

WEBEL TECHNOLOGY LIMITED

NOTICE INVITING e-TENDER

e-Tender are invited for WhatsApp Business Service and integration with proposed e-Governance platform of New Town Kolkata Development Authority for notification, service update, information about any service, tracking of any application, registration of any Grievance through WhatsApp Bot via capturing the latitude and longitude, images or videos via residents of New Town. through e-Services of NKDA. Bids are invited from Reputed bidders having sufficient experience and credentials for successful completion of "Similar Nature" of work in a GoWB department / parastatals under GoWB / GoI.

1.	Tender No. & Date	WTL/NKDA/WABS/25-26/010 dated 16.06.2025
2.	Tender Version No.	1.0
3.	Brief description of material	WhatsApp Business Service and integration with proposed e-Governance platform of New Town Kolkata Development Authority for notification, service update, information about any service, tracking of any application, registration of any Grievance through WhatsApp Bot via capturing the latitude and longitude, images or videos via residents of New Town through e-Services of NKDA.
4.	Tender Fee	Rs. 4,000.00 (Rupees Four thousand only). The amount to be transferred online through e-tender portal.
5.	Earnest Money Deposit	Rs. 26000.00 (Rupees Twenty Six thousand only). The amount to be transferred online through e-tender portal.
6.	Date of Downloading/Sale of Tender document	16.06.2025
7.	Pre-Bid Meeting date & time	23.06.2025 at 11.00 Hrs. (On-Line Meeting) <ul style="list-style-type: none">• Pre-Bid meeting will be organizing online platform only.• Only queries as per format (Section - L) reaching WTL by 20.06.2025 at 15.00 Hrs. will be taken for decision.• Interest bidders are requested to send mail to purchase@wtl.co.in for participation of online pre-bid meeting. Based on request WTL will share meeting id / links for meeting. If there is any change in date and time then will inform.• Only queries as per format (Section - L) reaching WTL by 20.06.2025 at 15.00 Hrs. will be taken for decision.• Queries will be sent to Purchase Department (purchase@wtl.co.in)
8.	Bid Submission Start date & time	26.06.2025 at 14.00 hrs.
9.	Last date & time of EMD & Tender Fee submission intimation.	Before Uploading of Tender
10.	Last date & time of Bid Submission	01.07.2025 at 12.00 hrs.
11.	Date & time of Technical Bid Opening	03.07.2025 at 12.00 hrs.
12.	WTL Address	WEBEL TECHNOLOGY LIMITED (A Govt. of West Bengal Undertaking) Plot - 5, Block – BP, Sector – V, Salt Lake City, Kolkata – 700091.
13.	Contact person	033-23673403-06

WEBEL TECHNOLOGY LIMITED

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 online 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 online 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 <https://wbtenders.gov.in>.

WEBEL TECHNOLOGY LIMITED

CONTENTS OF THE TENDER DOCUMENT

The Tender document comprises of the following:

SECTION – A	SCOPE OF WORK
SECTION – B	ELIGIBILITY CRITERIA
SECTION – C	DATE AND TIME SCHEDULE
SECTION – D	INSTRUCTIONS TO BIDDER
SECTION – E	BID FORM
SECTION – F	TECHNO COMMERCIAL EVALUATION & AWARDDING OF CONTRACT
SECTION – G	GUIDANCE FOR E-TENDERING
SECTION – H	BILL OF MATERIAL
SECTION – I	DETAILS OF ORDERS EXECUTED BY BIDDER
SECTION – J	FINANCIAL CAPABILITY OF BIDDER
SECTION – K	BIDDER'S DETAILS
SECTION – L	PRE-BID MEETING QUERY
SECTION – M	LIST OF CLIENTS OF SIMILAR ORDERS
SECTION – N	PROFORMA FOR PERFORMANCE BANK GUARANTEE
SECTION – O	NIT DECLARATION FOR BIDDER
SECTION – P	COMPLIANCE DOCUMENTS OF ELIGIBILITY CRITERIA

WEBEL TECHNOLOGY LIMITED

SECTION – A

SCOPE OF WORK

Executive Summary:

1.1 Tender purpose defines the functional and non-functional software requirements for the implementation of a WhatsApp- based citizen services chatbot for New Town Kolkata Development Authority (NKDA). It will serve as the guiding framework for development, implementation, and maintenance by the selected agency.

1.2 Scope:

The WhatsApp Chatbot will serve as a 24/7 digital assistant for residents of New Town to:

- Access NKDA services.
- Submit grievances.
- Make payments.
- Receive real-time updates.
- Share feedback.
- Navigate the town's public assets.
- Know their officers and track accountability.

The system includes a citizen-facing bot, a back-office admin panel, and API integrations with NKDA's existing platforms.

1.3 Target Users:

- General Citizens.
- Property/ Business Owners.
- NKDA Field Staff.
- NKDA Admin Staff

2.OVERALL SYSTEM ARCHITECTURE:

- Frontend: WhatsApp-based NLP Chabot (menu + conversational flow).
- Backend: API-integrated service layer with existing NKDA systems
- Dashboard/Admin Interface: Web-based portal for content, service, and grievance management.
- Hosting: Secure, scalable cloud environment (India- based)
- Channels: WhatsApp (mobile/web), with kiosk-screen support (optional)

3.FUNCTIONAL MODULES

1. NKDA Services
2. Lodge a Grievance
3. Pay Your Bills
4. Know Your Officer
5. Department Directory
6. Important Places
7. Give Feedback

4.DETAILED MODULE FEATURES

4.1NKDA Services (Service Access Layer)

- **Display of available services:**
 - Property Tax.
 - Mutation / Record of Title.
 - Building Plan Sanction.
 - Water/Sewerage Connection.
- **For each service:**

WEBEL TECHNOLOGY LIMITED

- Procedure overview
- Document checklist
- Fee structure
- Timeline as per RTPS
- Service URLs

- **Track application by Unique Application ID**
- **Download approved certificates (PDF after OTP verification).**
- **Dynamic addition of new services through admin interface**

4.2 Lodge a Grievance (Intelligent Categorization + e-Governance Sync)

Functional Features:

- **Structured Grievance Categories:**
 - User selects from pre-defined categories: Roads, Drainage, Water Supply, Sanitation, Illegal Construction, Encroachment, Streetlights, Parks, Public Safety, Others.
 - Further sub-category drilldown (e.g., Streetlight - Non-functional/Broken Pole/Flickering) .

- **Complaint Submission:**
 - Description (text or voice-to-text)
 - Location auto-tagging (via WhatsApp location share).
 - Optional photo or video upload
 - Automatically fetch user name and mobile from WhatsApp

- **Acknowledgement & Tracking:**
 - Auto-generated unique Ticket ID
 - Acknowledgement reply with category, officer assigned (if mapped), and expected resolution time
 - Complaint status updates pushed via WhatsApp

- **Complaint Lifecycle Management:**
 - Escalation triggers based on SLA timers (Unresolved>72 hrs - escalated to higher officer)
 - Integration with NKDA e-Grievance system for centralized registry and dashboard
 - Reopening facility if issue is not resolved satisfactorily

- **Feedback Loop:**
 - Feedback request pushed after closure
 - Rating plus short remarks captured
 - Negative feedback auto-forwarded to nodal grievance officer

- **System Capabilities:**
 - **Grievance Tagging for Department, Geography (ward/sector)" Officer.**
 - **Dashboards:**
 - Complaint heatmaps
 - Category-wise volume
 - Resolution time trends
 - Officer-wise SLA compliance.
 - **Complaint Categorization Dictionary for consistent classification and analytics.**

4.3 Pay Your Bills

- **Supported bill types:**
 - Property Tax

WEBEL TECHNOLOGY LIMITED

- Trade License
- Water Usage Fees
- Enter Unique ID — Fetch bill details
- Generate Smart UPI payment link
- Redirect to NKDA's payment portal
- Confirm payment receipt on WhatsApp (PDF or message)
- Send payment reminders automatically before due date

4.4 Know Your Officer

- User selects issue category
- Bot returns:
 - Officer name
 - Mobile number
 - Jurisdiction (Area/Sector/Ward)
 - Department
- Escalation chain shown if complaint unresolved
- SMS fallback available for offline officers

4.5 Department Directory

- List all NKDA departments
- For each department:
 - Function overview
 - Available services
 - Designated officers
 - Location (optional)
 - Contact details
- Show URL or PDF of service guidelines
- Admin interface for department data update

4.6 Important Places

- Categories: Parks, Health Centres, Markets, Bus Stands, Water Bodies, Public Toilets
- For each place:
 - Name
 - Description
 - Photo
 - Google Map Pin/Geo Location
 - Operational hours (if applicable)
 - Integration with crowd density estimates (optional)

4.7 Feedback Module

- Department-wise feedback form
- 1-5 rating
- Text remarks (max 500 characters)
- Sentiment detection for early warning (via keyword/emoji)
- Negative feedback auto-tagged and sent to higher officer
- Feedback trend reports in admin panel

4.8 Admin Panel

- User Role Management
- Dynamic Menu Builder
- Complaint Monitoring Dashboard
- Citizen Interaction Log Viewer
- Feedback Trends and Sentiment Map
- Officer-wise SLA tracker
- Add/Edit/Remove content
- Analytics Export (CSV/PDF)

5. ADVANCED FEATURES

- Multilingual Support: English, Bengali
- Voice Input Option
- Proactive Engagement Triggers
- Officer Mode (Optional): For field teams to update status via WhatsApp
- Gamification (Optional): Badges for active citizens, ward leaderboards
- Open Data Dashboard (Optional): For transparency on civic performance

WEBEL TECHNOLOGY LIMITED

6. NON-FUNCTIONAL REQUIREMENTS

Category	Specification
Performance	Max response time < 10s, concurrent users > 500
Security	End-to-end encrypted, OTP login, GDPR-like data protection
Reliability	99% monthly uptime
Accessibility	Voice & vernacular support; senior citizen-friendly
Maintainability	Modular backend, changelog system, rollback options
Portability	Cloud-native, mobile-first architecture

7. INTEGRATION TOUCHPOINTS

System	Integration Type
NKDA e-Governance	RESTful APIs (Application, Status, Certificates)
Payment Gateway	API (Bill fetch, payment link, status sync)
GIS	For mapping locations of complaints and assets
WhatsApp Business API	Primary communication channel
SMS Gateway (fallback)	Notification/OTP fallback for low-connectivity users

8. DEPLOYMENT AND SUPPORT

- Cloud Hosting on India-based secure server
- Data Backup with disaster recovery
- Maintenance Support for 3 years
- SLA Monitoring for complaint closure, uptime, and performance metrics

9. IMPLEMENTATION TIMELINE

Milestone	Time (from T ₀)
Requirement Finalization	T ₀ + 7 days
Design and Flows Approval	T ₀ + 15 days
Integration & Development	T ₀ + 45 day
Pilot Launch	T ₀ + 60 days
Full Go-Live	T ₀ + 75 days
UAT & Final Stabilization	T ₀ + 90 days

10. TRAINING AND HANDOVER

- Officer/Admin training (with manuals)
- Citizen FAQ and Help content
- Handover of codebase, documentation, APIs, admin access

11. CHANGE REQUEST MECHANISM

- Formal CRF (Change Request Form) system
- Categorization: Minor / Major / Bug
- Versioned deployment with changelog

12. APPENDICES

A. Sample Menu

1. NKDA Services
2. Lodge a Grievance
3. Pay Your Bills
4. Know Your Officer
5. Feedback
6. Important Places
7. Department Directory

B. Glossary

- API- Application Programming Interface
- GIS- Geographic Information System
- SLA-Service Level Agreement
- OTP- One Time Password
- RBAC- Role-Based Access Control

WEBEL TECHNOLOGY LIMITED

SECTION – B

ELIGIBILITY CRITERIA

1. The bidder must be a company registered under Companies Act, 1956/2013 or Partnership or LLP or OPC or Proprietary Firm at least seven plus years. Documentary evidence to be submitted.
2. Bidders must have a registered Office in West Bengal for last five years. Valid proof should be submitted along with the bid.
3. The bidder should have valid GST Registration Number & PAN. The bidder shall have to submit photocopies of the documents.
4. The Bidder should have prior experience of implementing WhatsApp Business Service Solutions (amounting to Rs.10.00 Lakh or above) under GoWB / parastatals under GoWB / GoI. Order copy/ valid SLA document with Completion Certificate/ Payment Certificate/Live URL to be submitted/shared.
5. The bidder should have an average annual turnover of not less than Rs.1.00 crore in the last three financial years (considering FY –2021-22, 2022-23, 2023-24). Bidder shall have to submit Audited Balance Sheet / Audited Accounts / Auditor Certificate in support of their claim.
6. The Bidder should have positive net worth in the financial year (2023-24). Certification in Auditor's / CA's Letter head with UDIN.
7. The bidder shall have Quality Certificate (ISO 9001:2015). Copy of valid Certificate to be submitted and validity should remain up to completion of job.
8. The bidder shall not have been blacklisted by any State/Central Government or PSU Organization or bilateral/multilateral funding agencies for breach of ethical conduct or fraudulent practices as on date of submission of the proposal. Declaration on bidder's letter head to be submitted.
9. The bidder should be registered with EPFO and ESIC: Duly attested copy of certificate have to be submitted.
10. The bidder shall submit Bid Form (Section – E) duly signed by the authorized signatory of the company as per the format enclosed. Deviation in format may not be accepted.
11. The bidder shall submit NIT Declaration for Bidder (Section – O) duly signed by the authorized signatory of the company as per the format enclosed. Deviation in format may not be accepted.

WEBEL TECHNOLOGY LIMITED

SECTION – C

DATE AND TIME SCHEDULE

Sl. No.	Particulars	Date & Time
1	Date of uploading of N.I.T. & other Documents (online) (Publishing Date)	16.06.2025
2	Documents download start date (Online)	16.06.2025
3	Last Date and time of sending the queries (Offline)	20.06.2025 at 15.00 Hrs.
4	Pre-Bid Meeting at WTL Office (Off Line)	23.06.2025 at 11.00 Hrs.
5	Corrigendum, if any will be published (On Line)	-
6	Bid Submission start date & time (On line)	26.06.2025 at 14.00 Hrs.
7	Last Date & time of submission of Earnest Money Deposit & submission of remittance details	Before Uploading of Tender
8	Last Date & time of submission of Tender Fee & submission of remittance details	Before Uploading of Tender
9	Bid Submission closing date & time (On line)	01.07.2025 at 12.00 Hrs.
10	Bid opening date & time for Technical Proposals (Online)	03.07.2025 at 12.00 Hrs.
11	Date of uploading the final list of Technically Qualified Bidder (online) after disposal of appeals, if any	-
12	Date for opening of Financial Bid (Online)	-

WEBEL TECHNOLOGY LIMITED

SECTION – D

INSTRUCTIONS TO BIDDER

1. DEFINITIONS

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

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

“**Agreement**” means the Agreement to be signed between the successful bidder and WTL 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 WTL 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**” means the written notice of Default of the Agreement issued by one Party to the other.

“**Installation**” means installation of supplied Hardware/ Software/Solution as applicable as per Scope.

“**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 benefits of free and open competition.

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

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

“**GoI**” shall stand for the Government of India.

“**GoWB**” means Government of West Bengal

“**NKDA**” means New Town Kolkata Development Authority.

“**WTL**” means Webel Technology Limited a Govt. of W. Bengal undertaking.

“**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 “WhatsApp Business Service and integration with proposed e-Governance platform for notification, service update, information about any service, tracking of any application, registration of any Grievance through WhatsApp Bot via capturing the latitude and longitude, images or videos via residents of the connected Area”

WEBEL TECHNOLOGY LIMITED

“**Project**” means WhatsApp Business Service and integration with proposed e-Governance platform of New Town Kolkata Development Authority for notification, service update, information about any service, tracking of any application, registration of any Grievance through WhatsApp Bot via capturing the latitude and longitude, images or videos via residents of New Town. through e-Services of NKDA.

“**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.

“**Period of Agreement**” means 365 days from the date of Final commissioning of the Project. following application related services without any additional charge for 365 days (from completion of UAT acknowledged by NKDA & Security audit [if any]) on the accepted product (at UAT stage) by NKDA.

A. Defect fix

B. Comply fully with the guidelines issued from time to time by the Government, which doesn't result in any data structure changes/workflow changes /any additional analytical formatted report

C. Small changes in solution, which individually require not more than 5-person day's effort.

“**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.

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

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

“**Uptime**” means the time period when specified services are available with specified technical and service standards as mentioned in section titled “Maintenance 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 “Maintenance SUPPORT” “%**Downtime**” are not available to Gov. of W. Bengal and its user departments and organizations.

2. PRE BID MEETING

Pre Bid Meeting will be held on 23.06.2025 at 11.00 hrs. (On-Line Meeting). Bidder can send their queries as per format (Section - L) to Purchase Department (purchase@wtl.co.in). Only the queries received within the stipulated date prior to the Pre Bid Meeting will be answered. Interest bidders are requested to send mail to (purchase@wtl.co.in) for participation of online pre-bid meeting. Based on request WTL will share meeting id / links for meeting. If there is any change in date and time then will inform.

3. COST OF BIDDING

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

WEBEL TECHNOLOGY LIMITED

4. BID DOCUMENT

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

5. AMENDMENT OF BID DOCUMENT

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

6. MODIFICATION AND WITHDRAWAL OF BIDS

The bidder cannot modify or withdraw its bid after submission.

7. LANGUAGE OF BID & CORRESPONDENCE

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

8. BIDDER'S SOLUTION

The bidders are requested to study the Bill of Material supplied with this document carefully. While working out the solution the bidder has to work with the Scope of work provided in the tender documents. While submitting the bid the bidder has to detail out all components needed to complete the system BOM. The bidder is required quote for each item retaining all major components/sub system detailed and specified. As the contractor will be responsible for smooth functioning of the system, during the tenure of the support/ maintenance period have to be take care by the contractor to maintain the guaranteed uptime

9. EARNEST MONEY DEPOSIT (EMD)& TENDER FEE

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

10. REFUND OF EMD

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

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

WEBEL TECHNOLOGY LIMITED

participating in any job for a period of one year.

12. FORMS AND FORMATS

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

13. LACK OF INFORMATION TO BIDDER

The bidder shall be deemed to have carefully examined the Bid document to his entire satisfaction. Any lack of information shall not relieve the bidder of his responsibility to fulfill his obligation under the bid. If bidder has any queries relating to bid document, then he can send the queries before the Pre Bid Meeting.

14. CONTRACT EXECUTION

On receipt of the Letter of Award the contractor should submit a Performance Bank Guarantee (PBG) equivalent to 10% of the base value of the contract within three weeks from the date of receipt of Letter of Award/Order. The PBG should be valid for six months more than the Support period of 365 days post Go-Live. All of the deliverables of the solution will have to be completed within the defined time frame stated in the Scope as per this tender from the date of acceptance of contract and the contractor must ensure all activities leading to the commissioning of the contract to be completed within defined time frame stated in the Scope as per this tender from the date of award. Subsequent to the award of contract, the contractor will have to arrange for the requisite material as per BOM.

15. TIME SCHEDULE:

12 WEEKS FROM THE DATE OF FORMAL ACCEPTANCE OF NKDA

The Selected Bidder has to provide all the deliverables strictly as per the schedule. The Service Recipient body will grant approvals to all the deliverables through the Project Implementation Committee (PIC) constituted for this project. The time consumed in granting approvals or any delay from the client side, is excluded from above and the Selected Bidder will not be accountable for the same.

The bidders though are free to offer their own justified timeline.

16. LOCATION FOR DELIVERY & INSTALLATION

On completion of development & testing by wtl the software components will be given to NKDA for acceptance testing. NKDA's will perform required testing and provide acceptance.

17. LIQUIDATED DAMAGE / PENALTY

Vendor Termination Clause: -

Termination possibility the selected bidder in the case of multiple cases of failure to meet the requirements.

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.

18. LIABILITY

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

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

WEBEL TECHNOLOGY LIMITED

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

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

19. 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.

Source code needs to be handed over to NKDA (Based on standard industrial practice).

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.

20. 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.

21. TERMS OF PAYMENT

Payment terms will be on back-to-back basis, i.e., payment will be made only on receipt of payment from NKDA.

22. GOVERNING LAWS

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

23. CORRUPT OR FRAUDULENT PRACTICES

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.

WEBEL TECHNOLOGY LIMITED

24. BINDING 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.

25. 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 workman 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.

26. 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.

27. 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 prevent 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.

28. 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.

29. SUB-CONTRACT

The purchaser (WTL) does not recognize the existence of Sub-Contractors. The Contractor's responsibility is not transferable. No consortium partner is allowed.

30. 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 (delivery, commissioning as well as warranty maintenance support is not carried out according to specification due to deficiency in service as per terms of the contract. In such case WTL will invoke the amount held back from the contractor as PBG.

WEBEL TECHNOLOGY LIMITED

31. 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.

32. FORCE MAJEURE

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

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

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

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

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

- Constitute a default or breach of the contract.
- Give rise to any claim fro 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.

33. INSURANCE COVERAGE

Appropriate insurance to cover all solution components for the transit period and until the time of its acceptance at the respective site is to be taken by the contractor. As the contractor will carry the risk for the material in his books during transit, the contractor should arrange insurance for the total system as period from the dispatch till Acceptance Test is successfully achieved. Further the contractor is to take all required insurance coverage in respect of all its personnel who shall be working on this engagement.

34. WARRANTY/ SUPPORT PERIOD:

means 365 days from the date of completion of UAT & Security audit of the Project. following application related services without any additional charge for 365 days (from completion of UAT & Security audit) on the accepted product (at UAT stage) by NKDA.

WEBEL TECHNOLOGY LIMITED

35. WARRANTY/ SUPPORT

The total system will be warranted against all defects/bugs from the date of acceptance of the system whole or part.

36. PERFORMANCE BANK GUARANTEE (PBG)

As a guarantee for timely scanning, editing and final submission of archival records as mentioned in Bill of Material, from the date of final handover of the images and pertaining to proper quality checking of the files / images, the bidder will have to submit 10% of the Base value as security in the form of Performance Bank Guarantee from any bank as per format enclosed (Section – N).

37. SI/BIDDER/CONTRACTOR'S RESPONSIBILITIES

Refer Section – A (SCOPE OF WORK)

38. 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.

39. 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.

40. PERIOD OF VALIDITY OF OFFER

For the purpose of placing the order, the proposals shall remain valid till 365 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.

41. TAXES & DUTIES

- The prices shall be inclusive of all taxes & levies including GST and other statutory duties as applicable. Rate of taxes should be indicated separately in the Price Bid.
- Contract Price specified in Price Bid should be based on the taxes & duties and charges prevailing at the date one day prior to the last date of Bid submission.
- Statutory deduction, wherever applicable, shall be made from invoice as per government rules. Necessary certificate will be issued for such deductions.
- Bidder submitting a bid shall produce valid statutory documents / certificates with respect to GST, Income Tax, ROC, Prof. Tax, Trade License, 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.

42. 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.

43. BID DUE DATE

The tender shall be submitted not later than the due date and time specified in the Important Dates Sheet. WTL may as its discretion on giving reasonable notice by fax, or any other written

WEBEL TECHNOLOGY LIMITED

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.

44. LATE BID

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

45. OPENING OF BID BY WTL

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

46. 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.

47. 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.

48. BID CURRENCIES

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

49. 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 supply, installation & commissioning charges.

50. CANVASSING

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

51. NON-TRANSFERABILITY OF TENDER

This tender document is not transferable.

52. 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.

53. 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.

54. INTERPRETATION OF DOCUMENTS

If any bidder should find discrepancies or omission in the specifications or other tender documents,

WEBEL TECHNOLOGY LIMITED

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.

55. SPLITTING OF THE CONTRACT AND CURTAILMENT OF WORK

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

56. 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.

57. PRE-DISPATCH INSTRUCTION

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

58. 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.

59. 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.

60. ERASURES OR ALTERNATIONS

The offers with overwriting and erasures may make the tender liable for rejection if each of such overwriting/erasures/manuscript ions is not only signed by the authorized signatory of the bidder. There should be no hand-written material, corrections or alterations in the offer. Technical details must be completely filled up. Correct technical information of the product being offered must be filled in. Filling up of the information using terms such as "OK", "accepted", "noted", "as given in brochure/manual" is not acceptable. The Customer may treat offers not adhering to these guidelines as unacceptable. The Customer may, at its discretion, waive any minor non-conformity or any minor irregularity in the offer. This shall be binding on all bidders and the Tender Committee reserves the right for such waivers.

61. 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

WEBEL TECHNOLOGY LIMITED

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.

62. SERVICE LEVEL SUPPORT - MATRIX

The purpose of this Service Level Agreement (hereinafter referred to as SLA) is to clarify define the levels of service which shall be provided by the implementation Agency to the Client for duration of this project.

#	Measurement	Definition	Target	Penalty
1.	Delay in any of the project milestones	Measured as the difference between the planned date for the milestone and the actual date of its completion	<=5 days	No Penalty
			>5 day & <=10 days	0.1% of the contract value
			>10 days & <=20 days	0.2% of the contract value
			>15 days & <=30 days	0.3 % of the contract value For each additional week after 30 days, additional penalty of 0.3% shall be levied
2.	Delay in overall GO-Live date	Measured as the difference between the planned date of the Go-live and the actual Go-Live of the system shall mean that all users are able to use application to the satisfaction of the Client and confirming to the application response time parameters as defined in this document	<=10 days	No Penalty
			>10 day & <=20 days	0.1% of the contract value
			>20 days & <=25 days	0.2% of the contract value
			>25 days & <=30 days	0.5 % of the contract value
			>30 days	For each additional day after 30 days, additional penalty of 0.1% shall be levied

NOTES:

1. The maximum penalty due to delay in performance during implementation Phase will be 10% of the milestone value.
2. Information Ownership
All information processed, stored or transmitted by service provider be longs to the Client. The service provider understands that civil, criminal, or administrative penalties may apply for failure to protect information appropriately.
3. Publicity
Any Publicity by the service provider in which the name of the Service Recipient Body is to be used be done only with the explicit written permission of the Service Recipient Body.
4. Privacy & Security Safeguards
The Service provider shall not publish or disclose in any manner, without the Clients prior written

WEBEL TECHNOLOGY LIMITED

consent, the details of any security safeguards designed, developed, or implemented by the service provider under this contract or existing at any this authority. The service provider shall develop procedures plans to ensure that IT resources leaving the control of the assigned user (such as being reassigned, removed or repair, replaced, or upgraded) are cleared of all Client's data and sensitive application software. The service provider shall also ensure that all subcontract or who are involvement providing such security safe guards or part of it shall not publish or disclose in any manner, without the Service Recipient Body's prior written consent, the details of any security safeguards designed, developed, or implemented by the service provider under this contract.

5. Non-Disclosure Information

Without the Service Recipient Body's prior written consent, disclose any specification, Software Requirement Specification (SRS), drawing, design sample or information furnished by or on behalf of the Service Recipient Body in connection therewith, to any person other than a person employed by the IA in the performance of the assigned to them.

63. 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/Period 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/Period specified in the tender.
- f) WTL reserve the right to reject or accept or withdraw the tender in full or part as the case may be without assigning the reasons thereof. No dispute of any kind can be raised the right of buyer in any court of law or elsewhere.
- g) WTL reserve the right to ask for clarification in the bid documents submitted by the bidder. Documents may be taken if decided by the committee.
- h) No dispute by the bidders in regard to Technical/Commercial points will be entertained by WTL and decision taken by the Tender Committee will be final.
- i) Discrepancy in the amount quoted by the bidder due to calculation mistake, the unit rate shall be regarded as firm and the totaling or carry in the amount quoted by the bidder shall be corrected accordingly.
- j) The price offers shall remain firm within the currency of contract and no escalation of price will be allowed.
- k) The acceptance of the tender will rest with the accepting authority who is not bound to accept the lowest or any tender and reserves the right to reject in part or in full any or all tender(s) received and to split up the work among participants without assigning any reason thereof.
- l) WTL at its discretion may extend the deadline for the submission of Bids.
- m) The Court of Kolkata only will have the jurisdiction to deal with and decide any legal matters or dispute whatsoever arising out of the contract.

WEBEL TECHNOLOGY LIMITED

SECTION – E

BID FORM

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

To

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

Sub: WhatsApp Business Service and integration with proposed e-Governance platform of New Town Kolkata Development Authority for notification, service update, information about any service, tracking of any application, registration of any Grievance through WhatsApp Bot via capturing the latitude and longitude, images or videos via residents of New Town. through e-Services of NKDA.

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/NKDA/WABS/25-26/010 dated 16.06.2025, do hereby propose to execute the job as per scope of work 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, equipments 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 amount & Tender Fee 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 Base 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.

Thanking you, we remain,

WEBEL TECHNOLOGY LIMITED

Yours faithfully

.....
Signature

.....
Name in full

.....
Designation

Signature & Authorized Verified by

.....
Signature

.....
Name in full

.....
Designation

.....
Company Stamp

Dated, thisday of2025

WEBEL TECHNOLOGY LIMITED

SECTION – F

TECHNO COMMERCIAL EVALUATION & AWARDING OF CONTRACT

1. EVALUATION PROCEDURE

- The Eligibility Criteria (Section - D) will be evaluated by Tender Committee and those qualify will be considered for further evaluation.
- The Tender Committee would evaluate the Techno Commercial Evaluation. In order to facilitate the evaluation, the marking scheme presented is an indication of the relative importance of the evaluation. Bidders securing a minimum of 70% marks in the Techno Commercial Evaluation for qualifying technical evaluation.
- Bidders after qualifying in Techno Commercial Evaluation will only be considers for Financial Bid Evaluation.

2. EVALUATION CRITERIA

Techno Commercial Evaluation

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

SL.	Criteria	Marks
1	WhatsApp Business Service and integration with e-Governance platform for notification, service update, information about any service, tracking of any application, registration of any Grievance through WhatsApp Bot via capturing the latitude and longitude, images or videos in Government departments / PSUs / CPSUs / GOI organizations in the last 5 years (as on date of issuance of Bid) For >= 5 projects (Value >= 10 Lakhs) – 20 marks For > 2 and < 5 projects (Value >= 10 Lakhs) – 15 marks For 2 Project (Value >=10 Lakhs) – 10 marks * Order copy/ valid SLA document with Completion Certificate/ Payment Certificate/Live URL to be submitted/shared.	20 marks
2	Experience of bidder in implementing Chabot Supported Secured Portal in Government departments / PSUs / CPSUs / GOI organizations in the last 5 years (as on date of issuance of Bid) 1 project (value >= 15 L) –15 marks >= 2 projects (value >=15L) – 20 * Order copy/ valid SLA document with Completion Certificate/ Payment Certificate/Live URL to be submitted/shared.	20 marks
3	Average Annual Turnover of Bidder > = 1Cr. < 3 Cr.: 5marks > 3 Cr. <= 5 Cr.: 10marks > 5 Cr.: 15marks	15 Marks
4	Following parameters will be evaluated during presentation: <input type="checkbox"/> Understanding of project requirements (functional and technical) and completeness of proposed solution <input type="checkbox"/> Approach & Methodology for implementation: Overall understanding of NKDA's requirements & explanation on how the proposed solution would meet these requirements clearly <ul style="list-style-type: none">• Platform capability• Overall strategy to provide integration with NKDA E-governance systems proposed as part of Solution• Solution Architecture, Deployment Architecture, Application Architecture, Integration framework• Business Continuity Plan, Backup & Restoration, Quality Assurance Processes, etc.• Team structure with proposed resources	30 marks

WEBEL TECHNOLOGY LIMITED

	<ul style="list-style-type: none"> • Proposed quality control procedures • Risk and mitigation plan <input type="checkbox"/> Innovation proposed in the technical solution <ul style="list-style-type: none"> • Use of AI, ML in the Solution Design • Additional Mark for WhatsApp Chabot Development using Python/R Technology <input type="checkbox"/> Implementation Timelines and Staffing Plan Clarifications given during Presentation 	
5	Bidder have ISO/IEC 20000-1:2018: 5 Marks Bidder have ISO 27001:2013 & ISO/IEC 20000-1:2018: 10 marks Bidder have ISO/IEC 20000-1:2018 & ISO 27001:2013 & Cmmi Level 3: 15 Marks	15 Marks

All claims to be supported by relevant documents / certificates. Onus of substantiating claims lies with the bidder. The presentation date and time will be informed.

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

3. FINAL EVALUATION

Financial Proposal of the bidders qualifying in the Techno Commercial Evaluation will be evaluated. The bidder who has qualified in the Techno Commercial Evaluation and returns with lowest quote (L1) in financial bid would normally be awarded the contract subject to Post Qualification.

4. AWARDING OF CONTRACT

An affirmative Post Qualification determination will be prerequisite for award of the contract to the lowest quoted bidder. A negative determination will result in rejection of bidder's bid, in which event the WTL will proceed to the next lowest evaluated bidder to make a similar determination of that bidder's capability to perform satisfactorily. The successful bidder (s) will have to give security deposit in the form of Performance Bank Guarantee.

5. POST QUALIFICATION

The determination will evaluate the Bidder's financial, technical, design, integration, customization, production, management and support capabilities and will be based on an examination of the documentary evidence of the Bidder's qualification, as well as other information WTL deems necessary and appropriate. This determination may include visits or interviews with the Bidder's client's reference in its bid, site inspection, and any other measures. At the time of post-qualification, Directorate of es may also carry out tests to determine that the performance or functionality of the Information System offered meets those stated in the detailed Technical Specification.

WEBEL TECHNOLOGY LIMITED

SECTION – G

GUIDANCE FOR E-TENDERING

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

1. **Registration of Bidder:**

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

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

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

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

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

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

5. **Submission of Tenders:**

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

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

Techno Commercial Cover:

Technical Document1

1. Bid Form as per format (Section – E)
2. Other documents, if any

Technical Document2

1. N I T Declaration duly stamped & signed in bidder's letter head, Section – P
2. Other documents, if any

Financial Cover:

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

WEBEL TECHNOLOGY LIMITED

NON-STATUTORY COVER (MY SPACE) CONTAIN FOLLOWING DOCUMENT:
(In each folder, scanned copy will be uploaded with single file having multiple pages)

Sl. No.	Category Name	Sub Category Name	Sub Category Description
A	CERTIFICATES	A1. CERTIFICATES	<ul style="list-style-type: none"> • GST Registration Number • PAN • Document as per Section – B
B	COMPANY DETAILS	B1. COMPANY DETAILS 1	<ul style="list-style-type: none"> • Document as per Section – B • Declaration as per Section – B
		B2. COMPANY DETAILS 2	<ul style="list-style-type: none"> • Company Profile (Not more than 3 pages) • ISO Certificate as per Section –B
C	CREDENTIAL	CREDENTIAL 1	<ul style="list-style-type: none"> • Order copies as per Section – B
		CREDENTIAL 2	<ul style="list-style-type: none"> • Product brochure • Other documents, if any
D	DECLARATION	DECLARATION 1	<ul style="list-style-type: none"> • List of Clients as per format (Section –M) • Financial Capability of Bidder as per format (Section – J)
		DECLARATION 2	<ul style="list-style-type: none"> • Document as per Section – B • Other documents, if any
		DECLARATION 3	<ul style="list-style-type: none"> • Bidder's Details as per format (Section – K) • Document of Section - F
		DECLARATION 4	Details of Order as per format (Section – I)
		DECLARATION 5	Declaration as per Section – B
F	FINANCIAL INFO	P/L & BALANCE SHEET 2021-2022	P/L & BALANCE SHEET 2021-2022
		P/L & BALANCE SHEET 2022-2023	P/L & BALANCE SHEET 2022-2023
		P/L & BALANCE SHEET 2023-2024	P/L & BALANCE SHEET 2023-2024

WEBEL TECHNOLOGY LIMITED

SECTION – H

BILL OF MATERIAL

Sl. No.	Component	Unit	Qty
1	WhatsApp Chatbot & Backend Admin Panel with 365 Days Support Service Post completion of UAT form NKDA & Security audit from Cert-In empaneled vendor	Job	1
2	Marketing - Meta+Platform for 50K to 2 Lakhs per month	Pack	1
3	Marketing - Meta+Platform for 2.01 Lakhs to 5 Lakhs per month	Pack	1
4	Marketing - Meta+Platform for 5.01 Lakhs to 10 Lakhs per month	Pack	1
5	Utility - Meta+Platform for 50K to 2 Lakhs per month	Pack	1
6	Utility - Meta+Platform for 2.01 Lakhs to 5 Lakhs per month	Pack	1
7	Utility - Meta+Platform for 5.01 Lakhs to 10 Lakhs per month	Pack	1
8	Change Request Charges (Man/Days) in case of flow change and new requirements	Man/Day	1
9	MeitY approved cloud (AWS / Azure) costing (One time Configuration charge)	Job	1
10	MeitY approved cloud costing (Managed Service (Monthly))	Per Month	12
11	AMC 1 st year of WhatsApp Chatbot & Backend Admin Panel post 365 days of warranty support from UAT	Job	1
12	AMC 2 nd . year of WhatsApp Chatbot & Backend Admin Panel post 1 st year post job done as per sl.no.11	Job	1
13	One-time Security audit cost of the application for issuance of “Safe-to-Host” certificate from Cert-In Empanelled vendor	Job	1

Note:

1. Please Note that the bidder(s) are supposed consider 365 days of support cost post UAT.
2. This is an indicative BoM only and price should be quoted in financial bid as per e-Tender guidelines.

WEBEL TECHNOLOGY LIMITED

SECTION – I

DETAILS OF ORDER EXECUTED BY BIDDER

(Tender No. WTL/NKDA/WABS/25-26/010 dated 16.06.2025)

Sl. No.	Order No.	Order Date	Order Value	Brief description of items and job details	Completed (Yes/NO)	Name of the Customer	Contact details of the Customer

Authorized Signatory (Signature In full): _____

Name and title of Signatory: _____

Stamp of the Company: _____

- a. Type of Project shall indicate the implementation of services.
- b. Scope of work shall indicate what type of portal development it is/was.
- c. Submit Customer Order Copy details of the order indicating the project value, customer contact details, project completion certificate/ customer satisfaction certificate/Live URL etc. All order need to be certified which, if need be verified with the head of the end customer without any intimation to the bidder.

WEBEL TECHNOLOGY LIMITED

SECTION – I

FINANCIAL CAPABILITY OF BIDDER

(Tender No. WTL/NKDA/WABS/25-26/010 dated 16.06.2025)

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: _____

WEBEL TECHNOLOGY LIMITED

SECTION – K

BIDDERS'S DETAILS

(Tender No. WTL/NKDA/WABS/25-26/010 dated 16.06.2025)

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	
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 firms▪ a partnership firm (if yes, give partnership deed)▪ a limited company or limited corporation▪ a member of a group of companies, (if yes, give name and address and description of other companies)▪ a subsidiary of a large corporation (if yes give the name and address of the parent organization). If the company is subsidiary, state what involvement if any, will the parent company have in the project.	
8	Is the firm registered with Sales Tax department? If yes, submit valid GST Registration certificate.	
9	Is the firm registered for Service Tax with Central Excise Department (Service Tax Cell)? If yes, submit valid Service Tax registration certificate.	
10	Total number of employees. Attach the organizational chart showing the structure of the organization.	
11	Are you registered with any Government/ Department/ Public Sector Undertaking (if yes, give details)	
12	How many years has your organization been in business under your present name? What were your fields when you established your organization	
13	What type best describes your firm? (Purchaser reserves the right to verify the claims if necessary) <ul style="list-style-type: none">▪ Manufacturer▪ Supplier▪ System Integrator▪ Consultant▪ Service Provider (Pl. specify details)▪ Software Development▪ Total Solution provider (Design, Supply, Integration, O&M)▪ IT Company	
14	Number of Offices in district headquarters in West Bengal	
15	Is your organization having ISO 9001:2015 certificates?	
16	List the major clients with whom your organization has been / is currently associated.	

WEBEL TECHNOLOGY LIMITED

17	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)	
18	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

PRE-BID MEETING QUERY

(Tender No. WTL/NKDA/WABS/25-26/010 dated 16.06.2025)

Name of the Bidder:

Queries

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

Note: The filled form to be submitted in XLS or PDF Format. There is a cut off 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 filled against us within 6 months from _____ all your rights will be forfeited and we shall be relieved of and discharged from all our liabilities (thereinafter)

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

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

(8) Notwithstanding anything contained herein above, our liability under this guarantee is restricted to Rs.

WEBEL TECHNOLOGY LIMITED

_____ (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 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

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

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

Sub: WhatsApp Business Service and integration with proposed e-Governance platform of New Town Kolkata Development Authority for notification, service update, information about any service, tracking of any application, registration of any Grievance through WhatsApp Bot via capturing the latitude and longitude, images or videos via residents of New Town. through e-Services of NKDA.

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/NKDA/WABS/25-26/010 dated 16.06.2025 for WhatsApp Business Service and integration with proposed e-Governance platform of New Town Kolkata Development Authority for notification, service update, information about any service, tracking of any application, registration of any Grievance through WhatsApp Bot via capturing the latitude and longitude, images or videos via residents of New Town. through e-Services of NKDA published by Webel Technology Limited in e-Tender website.

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

Thanking you, we remain

Yours faithfully

.....
Signature

.....
Name in full

.....
Designation

.....
Company Stamp

Dated, this.....day of.....2025

WEBEL TECHNOLOGY LIMITED

SECTION – P

COMPLIANCE DOCUMENTS OF ELIGIBILITY CRITERIA

(Tender No. WTL/NKDA/WABS/25-26/010 dated 16.06.2025)

SL NO	Eligibility Criteria	Compliance (Yes / No)	Documents Attached at Page No of Technical Bid
1	The bidder must be a company registered under Companies Act, 1956/2013 or Partnership or LLP or OPC or Proprietary Firm at least seven plus years. Documentary evidence to be submitted.		
2	Bidders must have a registered Office in West Bengal for last five years. Valid proof should be submitted along with the bid.		
3	The bidder should have valid GST Registration Number & PAN. The bidder shall have to submit photocopies of the documents		
4	The Bidder should have prior experience of implementing WhatsApp Business Service Solutions (amounting to Rs.10L or above) under Government / parastatals under GoWB / GoI. Order copy/ valid SLA document with Completion Certificate/ Payment Certificate/Live URL to be submitted/shared.		
5	The bidder should have an average annual turnover of not less than Rs.1.00 crore in the last three financial years (considering FY –2021-22, 2022-23, 2023-24). Bidder shall have to submit Audited Balance Sheet / Audited Accounts / Auditor Certificate in support of their claim.		
6	The Bidder should have positive net worth in the financial year (2023-24). Certification in Auditor's / CA's Letterhead with UDIN.		
7	The bidder shall have Quality Certificate (ISO 9001:2015). Copy of valid Certificate to be submitted and validity should remain up to completion of job.		
8	The bidder shall not have been blacklisted by any State/Central Government or PSU Organization or bilateral/multilateral funding agencies for breach of ethical conduct or fraudulent practices as on date of submission of the proposal. Declaration on bidder's letter head to be submitted.		
9	The bidder should be registered with EPFO and ESIC: Duly attested copy of certificate have to be submitted.		
10	The bidder shall submit Bid Form (Section – E) duly signed by the authorized signatory of the company as per the format enclosed. Deviation in format may not be accepted.		
11	The bidder shall submit NIT Declaration for Bidder (Section – O) duly signed by the authorized signatory of the company as per the format enclosed. Deviation in format may not be accepted.		

Authorized Signatory (Signature In full): _____

Name and title of Signatory: _____

Company Rubber Stamp: _____