

WEBEL TECHNOLOGY LIMITED

NOTICE INVITING e-TENDER

Online Tender documents are invited for selection of MeitY empanelled Cloud Service Provider (CSP) for **“Provisioning of Backup Services for On-premises Physical Servers hosted on West Bengal State Data Centre on Windows Platform for Department of Personnel and Administrative Reforms, e-Governance Cell, Government of West Bengal”** from reputed firms who are MeitY empanelled Cloud Service Provider (CSP) 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 implementing a Cloud-based Backup Solution for Government organization to ensure data integrity, durability, security and ease of access.

1.	Tender No. & Date	WTL/PAR/NEODDBACKUP/25-26/033 Dated 25.9.2025
2.	Tender Version No.	1.0
3.	Brief description of Service required	RFP for Selection of MeitY empanelled Cloud Service Provider (CSP) for “Provisioning of Backup Services for On-premises Physical Servers hosted on West Bengal State Data Centre on Windows Platform for Department of Personnel and Administrative Reforms, e-Governance Cell, Government of West Bengal”
4.	Tender Fee	Rs 4000.00 (Rupees Four thousand only). The amount to be transferred online through e-tender portal.
5.	Earnest Money Deposit	Rs 46000.00 (Rupees Forty Six Thousand only). The amount to be transferred online through e-tender portal.
6.	Date of Downloading	25.9.2025
7.	Pre-Bid Meeting date & time	10.10.2025 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 08.10.2025 at 12.00 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	17.10.2025 at 12.00 hr.
9.	Last date & time of EMD & Tender Fee submission	Before Uploading of Tender
10.	Last date & time of Bid Submission	29.10.2025 at 12.00 Hrs.
11.	Date & time of Technical Bid Opening	31.10.2025 at 12.00 Hrs
12.	Venue of Pre-Bid Meeting & submission of EMD & Tender Fee	WEBEL TECHNOLOGY LIMITED (A Govt. of West Bengal Undertaking) Plot - 5, Block – BP, Sector – V, Salt Lake City, Kolkata – 700091.
13.	Contact Number	23673403-06, Ext. 212

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 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.

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	INSTRUCTION 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	TECHNICAL CAPABILITY OF BIDDER
SECTION - J	FINANCIAL CAPABILITY OF BIDDER
SECTION - K	BIDDER'S DETAILS
SECTION - L	FORMAT FOR PRE-BID MEETING QUERY
SECTION - M	LIST OF CLIENTS OF SIMILAR ORDERS
SECTION - N	PROFORMA FOR PERFORMANCE BANK GUARANTEE COMPLIANC
SECTION - O	NIT DECLARATION FOR BIDDER
SECTION - P	FORMAT FOR POWER OF ATTORNEY FOR AUTHORISED REPRESENTATIVE
SECTION - Q	COMMENTS AND SUGGESTIONS ON THE TERMS OF REFERENCE AND ON COUNTERPART STAFF AND FACILITIES TO BE PROVIDED BY THE CLIENT
SECTION - R	PROPOSED SOLUTION ARCHITECTURE
SECTION - S	DESCRIPTION APPROACH, METHODOLOGY AND WORK PLAN FOR PERFORMING THE ASSIGNMENT
FORM - I	CURRICULUM VITAE (CV) OF KEY PERSONNEL
FORM - II	UNDERTAKING ON EXIT MANAGEMENT AND TRANSITION
ANNEXURE - I	MANPOWER TO BE DEPLOYED UNDER THE CLOUD BASED BACKUP SOLUTION

WEBEL TECHNOLOGY LIMITED

SECTION – A

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 Department of Personnel and Administrative Reforms, Government of West Bengal as a Tender Inviting Authority (TIA) has been entrusted for implementation of Cloud Based Backup Solution of Physical Servers at West Bengal State Data Center through Selection of MeitY empanelled Cloud Service Provider for Setup, Configure, Testing, Validation, Migrate and Backup & Restoration of Data, Managed Services, Automation & Monitoring of processes Department of Personnel and Administrative Reforms, Government of West Bengal.

The Department of Personnel and Administrative Reforms, Government of West Bengal currently maintains 10 physical servers located on-premises within the West Bengal State Data Center infrastructure. These servers support critical departmental operations and store sensitive and essential data. However, the existing setup presents several limitations in terms of scalability, redundancy, disaster recovery preparedness, and data protection.

To address these limitations and align with modern information technology standards and government best practices, the Department proposes the adoption of a cloud-based backup solution. This solution is expected to provide secure, automated, and reliable data backup and recovery capabilities, ensuring that vital data remains protected against risks such as hardware failure, natural disasters, cyber threats, or accidental data loss.

Implementing a cloud-based backup initiative represents a strategic shift towards resilient and future-proof digital infrastructure, critical for uninterrupted public service delivery and compliance with data governance standards.

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.

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

- Scheduled and real-time backup of 10 physical servers (full + incremental).
- Quick and reliable recovery for full system or file-level restores.
- End-to-end encryption (AES-256, TLS 1.2+) ensuring compliance with MeitY, CERT-In, and ISO standards.
- Elastic storage capacity, with auto-scaling to handle data growth.
- Built-in Disaster Recovery with defined **RTO (Recovery Time Objective)** and **RPO (Recovery Point Objective)**.

WEBEL TECHNOLOGY LIMITED

- Centralized monitoring, alerts, and reporting via dashboard.
- Flexible options to define and enforce custom data retention rules.
- 24×7 vendor support, preventive maintenance, periodic reviews.
- Adherence to **MeitY empanelled cloud CSPs** (STQC audited), ISO 27001, ISO 22301, SOC 2 compliance.

1. Infrastructure Assessment and Planning

- a. Assess all 10 servers (hardware, OS, DB, applications, data sensitivity).
- b. Validate **current ~16TB storage** and estimate **20TB initial backup requirement**.
- c. Study daily incremental changes and projected data growth.
- d. Evaluate network bandwidth and readiness for initial/full backup vs daily incremental.
- e. Provide bandwidth optimization (e.g., compression, deduplication, WAN acceleration).

2. Design of Cloud Backup Architecture

- a. Cloud architecture must support:
 - i. **Full server backups** (initial + periodic fulls).
 - ii. **Incremental backups** after first backup.
 - iii. **Deduplication and compression** to reduce storage/billing.
 - iv. **Versioning** for file-level rollback.
- b. Scalable to handle **>40TB in future** without re-architecture.
- c. Geo-redundant or multi-zone storage for HA/DR.

3. Secure Cloud Storage Setup

- a. Provision minimum secure cloud storage, expandable based on need.
- b. Ensure that the cloud platform is hosted in data centers empanelled by MeitY, operated by a Cloud Service Provider (CSP) that is officially empanelled by MeitY and has successfully completed the STQC (Standardisation Testing and Quality Certification) audit.
- c. Maintain storage tiers i.e. **Hot Storage, Clod/Archival Storage** following backup and restore policies.
- d. Enable data redundancy across regions or zones to ensure high availability.

4. Data Encryption and Security Compliance

- a. Encrypt all data at rest (e.g., AES-256) and in transit (TLS 1.2 or higher).
- b. Configure the IPsec VPN tunnel between SDC and Cloud Infrastructure
- c. Firewall configuration for securing the VPN and traffic
- d. Comply with applicable security and privacy regulations including:
 - i. MeitY Cloud Guidelines
 - ii. CERT-In Advisory
 - iii. Data Protection Guidelines for Government Departments
 - iv. ISO 27001, ISO 22301, ISO 27017/27018, SOC 2 Type II
 - v. CERT-In incident reporting compliance (within 6 hours)

WEBEL TECHNOLOGY LIMITED

5. Backup Scheduling and Automation

- a. **Initial Full Backup** of ~16TB data.
- b. **Incremental Backups** daily.
- c. Customizable backup frequency per server or application backup schedules.
- d. **Example Backup Plan:**

Sl. No.	Backup Type	Frequency	Retention Period	Storage Tier
1	Incremental	Daily	7 Days	Hot
2	Full	Weekly	1 Month	Hot
3	Full	Monthly	3 Months	Cold
4	Full	Yearly	1 Years	Archival

6. Data Restoration and Disaster Recovery

- a. Ensure capability for:
 - i. Full system restoration
 - ii. Selective file/folder restoration
- b. Define Recovery Time Objective (RTO) and Recovery Point Objective (RPO) clearly.
- c. Include test restoration after setup and periodic drills.
- d. **Example Restoration Plan:**

Scenario	Testing Frequency
Backup taken in last month	Monthly drill
Backup taken in last quarter	Quarterly drill
Full DR failover test	Yearly

7. Monitoring, Reporting, and Audit Logs

- a) Centralized dashboard for all backup jobs.
- b) Automated alerts for:
 - a. Backup failures
 - b. Storage nearing threshold
 - c. Unauthorized access attempts
- c) Logs retained for **minimum 180 days**.

8. Retention Policies and Data Lifecycle Management

- a. Implement **custom data retention rules** (30/60/90/180 days).
- b. Automatic data **deletion/purge** per policy to optimize cost.
- c. Policy-based movement to **archival tier**.

WEBEL TECHNOLOGY LIMITED

9. User Access & Governance

- a) Role-based access control (RBAC).
- b) Two-factor authentication for console access.
- c) Access from **whitelisted public IPs** only.
- d) Audit logs for every user action

10. Support, Maintenance, and SLA Compliance

- a. Provide 24x7 support (email/phone/portal).
- b. Commit to SLAs for:
 - i. Issue resolution time
 - ii. Data recovery time
 - iii. System uptime
- c. Regular health checks and preventive maintenance

11. Training and Documentation

- a. Train designated staff from WTL and/or P&AR Departments on:
 - i. Using the backup portal
 - ii. Performing data restores
 - iii. Verifying backup jobs
- b. Provide comprehensive documentation (user manual, SOPs, troubleshooting guide).

12. Post-Deployment Support (Warranty/AMC)

- a. Offer at least 1 year of post-deployment technical support and AMC.
- b. Include periodic review and capacity planning as part of the support.

13. Managed Services

- a. **One-time setup:**
 - i. Install/configure management server
 - ii. Integrate with storage/network/firewall
- b. **Ongoing services (AMC):**
 - i. OS Management
 - ii. Storage Management
 - iii. Firewall Management
 - iv. Backup Monitoring & Reporting

14. Compliance and Certifications

- a. Vendor should have:
 - i. ISO 27001 / ISO 22301 / ISO 9001 certifications
 - ii. Experience with Government cloud deployments
- b. Cloud platform should meet
 - i. Uptime SLA of 99.9% or above
 - ii. Certification for data handling (e.g., SOC 2 Type II)

WEBEL TECHNOLOGY LIMITED

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 “Provisioning of Backup Services for On-premises Physical Servers hosted on West Bengal State Data Centre on Windows Platform for Department of Personnel and Administrative Reforms, e-Governance Cell, Government of West Bengal” 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:

Ser No	Basic Requirement	Eligibility Criteria	Document to be Submitted
1	Legal Entity	The CSP should be a Legal Entity registered under the Companies Act, 2013 or the Companies Act, 1956 OR a Limited Liability Partnership (LLP) registered under the LLP Act, 2008 or Indian Partnership Act 1932 and operating for the last Five years in Cloud Services as of 31 st March, 2025.	Bidder should submit the following: a) Copy of Certificate of Incorporation/ Registration/ Partnership deed b) Copy of GST Registration Certificate c) Copy of PAN
2	Meity Empanelment	(a) The CSP should be MeitY empanelled (as on bid submission date) (b) The proposed Data Centre should be within India only. (c) The proposed Data Centre should be successfully STQC audited. (d) The proposed Data Centre should have a running Government Community Cloud (GCC). (e) The CSP should be the single point of contact for the entire migration (if demanded) and providing Cloud services for the entire contract period.	Valid copies of proof attested by authorized Bid signatory
3	Compliance	The CSP is compliant with IT Act 2000 (including 43A) and amendments	Letter from authorized signatory on the letter head of bidder mentioning the compliance.
4	Turnover	The bidder should have average annual turnover of not less than Rs. 3.00 (Three crores) in the last three financial years (FY – 2021-22, 2022-23, 2023-24) Bidder shall have to submit Audited Balance Sheet / Audited Accounts / Auditor Certificate	Certificate from the Statutory Auditor/Chartered Accountant
5	Net worth	The bidder should have positive net worth each year in the last financial years (FY – 2023-24). Auditor Certificate to be submitted.	Certificate from the Statutory Auditor/Chartered Accountant

WEBEL TECHNOLOGY LIMITED

6	Blacklisting	The CSP should not be debarred/ blacklisted by any Government/PSU in India as on the date of submission of the Bid.	The bidder shall not have been blacklisted by any State/Central Government or PSU or bilateral/ multilateral funding agencies for breach of ethical conduct or fraudulent practices as on date of submission of the proposal (as per DIT guidance note issued on 26-Dec-2011). Declaration on bidder's letter head to be submitted.
7	Data Centre Facility	The CSP must be operating from at least 2 Cloud Data Centers in India and all of them should be empanelled by MeitY and audited by STQC for all cloud models i.e Public, VPC and GCC.	Valid copy of the certificate
8	Data Centre Certification	<p>Certification:</p> <p>ISO 27001 - Data Centre and the cloud services should be certified for the latest version of the standards.</p> <p>ISO/IEC 27017:2015 - Code of practice for information security for cloud services and Information technology.</p> <p>ISO 27018 - Code of practice for protection of personally identifiable information (PII) in public clouds.</p> <p>ISO-22301 for Business Continuity Management.</p> <p>ISO/IEC 20000-1-Guidance on the application of Information Technology Service Management System.</p> <p>CMMi Level 3 certification</p>	A valid copy of the certificate
9	Data Centre Location	Data centre should be in India	Valid Address proof
10	Capability	The CSPs all Data Centre should be minimum Tier 3 certified from TIA 942 / Uptime Institute, and should be in different seismic zones in India.	Letter from Authorized signatory on the letterhead of the bidder.
11	Experience	The CSP should have successfully implemented / commissioned at least five (05) projects of DC/DR with Cloud Deployment with order value of at least 50 lakhs Each	Work order/contract + completion certificate from client/undertaking of work in progress from bidder
12	Manpower Strength	The CSP must have the strength of at least 30 IT Professionals (data center/ networking/ system administration/ cloud services professionals/ cloud security experts) on	PF and Professional Tax Challan of last one Year along with the affidavit (in prescribed format)

WEBEL TECHNOLOGY LIMITED

		their payroll as on the date of submission of this bid. At least 10 of these professionals must have experience (of minimum 5 years) in deployment and Management of cloud solution/ DR Management / virtual server administration/system Administration, Virtualization, Security, database, etc.)	
13	Advance Security	The CSP should have accreditations relevant to security, availability, confidentiality, processing integrity, and/or privacy Trust Services principles -SOC 1, SOC 2 & SOC 3.	A valid copy of the SOC 3 certificate
14	Bid Form Section-E and NIT Declaration Section -O in prescribed format	To be Sealed Signed and Submitted by the Bidder	To be uploaded into e-Tender

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)	25.09.2025
2	Documents download/sale start date (Online)	25.09.2025
3	Last Date and time of sending the queries	08.10.2025 at 12.00 hrs.
4	Pre Bid Meeting at WTL Office (On Line)	10.10.2025 at 12.00 hrs.
5	Corrigendum, if any will be published (On Line)	-
6	Bid Submission start date & time (On line)	17.10.2025 at 12.00 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)	29.10.2025 at 12.00 hrs.
10	Bid opening date & time for Technical Proposals (Online)	31.10.2025 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

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 System Software, Software and associated accessories, implementation and integration of achieve functional objective define in the RFP. Provisioning of Backup Services for On-premises Physical Servers hosted on West Bengal State Data Centre on Windows Platform for Department of Personnel and Administrative Reforms, e-Governance Cell, Government of West Bengal.

“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 P&AR Department and eventually Govt. 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”/ “Govt. of W. B.”/ “GoWB” means the Government of West Bengal.

“GoI” shall stand for the Government of India.

“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 implementing a Cloud-based Backup Solution for Government organization to ensure data integrity, durability, security and ease of access.

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

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

“Project” means Provisioning of Backup Services for On-premises Physical Servers hosted on West Bengal State Data Centre on Windows Platform for Department of Personnel and Administrative Reforms, e-Governance Cell, Government of West Bengal.

“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 Provisioning of Backup Services for On-premises Physical Servers hosted on West Bengal State Data Centre on Windows Platform for Department of Personnel and Administrative Reforms, e-Governance Cell, Government of West Bengal to ensure data integrity, durability,

WEBEL TECHNOLOGY LIMITED

security and ease of access 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 Provisioning of Backup Services for On-premises Physical Servers hosted on West Bengal State Data Centre on Windows Platform for Department of Personnel and Administrative Reforms, e-Governance Cell, Government of West Bengal to ensure data integrity, durability, security and ease of access 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

“Working Day” 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”/ “P&AR” mean Department of Personnel and Administrative Reforms, e-Governance Cell.

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

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

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

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

“WTL” means Webel Technology Limited a Government of West Bengal undertaking.

“CSP” means Cloud Service Provider.

WEBEL TECHNOLOGY LIMITED

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 10.10.2025 at 12.00 hrs. (**Online Meeting**). Bidder can send their queries as per format (Section - M) to Manager (Purchase) (purchase@wtl.co.in) only the queries received within 04.09.2025 at 15.00hrs will be answered. Interested bidders are requested to send mail to (purchase@wtl.co.in) for participation of online pre-bid meeting. Based on request WTL will share meeting id / links for meeting. If there is any change in date and time then will inform.

4. COST OF BIDDING

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

5. BID DOCUMENT

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

6. AMENDMENT OF BID DOCUMENT

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

7. MODIFICATION AND WITHDRAWAL OF BID

As per the bidding process available in the tender.

8. LANGUAGE OF BID & CORRESPONDENCE

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

9. BIDDER'S SOLUTION

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

10. TENDER FEE & EARNEST MONEY DEPOSIT (EMD)

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

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.

WEBEL TECHNOLOGY LIMITED

If Bidder violates any of the provisions of the terms and conditions of the proposal.

In the case of a successful Bidder, if Bidder fails to:

- a) Accept the work order along with the terms and conditions.
- b) Furnish performance security.
- c) Violates any of the work conditions of this proposal or indulges in any such activities as would jeopardize the work.
- d) Submitting false/misleading information/declaration/documents/proof/etc.

The decision of WTL regarding forfeiture of EMD shall be final and shall not be called upon to question under any circumstances, besides, forfeiture of EMD even the Bidder will be deferred from participating in any job for a period of one year.

12. FORMS AND FORMATS

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

13. LACK OF INFORMATION TO BIDDER

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

14. CONTRACT EXECUTION

On receipt of the Letter of Award the contractor should submit a Performance Bank Guarantee (PBG) equivalent to 10% of the total contract value within three weeks from the date of receipt of Letter of Award/Order. **The PBG should be valid for six months more than the warranty period (3 years from the date of Go-live).**

15. INFORMATION PROVIDED

The RFP document contains statements derived from information that is believed to be reliable at the date obtained but does not purport to provide all of the information that may be necessary or desirable to enable an intending contracting party to determine whether or not to enter into a contract or arrangement with WTL in relation to the provision of services. Neither WTL nor any of its employees, agents, contractors, or advisers gives any representation or warranty, express or implied as to the accuracy or completeness of any information or statement given or made in this RFP document.

16. FOR RESPONDENT ONLY

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

17. COSTS BORNE BY RESPONDENTS

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

18. NO LEGAL RELATIONSHIP

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

19. ERRORS AND OMISSIONS

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

20. ACCEPTANCE OF TERMS

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

WEBEL TECHNOLOGY LIMITED

21. TIME SCHEDULE FOR COMPLETION OF BACKUP SERVICES

Project Timeline as given in Scope of Work

Schedule of Events: -

The following section indicates the deployment phases: -

Sl. no	Phase	Component	Time Frame
1	Phase 1	Provisioning of components of Physical Servers at SDC	Within 5 days of issuance of LOA
2	Phase 2	Installation & Configuration of Cloud Environment and Physical Servers at SDC	Within 10 days after provisioning the services as mentioned in Phase 1
3	Phase 3	Backup of all Database and Application Data maintaining Backup Restoration & Retention policies	Within 10 days after provisioning the services as mentioned in Phase 2
4	Phase 4	Operational Acceptance	1 month after provisioning services mentioned in Phase 2
5	Phase 5	Operational and Maintenance	Will start from the day and date of issuance of Operational acceptance by Department of P&AR. This will be for a period of 1 year

22. LIQUIDATED DAMAGE

The job includes the supply and installation of materials mentioned in the tender document. In the event of failure to meet the job completion in stipulated date/time liquidated damage may be imposed on the contractor for sum not less than 0.025% 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 & 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.

23. 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.

24. PATENTS & COPYRIGHT

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

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

Remedies: If such a claim is made or appears likely to be made, WTL would permit Contractor to enable WTL to continue to use the product, or to modify it, or replace it with one that is at least functionally equivalent. If Contractor

WEBEL TECHNOLOGY LIMITED

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.

25. SUSPENSION OF WORK

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

26. TERMS OF PAYMENT

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

The BOQ mentioned in this RFP are indicative only, Actual payments shall be made on a **pro-rata basis**, calculated **quarterly**, based on the actual **storage consumed (in GB)** and other services utilized.

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.

27. 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

28. 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

WEBEL TECHNOLOGY LIMITED

Applicant or System Integrator, as the case may be, is found by the Client to have directly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, as the case may be.

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

- (i) "corrupt practice" means (i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of any person connected with the Selection Process (for avoidance of doubt, offering of employment to or employing or engaging in any manner whatsoever, directly or indirectly, any official of the Client who is or has been associated in any manner, directly or indirectly with the Selection Process or the LOA or has dealt with matters concerning the Agreement or arising there from, before or after the execution thereof, at any time prior to the expiry of one year from the date such official resigns or retires from or otherwise ceases to be in the service of the Client, shall be deemed to constitute influencing the actions of a person connected with the Selection Process; or (ii) save as provided herein, engaging in any manner whatsoever, whether during the Selection Process or after the issue of the LOA or after the execution of the Agreement, as the case may be, any person in respect of any matter relating to the Project or the LOA or the Agreement, who at any time has been or is a legal, financial or technical System Integrator/ adviser of the Client in relation to any matter concerning the Project;
- (ii) "fraudulent practice" means a misrepresentation or omission of facts or disclosure of incomplete facts, in order to influence the Selection Process;
- (iii) "coercive practice" means impairing or harming or threatening to impair or harm, directly or indirectly, any persons or property to influence any person's participation or action in the Selection Process;
- (iv) "undesirable practice" means (i) establishing contact with any person connected with or employed or engaged by the Client with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Selection Process; or (ii) having a Conflict of Interest; and
- (v) "restrictive practice" means forming a cartel or arriving at any understanding or arrangement among Applicants with the objective of restricting or manipulating a full and fair competition in the Selection Process.

29. 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.

30. 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.

31. 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.

32. 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

WEBEL TECHNOLOGY LIMITED

department and employees of the department shall be indemnified from all claims or liabilities arising there from or any expenses incurred on account thereof.

33. 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.

34. SUB-CONTRACT

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

35. 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.

36. 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.

37. 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.

WEBEL TECHNOLOGY LIMITED

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

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

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

38. 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 42months. 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.

39. CONTRACTOR'S RESPONSIBILITIES

Refer Section – B (Scope of Work)

40. 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.

41. 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.

42. 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.

43. 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.

WEBEL TECHNOLOGY LIMITED

- 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.

44. 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.

45. BID DUE DATE

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

46. LATE BID

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

47. OPENING OF BID BY WTL

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

48. 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.

49. 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.

50. BID CURRENCIES

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

51. 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.

52. 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.

53. NON-TRANSFERABILITY OF TENDER

This tender document is not transferable.

WEBEL TECHNOLOGY LIMITED

54. 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.

55. 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.

56. 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.

57. 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.

58. FINAL INSPECTION

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

59. LOCATION OF DELIVERY, INSTALLATION & COMMISSIONING

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

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. 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.

WEBEL TECHNOLOGY LIMITED

62. 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.

63. 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.

64. GENERAL TERMS

- a) All the pages of the bid document including documents submitted therein must be duly signed and stamped failing which the offer shall be liable to be rejected.
- b) All the documents to be submitted by the bidder along with their offer should be duly authenticated by the person signing the offer and if at any point of time during procurement process or subsequently it is detected that documents submitted are forged/tampered/manipulated in any way, the total responsibility lies with the bidder and WTL reserves the full right to take action as may be deemed fit including rejection of the offer and such case is to be kept recorded for any future dealing with them.
- c) No Technical/Commercial clarification will be entertained after opening of the tender.
- d) Overwriting and erasures may make the tender liable for rejection if each of such overwriting/erasures/manuscription is not only signed by the authorized signatory of the bidder. All overwriting should be separately written and signed by the authorized signatory of the bidder.
- e) Quantity mentioned in the tender document is indicative only and orders shall be placed subject to actual requirement. WTL reserve the right to increase or decrease the quantity specified in the tender.
- f) WTL reserve the right to reject or accept or withdraw the tender in full or part as the case may be without assigning the reasons thereof. No dispute of any kind can be raised the right of buyer in any court of law or elsewhere.
- g) WTL reserve the right to ask for clarification in the bid documents submitted by the bidder. Documents may be taken if decided by the committee.
- h) No dispute by the bidders in regard to Technical/Commercial points will be entertained by WTL and decision taken by the Tender Committee will be final.
- i) Discrepancy in the amount quoted by the bidder due to calculation mistake, the unit rate shall be regarded as firm and the totaling or carry in the amount quoted by the bidder shall be corrected accordingly.
- j) The price offers shall remain firm within the currency of contract and no escalation of price will be allowed.
- k) The acceptance of the tender will rest with the accepting authority who is not bound to accept the lowest or any tender and reserves the right to reject in part or in full any or all tender(s) received and to split up the work among participants without assigning any reason thereof.
- l) The customer/WTL at its discretion may extend the deadline for the submission of Bids.

65. 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.

WEBEL TECHNOLOGY LIMITED

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, analyzed, 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

66. 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: Provisioning of Backup Services for On-premises Physical Servers hosted on West Bengal State Data Centre on Windows Platform for Department of Personnel and Administrative Reforms, e-Governance Cell, Government of West Bengal

Dear Sir,

1. We the undersigned bidder/(s), having read and examined in details the specifications and other documents of the subject tender no. WTL/PAR/NEODDBACKUP/25-26/033 Dated 25.9.2025, 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: We have submitted EMD Rs. 46,000/- through electronic transfer of fund (Transaction details/UTR details, amount transferred with date of transfer).
5. We declare that items shall be executed strictly in accordance with the specifications and documents irrespective of whatever has been stated to the contrary anywhere else in our proposal. Further, we agree that additional conditions, deviations, if any, found in the proposal documents other than those stated in our deviation schedule, save that pertaining to any rebates offered shall not be given effect to.
6. If this proposal is accepted by you, we agree to provide services and complete the entire work, in accordance with schedule indicated in the proposal. We fully understand that the work completion schedule stipulated in the proposal is the essence of the job, if awarded.
7. We further agree that if our proposal is accepted, we shall provide a Performance Bank Guarantee of the value equivalent to ten percent (10%) of the Order value as stipulated in Financial Bid (BOQ).
8. We agree that WTL reserves the right to accept in full/part or reject any or all the bids received or split order within successful bidders without any explanation to bidders and his decision on the subject will be final and binding on Bidder.

Dated, thisday of2025

WEBEL TECHNOLOGY LIMITED

Thanking you, we remain,

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:

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 match 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	Average Annual Turnover in last 3 financial years ending with March 2025 from Cloud Services and its support Services	Audited Balance Sheet and Statutory Auditor's Certificate	>= 3 Cr: 2 marks, 1 mark for additional 2 Cr Max up to 5 marks.	05
2	The firm/ company should have IT professional with the following skill sets (System (Windows, Linux) / Network/ Database/ Security Administrators, Middleware /Application technical support experts, etc.) and 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
3	Certifications	The bidder should have of the following Certifications valid at the time of Bidding: 1. ISO 9001 2. ISO 27001 3. ISO 27017 and ISO 27018 4. ISO 20000-1 5. ISO 22301 6. SOC 1 & SOC 2 7. SOC 3 8. PCI DSS 9. CMMi level 3	<=5: 0 Marks >= 6: 5 Marks >= 8: 7 Marks = 10: 10 Marks	10

WEBEL TECHNOLOGY LIMITED

		10. Certificate from Uptime Institute or TIA 942.		
		11.MeITY empanelled letter with STQC audit status		

Project experience and expertise: 50

Sl#	Criteria	Documentary Evidence	Marks	Max. Marks
1	The firm /company should have successfully deployed and provided Cloud Services/ Data Center/ Data Recovery in State / Central Government /Govt. PSU /Govt. Autonomous body in India in last 5 years as on 31.03.2025.	Work Order + On Going or Completion Certificates from the client.	Total value of all projects having each project of minimum value of ₹1 Cr. For each ₹1 Cr lakhs: 4 Mark Subject to maximum 20 marks.	20
2	The firm / company must be operating from Data Centers in India and all of them should be empanelled by MeitY and audited by STQC for all cloud models i.e. Public, VPC and GCC.	Documentary Proof like company incorporation certificate etc with Self Declaration.	For each Data Center :10 Mark Subject to maximum 20 marks.	20
3	The firm/ company should have experience of implementing Cloud Based Backup Solution in any Department of State /Central Government / PSU /Govt. Autonomous body in West Bengal with minimum order value ₹25 lakhs.	Work Order+ On Going or Completion Certificates from the client.	2.5 marks for each project subject to maximum 5 marks.	5.
4	The Bidder should have their office in West Bengal in last 5 Years	Documentary Proof like company incorporation certificate/ Lease Agreement with Self Declaration	5 marks for Incorporated Data Center in West Bengal 2 marks for Operation Center in West Bengal	5

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 and Tools used Risks and Mitigation Plan, Data Migration Plan, 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: Backup Method, Restoration, Activity / Log Monitoring, Dashboard and technology etc	Solution 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.

WEBEL TECHNOLOGY LIMITED

(iii) 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.

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

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

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.

WEBEL TECHNOLOGY LIMITED

g) Rejection Criteria

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

(i) 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.

WEBEL TECHNOLOGY LIMITED

SECTION – G

GUIDANCE FOR E-TENDERING

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

1. Registration of Bidder:

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

2. Digital Signature Certificate (DSC):

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

3. 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 - Q

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

1. Technical & Compliance Statement (Section – I)

Financial Cover:

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

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

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

WEBEL TECHNOLOGY LIMITED

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) • Certificates 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

WEBEL TECHNOLOGY LIMITED

SECTION – H

UNPRICED BILL OF MATERIAL

Cloud Based backup solution considering 10 nos. physical server and total 20TB combined Storage Spec			
Sl. No.	Description of services	Unit	Qty
1	Management Server with OS: v-CPU 8 Core, RAM 16 GB, Block Storage (3 IOPS/GB), SSD: 500 GB, OS: Windows Server Standard Edition for 12 months	Set	1
2	20TB Backup Space: Shared Object Storage with Local Copy for 12 months	TB	20
3	10 nos. Backup Agent: Backup Software as Service for 12 months	Nos.	10
4	Security Solution Service: vFirewall (for establishing IPSEC based VPN between 2 firewall) for 12 months	Nos.	1
5	100 Mbps Internet bandwidth for Complete Backup for 1 month	LS	1
6	40 Mbps Internet bandwidth for incremental Backup for 11 Months	LS	1
7	One time Infrastructure setup	LS	1
8	Managed Service including OS Management ,Storage Management, Firewall Management, Setup monitoring for 12 months	LS	1

****Note:**

A buffer up to 5 TB additional storage shall be provisioned by the Service Provider without any additional financial implication to the Purchaser, in order to accommodate unforeseen data growth during the contract period.

WEBEL TECHNOLOGY LIMITED

SECTION – I

TECHNICAL CAPABILITY OF BIDDER

(Tender No. WTL/PAR/NEODDBACKUP/25-26/033 Dated 25.9.2025)

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 Cloud Based Services (Migrations, Backups, Restoration, Data Security, etc).
- B. Scope of work shall indicate whether it is implementation, Operation or maintenance.

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/PAR/NEODDBACKUP/25-26/033 Dated 25.9.2025)

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/PAR/NEODDBACKUP/25-26/033 Dated 25.9.2025)

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	

WEBEL TECHNOLOGY LIMITED

	<ul style="list-style-type: none">▪ Supplier▪ System Integrator▪ Consultant▪ Service Provider (Pl. specify details)▪ Software Development▪ Total Solution provider (Design, Supply , Integration, O&M)▪ IT Company	
13	Number of Offices in district headquarters in West Bengal	
14	Is your organization has ISO 9001:2008 certificates?	
15	List the major clients with whom your organization has been / is currently associated.	
16	Have you in any capacity not completed any work awarded to you? (If so, give the name of project and reason for not completing the work)	
17	Have you ever been denied tendering facilities by any Government / Department / Public sector Undertaking? (Give details)	

Authorized Signatory (Signature In full): _____

Name and title of Signatory: _____

Company Rubber Stamp: _____

WEBEL TECHNOLOGY LIMITED

SECTION - I

FORMAT FOR PRE-BID MEETING QUERY

(Tender No. WTL/PAR/NEODDBACKUP/25-26/033 Dated 25.9.2025)

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-PRFORMANCE GUARANTEE

Ref Bank Guarantee no.....

Date.....

PROFORMA OF BG FOR SECURITY DEPOSIT

KNOW ALL MEN BY THESE PRESENTS that in consideration of WEBEL TECHNOLOGY 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)

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

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

Sub: Provisioning of Backup Services for On-premises Physical Servers hosted on West Bengal State Data Centre on Windows Platform for Department of Personnel and Administrative Reforms, e-Governance Cell, Government of West Bengal

Dear Sir,

We the undersigned bidder/(s) declare that we have read and examined in details the specifications and other documents of the subject tender no. WTL/PAR/NEODDBACKUP/25-26/033 Dated 25.9.2025 for “Provisioning of Backup Services for On-premises Physical Servers hosted on West Bengal State Data Centre on Windows Platform for Department of Personnel and Administrative Reforms, e-Governance Cell, Government of West Bengal” 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/PAR/NEODDBACKUP/25-26/033 Dated 25.9.2025)

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.
- 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 Apostille 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/PAR/NEODDBACKUP/25-26/033 Dated 25.9.2025)

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/PAR/NEODDBACKUP/25-26/033 Dated 25.9.2025)

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

- Implementation of Cloud Based Backup Solution covering data integrity and scalability design and parameters and testing methodology. The standards used, IPR, copyright, etc, should also be mentioned
- Entire Deployment approach for both implementation and operations
- Any other detail required for the implementation of system

2) The Architecture for execution of the above Solution 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/PAR/NEODDBACKUP/25-26/033 Dated 25.9.2025)

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

WEBEL TECHNOLOGY LIMITED

FORM-II: UNDERTAKING ON EXIT MANAGEMENT AND TRANSITION

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

No. _____

Date: __/__/____

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

Subject: Undertaking on Exit Management and Transition

Ref: RFP No. WTL/PAR/NEODDBACKUP/25-26/033 Dated 25.9.2025

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 artifacts and handover the same with knowledge transfer 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, all backup data in standard format, 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 CLOUD BASED BACKUP SOLUTION

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.