of the State.
- **Update API** – As and when any record will be updated in the RCS application - The updated data will be shared with NCD through API for updation of the same in NCD.
- **Delete** - As and when any record is deleted from the RCS Application/DB - the same needs to be communicated through API with NCD - for deletion of record from the NCD. (*) The Delete will not delete the record physically but only mark it as DELETED. In future it will be possible to get the reports of all those deleted records.

Testing

The implementing agency should provide testing strategy and should conduct testing of various components of the software developed. Implementing agency must ensure deployment of necessary resources and tools during the testing phases. The implementing agency is required to perform the testing of the solution based on the approved test plan, documents the results and should fix the bugs found during the testing. Before Go-live of the application, following testing should be done:

- Unit testing
- Functional Testing

Security Audit

The following activities should be performed during security audit.

- Assessment of the vulnerabilities, threats and risks
- Security audit by CERT-In Agency for all modules mentioned above and issuance of safe to host certification

User Acceptance Test (UAT)

After completion of development of application, User Acceptance Test (UAT) shall be conducted. Implementing agency shall carry out the User Acceptance test for the identified users and ensure that the issues raised during the User Acceptance Testing (UAT) phase are addressed, closed and signed-off. After successful completion of UAT, Go Live shall be conducted.

- Demonstration of features and functionalities of the solution
- Conduct User acceptance test on the requirement
- Provide staging server facility for application testing
- Bug and error resolution

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Hosting and Go-Live

The application will go-live after development in cloud server for the initial period of 6 month then it will be transfer to West Bengal State Data Centre (WBSDC) after security audit, implementing agency will coordinate to Registrar of Cooperative Societies and WBSDC official to further deployment plan of the application with complying all the policies of WBSDC.

- Perform detailed assessment of infrastructure requirements including Servers, Storage and Security, etc. for operationalization of the solution through leveraging of existing HCI based Cloud Enabled Platform of SDC & DR site.
- Deploy the application at WBSDC.
- Configure, install and host the application in High Availability mode.
- Ensure deployment of the application as per the DR policy of WBSDC.
- WBSDC is equipped with Cloud Environment on Nutanix Hyper Converged Infrastructure (HCI) platform equipped with SSD storage & DR site at Purulia (West Bengal).

The Service Provider shall be responsible for:

- Preparation and submission of test strategy, test cases and test results.
- Demonstration of module-wise functionalities/ features before Registrar of Cooperative Societies & WTL in staging environment.
- Support Registrar of Cooperative Societies & WTL and its designated authority for conducting the testing and provide access of the systems as required by them.
- Rectification in the new application for any issues/ bugs/ and improvements/ Enhancements / up-gradations suggested by Registrar of Cooperative Societies & WTL (if any) during the UAT without any additional cost.
- It would be Service Provider's responsibility to ensure that all issues raised during UAT are closed and signed-off from respective authority.
- After incorporation of the suggestions made during the UAT phase, the Service Provider shall host the application in the production environment and Go-live of the system will be declared.
- After the Go-live, the application will be rolled-out for Operation and Maintenance.

Training

Training shall be conducted for the end users to make them acquainted with the application preferably through virtual mode. The training imparted shall ensure that end users are able to perform the various functions through the enhanced and newly developed modules. For this a proper training documentation shall be maintained to facilitate:

- Impart training to all the users and the identified officials
- Training on usage of application
- Resolving common problems which users may encounter
- Training in case of any changes of application during the contract period

Hand Holding Support

Implementing agency needs to provide hand holding support for a period of 3 months from the date of Go-Live of application. Hand holding support does not cover design of new screens and creation of new Dynamic modules in proposed application.

The activities that will be covered under the Hand holding support are as follows:

- The team with adequate manpower having expertise in database and application management & support for operation and management of entire application to carry out the above activities.
- To give details of methodology for Application Support, operation and management with team structure.

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- To share administrative access rights / credentials with Registrar of Cooperative Societies and all the administrative tasks should be done in presence of competent officials of Registrar of Cooperative Societies/WTL.

Annual Maintenance Contract (AMC)

Annual Maintenance Contract (AMC) will be provided for a period of 2 years from the date of expiry of 3 months hand holding support period. The Scope of work during AMC phase: -

- Database Cleansing & Data Rearrangement.
- Data Synchronization.
- Fixing of broken links.
- Defect analysis & troubleshoot

Technology Components

The development of application should be done preferably using **open-source platform preferably on high performance Microservice Architecture**. The bidder is free to use the system software available with WBSDC's HCI based Cloud Enabled Platform or any third-party software etc as per requirement of their proposed solution. If the bidder is adopting and implementing any proprietary software, adequate license must be procured in the name of the Registrar of Cooperative Societies, Govt. of West Bengal and the cost towards the same will be borne by the bidder

Operation and Maintenance

Application support

Application support includes, but not limited to, production monitoring, troubleshooting and addressing the functionality, availability and performance issues, implementing the system change requests etc. The Service Provider shall keep the application software in good working order; perform changes and upgrades to applications as requested by the Registrar of Cooperative Societies, Govt. of West Bengal team. Key activities to be performed by Service Provider in the application support phase are as follows:

- a) Enhancement of MIS report as per the requirement
- b) Database query report management on emergency
- c) Optimization of the already developed reports
- d) Tuning of transactions
- e) User & access management
- f) The Service Provider shall ensure compliance to SLAs as indicated in this RFP and any upgrades / major changes to the software shall be accordingly planned by Service Provider ensuring the SLA requirements are met at no additional cost.

Software Maintenance

- a) The Service Provider shall provide unlimited support through Telephone /Email /Video Conferencing /Installation/ Visit as required.
- b) The Service Provider shall address all the errors/bugs/gaps in the functionality in the solution implemented by the Service Provider at no additional cost during the support phase.
- c) Any changes/upgrades to the software performed during the support phase shall subject to the comprehensive and integrated testing by the Service Provider to ensure that the changes implemented in the system meets the specified requirements and doesn't impact any other function of the system.
- d) Tuning of products/ applications, databases, third party software's and any other components provided as part of the solution software including re-configuration of the system in the event of any hardware/network/ software failures or replacement, shall be the responsibility of the Service Provider.

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- e) Issue log for the errors and bugs identified in the solution and any change done in the solution shall be maintained by the Service Provider and periodically submitted to the Registrar of Cooperative Societies, Govt. of West Bengal.

Project Team Structure

The Service Provider shall allocate resources having specialized skills, education and relevant experience for successfully implementing the project within time while meeting the scope and quality. The skills required for the Operations and Maintenance phase would be different. Continuity of these resources in both the phases shall play a key role in meeting the project objectives.

In the above context, the Service Provider is instructed to propose a Team for Implementation Phase and Operations and Maintenance phase.

- a) The Service Provider shall form a team for this project and identify a Single Point of Contact (SPOC) to resolve and attend to all the issues raised by the Registrar of Cooperative Societies, Govt. of West Bengal during Implementation Phase and Operation & Maintenance phase as and when required.
- b) The Service Provider would maintain the continuity of the SPOC, however, in case of replacement of any team member, it would be the responsibility of Service Provider to inform the Registrar of Cooperative Societies, Govt. of West Bengal /WTL in advance and propose a replacement member who shall be equally qualified having similar experience.
- c) The escalation process and matrix will be finalized during approval of Project inception report and communication strategy. The Service Provider will adhere to this escalation process during the operation support.

Functional Requirement

The following are the module wise functional requirement, which the implementing agency is intended to develop under this assignment.

Activity Monitoring System

The employees of the Registrar of Cooperative Societies under Cooperation Directorate, Govt. of West Bengal will login to the application using a computer.

There will be different user roles based on their respective designations.

All employees will be able to manage their public profile and update their account passwords themselves.

All employees will be able to view any tasks assigned to them by their reporting supervisors.

Each task will be made available to the immediate supervisor for approval and additional notations.

The head of the Registrar of Cooperative Societies under Cooperation Directorate, Govt. of West Bengal will have complete access to the application data and data from the connected sources like all Cooperative societies. They will be able to assign tasks to the respective Registrars.

Registrars will be able to see all the tasks assigned to them by and will also be able to monitor and assign tasks to the remaining officers of Zonal & Range offices of RCS and the flow shall continue in the hierarchy order shared by the Registrar of Cooperative Societies under Cooperation Directorate, Govt. of West Bengal.

Inspector of Co-operative Societies can manage their jobs and update the progress on their daily tasks using the application that needs to be installed on their smartphones.

Inspector of Co-operative Societies will be able to conduct all their yearly inspections of each cooperative society and submit their reports using this application.

All employees will be able to assign tasks to themselves from the drop-down list of job duties when they are found due.

There will be an option to upload any evidence, pictures or documents related to the task.

Every employee will be able to contact each other within the Registrar of Cooperative Societies under Cooperation Directorate, Govt. of West Bengal by utilizing the Directory feature in the Profile section.

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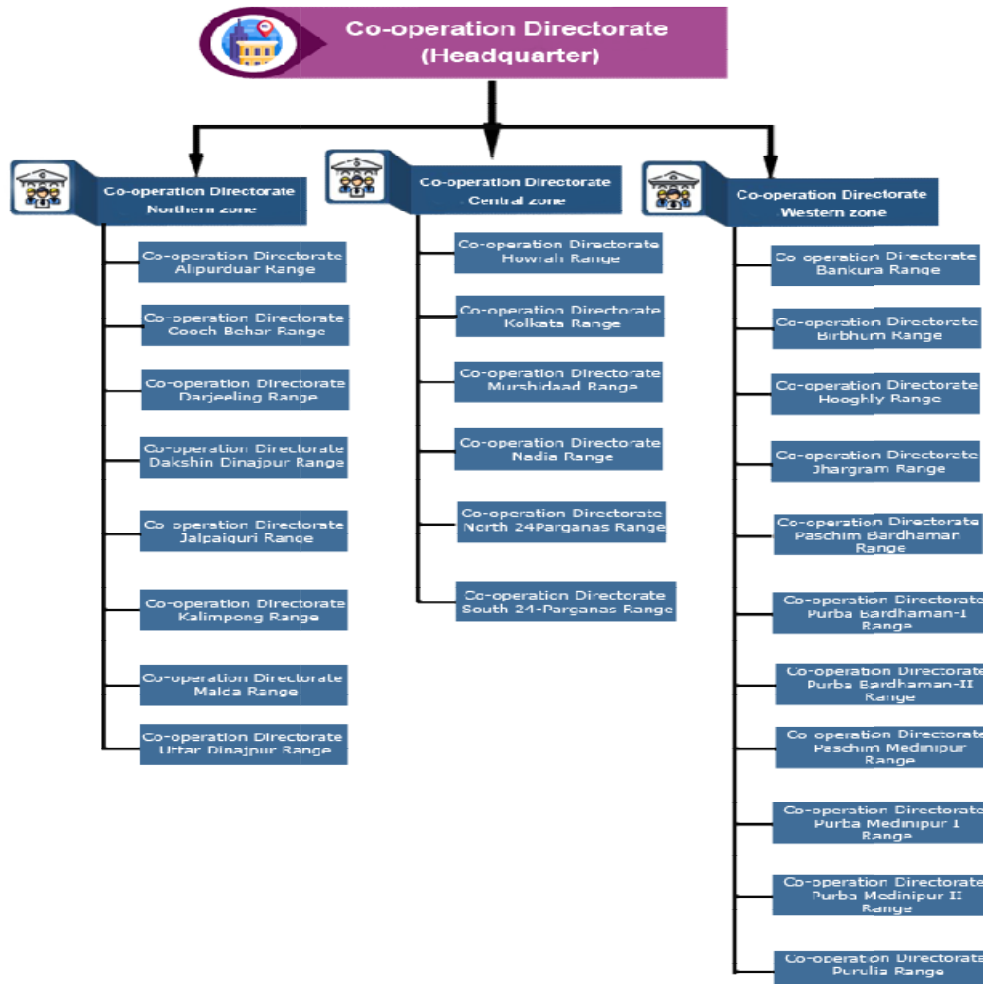
Master Module

A master module will be created where all the required details will be entered by the administrator. Data incorporated in the master modules will be accurate, complete and consistent. After the master is defined, the user will be able to view the master data in the application. In the master module, following activities will be done:

- Each District's, Division's, Circles Code Generation
- Creation of login ID of Users like; Registrars/ Nodal Officers of the Registrar of Cooperative Societies under Cooperation Directorate, Govt of West Bengal
- Role & rights management of the users
- Yearly Data collection report generation graphically - Generation of as on date monthly report
- Configuration of data collection calendar
- Performance monitoring negative/ positive
- Provision to download of day-to-day inspection report
- Each District's or Sub-Division's data updation status
- Any other reports as per the requirement of Registrar of Cooperative Societies under Cooperation Directorate, Govt. of West Bengal.
- Dashboard: Visual representation of Data for Co-operation authorities based on access rights until Directorate level.
- There should have comprehensive reporting system and provision to export report output to Microsoft Excel, PDF and HTML format.

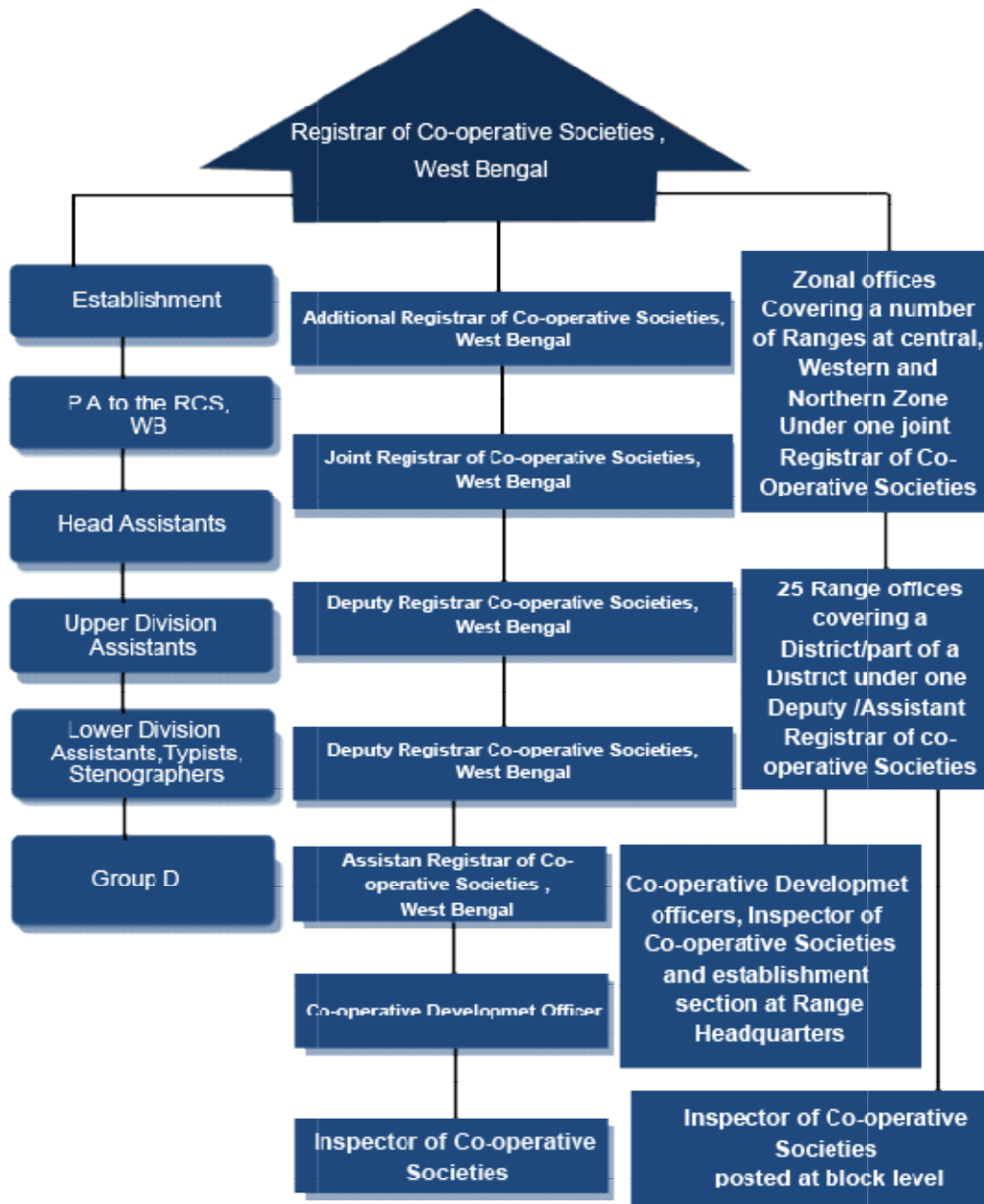
The Hierarchy order of the different roles in the Registrar of Cooperative Societies under Cooperation Directorate, Govt. of West Bengal is as shown below:

Organization Structure of the Cooperation Directorate



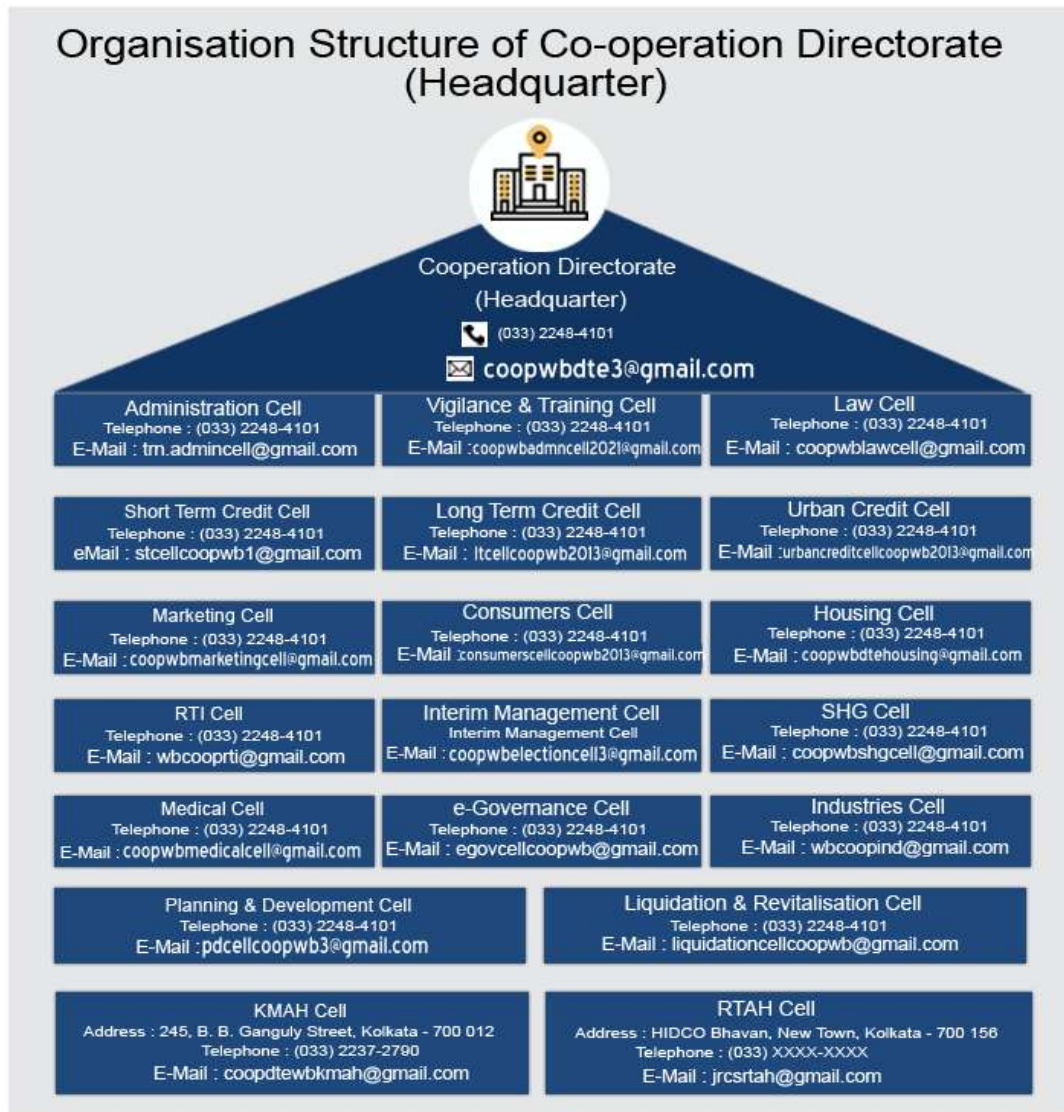
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Administrative Set up of Cooperation Directorate (Head Quarter)



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Cell Structure of the Cooperation Directorate



eOffice Module

eOffice is required for management of files & documents, like letters, policies, acts & regulations, manuals, etc. in Cooperation Directorate. The e-File service shall be designed and developed with the eRCS System, which will be used with Workflow for interoffice management along with Search & Retrieval MIS Reports & Dashboard Alerts & Notifications Multilingual Support Role Based Access

I. Features & Functionality

A. File Management System

- (i) eFile Creation with Notings (Green & Yellow Note), Correspondence
- (ii) Draft creation with Approval, Movement and Tracking
- (iii) Receipt/Letter Diarization, Movement and Tracking
- (iv) Interdepartment / Interinstance File Exchange
- (v) Interface with External Applications
- (vi) Digital Signatures (DSC) enabled

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B. Employee Master Details

- (i) Management of Employee Master Data (EMD) in organization
- (ii) Management of Hierarchy/HQ, Zonal & Range offices
- (iii) Employee Transfer Management Activities like Promotions, Posting and Superannuation
- (iv) Interface with External Data Sources

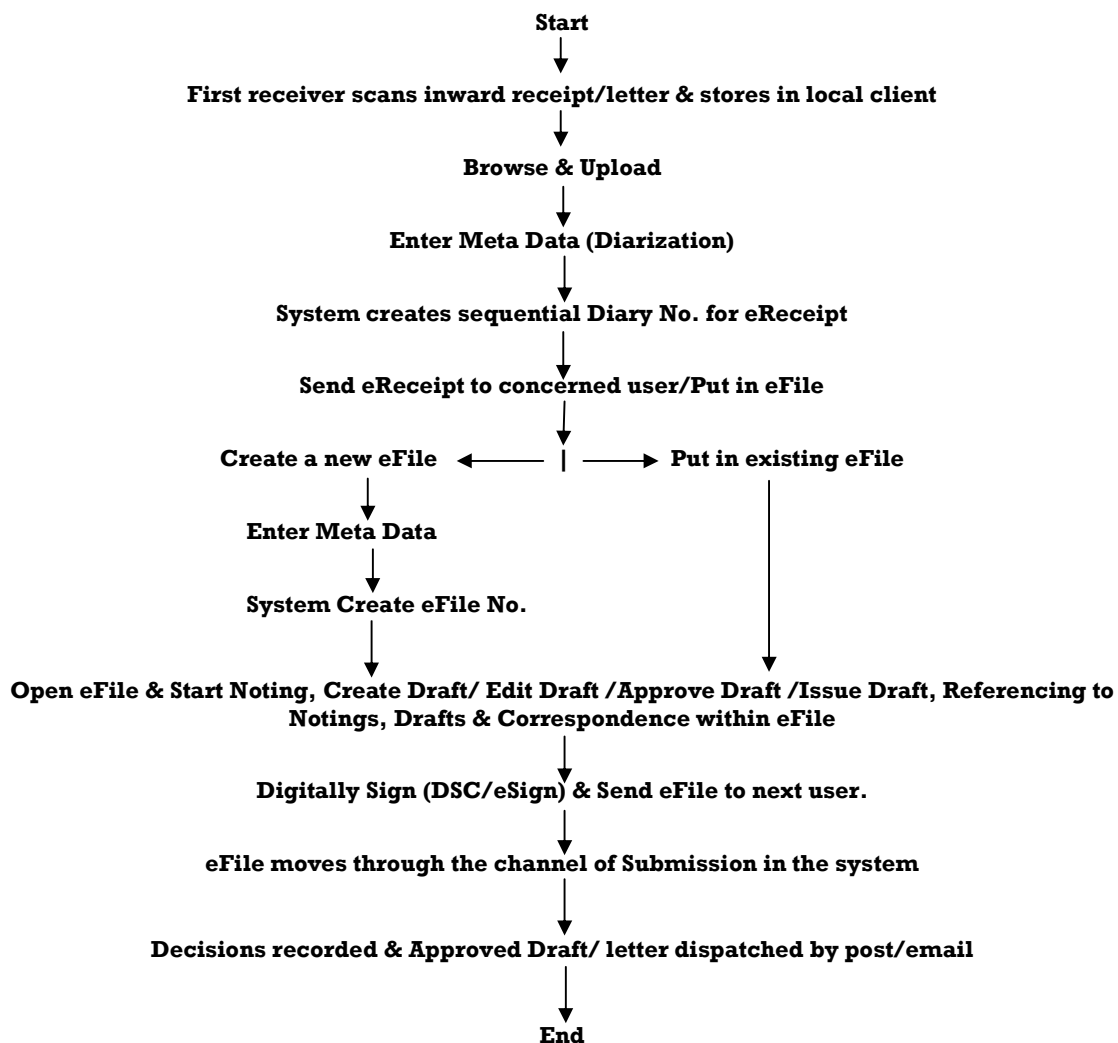
C. Knowledge management System

- (i) Online Document Repository
- (ii) Notice Board for published Documents
- (iii) Create & Upload Documents with Metadata
- (iv) Version Control, Security with Roles & Access Control
- (v) Personalized Storage with User-defined Folder Structure
- (vi) Sharing & Collaboration of Documents with Folder Subscriptions

D. Collaboration & Messaging Services

- (i) Email: Sync of user email (push mails to eFile for mail diarization)
- (ii) Calendar: Creation & sharing of Appointments, Meetings & Events

II. eFile Process:



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3rd Party Integrations:

Integration will be used to push notifications via e-mail/ SMS/ to all the stakeholders. Integration system will help in creation and pushing of alerts /reminders for specific activities related to survey. The module will have capability to send following notifications:

- a. Automatic SMS
 - Change Password SMS to actors of RCS actors across HQ, Zone & Range offices
 - On Successful change of Password by RCS actors across HQ, Zone & Range offices
 - OTP based Forget Password
 - Notification to users to start registering in the system
- b. Email
 - Change Password by RCS actors across HQ, Zone & Range offices
 - On Successful change of Password by RCS actors across HQ, Zone & Range offices
 - Mail for Approval of user's registration by super user
 - Summary report on progress of survey process to RCS actors across HQ, Zone & Range offices
- c. Service Integration

The Proposed application will be integrated with the other existing service applications Like run in the Registrar of Cooperative Societies, Ministry of Cooperative Societies, Govt. of India, the integration shall be done through API for capturing desired service details from department in pre-defined formats as per the requirement.

Workflow Automation Process

Workflow automation is an approach to making the flow of tasks, documents and information across work-related activities perform independently in accordance with defined business rules. When implemented, this type of automation should be a straightforward process that is executed on a regular basis to improve everyday productivity.

Workflow is a series of activities needed to complete a task. Workflow automation shifts the performance of those activities from humans to a software program.

To automate a workflow, an organization first identifies the tasks that make up the job. It next creates the rules and logic that govern how those tasks should be done. Finally, it programs the software with the predefined business rules and logic.

The rules and logic are often a series of if-then statements that act like instructions telling the program what actions to take and how to move from one task to the next. The software uses those rules and logic to perform the series of tasks from start to finish, so that humans no longer have to handle the job.

Organizations generally seek to automate workflows for the following reasons:

- Policy compliance adherence
- Reduced approval cycles
- Reduced manual handling
- Improved communication
- Improved visibility
- Improved employee satisfaction
- Continual process improvement
- Better workload management
- Reduced errors

They also implement workflow automation so employees can spend less time on tedious, low-value tasks. This approach gives workers more time to focus on jobs that require human intellect.

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Workflows should be automated whenever possible for numerous reasons, including to achieve faster operations and to increase the efficiency and accuracy of automated tasks.

Workflow automation is important for other reasons as well, including the following:

High-value tasks: By relieving workers of mundane, low-value tasks, automation frees them to work on higher-value, non-automated tasks that only humans can handle.

Savings: Increased productivity generates cost savings.

Visibility: The workflow mapping that's used to program automation software creates visibility into the processes being automated. That gives an organization a top-down view of its workflows that can help it remove outdated or redundant tasks that drain time and resources.

Communication: That increased visibility in turn can improve employee and interdepartmental communication and coordination, further enhancing efficiency and eliminating bottlenecks.

Product quality: With human error eliminated, overall product quality improves.

Performance tracking: By digitalizing the tasks within a workflow, automation can track performance of the workflow from end to end. This enables an organization to easily review how well its business operates.

Workflow automation steps

Implementing workflow automation software typically involves the following seven steps:

- **Identify the processes** that would make good candidates for automation, namely those made up of repetitive manual tasks. In doing this, prioritize the workflows that are most inefficient and prone to human error or ones that are expensive to do manually.
- **Map out the process** and design the workflow. This step requires an in-depth knowledge of business operations.
- **Define the business goals** Organizations should articulate how implementing workflow automation can deliver on specific goals, whether those goals involve saving money, improving efficiency, reducing errors, boosting productivity or delivering another benefit typically associated with this technology.
- **Research, choose and implement** the workflow automation software. Organizations should pick software that has the features, functions and service-level agreements at the right price point to help them achieve their stated business goals.

Train employees to use the workflow automation software, supporting the initiative with a solid change-management program

Establish KPI metrics and use them to measure success and adjust automated workflows to meet the goals.

- **Drive continuous improvement** by gathering employee feedback, which combined with the KPIs can improve the user experience and the overall workflow.

Some of the main Processes going to be automated

a. Inspection Monitoring:

- Develop a system to streamline the inspection process, enabling digital capture of inspection details, and enable integration with existing systems for seamless data exchange and analysis.
- Create a user-friendly interface automating the generation of inspection reports.
- Implement real-time tracking and notification mechanisms to ensure timely completion of inspections for inspectors to conduct inspections, record observations, and document findings.
- Implement workflows to streamline the inspection process, including the ability to track the status of inspection tasks and assignments.
- Enable inspectors to generate inspection reports, add comments, and attach supporting documents.

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b. Financial Assistance to Co-operative Societies:

- Develop a module for submission of financial proposals under various schemes of the Co-operation Department.
- Provide facility to apply for financial assistance by cooperative societies.
- Provide facility to upload relevant documents viz. copy of resolution, audit reports, etc.
- Provide the ability to track and monitor the proposal status.
- Create a user-friendly interface for officials to access legacy information pertaining to financial assistance already provided to the society, scrutiny and recommend the financial proposals.
- Implement workflows to streamline the process of scrutiny and recommendation of financial proposal.

c. Management of Co-operative Societies:

- Develop a module for monitoring and handling the Management of cooperative societies.
- Provide facility to capture present management status of cooperative societies including legacy data along with relevant details and uploading relevant documents.
- Provide the facility to constitute Nominated Board and appoint Administrator.
- Provide the facility to process appointment of Special Officer.
- Provide the ability to handle all General Meeting related tasks and nomination into the board.
- Provide the features for filling up of casual vacancy of the board.
- Implement workflows to streamline the process of management of cooperative societies along with relevant MIS generation.

d. UC Monitoring:

- **Online Submission Portal:** An online portal will be developed to facilitate the submission of utilization certificates by recipients. This portal will streamline the process, eliminate paperwork, and provide a convenient platform for recipients to upload their certificates electronically.
- **Automated Tracking and Reminders:** The UCMS will include an automated tracking mechanism to monitor the submission deadlines for utilization certificates. Reminders and notifications will be sent to recipients well in advance of the due dates to ensure timely submissions.
- **Document Verification:** A dedicated team will be responsible for reviewing and verifying the submitted utilization certificates. They will cross-reference the provided information with the allocated funds, assess compliance with guidelines, and identify any discrepancies or concerns.
- **Reporting and Analytics:** The UCMS will generate regular reports and analytics to provide insights into the utilization of funds. These reports will highlight patterns, trends, and potential areas of improvement, enabling informed decision-making within the RCS, Cooperation Directorate, Govt. of West Bengal.

e. Grievance Monitoring:

- Establish an online platform for stakeholders to submit grievances related to cooperative societies.
- Implement workflows for grievance ticketing, assignment, and resolution.
- Enable tracking and reporting of grievance status and trends.

f. Registration of Cooperative Societies:

- Develop an online portal for cooperative societies to register themselves, complete necessary forms and submit required documents
- Automate the validation and approval process, generating registration certificates and maintaining a centralized database of registered societies Amalgamation of cooperative societies

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- Create a system to facilitate the process of amalgamating cooperative societies, including documentation, validation, and approvals
- Automate the generation of amalgamation agreements and related documents

g. Liquidation of Cooperative Societies:

- Develop a system to manage the liquidation process of cooperative societies, including asset valuation, debt settlement, and compliance with legal requirements.
- Automate the generation of liquidation reports and related documents.

E-repository Management System:

- Develop a centralized platform for secure document storage, organization, and retrieval.
- Implement advanced search functionality and metadata tagging for easy document discovery.
- Enable version control, document history, and access permissions to ensure data integrity and security.
- Facilitate collaboration, workflow management, and seamless document sharing.
- Integrate with existing systems for efficient data exchange and analytics capabilities.

Dashboard & MIS reports:

The dashboard should have a dynamic interface enabling the user to get updated information. Each user should have a separate dashboard according to their roles. User will be able to take action on the pending items through the dashboard. Dashboard will provide graphical representation of the data (Charts & Graphs). It should allow reports to be generated in Excel, CSV and PDF format.

System will facilitate dynamic query builder feature in the application, dashboard visual representation of Data/ Statistics for individual authorities based on access rights until Block level to Department level.

The Dashboard will also show the data from external sources like cooperative societies etc by API integration.

The features:

- **Dashboard Settings:** Configurable to Prioritize the important Projects/Schemes of Registrar of Cooperative Societies under Cooperation Directorate
- **Officer's Login:** Officer's personalized login will configure to access the Dashboard.
- **Administrative Logins:** Technical Administrator can personalize access to tinker Settings.
- **Periodically Updated:** Constantly Improved to Provide the Best View of Service
- **Analytical Review:** At a Glance to Drill Down Reports & Graphical Analysis of Project Statistics.
- **Access 24x7:** Access to the Dashboard from anywhere anytime with Periodically Updated Data in Real Time.
- **Prioritize Statistics:** Rank Projects to view what is crucial first.
- **Responsive:** View dashboard from any device.

Workflow of Co-operation Database

- The base Co-operation employee database which is the database of verified profiles will get its data from either ingestion from source datasets or from new registrations done through the web portal.
- This base Co-operation database will act as the source database for the verification module for admin verification
- Admin Officers will do verification for relevant profiles of their directorate on a web application
- The verified profiles will then move to the respective directorate level admin officers for approval. The directorate level officers will approve the profiles through a web portal.

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- The verified profiles will enter the activities in the web portal which will be verified by Hierarchically.

Design: -

The web portal should have a scalable, modular and configurable architecture and should be user friendly to ensure quick ease of use, quick uptake, sustainability and re-usability over a long period of time. The following design principles will guide the creation of the technical system: -

- Creation of Modular, reusable, scalable, extensible & deployable technology products using open-source tools: -
 - a. Modular- Can be configured by writing together multiple open-source tools
 - b. Reusable- Can be reused with minimal efforts for similar use cases
 - c. Scalable- Can work well as number of end users begin to rapidly scale
 - d. Extensible- Feature additions can be made on the products with ease
- To leverage and integrate with the existing government systems.

High-Level Design

- The technology architecture is a micro-service architecture and consists of different configurable and modular technology components that are wired together to power the web portal. The description of each of these components is presented below.
- The selected vendor is required to at every point in time maintain the architecture as shown above. If the selected vendor deems any change in the afore-mentioned architecture, the selected vendor will have to present the logic for such change before the steering committee, and only after the due approval, can such a change be made.

Web application

- Web application should be developed which will only be accessible to department officials.

Authentication Layer

- The Co-operation Database will be linked to an authentication ecosystem, to ensure the authenticity of data being stored in the database. This ecosystem comprises the following four sub-components: -
- **Mobile Verification:** - The mobile number of each employee is critical to establish the future communication channels and send out customized advisory. For this, it is imperative that all the recorded mobile numbers be verified. To enable this, the selected vendor will be required to integrate the co-operation Database with OTP based mobile verification, and other mobile verification mechanisms, as may be required.

Data Visualization Layer

- The vendor will be required to visualize all the data collected in the various modules in co-operation Database. The reports will show aggregated data at different geographic levels such as District, Block, GP and the village for effective monitoring. The reports will be available on both the web portal. The indicative types of data reports and dashboards are as follows: -
- **Registration & Update Report:** Multiple reports for department officials to monitor the real-time status of Activity. The dashboard will show the real time status of activity updates to the concerned officials. KPIs such as # society registered, # no of inspections, # audits, # of verifications pending, # of profiles approved etc. will be showcased in this report for each primary user. The concerned department officials will be able to view the progress at a district, block, GP, or village level using cascaded filters. The dashboard should consist of relevant pie charts, bar graphs and other statistical graphs for analyzing progress.
- **User Mapping Report:** The Registrar of Cooperative Societies under Cooperation Directorate officials should be able to view the mapping of employee's activity. The concerned department officials will be able to view the employee's activity from various GIS address.

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- **Analytics Dashboard:** The employees of the cooperation department will login to the application using a computer.
- Each designation will have their own personalized Dashboard with information related to their role.
- After login, the employee will be able to see the customized dashboard.

This Dashboard will contain all the information of pending and completed tasks. The Dashboard will also show the data from external sources like cooperative societies etc by API integration.

- For more complex reporting, involvement of analytical tool shall help the departmental authorities to take necessary decisions at the right time. The major usage of the analytical tool is to generate various customized reports by churning the data available in the databases

Access Control Layer

- Authentication & authorization of users will be controlled through a centralized access control layer (ACL). The access control layer comprises of the following components: -
 - Users
 - Roles
 - Permissions

Each user is mapped to a role, and each role is given access to a set of permissions based on the geographical entity mapping of that particular user. Each user has access to sections and data that is only relevant to that user.

Data Input Layer

A data input layer of co-operation will connect the system to other external systems through one of the following means: -

- API
- CSV
- Excel
- XML

The medium between the external data source and the system's database will be a middleware ETL layer using Talend & Apache Airflow.

External Systems' Integration

The database needs to be integrated with other existing tech systems in the state for ensuring consistency in data and to better leverage the data collected in the database for efficient scheme and service delivery. The indicative list of external integrations to be carried out are as follows:

Technology Development Guidelines: -

The selected vendor will need to ensure the following development guidelines at all points in time

Open Source' Development

The implementation agency will be recommended to use libraries available on open source to build different components of the system to ensure sustainability and re-usability of technology over the long term

Configurability

Each technology element mentioned above will be developed in such a manner that it can be seamlessly configured by the Government department tech team. If this requires a content management system, then the same can be developed after approval from the Steering Committee.

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Deployments

All deployments to be containerized and the stack needs to be horizontally scalable. Orchestration to be done through Docker.

- The staging environment will replicate the entire system as is and will be used for future development and testing
- Auto scaling based on CPU/RAM usage for all services (read as Micro-services)
- Databases
 - o Periodic database backups (preferably every 2 days)
 - o CI/CD needs to be set up for the entire system with auto testing and to build docker images every time code is pushed to master.
- A suite of load tests that could run to monitor the speed and status of all API on a dashboard. (Data could be saved in a database to see historical trends)

Performance

Performance is another key requirement for the system and Service Provider shall review the performance of the deployed solution against certain key parameters defined in SLA described in this RFP and/or in the agreement between Registrar of Cooperative Societies under Cooperation Directorate & WTL and the SI. Such parameters include request-response time, work-flow processing time, concurrent sessions supported by the system, Time for recovery from failure, Disaster Recovery drill, (if required) etc. The performance review also includes verification of scalability provisioned in the system for catering to the requirements of application volume growth in future.

Resource Deployment: -

The bidders have to furnish resumes of key personnel both to be engaged during implementation, operation & maintenance phase. On successful pilot implementation of the system, User Acceptance Test (UAT) will be performed. The following resources would be deployed at the state level for the proposed project: -

- a) App Developers
- b) Web Developers
- c) Product Manager
- d) System Analysis

Hand-holding Support: -

- The vendor shall also provide hand-holding support to Registrar of Cooperative Societies under Cooperation Directorate /WTL personnel for a period of three months from the date of Go-Live
- These personnel must be clearly identified exclusively for this role
- The vendor shall provide at least two people for hand-holding support at the Registrar of Cooperative Societies under Cooperation Directorate/WTL.

Technical Support Unit: -

- The Technical Support Unit (TSU) shall work onsite at the Cooperation Directorate under the supervision of a Project Monitoring Unit (PMU)
- Co-ordinate with the PMU for project implementation
- Address the application related functional queries raised by officials of the PMU
- Coordinate with the software team for all types of issue management/redressal in relation to the application software, MIS reports etc.
- Providing assistance and technical support to end users for efficient use of the system

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- Provide training to departmental users
- The team shall furnish periodic reports on the number of issues received vis-à-vis resolved related to software.

The vendor shall allocate resources having specialized skills, education and relevant experience for successfully implementing the project within time while meeting the scope and quality. The skills required for the Operations and Maintenance phase would be different.

Development Milestones: -

The following section indicates the development milestones: -

Sl no	Milestone	Deliverable	Timeline
1	Requirement Gathering, Gap Analysis & Documentation	Detailed Project Plan & SRS Document	T+6 Weeks
2	Application Development	UAT Compliance Report	T+14 Weeks
3	Testing and Audit Compliance	Unit, Functional, Vulnerability, Final Testing and Security Compliance	T+20 Weeks
4	Deployment	Application deployment through leveraging of HCI cloud enabled platform of SDC , Security Check and User Signoff	T+22 Weeks
5	Training & Go-Live	Test Strategy, application demonstration, UAT Signoff ,Go-live	T+24 Weeks
6	AMC Support	2 years after expiry of 3 months Hand Holding period from the date of Go-live	2 years

Features for User Interface

System shall provide User interface with the following features:

- Unified, easy, flexible and user-friendly interface
- Homogenous screen layout, menu operations and access methods across all modules
- GUI suitable for non-technical users and IT experts
- Validation Check pop up messages and user alerts
- Confirmation / warning windows for delete, changes etc.
- Consistent screen layouts and access methods across all modules for same look and behavior.

Other features

- Audit Trail Management:** To enhance the transparency and accountability, the system shall include an audit trail management system to capture all the process life cycles in detail. Key features include:
- Security:** Support for SSL, User Authorization, Automatic timeout for user, Configurable password policies, permissible log-in attempts Data Updation /deletion /creation only through application layer etc.
- SMS/Email alert/notification** in different stages of application / verification /approval / sanction / rejection
- Bilingual interface:** The system should provide bilingual interface/labels in languages of English and Bengali.
- Compatibility:** The system should run on all latest browsers and web responsive & Viewable from the Mobile compliant browsers.
- Help-Section:** For Tutorial Videos, Instructional Manual and other training material
- Section for publishing FAQs

The solution architecture should be platform, database and vendor independent

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Adherence to Standards

The system shall comply with relevant defined industry standards (their latest versions as on date) wherever applicable as prescribed by various rules under I.T. Act, 2000 (as amended from time to time). This will apply to all the aspects of solution including but not limited to its design, development, security, installation, testing, integrity & confidentiality. The suggested architecture must be scalable and flexible for modular expansion. It should ensure ease of integration with software / applications developed using common industry standards since the solution may be linked and connected to other sources (websites, contents, portals, systems of other user departments etc.) as well as there may be loose/tight integration with backend system of other departments depending on individual service processes. The solution architecture should thus have provision to cater to the evolving requirements of Cooperation Directorate/WTL.

Security, Integrity & Confidentiality

- a) **Web Services Security:** System shall comply to all the Web services including routing, management, publication, and discovery should be carried out in a secure manner. Those who are using the Web services should be able to utilize security services such as authentication, authorization, encryption and auditing.

Encryption of data shall take place at client level itself. Application server shall provide SSL security.

- b) **Data Integrity and Confidentiality:** Data integrity techniques need to be deployed to ensure that information has not been altered, or modified during transmission without detection. Similarly, Data confidentiality features are also to be applied to ensure that the data is only accessible by the intended parties.
- c) **Transactions and Communications:** With respect to the Data Transactions and Communications, system needs to ensure that the business process is done properly and the flow of operations is executed in correct manner.
- d) **Database Controls:** The database controls for online transaction processing systems like access to database directly, access to database through application, access to log files, access by the remote terminals, DBA controls, backup policy and backup procedures.

Change Request Management

- a) Change requests beyond the scope of work/SRS will be incorporated in the application after obtaining due approval from the Cooperation Directorate/WTL. Payments to such assignment will be as per the man month rate provided in financial bid format and same would be mutually agreed upon post discussion between the bidder and Cooperation Directorate/WTL.
- b) Payment for the Change Request will be considered when such a requirement arises in the project.
- c) The bidder has to quote man-month rate for this purpose initially, however, and payment will be made as per actual man month consumed after completion of work of respective enhancement.
- d) All minor change requests post Go-live, each of which requiring 5 person-days or less effort, will come under O&M Support. Implementation of any change request must be completed within a minimum turnaround time through leveraging of configurable drag & drop features, ease of configuration, deployment and manageability, Ease of Configurability, Drag and Drop feature of the platform may be leveraged as per applicability in certain business scenarios.

The activities that will be treated as changes request is mentioned below:

- a) Functional changes in the application
- b) Development of new module/sub-module/Form/Report in the developed system
- c) Changes in the workflow or core application framework
- d) Integration with any new system

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The procedure for executing the change request is as follows: -

- a) **Analysis:** System Implementer will analyze the changes suggested and submit an effort estimation/cost including timeline to Cooperation Directorate/WTL
- b) **Approval:** Cooperation Directorate/WTL Officials shall do the due diligence and provide approval on the effort and timeline suggested.
- c) **Incorporation:** After receiving the approval, System Implementer team will incorporate the changes in the application as per the quoted rate for change request and raise the claim accordingly.

Intellectual Property Rights

The Intellectual Property Rights (IPR) of all software code, data, algorithms, documentation, manuals, digitized documents etc. generated as a part of implementation and O&M of this project shall solely vest with the Department. The Service Provider will not have any right to share, use or disclose above mentioned components/artifacts. The source code of entire applications along with necessary documentations developed under this RFP/ Contract should be shared with Cooperation Directorate/WTL after Go-live of the application.

Exit Plan

The selected firm will provide systematic exit plan and conduct proper knowledge transfer process to handover operations to Cooperation Directorate/WTL at least 4 months before project closure. The resource persons of Cooperation Directorate/WTL will work closely with Service Provider at test, staging and production environment during knowledge transfer phase. All knowledge transfer should be documented and possibly recorded. The Service Provider will ensure capacity building of the resource persons of User Department on maintenance of software.

Functional Requirements Review

The system developed by Service Provider shall be reviewed and verified against the Functional Requirements signed-off between Cooperation Directorate/WTL & the Service Provider. Any gaps, identified as a severe or critical in nature, shall be addressed by Service Provider immediately prior to Go-live of the system. One of the key inputs for this testing shall be the traceability matrix to be developed by the Service Provider for the system. Apart from Traceability Matrix, Service Provider may develop its own testing plans for validation of compliance of system against the defined requirements. The acceptance testing w.r.t the functional requirements shall be performed by the Service Provider as well as Cooperation Directorate/WTL for User Acceptance Testing.

Performance

Performance is another key requirement for the system and Service Provider shall review the performance of the deployed solution against certain key parameters defined in SLA described in this RFP and/or in the agreement between Department of Cooperation Directorate/WTL and the SI. Such parameters include request- response time, work- flow processing time, concurrent sessions supported by the system, Time for recovery from failure, Disaster Recovery drill, (if required) etc. The performance review also includes verification of scalability provisioned in the system for catering to the requirements of application volume growth in future.

Availability

The system should be designed to remove all single point failures. Appropriate redundancy shall be built into all the critical components to provide the ability to recover from failures. The Service Provider shall perform various tests including server and security tests to verify the availability of the services in case of component/location failures. The Service Provider shall also verify the availability of services to all the users in the defined locations.

Manageability Review

The Service Provider shall verify the manageability of the system and its supporting infrastructure deployed. The manageability requirements such as remote monitoring, administration, configuration, inventory management, fault identification etc. shall have to be tested out.

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Data Quality

The Service Provider shall perform the Data Quality Assessment for the Data digitized/ migrated by Service Provider to the system. The errors/gaps identified during the Data Quality Assessment shall be addressed by Service Provider before moving the data into production environment.

Software Technology Stack (to be filled-in by Bidder)

Components	Technology Details
Web Application	Frontend – Middle Tier –
Database	Along with CSV files, Spreadsheets, JSON documents as required
Micro-services	
Container	
Email Gateway	E-Mail Gateway provided by the service recipient to be integrated
SMS Gateway	SMS Services as provided by the service recipient to be integrated
Tools	

Expected Project Timeline, Deliverables and payment term:

Sl. #	Activity	Tentative Deliverables	Timeline	Payment Terms
1	Mobilization of Team and System Study	<ul style="list-style-type: none"> - Detailed Team Structure with Team Members - Point of Contact - SRS Document 	T+6 Weeks	25% of the Design & Development Charges
2	Design & Development Of Web Portal	<ul style="list-style-type: none"> - Load Testing report - Hosting in staging environment - Operation Manual 	T+14 Weeks	35% of the Design & Development Charges
3	UAT & Training	<ul style="list-style-type: none"> - Test Cases - UAT certificate - Training to users and training completion report. - Movement of application from Staging to Production environment 	T+ 20 Weeks	25% of Design & Development the Charges
4	Security Audit & Go-Live	<ul style="list-style-type: none"> - Auditor's vulnerability report - Fixing of vulnerabilities found during security audit - Safe to Host to be issued by auditor 	T+24 Weeks	15% of Design & Development Charges + Security Audit Charges
5	Operation & Maintenance	<ul style="list-style-type: none"> - Issue Logs & Bug fixing report - Quarterly Activities report 	Two years from the date of Go live	Total AMC Charges (for 2 years) (divided equally into 8 installments (considering 4 quarters per year for 2 years))

* T = Date of Letter of Intent /Work Order

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6	SSL Certificate & Security Audit or any other certificate as requested by the department	100% payment on submission of Safe- To-Host Certificate and submission of Configuration Report. 100% payment for SSL certificate to be done post implementation & successful UAT of the same.
7	Change Request CR)	The payment shall be made only after change request activities are complete in all respect based on the man months used for the Change Request and certification by the Department thereof.

Note: Payment terms will be on back-to-back basis, i.e., payment will be made only on receipt of payment from User Department All payments are subject to the application of necessary penalties as required under the SLA. It is clarified here that WTL will pay in accordance with the Payment Terms and can also calculate a financial sum and debit the same against the terms of payment as defined in the Payment Terms as a result of the failure of the Service Provider to meet the Service Levels. Taxes will be paid extra as per the rate prevalent at the time of billing

Role and Responsibility of Different Stakeholders

Responsibility of Co-operation Directorate

Cooperation Directorate shall play an important role in the fruition of the envisioned system. The following are the roles and responsibilities: -

- a) Provide information on Business Process / Domain related issues to the SI.
- b) Provide and validate all required document & data
- c) Provide Guidance & Suggestion during the execution of the project.
- d) Review the deliverables (interim and final) submitted by the SI.
- e) Review and monitor the completeness of the solution with respect to requirements and performance/acceptance expectations from the solution.
- f) Approve the SRS
- g) User Acceptance Test Certificate after testing of the software
- h) Identify Officers for different training needs.
- i) Provisioning of Computing & Storage infrastructure for application hosting in the staging & production environment through leveraging of Cloud Enabled Platform of SDC & hosting needs through hosting portal <https://hosting.wb.gov.in>

Responsibilities of WTL

- a) WTL will provide necessary technical support and guidance to the Cooperation Directorate for smooth and successful implementation of the project.
- b) WTL will supervise and monitor project implementation and coordinate with Cooperation Directorate & Service Provider to facilitate smooth implementation of the project, and, for meeting the administrative requirements pertaining to the project.
- c) Monitor the Project Implementation in terms of managing the project timelines, quality of deliverables.
- d) Monitoring key metrics and SLA compliance by Service Provider as per RFP terms
- e) Reviewing and approving/organizing approvals for all the deliverables such as SRS, Design Documents etc. submitted by the Service Provider within a defined timeline throughout the implementation phase in consultation with Department
- f) Reviewing the UAT readiness & overseeing the UAT and the results thereof
- g) Overseeing the progress of user training and coordinate signoff activities
- h) Supervise the activities needed for stabilizing the system and tuning the system for meeting the performance expectations during the early phase of O&M post-go live.
- i) Review and provide recommendations on the change requests identified by the Service Provider and assist Directorate in approving/modifying/rejecting such requests.

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Responsibilities of Service Provider

- a) Prepare and submit the Project plan comprising all the components of deliverables, for implementation of the project.
- b) Prepare the project reporting formats to report the progress of the project to WTL for approval
- c) Participate in project review sessions in regards to the progress of the project
- d) Adhere to the directions of WTL as and when provided.
- e) Prepare and deliver for approval all the deliverables such as SRS, FRS, Design Documents etc. within a defined timeline.
- f) Develop/Install/configure/deploy all the components of system and get approval from WTL.
- g) Provide detailed training plan to WTL and train the personnel identified by the Department and report the results
- h) Provide support for entire duration of the project including support & maintenance phase.

Project Documentation

The Service Provider shall maintain & update System documentation and share below list of documents to Directorate/WTL during the project contract period.

- a) Project Inception report
- b) Latest version of Source Code
- c) System Requirement Study Documents
- d) High Level Design (HLD) / Low Level Design (LLD) documents including: -
 - i. Application component design including component deployment views, control flows, etc.
 - ii. Application flows and logic
 - iii. Issue Logs
 - iii. User Manual
 - iv. Application Installation & Configuration Manual
 - vi. Report of Security Audit & Safe-to-Host Certificate

Performance Requirements – Service Levels (SLAs)

Service Provider shall agree to the following service level agreement (SLA) parameters while providing services to WTL/Directorate. These SLAs shall be tracked on the basis of timeline and are envisaged to have penalty and/or liquidation damage clauses on non-adherence to any of them. The SLA parameters are divided into 2 (two) types:

During Implementation

Sl#	Project Component	Penalty Parameters	Time Line
1)	Mobilization of Team and System Study	0.05% of the application development cost per week for each week of delay up to 4 weeks (excluding delays attributed due to Cooperation Directorate). After that 0.075% of the application development cost per week (excluding delays attributed due to Cooperation Directorate).	T+06 Weeks
2)	Design & Development of Web Portal	Delay beyond 26 weeks from the date of approval of SRS will attract 0.05 % of penalty on the application development cost per week of delay (excluding delays attributed due to Cooperation Directorate).	T+14 Weeks
3)	UAT & Training	0.05% of the application development cost per week for each week of delay (excluding delays attributed due to Cooperation Directorate).	T+20 Weeks
4)	Security Audit & Go-Live	0.05% of the application development cost per week for each week of delay (excluding delays attributed due to Cooperation Directorate).	T+24 Weeks

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- a) Maximum penalty capping is 5% of the application development cost.
- b) In case there is a delay of T+8 month with respect to the given timeline or non-satisfactory performance of the bidder, the authority reserves right to take action against the bidder as deemed proper (such as cancellation of order, increase of penalty percentage etc.
- c) Penalty will not be applicable if the delay is not attributable to the SI. However, in such cases Service Provider has to communicate in writing the reason of delay. The decision of the Purchaser in this regard shall be final.

Operation & Maintenance Phase

Application Availability

The Application covering all the features shall remain operational during the scheduled operation time.

Measurement	Reporting Period	Target	Penalty
Daily	Monthly	>=95%	Nil
		>=90% but <95%	0.05% of Quarterly billed value
		>=85% but <90%	0.5% of Quarterly billed value
		<85%	1.0% of Quarterly billed value

- a) Performance of system refers to the proper and timely functioning of the system's functionalities. The application should be available and performing as per the functionalities
- b) The non-availability for application service is measured on monthly basis and excluding the scheduled maintenance shutdown and incidents.
- c) Application availability and performance will be monitored and reports will be generated as per the monitoring system deployed at SDC.

Resolution Time

Measurement	Reporting Period	Target	Penalty
Critical Severity – within 2 hours		100% of resolution within schedule	Nil
Moderate Severity – within 6 hours			
Minor Severity– Monthly within 12 hours	Monthly	>= 95% of issues to be resolved within the schedule	0.01% of O&M cost for that qtr. per each incident
Monitored through Monthly Incident report		<95% of the issues to be resolved within the schedule	Penalty of 0.05% of O&M cost for that Qtr. per each incident

Incident Level	Description
Critical	Critical bugs / issues – Bugs / issues on web portal/application affecting most of the intended users. Showstoppers involving major functional failure in the application such as unable to login, system completely down, unable to save due to error etc.
Moderate	Affecting large numbers of users or some key users. No workaround available / moderate functional restrictions in the application
Minor	Only for Bug fixing

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If penalty reaches above 5% in any quarter, it may be treated as unsatisfactory performance by SI. The purchaser has the right to terminate the contract in such case or case of any additional delays.

Reporting Procedures

The bidder's representative will prepare and distribute Service level performance reports in a mutually agreed format by the 10th working day of the completion of each quarter. The reports will include "actual versus target" Service Level Performance, a variance analysis and discussion of appropriate issues or significant events.

Definitions & Interpretations

- a) "Scheduled Maintenance Time" shall mean the time that the System is not in service due to a scheduled activity. The scheduled maintenance time would not be during Working Hour timeframe. Further, scheduled maintenance time is planned downtime with the prior permission.
- b) "Scheduled operation time" means the scheduled operating hours of the System for the month. All scheduled maintenance time on the system would be deducted from the total operation time for the month to give the scheduled operation time. The total operation time for the applications within the Primary DC & DR will be 12 hrs. X 7 days X 12 months.
- c) "System downtime" means accumulated time during which the System is totally inoperable within the Scheduled Operation Time.
- d) "Availability" means the time for which the services and facilities are available for conducting operations including application and associated infrastructure. Availability is defined as: $\{(Scheduled\ Operation\ Time - System\ Downtime) / (Scheduled\ Operation\ Time)\} 100\%$
- e) "Incident" refers to any event / abnormalities that may lead to disruption in normal operations of System or Application services.
- f) The SLA parameters shall be monitored on a monthly basis as per the individual SLA parameter requirements.
- g) Overall Availability and Performance Measurements will be on a monthly basis for the purpose of Service Level reporting. An "Availability and Performance Report" will be provided by the Service Provider on monthly basis in the suggested format for review. The monthly Availability and Performance Report shall be containing the summary of all incidents reported and associated Service Provider performance measurement for that period. The monthly availability and performance report will be deemed to be accepted by the Purchaser.
- h) The Service Provider is expected to provide the required service levels. In case the service levels cannot be achieved at service levels defined above, it shall result in a breach of contract and invoke the penalty clause. Payments to the Service Provider are linked to the compliance with the SLA metrics laid down in the tables above.

Service Level Change Controls

a) General

It is acknowledged that this Service levels may change as Purchaser's business needs evolve over the course of the contract period. As such, this document also defines the following management procedures:

- A process for negotiating changes to the Service Levels
 - An issue management process for documenting and resolving particularly difficult issues.
- b) Purchaser and Bidder management escalation process to be used in the event that an issue is not being resolved in a timely manner by the lowest possible level of management.
 - c) Any changes to the levels of service provided during the term of this Agreement will be requested, documented and negotiated in good faith by both parties. Either party can request a change.

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- d) **Service Level Change Process:** The parties may amend Service Level by mutual agreement in accordance. Changes can be proposed by either party. Unresolved issues will also be addressed. The bidder's representative will maintain and distribute current copies of the Service Level document as directed by Purchaser. Additional copies of the current Service Levels will be available at all times to authorized parties.

Additional scope for API developed for West Bengal for access to NCD (National Cooperative Database) and integration of RCS Database with NCD through API for Data Updation

- a) APIs for downloading State/UT Level data of Cooperative Societies from NCD by all respective RCS Offices of all States/UT
- b) Schema of the NCD for developing Reverse APIs by RCS Offices for the updation of NCD in real time basis from RCS Database to NCD
- c) The API Keys for each State /UT RCS will be shared through mail

Technical details to be provided RCS include all the sample APIs developed for pulling the State/UT Wise NCD data. It is suggested to use the same structure /schema in the RCS application so that all the Master Code directories are standard across all the states and States will be able to reverse APIs for the updation of NCD in the future without any difficulty

API document developed for the distribution of the State/UT level data of Cooperative Societies to all States/UTs can be downloaded from the Ministry of Cooperation's Website

Downloadable Items/Documents:

API_document_for_NCD_RCS Integration_14052025.docx

NCD_schema_for_API_RCS_14052025.xlsx

General Technical Guidelines for development of software for RCS Computerization

The following technical components have to be taken care of while development of the Software Application:

- a) All states must use LG Code at <https://lgdirectory.gov.in>
- b) It consists of unique Coding Structure (Metadata) for all the States and its administrative units viz (District, Sub-District, Block, Panchayat, Village)
- c) Cooperative Sectors has been identified and codified in the National Cooperative Database. All the States shall have to use the Metadata and Data Structure used in the National Cooperative Database
- d) Each state has to generate a unique Cooperative Id for any new registered cooperative. It is through this Cooperative ID, the new registered cooperative will be integrated through API with National Cooperative Database.
- e) The portal / web application must be Audited before Go-Live. Any subsequent major changes in code, database or processes including addition of new module, entire web application /portal be audited.
- f) The portal/web application must have the feature of OTP validation through email and SMS.
- g) The portal/web application must be geo fenced and should be assessable only from Indian IP space.
- h) The portal/web application must be hosted with SSL certificate (Organization Validated).
- i) The process of obtaining the cloud infrastructure must be initiated at the earliest. The data base under the cloud must have the master / slave configuration for keeping the hot backup of the database.
- j) All the data from the portal / web application will be transferred through API mechanism.
- k) The details are available on the Ministry of Cooperation website <https://cooperation.gov.in>.
→Schemes & Policy--> Schemes→ Registrar →Cooperative Society Project.

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Special Note:

The bidder is required mandatory deployment a dedicated team of at least three qualified technical persons to be placed in the Cooperation Directorate (HQ) during the entire project implementation period during requirement finalization phase, Software testing phase upto Go-live. Minimum technical qualification of at least one team member must be B.Tech. or higher in Computer Science & Engineering along with minimum 5 years' experience in handling similar type of projects and minimum qualification of other members must be MCA or higher from any reputed institution along with minimum 5 years' experience in similar role. Additional charges will not be applicable for this dedicated deployment of resources upto Go-live.

Post Go-live, the bidder is required to deploy 3 nos Facility Management resources for Handholding Support of application at least for a period of 3 months from the date of Go-live. Minimum technical qualification of at least one team member must be B.Tech. or higher in Computer Science & Engineering and minimum qualification of other members must be MCA or higher from any reputed institution.

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SECTION – B

ELIGIBILITY CRITERIA

The bidder must possess the requisite experience, strength and capability in providing the services necessary to meet the requirements as described in the tender document. The bidder must also possess the technical know-how and the financial wherewithal that would be required to successfully provide the services for “Strengthening of Cooperatives through IT Intervention through Design, Development, Integration, Implementation Testing, Commissioning and Operations & maintenance support for Computerization, automation & monitoring of Offices of the Registrar of Cooperative Societies, Government of West Bengal across its HQ, Zonal Offices and Range Offices” and support services sought by the WTL, for the entire period of the contract. The bids must be complete in all respects and should cover the entire scope of work as stipulated in the Tender document. The invitation to proposal is open to all bidders who qualify the eligibility standards as presented under:

#	Qualification Criteria	Documents Required
1	Legal Entity: The Bidder should be a company registered in India under companies Act 1956 or 2013/ Partnership Act 1932/ LLP registered and operating for the last Five years in IT/ITeS Services as of 31 st March 2025.	Bidder should submit the following for Prime bidder: a) RoC b) Copy of GST Registration Certificate. c) Copy of PAN
2	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
3	The Bidder should be an Information Technology Solution and Service Provider with a registered office and operations in India at least the last Five financial years as of 31 st March 2025.	Certificate of company registered in India
4	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
5	Turnover: The Bidder should have an annual average turnover from IT Software related services (Software Development/ Software Customization or Implementation) of at least Rs 10.00 Crore during each of the last three financial years (2021-22, 2022-23 and 2023-24) (Revenue generated from H/W sales and other services will not be considered)	Bidder to submit Audited and Certified Balance Sheet & Profit/Loss Account of last 3 Financial Years. CA certificate mentioning turnover of Software development/IT projects/products development and Support service activities
6	The bidder should have positive Net Worth in each of the last three Financial Years (as of the year ending on 31st March, i.e. FY 2021-22, FY 2022-23 & FY 2023-24)	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 2024-25 net worth if audited financial statements are not published.
7	Past Experience: The bidder must have developed and implemented in State / Central Government/ Govt.PSU/Govt. Autonomous body in last 5 financial years ending as on bid submission date with at least: one e-Governance G2B or G2C project in India with minimum order value of ₹1.3 Cr or two projects with minimum order value of ₹70 lakhs each	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

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#	Qualification Criteria	Documents Required
	or three projects with minimum order value of ₹50 lakhs each	
8	The bidder must have CMMi Level 3 or above and ISO 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.
9	The bidder should have at least 30 no. of software developers on its pay roll continuously working for the past one year at different levels as on bid submission date. Minimum qualification of B.E/B.Tech/MCA or equivalent or higher on its payroll	PF and Professional Tax Challan of last one Year along with the affidavit (in prescribed format).
10	Consortium bidding/ sub-contracting is not allowed	Self -Declaration
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.

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.

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SECTION - C

DATE AND TIME SCHEDULE

Sl. No.	Particulars	Date & Time
1	Date of uploading of N.I.T. & other Documents (online) (Publishing Date)	13.06.2025
2	Documents download/sale start date (Online)	13.06.2025
3	Last Date and time of sending the queries	21.06.2025 at 14.00 hrs.
4	Pre Bid Meeting at WTL Office (On Line)	23.06.2025 at 11.30 hrs.
5	Corrigendum, if any will be published (On Line)	-
6	Bid Submission start date & time (On line)	01.07.2025 at 14.00 hrs.
7	Last Date & time of submission of Earnest Money Deposit (through Electronics Transfer of Fund)	Before Uploading of Tender
8	Last Date & time of submission of Tender Fee (through Electronics Transfer of Fund)	Before Uploading of Tender
9	Bid Submission closing date & time (On line)	04.07.2025 at 12.00 hrs.
10	Bid opening date & time for Technical Proposals (Online)	07.07.2025 at 11.00 hrs.
11	Date of uploading the final list of Technically Qualified Bidder (online) after disposal of appeals, if any	-
12	Date for opening of Financial Bid (Online)	-

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SECTION - D

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 Cooperation Department 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 Strengthening of Cooperatives through IT Intervention through Design, Development, Integration, Implementation Testing, Commissioning and Operations & maintenance support for Computerization, automation & monitoring of Offices of the Registrar of Cooperative Societies, Government of West Bengal across its HQ, Zonal Offices and Range Offices.

“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

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“Project” means Computerization, automation & monitoring of Offices of the Registrar of Cooperative Societies, Government of West Bengal across its HQ, Zonal Offices and Range Offices

“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 Strengthening of Cooperatives through IT Intervention through Design, Development, Integration, Implementation Testing, Commissioning and Operations & maintenance support for Computerization, automation & monitoring of Offices of the Registrar of Cooperative Societies, Government of West Bengal across its HQ, Zonal Offices and Range Offices 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 Strengthening of Cooperatives through IT Intervention through Design, Development, Integration, Implementation Testing, Commissioning and Operations & maintenance support for Computerization, automation & monitoring of Offices of the Registrar of Cooperative Societies, Government of West Bengal across its HQ, Zonal Offices and Range Offices 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” means any day on which any of the office of WTL shall be functioning, including gazetted holidays, restricted holidays or other holidays, Saturdays and Sundays

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

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

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

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

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

“Operator” means the company providing the services under Agreement.

“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.

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"**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 23.06.2025 at 12.00 hrs. (**Online Meeting**). Bidder can send their queries as per format (Section - L) to Purchase Department (purchase@wtl.co.in) only the queries received within 21.06.2025 at 14.00hrs will be answered. Interest bidders are requested to send mail to (purchase@wtl.co.in) for participation of online pre-bid meeting. Based on request WTL will share meeting id / links for meeting. If there is any change in date and time then will inform.

4. **COST OF BIDDING**

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

5. **BID DOCUMENT**

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

6. **AMENDMENT OF BID DOCUMENT**

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

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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 Online Receipt against payment of Tender Fee and Earnest Money Deposite

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 OF WEST BENGAL

I. Control over e-RCS Application

- a. It is the responsibility of Selected Bidder to provide the necessary systems and tools (version control and software management tools) to enable implementation of this strategic control framework ownership of project. To this end, the e-RCS shall be designed to ensure that:
 - i. The Application System and the Source Code will be deposited with the WTL/Cooperation Directorate 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/Cooperation Directorate in every quarter.
 - iii. The Selected Bidder should deliver all the source code and version control to WTL/Cooperation Directorate, 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-RCS 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.

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

II. Version Control

- a. The application software shall be version controlled, adopting the industry standard practices like Version Control System (VCS), Source Code Management System and Software Configuration Management (SCM) in this regard.
- b. The System shall permit the latest versions of the application and source code to be deposited with WTL, with appropriate logs maintained for each change.

III. Retention of ownership and control over the Database

- a. WTL shall exercise ownership of the database, through appropriate system / tools supplied and implemented by Selected Bidder. To this end, Integrated system shall be designed to ensure that
- b. The entire database, including the table structures, schemas and master data are deposited with WTL after the initial certification by a 3rd Party and before the Go Live'.
- c. Any subsequent changes to the database system are incorporated into the Database Repository on an incremental basis, after the process of approval prescribed herein is undergone.
- d. Any changes to the database structure, required to enhance the functionality, or to improve performance or to cover security gaps, and any changes to the master data, shall first be hosted in a database staging environment, tested for consistency, integrity and performance of the Database Administrator of the Selected Bidder. There upon a request shall be preferred to the Database Administrator(s) of WTL, to permit the proposed changes, with clear reasons necessitating the change. The Database Administrators of WTL shall review the proposed change; test cases used for testing the functionality and accord their approval or reject the request.
- e. WTL may entrust the responsibility of designated Database Administrators, who can exercise the privilege of approval or rejecting a request JOINTLY.
- f. No change to the database structure or to the master data shall be effected by the Selected Bidder unless the process defined at (b) above is gone through. To this end, all the actions of the Database Administrator of the Selected Bidder shall be logged.
- g. Any direct access to the database must not be allowed and the database administration activities (especially all those actions that result in modification of data, schema and master data) shall be executed through an application which verifies and audits users, code and actions done on the database.

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

16. INFORMATION PROVIDED

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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 OF eRCS

Project Timeline as given in Scope of Work

Development Milestones: -

The following section indicates the development milestones: -

Sl no	Milestone	Deliverable	Timeline
1	Requirement Gathering, Gap Analysis & Documentation	Detailed Project Plan & SRS Document	T+6 Weeks
2	Application Development	UAT Compliance Report	T+14 Weeks
3	Testing and Audit Compliance	Unit, Functional, Vulnerability, Final Testing and Security Compliance	T+20 Weeks
4	Deployment	Application deployment through leveraging of HCI cloud enabled platform of SDC, Security Check and User Signoff	T+22 Weeks
5	Training & Go-Live	Test Strategy, application demonstration, UAT Signoff, Go-live	T+24 Weeks
6	AMC Support	2 years after expiry of 3 months Hand Holding period from the date of Go-live	2 years

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 0.025% 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

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& 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 terms will be on back-to-back basis, i.e., payment will be made only on receipt of payment from User Department.

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

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

28. GOVERNING LAWS

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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

29. CORRUPT OR FRAUDULENT

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

The Applicants and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the Selection Process. Notwithstanding anything to the contrary contained in this RFP, the Client will reject a Proposal without being liable in any manner whatsoever to the Applicant, if it determines that the Applicant has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice (collectively the "Prohibited Practices") in the Selection Process. In such an event, the Client will, without prejudice to its any other rights or remedies, forfeit and appropriation payment to 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;

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- (ii) “fraudulent practice” means a misrepresentation or omission of facts or disclosure of incomplete facts, in order to influence the Selection Process;
- (iii) “coercive practice” means impairing or harming or threatening to impair or harm, directly or indirectly, any persons or property to influence any person’s participation or action in the Selection Process;
- (iv) “undesirable practice” means (i) establishing contact with any person connected with or employed or engaged by the Client with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Selection Process; or (ii) having a Conflict of Interest; and
- (v) “restrictive practice” means forming a cartel or arriving at any understanding or arrangement among Applicants with the objective of restricting or manipulating a full and fair competition in the Selection Process.

30. BIDDING CLAUSE

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

The Tender Committee reserves the right:

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

31. WORKMEN’S COMPENSATION

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

32. CONTRACTOR’S EMPLOYEES

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

33. SAFETY MEASURES

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

34. EQUIPMENT

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

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35. SUB-CONTRACT

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

36. TERMINATION FOR DEFAULT

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

37. BANKRUPTCY

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

38. FORCE MAJEURE

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

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

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

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

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

- Constitute a default or breach of the contract.

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

39. WARRANTY

The Contractor will warranty that products (i.e. 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. 24 months from the date of final acceptance of the system by the customer. The Contractor shall not, without the express prior written consent of WTL, assign to any third party of the contractor part thereof. Service support for the entire warranty period will be onsite and comprehensive (including spares) and free of cost for the entire warranty period. The Selected Bidder would also be responsible for the up keep, maintenance; rectifications of defects, wear and tear of the infrastructure procured from the OEM during the entire period of contract and provide WTL with copies of warranty and AMC certificates for all equipment, valid for the entire period of the contract. The selected bidder will also ensure that license of any third party application, if supplied by the bidder will be given to the Government of West Bengal in perpetuity

40. 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-RCS. 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-RCS which should be adhere to the SLA requirement of the RFP. Selected bidder's warranty must cover all equipment and work activities contained in the contract against all design, manufacturing, and environment faults during the contract period.
- Selected bidder is required to commit to the following warranty terms:
 - All products / components / parts shall be covered under OEM warranty up to the Implementation Phase and AMC support shall commence after successful implementation.
 - The warranty shall include the repair or replacement of the products/ components / parts during the warranty period by the bidder. The replacement products / components shall meet the related specifications without further repair or modification.
 - Selected bidder shall be liable for all costs including, but not limited to, the costs of material, labour, travel, transport and living expenses associated with the collection and return of the units covered by the warranty.
 - The date of manufacture or assembly of any equipment, parts or consumables, shall not be more than six months before delivery.
 - Selected bidder shall state the location of his repair Centre(s) for all items not being repaired onsite.

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

41. PERFORMANCE BANK GUARANTEE (PBG)

As a guarantee for timely delivery, installation and commissioning of the software application as well as performance of on-site warranty support, 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 <36months>. 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.

42. CONTRACTOR'S RESPONSIBILITIES

Refer Section – A (Scope of Work)

43. 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.

44. 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.

45. PERIOD OF VALIDITY OF OFFER

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

46. TAXES & DUTIES

- The prices shall be inclusive of all taxes & levies including GST and other statutory duties as applicable. Rate of taxes should be indicated separately in the Price Bid.
- Contract Price specified in Price Bid should be based on the taxes & duties and charges prevailing at the date one day prior to the last date of Bid submission.

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- Statutory deduction, wherever applicable, shall be made from invoice as per government rules. Necessary certificate will be issued for such deductions.
- Bidder submitting a bid shall produce valid statutory documents / certificates with respect to GST, Income Tax, ROC, Prof. Tax, Trade Licence, etc. All such documents / certificates shall remain valid on the last date of tender submission.
- In case of inter-state transaction, WTL will provide "Waybill". However, statutory charges, if any will be borne by the bidder.
- GST component of the invoice of the bidder may be kept on hold in case there is any mismatch / irregularity in GST return filing on the part of the bidder.

47. DISCREPANCIES IN BID

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

48. BID DUE DATE

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

49. LATE BID

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

50. OPENING OF BID BY WTL

Bids shall be opened and downloaded in the presence of Tender Committee.

51. CONTACTING WTL

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

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

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

53. BID CURRENCIES

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

54. PRICE

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

55. CANVASSING

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

56. NON-TRANSFERABILITY OF TENDER

This tender document is not transferable.

57. FORMATS AND SIGNING OF BID

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

58. WITHDRAWAL OF BID

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

59. INTERPRETATION OF DOCUMENTS

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

60. 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.

61. FINAL INSPECTION

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

62. LOCATION OF DELIVERY, INSTALLATION & COMMISSIONING

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

63. 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

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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.

64. 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.

65. 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.

66. 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.

67. 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.

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- 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.

68. 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

69. SERVICE LEVELS

Details given in Section-A.

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SECTION – E

BID FORM

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

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

Sub: Design, Development, implementation & maintenance of e-RCS.

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/RCS/eRCS/25-26/007 Dated 13.06.2025, 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 & Tender Fee: We have transferred EMD & Tender Fee amount online through e-Tender Portal.
5. We declare that items shall be executed strictly in accordance with the specifications and documents irrespective of whatever has been stated to the contrary anywhere else in our proposal. Further, we agree that additional conditions, deviations, if any, found in the proposal documents other than those stated in our deviation schedule, save that pertaining to any rebates offered shall not be given effect to.
6. If this proposal is accepted by you, we agree to provide services and complete the entire work, in accordance with schedule indicated in the proposal. We fully understand that the work completion schedule stipulated in the proposal is the essence of the job, if awarded.
7. We further agree that if our proposal is accepted, we shall provide a Performance Bank Guarantee of the value equivalent to ten percent (10%) of the Order value as stipulated in Financial Bid (BOQ).
8. We agree that WTL reserves the right to accept in full/part or reject any or all the bids received or split order within successful bidders without any explanation to bidders and his decision on the subject will be final and binding on Bidder.

Dated, thisday of2025

Thanking you, we remain,

WEBEL TECHNOLOGY LIMITED

Yours faithfully

.....

Signature

.....

Name in full

.....

Designation

.....

Company Stamp

Signature & Authorized Verified by

.....

Signature

.....

Name in full

.....

Designation

.....

Company Stamp

WEBEL TECHNOLOGY LIMITED

SECTION – F

TECHNO COMMERCIAL EVALUATION & AWARDING OF CONTRACT

Evaluation Criteria:

Bidders will be selected through Quality cum Cost Based Selection (QCBS 70:30) method i.e. the bidder who will secure the highest Composite Score in the Technical and Financial evaluation will be awarded the work

Technical Evaluation Methodology

A Three stages procedure will be adopted in evaluating the bids:

(i) An Eligibility/Pre-qualification evaluation:

The eligibility evaluation will be carried out based on the criteria mentioned in the tender document. All those bidders who matches all the eligibility criteria will be called for the presentation Evaluation.

(ii) Technical Evaluation:

The following criteria shall be used to evaluate the technical bids;

In order to facilitate the technical proposal evaluation, the technical criteria laid down along with the assigned weights have been presented in this section. The marking scheme presented here is an indication of the relative importance of the evaluation criteria. During evaluation of proposals, WTL, may, at its discretion, ask the bidders for clarification of their Technical Proposals. Bidders securing a minimum of 70% marks in the technical evaluation will only be considered for further financial bid evaluation. Bids or Tenders which don't secure the minimum specified technical score will be considered technically non- responsive and hence shall be debarred from being considered for financial evaluation.

Distribution of Marks:

Financial, Resource Strength	20 Marks
Project Experience and expertise	50 Marks
Approach & Methodology	30 Marks

** 70 is the cut-off marks to open the financial bid*

Financial & Resource Strength: 20

Sl#	Criteria	Documentary Evidence	Marks	Max. Marks
1	The bidder should be a business entity shall mean a company registered in India under the Companies Act 1956, or a partnership firm registered under the relevant and prevailing law relating to partnership in India, and operating for at least 5 years in software development and implementation business as of 31/03/2025.	Copy of the work order/completion certificate as documentary proof	Software development experience of the bidder in years: ≥5 years: 3 Marks, Additional 1 mark for additional 1 year each subject to maximum 5 marks.	05
2	Average Annual Turnover in last 3 financial years ending with March 2025 from Software development	Audited Balance Sheet and Statutory Auditor's Certificate	>= 10 Cr: 3 marks, 1 mark for additional 5 Cr	05

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	implementation and its support Services		Max up to 5 marks.	
3	The firm/ company should have IT professional with minimum qualification of B.E/ B.Tech/ MCA or higher.	Letter from Director or HR Head. The bidder needs to produce the latest EPF return challan.	Minimum 30: 3 Marks, Beyond 30 professionals 1 mark for each 20 professionals maximum 5 marks	05
4	Quality Certification	Relevant copy of certificate highlighting validity	The bidder must have valid CMMi Level 3 or above & ISO Certificates on date of submission of this RFP. CMMi Level 5: 3 Marks CMMi Level 3: 2 Marks, ISO 27001: 1Mark ISO 9001: 1 Mark	05

Project experience and expertise: 50

Sl#	Criteria	Documentary Evidence	Marks	Max. Marks
1	The firm /company should have developed and implemented E-Governance Projects in State / Central Government /Govt. PSU /Govt. Autonomous body in India in last 5 years as on 31.03.2025.	Work Order (Only Go-live projects will be considered for evaluation)	20	Total value of all projects having each project of minimum value of ₹50 lakhs. For each ₹50 lakhs: 4 Mark Subject to maximum 20 marks.
2	The firm/ company should have developed and implemented Mobile application for any Department in State /Central Government /Govt. PSU /Govt. Autonomous body in India.	Work Order + On Going or Completion Certificates from the client (Only Go-live projects will be considered for evaluation)	05	2 Projects = 3 Marks 1 mark for each additional project subject to maximum 5 marks.
3	The firm /company should have provided technical resource deployment (30 resource Minimum) for any Department in State /Central Government /Govt. PSU /Govt. Autonomous body in India with minimum order value ₹50 lakh.	Work Order+ On Going or Completion Certificates from the client	05	2.5 marks for each project subject to maximum 5 marks
4	The firm/ company should have experience of development & implementation of E-Governance Projects in any Department of State /Central Government / PSU /Govt. Autonomous body in West Bengal with minimum order value ₹50 lakhs.	Work Order+ On Going or Completion Certificates from the client (Only Go-live projects will be considered for evaluation)	05	2 Projects = 3 Marks 1 mark for each additional project subject to maximum 5 marks.
5	The Bidder should have their office in West Bengal in last 5 Years	Documentary Proof like company incorporation certificate/ Lease Agreement with Self	05	5 marks for Incorporated & Development Center in West Bengal 2 marks for Operation

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		Declaration		Center in West Bengal
6	The firm /company should have developed and implemented project for Co-Operation Department or its subsidiaries in State /Central Government /Govt. PSU in India.	Work Order (Only Go-live projects will be considered for evaluation)	05	2.5 marks for each project subject to maximum 5 marks.
7	The firm /company should have developed and implemented a project having BI Tools for Dashboard and data Visualization for any Department in State /Central Government /Govt. PSU In India.	Work order and + Completion Certificates/ Phase Completion Certificate from the client.	05	2.5 marks for each project subject to maximum 5 marks.

Approach & Methodology: 30

Sl#	Criteria	Documentary Evidence	Max. Marks
1	Proposed Solution and its components with Prototype design.	Technical Presentation	05
2	Work plan, approach & methodology for completing the work. Technologies used, Risks and Mitigation Plan, Data Migration Plan, Training Methodology and plan time frame. Operation and maintenance road map. Clear and unambiguous narration of exit Management activities of the bidder Post Implementation plan and methodology. Challenges likely to be encountered Client references:	Technical Presentation	05
3	Demo covering the following modules: [Training Modules, Activity Monitoring Modules, Process Flow with external embedded interfaces, Dashboard & Reports and technology etc	Application /Prototype Demonstration	20

The bidder shall be required to get at least 70% marks out of 100 to qualify for next stage i.e. opening of the financial bids.

The technical score would be normalized on a scale of 100, with highest score being normalized to 100 and the rest being awarded on a pro-rata basis. Such normalized scores would be considered for the purpose of QCBS based evaluation.

The individual bidder's technical scores will be normalized as per the formula below:

$$T_n = T_b / T_{max} * 100$$

Where, **T_n** = **normalized technical score for the bidder under consideration**

T_b = **absolute technical score for the bidder under consideration**

T_{max} = **maximum absolute technical score obtained by any bidder**

(iii) Financial evaluation

The financial bids of all the bidder who get 70% marks in the Technical evaluation stage will be opened.

The Bidder with lowest qualifying Financial bid (L1) will be awarded 100% score (amongst the Bidders which did not get disqualified on the basis of mandatory technical qualifying score). Financial Scores for other than L1 Bidders will be evaluated using the following formula:

$$\text{Financial Score of a Bidder (Fn)} = \{(\text{Commercial Bid of L1} \div \text{Commercial Bid of the Bidder}) \times 100\}$$

(Adjusted up to two decimal places)

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iv) Final Evaluation:

The bids will be evaluated on a **Quality and Cost Based Selection [QCBS]** basis. The QCBS is a system enumerated in clause Number 192 of General Financial Rules 2017, Ministry of Finance, Government of India. The proposals will be ranked according to their combined technical and financial scores using weights

Proposals will be ranked according to their combined technical and financial scores using the weights (**T=0.70** the weight given to the Technical bid and **P=0.30**, the weight given to the Financial Proposal. The final evaluation will be based on Final Score which shall be calculated as shown below:

$$\text{Final Score (S)} = (\text{Tn} \times 70\% + \text{Fn} \times 30\%)$$

The bidder achieving the highest combined technical and financial score will be invited for negotiations for awarding the contract. In case of a tie where two or more bidders achieve the same highest combined technical and financial score, the bidder with the higher normalized technical score will be invited first for negotiations for awarding the contract.

Negotiation: Tenderer may invite bidder for further negotiation

Appointment of Service Provider

Award Criteria

WTL will award the Contract to the successful bidder whose proposal has been determined to be substantially responsive and has been determined as the most responsive bids as per the process outlined above.

a) 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.

b) 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.

c) 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.

d) 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.

e) Failure to Agree with the Terms and Conditions of the RFP

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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.

f) 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.

g) Rejection Criteria

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

ii) 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.

ii) 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.

iii) 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.

h) Concessions permissible under statutes

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

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SECTION – G

GUIDANCE FOR E-TENDERING

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

1. Registration of Bidder:

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

2. Digital Signature Certificate (DSC):

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

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

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

4. Participation in more than one work:

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

5. Submission of Tenders:

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

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

Techno Commercial Cover:

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

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

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

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

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

1. Other documents, if any

Financial Cover:

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

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

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

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Table 17: Document List

Sl. No.	Category Name	Sub Category Name	Sub Category Description
A	CERTIFICATES	A1. CERTIFICATES	<ul style="list-style-type: none"> • GST Registration Certificate • Service Tax Registration Certificate • PAN
B	COMPANY DETAILS	B1. COMPANY DETAILS 1	<ul style="list-style-type: none"> • Document supporting company profile
		B2. COMPANY DETAILS 2	<ul style="list-style-type: none"> • Company Profile (Not more than 3 pages) • ISO Certificate as required
C	CREDENTIAL	CREDENTIAL 1	<ul style="list-style-type: none"> • Order copies
		CREDENTIAL 2	<ul style="list-style-type: none"> • Product brochure • Other documents, if any
D	DECLARATION	DECLARATION	<ul style="list-style-type: none"> • List of Clients as per format • Financial Capability of Bidder as per format
F	FINANCIAL INFO	P/L & BALANCE SHEET	P/L & BALANCE SHEET for 2021-2022,2022-2023 & 2023-2024

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SECTION - H BILL OF MATERIAL

Sl#	Category	Unit	Qty
1	Design, Development, Integration, Implementation Testing, deployment & Commissioning for Computerization, automation & monitoring of Offices of the Registrar of Cooperative Societies, Government of West Bengal across its HQ, Zonal Offices and Range Offices as per technical scope defined in Section-A	Lump-sum	1
2	Security Audit prior to Go-live	No.	1
3	SSL Certification valid for 2 years post go-live	No.	1
4	Annual Maintenance for Application Support and System & DBA Support for 2 years post Go-live	Year	2
5	On-premises Facility Management Services/Hand Holding Support at HQ RCS using 3 resources in each month for a period of 3 months post Go-Live of e-RCS software (qualification as per Section-A)	Man-Month	9
6	Change Request :Change Request for major changes post-Go-live	Man-Month	10

WEBEL TECHNOLOGY LIMITED

SECTION – I

TECHNICAL CAPABILITY OF BIDDER

(Tender No. WTL/RCS/eRCS/25-26/007 Dated 13.06.2025)

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

SECTION – J

FINANCIAL CAPABILITY OF BIDDER

(Tender No. WTL/RCS/eRCS/25-26/007 Dated 13.06.2025)

FINANCIAL INFORMATION

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

Authorized Signatory (Signature In full): _____

Name and title of Signatory: _____

Stamp of the Company: _____

Note:

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

WEBEL TECHNOLOGY LIMITED

SECTION – K BIDDERS'S DETAILS

(Tender No. WTL/RCS/eRCS/25-26/007 Dated 13.06.2025)

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 <ul style="list-style-type: none">▪ a Government/ Public Sector Undertaking▪ a propriety firm▪ a partnership firm (if yes, give partnership deed)▪ a limited company or limited corporation▪ a member of a group of companies, (if yes, give name and address and description of other companies)▪ a subsidiary of a large corporation (if yes give the name and address of the parent organization). If the company is subsidiary, state what involvement if any, will the parent company have in the project.	
8	Submit valid GST Registration certificate with up to date tax clearance.	
9	Total number of employees. Attach the organizational chart showing the structure of the organization.	
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) <ul style="list-style-type: none">▪ Manufacturer▪ Supplier	

WEBEL TECHNOLOGY LIMITED

	<ul style="list-style-type: none">▪ 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 – L

FORMAT FOR PRE-BID MEETING QUERY

(Tender No. WTL/RCS/eRCS/25-26/007 Dated 13.06.2025)

Name of the Bidder: _____

Queries

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

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

Authorized Signatory (Signature In full): _____

Name and title of Signatory: _____

Company Rubber Stamp: _____

WEBEL TECHNOLOGY LIMITED

SECTION - N

PROFORMA FOR PERFORMANCE BANK GUARANTEE

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

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

Ref Bank Guarantee no.....

Date.....

PROFORMA OF BG FOR SECURITY DEPOSIT

KNOW ALL MEN BY THESE PRESENTS that in consideration of WEBEL TECHNOLOGY LIMITED, a Government of West Bengal Undertaking incorporated under the Companies Act, 1956 having its Registered office at Plot 5, Block BP, 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 filed against us within 6 months from _____ all your rights will be forfeited and we shall be relieved of and discharged from all our liabilities (thereinafter)

WEBEL TECHNOLOGY LIMITED

(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)

WEBEL TECHNOLOGY LIMITED

INSTRUCTIONS FOR FURNISHING BANK GUARANTEE

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

WEBEL TECHNOLOGY LIMITED

SECTION – O

NIT DECLARATION FOR BIDDER

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

Sub: Design, Development, implementation & maintenance of e-RCS application

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/RCS/eRCS/25-26/007 Dated 13.06.2025 for “Strengthening of Cooperatives through IT Intervention through Design, Development, Integration, Implementation Testing, Commissioning and Operations & maintenance support for Computerization, automation & monitoring of Offices of the Registrar of Cooperative Societies, Government of West Bengal across its HQ, Zonal Offices and Range Offices” 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.....2025

WEBEL TECHNOLOGY LIMITED

SECTION – P

FORMAT FOR POWER OF ATTORNEY FOR AUTHORISED REPRESENTATIVE

(Tender No. WTL/RCS/eRCS/25-26/007 Dated 13.06.2025)

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.

WEBEL TECHNOLOGY LIMITED

- 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 – Q

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

(Tender No. WTL/RCS/eRCS/25-26/007 Dated 13.06.2025)

A: On the Scope of Work

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

C: On Technical Proposal

D: General Comments

Authorized Signatory (Signature In full): _____

Name and title of Signatory: _____

Company Rubber Stamp: _____

WEBEL TECHNOLOGY LIMITED

SECTION – R

PROPOSED SOLUTION ARCHITECTURE

(Tender No. WTL/RCS/eRCS/25-26/007 Dated 13.06.2025)

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

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

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

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

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

Authorized Signatory (Signature In full): _____

Name and title of Signatory: _____

Company Rubber Stamp: _____

WEBEL TECHNOLOGY LIMITED

SECTION – S

DESCRIPTION APPROACH, METHODOLOGY AND WORK PLAN FOR PERFORMING THE ASSIGNMENT

(Tender No. WTL/RCS/eRCS/25-26/007 Dated 13.06.2025)

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

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

Authorized Signatory (Signature In full): _____

Name and title of Signatory: _____

Company Rubber Stamp: _____

WEBEL TECHNOLOGY LIMITED

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

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

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

General Information	
Name of the person	
Current Designation / Job Title	
Current job responsibilities	
Proposed Role in the Project	
Proposed Responsibilities in the Project	
Academic Qualifications: <ul style="list-style-type: none"> ● Degree ● Academic institution graduated from ● Year of graduation ● Specialization (if any) ● Key achievements and other relevant information (if any) 	
Professional Certifications (if any)	
Total number of years of experience	
Number of years with the current company	
Summary of the Professional / Domain Experience	
Number of complete life cycle implementations	
Past assignment details (For each assignment provide details regarding name of organizations worked for, designation, responsibilities, tenure) <p>Prior Professional Experience covering:</p> <ul style="list-style-type: none"> ● Organizations worked for in the past ● Organization name ● Duration and dates of entry and exit ● Designation Location(s) ● Key responsibilities <p>Prior project experience</p> <ul style="list-style-type: none"> ● Project name ● Client ● Key project features in brief ● Location of the project ● Designation ● Role 	

WEBEL TECHNOLOGY LIMITED

<ul style="list-style-type: none">• Responsibilities and activities• Duration of the project <p>Please provide only relevant projects.</p>	
Proficient in languages (Against each language listed indicate if speak/read/write)	

WEBEL TECHNOLOGY LIMITED

FORM-II: 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: Tender No. WTL/RCS/eRCS/25-26/007 Dated 13.06.2025

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-III: 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: Tender No. WTL/RCS/eRCS/25-26/007 Dated 13.06.2025

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

ANNEXURE-I: MANPOWER TO BE DEPLOYED UNDER THE E-RCS 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.