

# WEBEL TECHNOLOGY LIMITED

## NOTICE INVITING e-TENDER

e-Tender are invited for Design, Development, migration of data, integration with other module (through API), maintenance & on premises support of e-Governance Applications and Hosting it in the State Data Centre, Govt. of West Bengal or in a Government Approved Cloud under NEW TOWN KOLKATA DEVELOPMENT AUTHORITY. Reputed bidders having sufficient experience and credentials for successful completion of “Similar Nature” of work in a Government Department/PSU/Autonomous Body.

1.	Tender No. & Date	WTL/NKDA/DDM/24-25/008 dated 11.09.2024
2.	Tender Version No.	1.0
3.	Brief description of material	Design, Development, migration of data, integration with other module (through API), maintenance & on premises support of e-Governance Applications and Hosting it in the State Data Centre, Govt. of West Bengal or in Cloud under the control of New Town Kolkata Development Authority
4.	Tender Fee	Rs. 6,000.00 (Rupees Six thousand only). The amount to be transferred online through e-tender portal.
5.	Earnest Money Deposit	Rs. 2,30,000.00 (Rupees Two lakh thirty thousand only). The amount to be transferred online through e-tender portal.
6.	Date of Downloading/Sale of Tender document	11.09.2024
7.	Pre-Bid Meeting date & time	18.09.2024 at 12.00 Hrs. (On-Line Meeting) <ul style="list-style-type: none"><li>• Pre-Bid meeting will be organizing online platform only.</li><li>• Only queries as per format (Section - L) reaching WTL by 14.09.2024 at 16.00 Hrs. will be taken for decision.</li><li>• Interest bidders are requested to send mail to purchase@wtl.co.in for participation of online pre-bid meeting. Based on request WTL will share meeting id / links for meeting. If there is any change in date and time then will inform.</li><li>• Only queries as per format (Section - L) reaching WTL by 14.09.2024 at 16.00 Hrs. will be taken for decision.</li><li>• Queries will be sent to Purchase Department (purchase@wtl.co.in)</li></ul>
8.	Bid Submission Start date & time	24.09.2024 at 14.00 hrs.
9.	Last date & time of EMD & Tender Fee submission intimation.	Before Uploading of Tender
10.	Last date & time of Bid Submission	01.10.2024 at 13.00 hrs.
11.	Date & time of Technical Bid Opening	03.10.2024 at 13.00 hrs.
12.	WTL Address	WEBEL TECHNOLOGY LIMITED (A Govt. of West Bengal Undertaking) Plot - 5, Block – BP, Sector – V, Salt Lake City, Kolkata – 700091.
13.	Contact person	033-23673403-06

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1. Intending bidder may download the tender documents from the website <https://wbtenders.gov.in> directly with the help of Digital Signature Certificate. Necessary Tender fee may be remitted online through e-tender portal in favour of “Webel Technology Limited” and also to be documented through e-filing. Necessary Earnest Money Deposit (EMD) may be remitted online through e-tender portal in favour of “Webel Technology Limited” and also to be documented through e-filing.
2. Both Techno Commercial Bid and Financial Bid are to be submitted concurrently duly digitally signed in the website <https://wbtenders.gov.in>.
3. Tender documents may be downloaded from website and submission of Techno Commercial Bid and Financial Bid will be done as per Time Schedule stated in Section – C of this Tender Document.
4. The Financial Bid of the prospective Bidder will be considered only if the Techno Commercial Bid of the bidder is found qualified by the Tender Committee. The decision of the ‘Tender Committee’ will be final and absolute in this respect. The list of Qualified Bidders will be displayed in the website.
5. All clarifications / corrigenda will be published only on the <https://wbtenders.gov.in>.

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## **CONTENTS OF THE TENDER DOCUMENT**

The Tender document comprises of the following:

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

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## SECTION – A

### SCOPE OF WORK

Service Recipient body wants to appoint an Implementation Agency (IA) who will be responsible for executing the work mentioned in this section for the proposed of e-Governance application. The objective is to enhance the existing applications to make them scalable and provide seamless citizen experience with enhanced administration capabilities.

The Application would be built on following principles

Sl No	Principle	Details
1	Mobile First	Application would be built on a responsive Mobile First Approach where the application can be seamlessly used from both mobile and web browser
2	Enhanced Citizen Outreach	Service Recipient body intends to provide its Citizens the option of availing all the critical services from the comfort of their home with an easy to use citizen interface. It will make the service delivery more efficient as well as reduce the queue at Service Recipient body counters.
3	Process Improvement	The service delivery processes will be discussed, deliberated and made more efficient while coming up with the new Service Recipient body Property Tax Module.
4	Micro service based and containerized	The proposed application needs to be built on a Micro-service based containerized platform making it vendor neutral and technology neutral.
5	Portability	The application should be neutral to hosting environment. It should have the capability to be seamlessly hosted on data center or cloud
6	Scalability	Application should be highly scalable to cater to the growing need of Service Recipient body
7	High availability	Application needs to be designed with an automatic fail over capability for most of services. Recovery of failed services should ensure that the application withstands failure of individual components
8	Security	Solution applies appropriate application and infrastructure level security

The overall scope of the IA will be:

- Track 1: Understand & takeover of Current Service Recipient body's Application and others applications to understand the business logic.
- Track 2: Enterprise Architecture
  - (a) List best practices regarding technical approach for implementing enterprise architectures including their strengths and weaknesses with respect to implementation within the Service Recipient body landscape. The goal of this task is to ensure that Service Recipient body is properly informed about various approaches to enterprise architecture implementation to permit Service Recipient body to make informed decisions about the methodology, techniques used etc.
  - (b) Incorporate the choice recommendation in the proposed system design consideration and implementation of proposed system.
- Track 3: Service Recipient body's e-Governance Applications Design and implementation
  - (a) Study the current systems as mentioned above.
  - (b) Requirement gathering along with capturing process enhancement for the identified services. Preparation of SRS.
  - (c) Supply of application software tool/ licenses including related database licenses (if applicable).
  - (d) Design, version upgrade/development/customization of Service Recipient body Property Tax Module, related databases and reports.
  - (e) System Testing, Performance testing, Security Testing & UAT.
  - (f) Proposing Infrastructure Sizing for hosting the application.

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- Track 4: Cut Over and Migration
  - (a) Cut over planning
  - (b) Data Migration
  - (c) System Migration
  - (d) Handholding support.
- Track 5: Training & capacity building
- Track 6: Operations & Maintenance for 3 years post Go Live of Service Recipient body's e-Governance Applications
  - (a) Service Recipient body e-Governance Applications Support. This will include on premises technical support for addressing daily operation support
  - (b) Hosting of DR for Service Recipient body e-Governance Applications on Cloud or Service Recipient body on premises server room.

The detailing of each track is given below:

- Track 1: Takeover of Current Service Recipient body's Applications to understand the business logic. IA will take over the existing applications as mentioned above and detailed

Key activities to be performed by the IA are:

1. Operating the systems.
2. Problem identification & resolution based on problem management methodology recommended by the IA.
3. Past experience from Service Recipient body user to identify the difficulty with the existing system.
4. Understanding existing workflow of all application.

- Track2.: Enterprise Architecture (EA) and Data Interoperability Framework

Following activities need to be performed as part of this track

- (a) Understand the current *EA maturity* of the organization.
- (b) Define the EA principles.
- (c) Define the To -Be EA architecture of the organization with respect to 4 domains of architecture (Business, information, data and Technology).
- (d) Define the EA Governance structure and the EA roadmap of the organization.
- (e) Incorporate the choice recommendation in the proposed system design consideration and implementation of Service Recipient body e-Governance Applications.

Deliverables:

- (a) EA current state Assessment report for existing systems
- (h) Future State To-Be EA report
- (c) EA governance and Roadmap

- Track 3: Service Recipient body e-Governance Applications design and implementation

(a) Study current system:

IA must perform a detailed assessment of the current system and functional modules with the help of discussions with Service Recipient body staff.

(b) Requirement gathering along with preparation of process enhancement documents for identified services, and SRS for Service Recipient body e-Governance Applications.

IA must perform a detailed assessment of the business and solution. Based on requirements gathering IA will prepare process documents and SRS in consultation with Service Recipient body and its representatives.

(c) Supply of application software tools/ licenses including related database licenses (in case of any license software & database):

IA needs to procure all software and their licenses that will be required for application development & testing for all environments. This will include database licenses supply as well

(d) Design, upgrade/ development/customization of Service Recipient body e-Governance Applications., related databases and reports:

IA will build the solution as per its proposed solution architecture. IA will be required to design, develop a user-friendly system (for citizen & Service Recipient body user). IA needs to consider the scope of work and develop the application that best suits the requirements of Service Recipient body. This will include development of new modules as well as customization of existing modules. The IA shall identify, design and develop

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components/ functionalities that are required to address the Service Recipient body e-Governance Applications requirements mentioned in this RFP. IA will further require to upgrade related databases and existing reports during the period of contract. All relate software documentation will be required to be supplied by IA and further updated as and when required.

### **(e ) System Testing, Performance testing & UAT:**

IA shall provide the testing strategy including the traceability matrix, test plan and test cases. IA shall also conduct the testing of various components of developed/customized software. The testing should be comprehensive and performed at each stage relating to development and implementation. Test results for each phase of testing to be submitted to Service Recipient body.

Following are the details for the various kinds of testing envisaged-

- (a) System testing- IA to perform system integration testing in SIT environment
- (b) Performance testing- performance testing report to be submitted before go-live.
- (c) UAT- Service Recipient body departmental users will perform UAT. IA needs to prepare UAT test scenarios and test cases. UAT to be carried out in the exact same environment/architecture that would be set up for production.
- (d) Security Testing- application needs to be security audited by a Cert-In empaneled vendor and observation closed before moving the application to production
- f) Provide sizing of Infrastructure requirement for Service Recipient body e-Governance application
- g) Proposed functionality of e-Governance applications-

The following citizen services are to be provided through e-Governance applications-

#### **1. Admin and Login application**

The administration system plans to computerize the activities of the admin user and application administrators.

Service Recipient body Bespoke application (Henceforth will be referred as Service Recipient body application) can be accessed from different location, by different person of different hierarchy through workflow system. Hierarchy of organization prevent some users to access all the functionality provided by Service Recipient body application. Apart from that Service Recipient body application will not allow any unauthorized user to access the system. Administration application provides central authentication and authorization control facility.

The system provides the following features-

- a. Create a user
- b. Disable a user
- c. Enable a user
- d. Admin user with administrator role can reset other user's password
- e. Unlock a user
- f. Logout a user logged in
- g. Create module office association
- h. Delete module office association
- i. Module role screen association
- j. Module role screen dissociation
- k. Associate a user with module office role combination (role end date should be less than equal to employee retirement date)
- l. Dissociate a user from module office role combination
- m. Insertion and updation of plot and premises details

#### **Track 5: Training & Capacity Building**

IA must train internal system users of Service Recipient body to enable them to test, administer, operate and use the new system effectively. IA must provide a training plan in Line with the design of the new system including specific categories and numbers of personnel to be trained, training curriculum courses and delivery methods (including Audio/Video). IA must assess the training needs and prepare the training plan that will ensure that all staff skills required for the

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new system are developed. The language of training material would be in English. The trainers should be bilingual Training contents are to be designed

by the IA based on input from Service Recipient body, "Training material costs shall be included in training cost. All the User Trainings, user manuals & supporting document (including videos) needs to be provided by IA as per defined templates. All the user trainings, user manuals and supporting documents will require a sign-off from Service Recipient body.

IA will prepare a comprehensive feedback form that will capture necessary parameters on measuring effectiveness of the training sessions. This form will be discussed and finalized with Service Recipient body. After each training session, feedback will be sought from each of the attendees on printed feedback forms. For each training session, the IA will categorize the feedback on a scale of 1 to 5, where 5 will denote excellent and 1 will denote unsatisfactory, The training session would be considered effective only after the cumulative score of the feedback [sum of all feedback divided by number of attendees] is more than 3. Remarks/suggestions may also be taken from attendees through feedback form for betterment of the system.

**Track 6: Operations & Maintenance for 3 years post Go Live of Service Recipient body e-Governance Applications**

IA needs to maintain Service Recipient body e-Governance Applications for 3 years go-Live. This will include annual technical support for new & upgradation application software and database. Activities include but not limited to production monitoring, patching and upgrades, troubleshooting, mock drilling of restoration of database & application, addressing functionality/availability and performance issues. IA shall ensure that all application issues and bugs are proactively identified so that Service Recipient body e-Governance Applications performance does not impact a wider range of users. All issues must be monitored through a suitable Issues Handling Mechanism. Operations and maintenance support shall be undertaken whenever any maintenance and enhancement activities are carried out as per the mutually agreed plan or change request. IA shall ensure compliance with the SLAs as indicated in this RFP.

Module Name	Scope	
1. Mutation	<ul style="list-style-type: none"> <li>a. Online Application</li> <li>b. Application Check with documents</li> <li>c. Document Check and Objection if any</li> <li>d. Notice for Mutation Hearing</li> <li>e. Notice Download</li> <li>f. Application Approval</li> <li>g. Online &amp; Offline Payment</li> <li>h. Search Status of the Application</li> <li>i. Certificate Download</li> <li>j. Reprint Certificate</li> <li>k. Assesse information Search</li> <li>l. Single Assesse for Mutation &amp; Property Tax</li> </ul>	
2. Property Tax	<p>The Assessment Collection System Computerizes the activities of Assessment Collection Section. The activities include the following:</p> <ul style="list-style-type: none"> <li>a. Unit area assessment done by the citizen</li> <li>b. Generation and maintenance of Assesse including unassessed. There will be no limit of Assesse. New Assessment and modification of assessment will be continuous process.</li> <li>c. Modification, Deletion, Subsection, amalgamation of assessment.</li> <li>d. Processing, maintenance, and Collection for Service Charge Assesse/</li> <li>e. General Revaluation and interim Revaluation.</li> <li>f. Evaluating/ Categorizing premises to determine the</li> </ul>	

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	<p>Annual Value of the property</p> <ul style="list-style-type: none"> <li>g. Hearing Notice Issuance &amp; processing the cases and deciding the Annual Value of a property</li> <li>h. Blocking &amp; Restricting Assesse Numbers</li> <li>i. Unit Area Assessment method of taxation, application and process</li> <li>j. Modification of Assessment “Ownership, Property Type, Use, Occupancy” etc.</li> <li>k. Issuance &amp; processing of Rate Card and Fresh / Supplementary Bills.</li> <li>l. Hearing process for deciding AV of a property (UAA/ARV)</li> <li>m. Issuance &amp; Processing notices on both ARV &amp; UAA method</li> <li>n. Issuance of Fresh/Supplementary (F/S) bills (for new cases GR/IR. Character change etc)</li> <li>o. Cancellation of wrong Demand /Bills and issuance of Fresh Demand / Bills</li> <li>p. Maintaining Assesse Master and PD (Periodic Demand) Bill Generation</li> <li>q. Different type of Mutation application receiving (Portal/MAS) and processing</li> <li>r. Processing and maintenance of Liability demand between child Assesse.</li> <li>s. Issuance and processing NOC etc.</li> <li>t. Maintenance of master data like list of Area, Street, Hearing Officers, Holiday Master, Hearing Reason etc.</li> <li>u. Maintaining Assessment Register, Inspection Book, Premises Ledger, Suspense Collection Register, Dishonoured Cheque register</li> <li>v. Issue of Certified copy of Assessment Register, Inspection Book etc.</li> <li>w. EoDB integration</li> <li>x. Integration with Mutation, Building Plan, Trade License etc. all other modules</li> <li>y. Maintenance and integration of different types of collection: PD bills, Fresh Supplementary Bills, Outstanding LOI collection, Suspense, Miscellaneous collection, Collection of Central Government Service Charges, Collection against different Waiver Schemes etc.</li> <li>z. Adjustment of Demands (Normal, Part LOI, Different waiver Schemes)</li> <li>aa. Processing Refund Cases</li> <li>bb. Maintaining Audit trails</li> <li>cc. Processing Exemption requests and maintenance of Exempted Property List.</li> <li>dd. Processing the request for Land Area Correction, Collection of Character of Premises and necessary internal processing</li> <li>ee. Processing request for change of mailing address, mobile no., email id etc.</li> <li>ff. Different types of waiver maintenance, collection, adjustment and processing</li> <li>gg. Address change request receiving through Service Recipient body Portal &amp; MAS and processing Special rebate processing</li> <li>hh. Generation and maintenance of demands</li> <li>ii. Maintenance &amp; integration between IG Registration</li> </ul>	
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	<p>department</p> <p>jj. Triggering process depending of IGR Deed records</p> <p>kk. Inspection /Processing/ cancellation of SAF records</p> <p>ll. Maintenance &amp; interface between ARV &amp; UAA method of taxation</p> <p>mm. Auto-Adjustment of Amount lying in Suspense Account.</p> <p>nn. Re-engineering of unused amount lying in Suspense Account and refund of the same</p> <p>oo. Development &amp; maintenance of Waiver System, if required</p> <p>pp. Generation of MIS Reports</p> <p>qq. Helpdesk facility for providing support to the citizen</p> <p>rr. Online and Offline Payment Gateway System.</p>	
<p>3. Building Plan Sanction/ Re-sanction/ Renewal/ OC/ POC/ Work Diary Module and Integration with Fire Department and Airport Authority</p>	<p>Workflow:</p> <ol style="list-style-type: none"> <li>1. Receipt of different complaints/ grievances from various sources.</li> <li>2. Allocation of complaints/ grievances to the Junior Architect and Assistant Architect with Notification</li> <li>3. Filed inspection the task via mobile application (available on Android or iOS. Only private access)</li> <li>4. Maintain a digital work diary against each incident</li> <li>5. Upload onsite inspection reports through mobile, Capturing geolocation and time stamp</li> <li>6. Assistant Architect will review, comment and send to Chief Architect (CA)</li> <li>7. Issuance of notice in case of any deviation by CA</li> <li>8. Provision for generation of hearing notice, capturing hearing details. Generation of demotion notice will be provided with the next inspection date</li> <li>9. This will auto assign the next inspection to JA on the decided date</li> <li>10. The process will continue till the issue has been resolved</li> <li>11. Area based building owner data will need to be uploaded into the system with the option to update periodically</li> <li>12. This will enable the system to auto identify the owner, fetch the details like name, address, mobile, etc. Also the system will send email if the email address is available.</li> </ol> <p>b. MIS reports will be generated as deemed with option to export and print</p> <p>c. SMS &amp; Email integration as required</p>	
<p>4. Trade License</p>	<p>The System provides the following features:</p> <ol style="list-style-type: none"> <li>1. Issue and maintenance of Trade License data</li> <li>2. Issuance of New / Renewal/ Duplicate Renewal Demands from all license offices</li> <li>3. Application Receiving System for of New/ closure/ Change of Trade License with SMS Notification</li> <li>4. Provide an efficient rate engine to calculate Trade License fees under different sections</li> <li>5. Fully parameterized screens to handle business changes with minimal changes in application code</li> <li>6. Single and batch mode demand generation</li> <li>7. Collection &amp; data entry for on spot new/ renewal application by Field Officer</li> <li>8. Managing modification and correction of Trade License data</li> <li>9. Generation of Supplementary Demands</li> </ol>	

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	<ol style="list-style-type: none"> <li>10. Receives Payment through Common Collection System</li> <li>11. Issuance of Certified Copies of Trade License against payment</li> <li>12. Closure of existing Trade License</li> <li>13. Validation of Trade License new/ renewal application from Building Department/ Conversion Section. Necessary interface to be made.</li> <li>14. Interacting with Assessment system to retrieve to retrieve data against in assessment numbers</li> <li>15. Notification for Any Application Received with tracking facility</li> <li>16. Provision for Searching EoDB Application Case</li> <li>17. Provision for Inspection details entry with SMS modification</li> <li>18. Provision for application approval, rejection and termination of approved Trade License</li> <li>19. SMS notification at each event for New/ Closure / Change Application of Trade License</li> <li>20. Provision for auto rejection/ Cancellation of New Trade License if unpaid lying for 30 days through Scheduler</li> <li>21. Generation of MIS reports</li> <li>22. Trade License is valid for three months (for new categories) or one year and needs to renewed as per the provision of the regulation. Provision for validity of Trade License to be incorporated through Master Module</li> </ol>	
<p>5. NOC for Conversion</p>	<ul style="list-style-type: none"> <li>• User Registration and Authentication</li> <li>• Online Application Submission</li> <li>• Application Review</li> <li>• Site Inspection Scheduling</li> <li>• Site Inspection</li> <li>• Application Approval/ Rejection</li> <li>• Fee Payment</li> <li>• NOC Issuance</li> <li>• Application Tracking</li> <li>• Document Management</li> <li>• Reporting and Analytics</li> <li>• Notification and Communication</li> </ul>	
<p>6. Booking of all Assets</p>	<ol style="list-style-type: none"> <li>1. User Registration and Authentication</li> <li>2. Asset Catalogue Management</li> <li>3. Asset Booking</li> <li>4. Booking Approval and Management</li> <li>5. Booking History and Tracking</li> <li>6. Asset Availability and Scheduling</li> <li>7. Notification System</li> <li>8. Reports and Analytics</li> <li>9. User Feedback and Support</li> <li>10. System Administration and Configuration</li> </ol>	
<p>7. Birth and Death (Integration with Health Department)</p>	<p><b>Functional Requirements (Online):</b></p> <ol style="list-style-type: none"> <li>1. System should allow parent/guardian to enter the details in online application form for Birth or Death certificate</li> <li>2. System should allow parent/guardian to upload relevant documents related to Birth or Death certificate application in online software.</li> <li>3. System should allow parent/guardian to submit the final application form in online software System should allow saving the application form and uploaded documents in draft mode till the final submission. Applicant can retrieve the saved application form and uploaded documents based on application id and security question or OTP.</li> </ol>	

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4. System should generate an acknowledgment receipt on final submission of application form in online software. System should also send SMS to applicant on successful submission of online application
5. System should allow applicant to print the acknowledgment receipt for Birth or Death certificate application. System should allow to regenerate the acknowledgment receipt based on acknowledgment no and a security question or OTP.
6. System should allow Service Recipient body User at borough office to log in to online software.
7. System should allow Service Recipient body user at borough office to verify application form and uploaded documents in online software.
8. System should allow Service Recipient body user to reject/approve the Birth or Death application based on verification in online software.
9. System should allow parent/guardian to update the application/document based on rejection by Service Recipient body user in online software.
10. System should allow next step approval of application by Birth and Death section and then by highest authority at Service Recipient body head office, once approved by verifier in online software.
11. System should generate the Birth or Death Certificate in online software once approved by highest authority at Service Recipient body head office.
12. System should allow parent/guardian to download the Birth or Death Certificate only after payment requisite amount. The Birth or Death certificate can be downloaded from online software only after the payment of requisite fee through online or offline payment mode.
13. System should be integrated with online payment gateway for payment. System should allow offline payment also by entering challan details. System should allow Service Recipient body user to update payment details in case of payment physically through challan. The system should allow applicant to download prefilled challan from online software.
14. System should allow to download the duplicate Birth or Death Certificate only after payment of requisite amount.
15. System should send SMS and email to user/parent/guardian on each update/action on online application for Birth or Death certificate in online software.
16. System should allow to print the Birth and Death Certificate at Service Recipient body user end and parent/guardian end.
17. System should allow to make correction in Birth or Death certificate after generation of certificate in online software also. System should allow parent/guardian to put certificate no and a security question or OTP to view the certificate details and correct/edit same. Then follow the steps from 1 to 16
18. System should allow to search the Birth and Death Certificate in online application for citizen/Govt. organization/ Companies etc. for verification using issued certificate number.
19. System should be integrated with digital signature (DSC)

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for approval of the Birth or Death certificate application by highest authority.

20. System should keep audit trail off all the steps and processes. A MIS can be generated for same.
21. System should allow Service Recipient body user to generate various MIS related to Birth and Death Certificate generation. The MIS should have drill down option. MIS report should have option to export data in XLS, PDF, CSV, JPE etc. format. MIS report should have option to filter and short the data.

### **Functional Requirements (Offline):**

1. System should allow parent/guardian to enter the details in online application form for Birth or Death certificate.
2. System should allow parent/guardian to submit relevant documents related to Birth or Death certificate application physically at Service Recipient body head office or Borough office.
3. System should allow parent/guardian to submit the final application form in online software.
4. System should allow to save the application form and uploaded documents in draft mode till the final submission. Applicant can retrieve the saved application form and uploaded documents based on application id and security question or OTP.
5. System should generate an acknowledgment receipt on final submission of application form in online software. System should also send SMS to applicant on successful submission of online application.
6. System should allow applicant to print the acknowledgment receipt for Birth or Death certificate application. System should allow to regenerate the acknowledgment receipt based on acknowledgment no and a security question or OTP.
7. System should allow Service Recipient body User at borough office to log in to online software.
8. System should allow Service Recipient body user at Service Recipient body borough office to accept the hard copies of the documents related to Birth or Death certificate application along with acknowledgement receipt from the applicant and upload/update same in online software.
9. System should allow Service Recipient body user at borough office to generate updated acknowledgment receipt on submission of hard copies of documents by applicant. System should also send SMS to applicant on successful submission of documents in online software.
10. System should allow Service Recipient body user at borough office to verify application form and uploaded documents in online software.
11. System should allow Service Recipient body user to

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	<p>reject/approve the Birth or Death application based on verification in online software.</p> <p>12. System should allow parent/guardian to update the application/document based on rejection by Service Recipient body user in online software.</p> <p>13. System should allow next step approval of application by Birth and Death section and then by highest authority at Service Recipient body head office, once approved by verifier in online software.</p> <p>14. System should generate the Birth or Death Certificate in online software once approved by highest authority.</p> <p>15. System should allow parent/guardian to download the Birth or Death Certificate only after Payment requisite amount. The Birth or Death certificate can be downloaded from online software only after the payment of requisite fee through online or offline payment mode.</p> <p>16. System should be integrated with online payment gateway for payment. System should allow offline payment also by entering challan details. System should allow Service Recipient body user to update</p>	
8. Parking Management System	<ol style="list-style-type: none"> <li>1. User Registration and Authentication</li> <li>2. Parking Slot Management</li> <li>3. Tender Management for Parking</li> <li>4. Offer for Parking Vendor Management</li> <li>5. Parking Management Tracking</li> <li>6. Parking Collection Online/Offline</li> <li>7. Notification System</li> <li>8. Reports and Analytics</li> <li>9. User Feedback and Support</li> <li>10. System Administration and Configuration</li> </ol>	
9. Restoration of Charges	<ol style="list-style-type: none"> <li>1. User Registration and Authentication</li> <li>2. Restoration Catalogue Management</li> <li>3. Online Application</li> <li>4. Application Approval/Rejection and Management</li> <li>5. Restoration History and Tracking</li> <li>6. Restoration Scheduling</li> <li>7. Notification System</li> <li>8. Restoration Charge Collection Online/Offline</li> <li>9. Reports</li> <li>11. User Feedback and Support</li> <li>12. System Administration and Configuration</li> </ol>	
10. Permission for Advertisement	<ol style="list-style-type: none"> <li>1. User Registration and Authentication</li> <li>2. Advertisement Catalogue Management</li> <li>3. Advertisement Booking Application Online/Offline</li> <li>4. Booking Approval/Rejection and Management</li> <li>5. Booking History and Tracking</li> <li>6. Space Availability and Scheduling</li> <li>7. Notification System</li> <li>8. Collection of Payment Online/Offline</li> <li>9. Reports and Analytics</li> <li>10. User Feedback and Support</li> <li>11. System Administration and Configuration</li> </ol>	
11. Rent Collection of Rental Properties	<ol style="list-style-type: none"> <li>1. User Registration and Authentication</li> <li>2. Rent Catalog Management</li> <li>3. Application for Rent Booking Online/Offline</li> <li>4. Booking Approval and Management</li> <li>5. Booking History and Tracking</li> </ol>	

## WEBEL TECHNOLOGY LIMITED

	<ol style="list-style-type: none"> <li>6. Asset Availability for Rent Checking</li> <li>7. Notification System</li> <li>8. Payment Collection Online/Offline</li> <li>8. Reports and Analytics</li> <li>9. User Feedback and Support</li> <li>10. System Administration and Configuration</li> </ol>	
12. Water Charges for Bulk and Commercial Properties, demand and Collection	<ol style="list-style-type: none"> <li>1. Online Application for Supply of Water</li> <li>2. Application Approval/Rejection and Management</li> <li>3. Fees determination for Commercial/Bulk Properties</li> <li>4. Approval of Fees</li> <li>5. Notification System &amp; download Proforma Invoice</li> <li>6. Payment online/offline</li> <li>7. Upload Payment receipts</li> <li>8. Reports and Analytics</li> <li>9. User Feedback and Support</li> <li>10. System Administration and Configuration</li> </ol>	
13. SWM fees and Charges for Bulk users	<ol style="list-style-type: none"> <li>1. SWM Catalogue Management</li> <li>2. Application for SWM Online/Offline</li> <li>3. Application Approval and Management</li> <li>4. Notice for Payment Online/Offline</li> <li>5. Upload Payment receipts</li> <li>6. Reports and Analytics</li> <li>7. User Feedback and Support</li> <li>8. System Administration and Configuration</li> </ol>	
14. Lifting C & D waste Charges	<ol style="list-style-type: none"> <li>1. Lifting Catalogue Management</li> <li>2. Application for Lifting C &amp; D Waste online/offline</li> <li>3. Application Approval and Management</li> <li>4. Notice for Payment Online/Offline</li> <li>5. Upload Payment receipts</li> <li>6. Reports and Analytics</li> <li>7. User Feedback and Support</li> <li>8. System Administration and Configuration</li> </ol>	
15. Budget (Finance Module)	<p>Finance Module: The functions of the Finance system can be broadly categorised as follows:</p> <ol style="list-style-type: none"> <li>1. Preparation of Budget at the beginning of a financial year</li> <li>2. Providing embargo fund to different COAs.</li> <li>3. Creation of Chart of Accounts</li> <li>4. Creating CRN (Computer Receipt No) to allocate Government funds.</li> <li>5. Creating receivable activity and method for TR</li> <li>6. Payment of Invoice/bills, retention money, Security Deposit and earnest money</li> <li>7. Creation of Bank Master and Branch Master</li> <li>8. Cheque series information for payment of invoices</li> <li>9. Validation accounting of invoices /bills</li> <li>10. Approval of invoices/bills</li> <li>11. Creation and modification of suppliers</li> <li>12. Payment advice generation</li> <li>13. Fund transfer within different COA (Re-appropriation)</li> <li>14. Download of approved and accounted invoices /bills</li> <li>15. Hired car information entry</li> <li>16. Provision for capturing the refund details for all revenue modules</li> <li>17. API based integration with all revenue modules</li> <li>18. Payment related establishment related matter</li> <li>19. Payment of Salary bill, Misc bill etc.</li> </ol> <p>b. Functional requirement specification (FRS) as gathered by</p>	

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studying the AS-IS flow. The client wants to build a digital portal to manage all workflows, job estimation, AA & FS, billing, Payments, revenue collection records, inspections and notices. This will help the client prepare for the future. The client also will need a mobile application (both iOS and Android)

## **Budget Preparation**

1. Budget allotment to Departments by Finance Officer
2. Allot funds to sub heads
3. Approval of Budget, once approved, budget provisions under different heads cannot be modified without the approval of the Authority. Any change/ modification in budget under any head will have to be incorporate in the revised budget of the year for approval of the Board.
4. The client will have ability to view, print, export, search & compare in any approved budget (Present or past)
5. Prepare revised budget for current FY

## **Expenditure**

### Estimation

1. To begin with estimation, departmental head will create a new project/ work record
2. The Work name, description, Area Sub Area, Head of accounts, Sub-Head will be recorded
3. Detailed estimation will be done via portal adding detailed description of work individually into the system
4. Rates will be captured from schedule of Rates which can be accessed/ filtered easily on the same estimation screen
5. Selected item rate from schedule of rates will be auto filled in the record.
6. The quantity can be typed and total will be auto calculated considering applicable GST
7. Rate cannot be manually altered, only quantity can be updated till this approved
8. Option to partially save the records will be available

### Estimate Approval

1. While approval process of estimate, x% contingency and any other will be added
2. Approval will be made based on the financial power fixed by the client time to time

### AA & FS Verification process from Finance

1. Upon estimate approval, AA & FS issued and Available Fund (including revised) for current FY at a glance
2. Other details like work info, authority, etc will be recorded
3. Option for phasing of payment can be recorded as per approval
4. E-Office computer number will also be noted for future correlation
5. The AA&FS can be printed

### Tender/ e-Tender process stays As-Is

### Manage Contractors

1. Maintenance database of the contractors work with client
2. Add new/ edit contractor with details like Firm Name, Proprietor, address, GST, PAN, email, mobile, additional contract, Bank particulars
3. Audit trial will be recorded

### Approval issuances of Work Order

1. Post tender/ nomination process, the work will be allocated to contractor

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	<ol style="list-style-type: none"><li>2. Details of the work deliverable including item, rate, quantity will be updated in the system (for auto checking during bill payment)</li><li>3. Tender cost, EMD, SD %, Schedule price, Cost deviation, Additional Performance security % and amount, Cess % and amount, GST % and amount , any other deduction, period of will be recorded.</li><li>4. Letter of Intent (LOI) will be issued to the L1 contractor which may be optional on a case to case basis. Offline agreement process stays as is</li><li>5. Work Order (WO) will be issued to contractor</li></ol> <p>Work Review, Bill Submit and Verification</p> <p>Bill Preparation and processing</p> <ol style="list-style-type: none"><li>1. Upon bill submission by contractor and verification by concerned department, request for payment (with original invoice) will submitted to Accountant</li><li>2. Accountant will record the items received, unit price mentioned and quantity</li><li>3. Here a maker checker will be implemented to prevent discrepancy in rates quantity or double billing</li><li>4. The bill amount will be recorded and ITR SD, GST Cess, other deduction will be auto calculated as per the pre-defined rates</li><li>5. Account will have option to override the amounts</li><li>6. This will be sent to Finance Section for approval</li></ol> <p>Bill approval by Finance Section</p> <ol style="list-style-type: none"><li>1. Finance section will verify the bill request</li><li>2. Seek approval via e-office</li><li>3. Record the e-office computer number for cross reference</li><li>4. Send to cashier for payment</li></ol> <p>Bill Payment</p> <ol style="list-style-type: none"><li>1. Cashier will view the pending payment with option to view old payments</li><li>2. Upon verification, cashier will generate advice copy, bank copy and internal copy</li><li>3. Cashier can view contractor details, update GST/PAN if any mistake</li><li>4. Cashier can maintain bank accounts for contractor/employees/ suppliers</li><li>5. Cashier can maintain Service Recipient body's bank accounts and mark one to be used for payment</li><li>6. Upon successful payment by bank, bank will send a report with UTR number for each transaction which cashier will upload in the system</li><li>7. Reports can be generated :<ol style="list-style-type: none"><li>a. Bank report date wise (List and export)</li><li>b. Client Payment History (List, search and export)</li><li>c. Statutory deduction (GST, ITD) (list and export)</li></ol></li><li>16. Release of Security Deposit<ol style="list-style-type: none"><li>a. Upon completion of work and satisfaction of Service Recipient body, the Security deposit and Additional Performance security (full/partial) may be released.</li><li>b. The process will be same as the bill payment flow mentioned above</li></ol></li></ol> <p>Revenue</p> <ol style="list-style-type: none"><li>1. Integration with e-District, OBPAS, the client internal application will be via API/ others for auto population of data in the system in the head of Revenue collection</li></ol>	
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	<ol style="list-style-type: none"> <li>2. Excel import option will also be provided in specified format</li> <li>3. Report can be generated using the data and system</li> </ol>	
<p>17. Stock and Inventories</p>	<p>The functions of the Supply system can be broadly categorised as follows:</p> <ol style="list-style-type: none"> <li>1. Annual / Casual Requirement of items for all the departments</li> <li>2. Creation items if not exists in the system</li> <li>3. Annual requirement Material Consolidation is done for finalising the consolidation for which actual requisition will be created</li> <li>4. Requisition creation of required items</li> <li>5. Items corresponding to the PO are then receipted</li> <li>6. Inspection of the received items are done</li> <li>7. Delivery of goods is done through Receiving transactions screen</li> <li>8. Purchase related file processing is now online</li> <li>9. Status of file can be tracked at any given point of time</li> <li>10. Requisition of items and approval from concerned officer</li> <li>11. Consolidation of requirements (Annual &amp; Casual) becomes much easy</li> <li>12. At any point of time, system can generate report depicting the items &amp; quantity various departments</li> <li>13. System can track each individual issues made towards various user departments (number of user departments is more than three hundred)</li> <li>14. Transaction audit can be done at any point of time for the online inventories</li> <li>15. Priced Store ledger is available in the system for online inventories</li> <li>16. Each user of the system is connected with employee master of the organisation</li> <li>17. As stock of items for online inventories is available online, inventory management becomes much easier</li> <li>18. Issuance of Gate Pass and further tracking of items</li> <li>19. Stock out of different definitive products and buyback</li> <li>20. QR Code for items and necessary verification</li> <li>21. MIS report as per the prescribed format</li> </ol>	
<p>18. Annual Account and Balance Sheet</p>	<ul style="list-style-type: none"> <li>• Create and manage ledgers for various accounts, such as sales, purchases, expenses, assets, and liabilities.</li> <li>• Record day-to-day financial transactions such as sales, purchases, receipts, payments, and journal entries.</li> <li>• Ledgers are created.</li> <li>• Financial transactions are recorded in the respective ledgers.</li> <li>• Generate financial statements such as the profit and loss statement, balance sheet, and cash flow statement.</li> <li>• Manage GST compliance, including recording GST transactions, generating GST reports, and filing GST returns.</li> <li>• Manage inventory items, including recording stock levels, tracking inventory movement, and generating inventory reports.</li> <li>• Perform bank reconciliation by matching the company's bank ledger with the bank statement to identify discrepancies.</li> <li>• Set up budgets for different accounts and track actual</li> </ul>	

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	<p>performance against the budget.</p> <ul style="list-style-type: none"> <li>• Manage payroll processes, including calculating salaries, deductions, and generating payroll reports.</li> <li>• Generate reports and maintain records for audit and compliance purposes, ensuring adherence to regulatory requirements.</li> </ul>	
19. Pay and Employee Management System	<ol style="list-style-type: none"> <li>1. Maintenance of employee profile</li> <li>2. Preparation of monthly salary</li> <li>3. Calculation of PF (EPF, GPF etc) and others statutory deductions</li> <li>4. Add/ Update any allowances, bonuses, annual increment, pay fixations</li> <li>5. Provision of filing income tax statement</li> <li>6. Leave register</li> <li>7. ACR report</li> <li>8. Provision of capturing of advance and necessary adjustment</li> <li>9. MIS report as per the prescribed format</li> </ol>	
20. Attendance of Employee	<ol style="list-style-type: none"> <li>i. Attendance <ol style="list-style-type: none"> <li>1. Daily Attendance</li> <li>2. Attendance Report</li> <li>3. SMS Intimation</li> </ol> </li> <li>ii. Leave <ol style="list-style-type: none"> <li>1. Leave category</li> <li>2. Leave Application</li> <li>3. Leave Approval</li> <li>4. Leave Cancellation</li> <li>5. Leave Balance Updating</li> <li>6. Leave through intimation</li> <li>7. Emergency SMS Intimation including negative balance of leave</li> </ol> </li> </ol>	
21. Central Grievance System	<ul style="list-style-type: none"> <li>• User Registration and Authentication</li> <li>• Online Grievance Submission through Portal/Mobile App <ul style="list-style-type: none"> <li>- Allotment of Application for review and action</li> </ul> </li> <li>• Application Review</li> <li>• Site Inspection if required</li> <li>• Necessary Order for Restoration</li> <li>• Compliance against specific Complaints</li> <li>• Application Tracking</li> <li>• Document Management</li> <li>• Reporting and Analytics</li> <li>• Notification and Communication</li> </ul>	
22. Integration with various services of the government	API Integration with various government portals	

## WEBEL TECHNOLOGY LIMITED

<p>23. Digital Record Room and Library (Integration)</p>	<p>The Library Management Module mainly covers the :</p> <ul style="list-style-type: none"> <li>■ User Management</li> <li>■ Book Management             <ul style="list-style-type: none"> <li>- Procurement of New Books</li> <li>- Book register maintain</li> </ul> </li> <li>■ Journal Management             <ul style="list-style-type: none"> <li>- Journal register maintain</li> </ul> </li> <li>■ Newspaper/Daily Management             <ul style="list-style-type: none"> <li>- Newspaper register maintain</li> </ul> </li> <li>■ E-Library card Download</li> <li>■ Extension of Membership</li> <li>■ Book Request Management</li> <li>■ Book handover management</li> <li>■ Daily Library management:</li> <li>■ Reader management:             <ul style="list-style-type: none"> <li>- This portion is for maintaining daily readers who used to come to Library.</li> <li>- Reader name</li> <li>- Reader's Address</li> <li>- Reader's Membership No(optional)</li> <li>- Select category (Book/Journal/Newspaper)</li> <li>- Select Document (If Book→Book name/Book Assn no,                 <ul style="list-style-type: none"> <li>• Else if Journal→Journal name/Assn No,</li> <li>Else Newspaper→Newspaper name/Assn No)</li> </ul> </li> <li>- Date</li> <li>- Time of issue</li> <li>- Time of return</li> <li>- Select Rack name</li> </ul> </li> </ul>	
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### BROAD RACI MATRIX

	Govt. Body	Selected Bidder
Requirement Gathering	RC	RA
System Analysis & Design	CI	RA
Database Design	I	RA
Deployment Architecture	CI	RA
GUI	CI	RA
Module Development	CI	RA
Module Testing	I	RA
Integration Testing	I	RA
UAT	RA	CI
Training	CI	RA
Go-Live	RCI	RA

<b>R</b>	<b>A</b>	<b>C</b>	<b>I</b>
<b>Responsible</b>	<b>Accountable</b>	<b>Consulted</b>	<b>Informed</b>

# **WEBEL TECHNOLOGY LIMITED**

## **SECTION – B**

### **ELIGIBILITY CRITERIA**

1. The bidder must be a company registered under Companies Act, 1956/2013 or Partnership or LLP or OPC or Proprietary Firm at least seven plus years. Documentary evidence to be submitted.
2. The bidder should have their presence in at Kolkata with own office for minimum period of five continuous years. Valid proof should be submitted along with the bid.
3. The bidder should have valid GST Registration Number & PAN. Bidder shall have to submit photocopy of the documents.
4. The bidder should have minimum 5+ years of experience in Govt/PSU/Govt Statutory bodies providing software design, development & implementation and technical support services. Copy of work order to be enclosed.
5. Bidder should have a successful implementation with any of the state/central PSUs/Departments/govt statutory bodies covering any Cloud based workflow system. The following documents shall be enclosed- Copy of self-certified work orders Brief project write up.
6. Bidder should have cumulative turnover of not less than 5 crore in the last five financial years (2018-19, 2019-20, 2020-21, 2021-22 & 2022-23). Copy of Audited Balance sheet should be submitted.
7. Authorization letter from the bidder must be enclosed with the tender certifying that the person who signed the tender is an authorised person to sign on behalf of the bidder. Undertaking on Bidder organisation letterhead along with board resolution to be enclosed.
8. The bidder shall have Quality Certificate (ISO 9001:2015). Copy of valid Certificate to be submitted and validity should remain up to completion of job.
9. The bidder shall not have been blacklisted by any State/Central Government or PSU Organization or bilateral/multilateral funding agencies for breach of ethical conduct or fraudulent practices as on date of submission of the proposal. Declaration on bidder's letter head to be submitted.
10. The bidder shall submit Bid Form (Section – E) duly signed by the authorized signatory of the company as per the format enclosed. Deviation in format may not be accepted.
11. The bidder should have a fully working software development centre at Kolkata for at least the last five financial years (2018-19, 2019-20, 2020-21, 2021-22 & 2022-23). Work order issued in the name of the said office be enclosed along with trade license in support of the compliance.
12. The bidder shall submit NIT Declaration for Bidder (Section – O) duly signed by the authorized signatory of the company as per the format enclosed. Deviation in format may not be accepted.

# WEBEL TECHNOLOGY LIMITED

## SECTION – C

### DATE AND TIME SCHEDULE

<b>Sl. No.</b>	<b>Particulars</b>	<b>Date &amp; Time</b>
1	Date of uploading of N.I.T. & other Documents (online) (Publishing Date)	11.09.2024
2	Documents download/sale start date (Online)	11.09.2024
3	Last Date and time of sending the queries (Offline)	14.09.2024 at 16.00 hrs.
4	Pre-Bid Meeting at WTL Office (Off Line)	18.09.2024 at 12.00 hrs.
5	Corrigendum, if any will be published (On Line)	-
6	Bid Submission start date & time (On line)	24.09.2024 at 14.00 hrs.
7	Last Date & time of submission of Earnest Money Deposit & submission of remittance details	Before Uploading of Tender
8	Last Date & time of submission of Tender Fee & submission of remittance details	Before Uploading of Tender
9	Bid Submission closing date & time (On line)	01.10.2024 at 13.00 hrs.
10	Bid opening date & time for Technical Proposals (Online)	03.10.2024 at 13.00 hrs.
11	Date of uploading the final list of Technically Qualified Bidder (online) after disposal of appeals, if any	-
12	Date for opening of Financial Bid (Online)	-

# WEBEL TECHNOLOGY LIMITED

## SECTION – D

### INSTRUCTIONS TO BIDDER

#### 1. DEFINITIONS

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

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

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

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

“**Contract**” is used synonymously with Agreement.

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

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

“**Default Notice**” means the written notice of Default of the Agreement issued by one Party to the other.

“**Installation**” means installation of supplied Hardware & Software.

“**Fraudulent Practice**” means a misrepresentation of facts in order to influence a procurement process or the execution of a Contract and includes collusive practice among Bidders (prior to or after Bid submission) designed to establish Bid prices at artificial noncompetitive levels and to deprive the benefits of free and open competition.

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

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

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

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

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

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

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

“**Similar Nature of Work**” Design, Development, migration of data, integration with other module (through API), maintenance & on premises support of e-Governance Applications and Hosting it in the MeitY approved Cloud.

# WEBEL TECHNOLOGY LIMITED

“**Project**” means Design, Development, migration of data, integration with other module (through API), maintenance & on premises support of e-Governance Applications and Hosting it in the State Data Centre, Govt. of West Bengal or in Cloud under the control of NEW TOWN KOLKATA DEVELOPMENT AUTHORITY.

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

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

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

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

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

“**Period of Agreement**” means 3 years from the date of Final commissioning of the Project.

“**Requirements**” shall mean and include schedules, details, description, statement of technical data, performance characteristics, standards (Indian as well as International) as applicable and specified in the Contract.

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

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

“**Uptime**” means the time period when specified services are available with specified technical and service standards as mentioned in section titled 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.

## 2. PRE BID MEETING

Pre Bid Meeting will be held on 18.09.2024 at 12.00 hrs. (On-Line Meeting). Bidder can send their queries as per format (Section - I) to Purchase Department (purchase@wtl.co.in). Only the queries received within the stipulated date prior to the Pre Bid Meeting will be answered. Interest bidders are requested to send mail to (purchase@wtl.co.in) for participation of online pre-bid meeting. Based on request WTL will share meeting id / links for meeting. If there is any change in date and time then will inform.

## 3. COST OF BIDDING

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

## 4. BID DOCUMENT

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

## 5. AMENDMENT OF BID DOCUMENT

# WEBEL TECHNOLOGY LIMITED

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

## 6. MODIFICATION AND WITHDRAWAL OF BIDS

The bidder cannot modify or withdraw its bid after submission.

## 7. LANGUAGE OF BID & CORRESPONDENCE

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

## 8. BIDDER'S SOLUTION

The bidders are requested to study the Bill of Material supplied with this document carefully. While working out the solution the bidder has to work with the 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.

## 9. EARNEST MONEY DEPOSIT (EMD)& TENDER FEE

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

## 10. REFUND OF EMD

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

## 11. FORFEITURE OF EMD

EMD made by Bidder may be forfeited under the following conditions:

If Bidder withdraws the proposal before the expiry of validity period.

During the evaluation process, if a Bidder indulges in any such activity as would jeopardize the process, the decision of WTL regarding forfeiture of EMD shall be final and shall not be called upon question under any circumstances.

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

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

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

The decision of WTL regarding forfeiture of EMD shall be final and shall not be called upon to question under any circumstances, besides, forfeiture of EMD even the Bidder will be deferred from 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

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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 month more than the warranty period. All delivery of the material will have to be completed within 30 days from the date of acceptance of contract and the contractor has to ensure all activities leading to the commissioning of the contract to be completed within 90 days from the date of award. Subsequent to the award of contract, the contractor will have to arrange for the requisite material as per BOM.

## 15. TIME SCHEDULE FOR DELIVERY AND INSTALLATION

Sl No	Activity	Time Line (In Days)
1	Date of Issuance of LOA to the bidder	T
2	Mutation (Record of Titles)	T+30
3	Property Tax	T+60
4	Booking of all Assets of NKDA	T+75
5	Permission for Advertisement	T+90
6	Central Grievance System	T+105
7	Building Plan Sanction/Re-Sanction/Renewal/OC/POC/Work Diary Module and Integration with Fire Department and Airport Authority	T+120
8	Trade License	T+150
9	Rent collection of all rental properties of NKDA	T+165
10	SWM fees and charges for bulk users	T+190
11	Restoration Charges	T+220
12	Birth and Death (Integration with Health Department)	T+240
13	Parking Management System and fees collection	T+255
14	Lifting of C and D waste Charges	T+270
15	NoC for Conversion	T+300
16	Integration with Silpa Sathi, IGR, ICCC and other services	T+315
17	Water Charges for Commercial and Bulk Users; demand and collection	T+325
18	Pay and Employee Management System (Establishment)	T+340
19	Annual Account and Balance Sheet	T+355
20	Budget (Finance Module)	T+370
21	Stock and Inventories of Properties of NKDA	T+380
22	Digital Record Room and Library (Integration)	T+400

\* From the date of awarding the LOA to the Bidder

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

## 16. LOCATION FOR DELIVERY & INSTALLATION

NEW ADMINISTRATIVE BUILDING OF NEW TOWN KOLKATA DEVELOPMENT AUTHORITY

## 17. LIQUIDATED DAMAGE / PENALTY

Refer to Scope of Work

Vendor Termination Clause: -

i. Termination possibility of MSI in the case of multiple cases of failure to meet SLA terms beyond

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monthly commitments for 6 continuous months

WTL reserves the right to terminate the contract and WTL will get the job completed by any other competent party. The difference of cost incurred by WTL will be recovered from the contractor and PBG will be invoked.

## 18. LIABILITY

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

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

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

## 19. PATENTS & COPYRIGHT

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

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

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

## 20. SUSPENSION OF WORK

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

## 21. TERMS OF PAYMENT

Payment terms will be on back-to-back basis, i.e., payment will be made only on receipt of payment from relevant customer, Newtown Kolkata Development Authority. Module wise payment to be made on completion of UAT by NKDA.

## 22. GOVERNING LAWS

This contract should be governed by and interpreted by Arbitration clause in accordance with Laws in force in India. The courts at Kolkata shall have exclusive jurisdiction in all matters arising under the contract. The selected vendor shall keep himself fully informed of all current national, state and municipal law and ordinances. The selected vendor shall at their own expense, obtain all necessary

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permits and license and pay all fees and taxes required by law. These will be selected vendor's entire obligation regarding any claim of infringement. The selected vendor hereto agrees that it shall comply with all applicable union, state and local laws, ordinances, regulations and codes in performing its obligations hereunder, including the procurement of licenses, permits certificates and payment of taxes where required. The selected vendor shall establish and maintain all proper records (particularly, but without limitation, accounting records) required by any law, code/practice of corporate policy applicable to it from time to time including records and returns as applicable under labor legislation.

## **23. CORRUPT OR FRAUDULENT PRATICES**

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.

## **24. BINDING CLAUSE**

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

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

## **25. WORKMEN'S COMPENSATION**

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

## **26. CONTRACTOR'S EMPLOYEES**

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

## **27. SAFETY MEASURES**

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

## **28. EQUIPMENT**

All tools & tackles necessary for the work shall have to be procured by the contractor unless otherwise specified elsewhere in these tender documents. The equipment used by the contractor for a particular work must be appropriate for the type of work. The contractor shall maintain the equipment used on the work properly so that they are in good working condition. In no case shall the contractor use defective or imperfect equipment in the work. The contractor shall arrange to replace or repair all

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defective equipment so that the progress of the work is not hampered. No defective equipment should be left at the site of work and the department shall not be responsible for any loss or damage to any of these equipments during the course of the execution of the work.

## 29. SUB-CONTRACT

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

## 30. TERMINATION FOR DEFAULT

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

## 31. BANKRUPTCY

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

## 32. FORCE MAJEURE

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

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

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

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

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

- Constitute a default or breach of the contract.

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

## 33. INSURANCE COVERAGE

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

## 34. WARRANTY

The bidder will provide warranty support of the solution(s) for 36 months from the date of completion of Security audit of the solution. The Solution provider would be responsible for the up keep and maintenance of the solution under the scope of work during the entire warranty period, i.e., 36 months from the date of final acceptance of the system.

## 35. WARRANTY SUPPORT

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

## 36. PERFORMANCE BANK GUARANTEE (PBG)

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

## 37. SI/BIDDER/CONTRACTOR'S RESPONSIBILITIES

Refer Section – A (SCOPE OF WORK)

## 38. NO WAIVER OF RIGHTS

Neither the inspection by WTL or any of their agents nor any order by WTL for payment of money or any payment for or acceptance of the whole or any part of the works by WTL, nor any extension of time, nor any possession taken by WTL shall operate as a waiver of any provision of the contract or of any power reserved to WTL, or any right to damages here in provided, nor shall any waiver of any breach in the contract be held to be a waiver of any other subsequent breach.

## 39. ENFORCEMENT OF TERMS

The failure of either party to enforce at any time any of the provision of this contract or any rights in respect thereto or to exercise any option here in provided shall in no way be construed to be a waiver to such provisions, rights or options or in any way to affect the validity of the contract. The exercise by either party of any of its rights herein shall not preclude or prejudice either party from exercising the same or any other right it may have hereunder.

## 40. PERIOD OF VALIDITY OF OFFER

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

## 41. TAXES & DUTIES

- The prices shall be inclusive of all taxes & levies including GST and other statutory duties as applicable. Rate of taxes should be indicated separately in the Price Bid.
- Contract Price specified in Price Bid should be based on the taxes & duties and charges prevailing at the date one day prior to the last date of Bid submission.
- Statutory deduction, wherever applicable, shall be made from invoice as per government rules. Necessary certificate will be issued for such deductions.

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- Bidder submitting a bid shall produce valid statutory documents / certificates with respect to GST, Income Tax, ROC, Prof. Tax, Trade License, etc. All such documents / certificates shall remain valid on the last date of tender submission.
- In case of inter-state transaction, WTL will provide "Waybill". However, statutory charges, if any will be borne by the bidder.
- GST component of the invoice of the bidder may be kept on hold in case there is any mismatch / irregularity in GST return filing on the part of the bidder.

## 42. DISCREPANCIES IN BID

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

## 43. BID DUE DATE

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

## 44. LATE BID

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

## 45. OPENING OF BID BY WTL

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

## 46. CONTACTING WTL

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

## 47. WTL'S RIGHT TO REJECT ANY OR ALL BIDS

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

## 48. BID CURRENCIES

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

## 49. PRICE

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

## 50. CANVASSING

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

## 51. NON-TRANSFERABILITY OF TENDER

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This tender document is not transferable.

## 52. FORMATS AND SIGNING OF BID

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

## 53. WITHDRAWAL OF BID

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

## 54. INTERPRETATION OF DOCUMENTS

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

## 55. SPLITTING OF THE CONTRACT AND CURTAILMENT OF WORK

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

## 56. PREPARATION OF TENDER

Tender shall be submitted in accordance with the following instructions:

- a) Tenders shall be submitted in the prescribed forms. Digital signatures shall be used. Where there is conflict between the words and the figures, the words shall govern.
- b) All notations must be in ink or type written. No erasing or overwriting will be permitted. Mistakes may be crossed out and corrections typed or written with ink adjacent thereto and must be initialed in ink by the person or persons signing the tender.
- c) Tenders shall not contain any recapitulation of the work to be done. Alternative proposals will not be considered unless called for. No written, oral, telegraphic or telephonic proposals for modifications will be acceptable.
- d) Tenders shall be uploaded as notified on or before the date and time set for the opening of tenders in the Notice Inviting Tenders.
- e) Tenders subject to any conditions or stipulations imposed by the bidder are liable to be rejected.
- f) Each and every page of the tender document must be signed with company seal by the bidder.

## 57. PRE-DISPATCH INSTRUCTION

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

## 58. CLARIFICATION OF BIDS

During evaluation of the bids, the Customer/Tender Committee, at its discretion may ask the bidder for clarification of its bid. The request for the clarification and the response shall be in writing (fax/email) and no change in the substance of the bid shall seek offered or permitted.

## 59. COMPLIANCE WITH LAW

The contractor hereto agrees that it shall comply with all applicable union, state and local laws, ordinances, regulations and codes in performing its obligations hereunder, including the procurement of licenses, permits certificates and payment of taxes where required.

The contractor shall establish and maintain all proper records (particularly, but without limitation, accounting records) required by any law, code/practice of corporate policy applicable to it from time to time including records and returns as applicable under labor legislation.

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## 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. FINAL INSPECTION

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

## 62. SITE INSPECTION

Bidder can inspect (at their own cost) the sites if required, for which they have to take necessary permission from WTL in writing. WTL will take at least four days to organize such permission.

## 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. SERVICE LEVEL SUPPORT - MATRIX

### Purpose

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

The benefits of these SLAs are to:

1. Trigger a process that applies the Client and the IA's management attention to some aspect of performance when that as pact drops below an agreed upon threshold, or target.
2. Makes explicit the expectations that the Client has for performance
3. Helps the Client control the levels and performance of IA's service

This Service Level Agreement is between the IA and the Client. For purposes of this Service Level Agreement, the definitions and terms as specified in the contract along with the following terms shall have the meanings set forth below:

1. "Availability" shall mean the time for which the services and facilities offered by the Client are available for conducting operations from the Service Recipient Body's Property Tax Module.
2. Days: All working and Non-working days (365 days in a Calander year)
3. 24\*7 means three shifts of 8 hours every day. This is applicable for all seven days of the week without any non-working days.
4. Non-working days: Saturday, Sunday and Public Holidays declared by the Management

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### Categorization

The SLA has been logically segregated in the following categories:

1. Implementation phase
2. System Availability
3. System Performance
4. Incident Management

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

### System Availability

#	Measurement	Definition	Target	Penalty
1.	Availability of all the citizen services	Availability of citizen services for at least 99.9% of time measured on a monthly basis for a 24*7*365 time period	95% requests within the limit of 5 Seconds	No Penalty
			> 95 % & >=93% within the limit of 5 seconds	0,5%
			>93% & >=91% within the limit of 5 seconds	1%
			>=91% & >=89% within the lime of 5 seconds	2% For each additional drop of 1% in performance below 89%, 1% of Quarterly payment of Operations & Maintenance cost shall be levied as additional penalty.
2.	Average time for Submission of data by the Client Users	Response time of System measured at data center	95% requests within the limit of 3 Seconds	No Penalty
			> 95 % & >=93% within the limit of 3 seconds	0.1% of the contract value

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			>93% & >=91% within the limit of 5 seconds	0.2% of the contract value
			>=91% & >=89% within the lime of 3 seconds	2% For each additional drop of 1% in performance below 89% , 1% of Quarterly payment of Operations & Maintenance cost shall be levied as additional penalty.

### System Performance

#	Measurement	Definition	Target	Penalty
1.	Average time for transactions by citizens including attachment uploading	Response time of system measured at data center	95% requests within the limit of 5 Seconds	No Penalty
			> 95 % & >=93% within the limit of 5 seconds	0,5%
			>93% & >=91% within the limit of 5 seconds	1%
			>=91% & >=89% within the lime of 5 seconds	2% For each additional drop of 1% in performance below 89% , 1% of Quarterly payment of Operations & Maintenance cost shall be levied as additional penalty.
2.	Average time for Submission of data by the Client Users	Response time of System measured at data center	95% requests within the limit of 3 Seconds	No Penalty
			> 95 % & >=93% within the limit of 3 seconds	0.1% of the contract value
			>93% & >=91% within the limit of 5 seconds	0.2% of the contract value
			>=91% & >=89% within the lime of 3 seconds	2% For each additional drop of 1% in performance below 89% , 1% of Quarterly payment of Operations & Maintenance cost shall be levied as additional penalty.

### Integrated Management

Severity	Definition
<b>Critical</b>	Showstoppers involving major failure in the system/solution. There are no usable workarounds available to troubleshoot the problem.
<b>High</b>	Users face severe functional restrictions in the system/solution irrespective of the cause. Workarounds are time consuming.
<b>Medium</b>	Moderate functional restrictions in the system/solution irrespective of the cause. Has convenient and readily available workaround. Affects a few matters
<b>Low</b>	Requiring cosmetic functional changes. Does not require any workaround. It may include user query/suggestions but has no business impact.

## WEBEL TECHNOLOGY LIMITED

#	Severity	Definition	Target	Penalty
1.	Critical	The response time for each Critical issue is 4 hours and time to fix issue is 24 hours. 95% of the critical issues MUST lie within the SLA. This service level will be monitored on quarterly basis	95% requests within the targeted time	No Penalty
			> 90 % & >=95%	Rs. 5000 per incident
			<85% & >=90% within the limit of 5 seconds	Rs. 7500 per incident
			<85%	Rs. 10000 per incident
2.	High	The response time for each Critical issue is 8 hours and time to fix issue is 48 hours. 95% of the critical issues MUST lie within the SLA. This service level will be monitored on quarterly basis	95% requests within the targeted time	No Penalty
			> 90 % & >=95%	Rs. 2000 per incident
			<85% & >=90% within the limit of 5 seconds	Rs. 3000 per incident
			<85%	Rs. 5000 per incident
3.	Moderate	The response time for each Critical issue is 24 hours and time to fix issue is 3 working days. 95% of the critical issues MUST lie within the SLA. This service level will be monitored on quarterly basis	95% requests within the targeted time	No Penalty
			> 90 % & >=95%	Rs. 2000 per incident
			<85% & >=90% within the limit of 5 seconds	Rs. 3000 per incident
			<85%	Rs. 5000 per incident
4.	Low	The response time for each Critical issue is 48 hours and time to fix issue is 5 working days. 95% of the critical issues MUST lie within the SLA. This service level will be monitored on quarterly basis	95% requests within the targeted time	No Penalty
			> 90 % & >=95%	Rs. 2000 per incident
			<85% & >=90% within the limit of 5 seconds	Rs. 3000 per incident
			<85%	Rs. 5000 per incident

**Note:**

1. IA need to provide Application performance monitoring tool to monitor the above SLAs. The tool shall provide dashboard access for integrated view of SLAs to the Client project in charge.
2. The maximum penalty due to delay in performance during implementation Phase will be 10% of the milestone value.
3. The maximum penalty for operations phase shall be 10% of quarterly O&M value.
4. Information Ownership  
All information processed, stored or transmitted by service provider be longs to the Client. The service provider understands that civil, criminal, or administrative penalties may apply for failure to protect information appropriately.
5. Publicity  
Any Publicity by the service provider in which the name of the Service Recipient Body is to be used be done only with the explicit written permission of the Service Recipient Body.
6. Privacy & Security Safeguards  
The Service provider shall not publish or disclose in any manner, without the Clients prior written consent, the details of any security safeguards designed, developed, or implemented by the

## WEBEL TECHNOLOGY LIMITED

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

### 7. Non-Disclosure Information

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

## 65. 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 HC/WTL at its discretion may extend the deadline for the submission of Bids.
- m) The Court of Kolkata only will have the jurisdiction to deal with and decide any legal matters or dispute whatsoever arising out of the contract.

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## SECTION – E

### BID FORM

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

To

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

**Sub: Design, Development, migration of data, integration with other module (through API), maintenance & on premises support of e-Governance Applications and hosting it in the State Data Centre, Govt. of West Bengal or in Cloud under the control of NEW TOWN KOLKATA DEVELOPMENT AUTHORITY.**

Dear Sir,

1. We the undersigned bidder/(s), having read and examined in details the specifications and other documents of the subject tender no. WTL/NKDA/DDM/24-25/008 dated 11.09.2024, do hereby propose to execute the job as per scope of work as set forth in your Bid documents.
2. The prices of all items stated in the bid are firm during the entire period of job irrespective of date of completion and not subject to any price adjusted as per in line with the bidding documents. All prices and other terms & conditions of this proposal are valid for a period of 180 (one hundred eighty) days from the date of opening of bid. We further declare that prices stated in our proposal are in accordance with your bidding.
3. We confirm that our bid prices include all other taxes and duties and levies applicable on bought out components, materials, equipments and other items and confirm that any such taxes, duties and levies additionally payable shall be to our account.
4. Earnest Money Deposit & Tender Fee: We have transferred EMD amount & Tender Fee online through e-Tender portal.
5. We declare that items shall be executed strictly in accordance with the specifications and documents irrespective of whatever has been stated to the contrary anywhere else in our proposal. Further, we agree that additional conditions, deviations, if any, found in the proposal documents other than those stated in our deviation schedule, save that pertaining to any rebates offered shall not be given effect to.
6. If this proposal is accepted by you, we agree to provide services and complete the entire work, in accordance with schedule indicated in the proposal. We fully understand that the work completion schedule stipulated in the proposal is the essence of the job, if awarded.
7. We further agree that if our proposal is accepted, we shall provide a Performance Bank Guarantee of the value equivalent to ten percent (10%) of the 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.

Thanking you, we remain,

**WEBEL TECHNOLOGY LIMITED**

Yours faithfully

.....  
Signature

.....  
Name in full

.....  
Designation

**Signature & Authorized Verified by**

.....  
Signature

.....  
Name in full

.....  
Designation

.....  
Company Stamp

Dated, this .....day of .....2024

# WEBEL TECHNOLOGY LIMITED

## SECTION – F

### TECHNO COMMERCIAL EVALUATION & AWARDING OF CONTRACT

#### 1. EVALUATION PROCEDURE

- The Eligibility Criteria (Section - B) will be evaluated by EOI Committee and those qualify will be considered for further evaluation.
- The EOI Committee would evaluate the Techno Commercial Evaluation. In order to facilitate the evaluation, the marking scheme presented is an indication of the relative importance of the evaluation. Bidders securing a minimum of 70% marks in the Techno Commercial Evaluation for qualifying technical evaluation.
- Bidders after qualifying in Techno Commercial Evaluation will only be considers for Financial Bid Evaluation.
- Bidder should clearly mention the page no or identification mark for contents of the document. The document submitted should mention all their respective submission as per RFP with proper page no. or identification marking

#### 2. EVALUATION CRITERIA

##### **Techno Commercial Evaluation**

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

SI No	Technical Evaluation Criteria	Points
1	<b>Similar software Solution</b> The bidder should have successful and live implementation with any of the State/PSUs/Govt. Statutory Bodies/Councils in the country, covering Municipal E-governance solution  Single order value $\geq$ 90 lakhs- 10 marks Cumulative value of 2 orders $\geq$ 60 lakhs- 5marks  (Proper Evidence should be submitted)	10
2	<b>Certification ISO 9001 Marks=5 or Certification ISO 9001 + ISO 270001 Marks=10</b>	10
3	<b>Experience in Govt. Sector/PSUs/Govt. Statutory Bodies</b> The bidder should have received at least 3(Three)orders pertaining to web portal development (out of which at least 1 of them should be workflow based solution project) in the Govt sector/ PSUs/ Govt. Statutory bodies/ councils/ULBs  2 to 5 Orders=5 marks More than 5 orders=15 marks (Completion certificate/ Live URL should be submitted / specified)	15
4	<b>Large Project Implementation</b> The bidder should have implemented web based software projects in the State Govt./Municipal Corporations/ULBs/Development Authorities having the following number of registered assesses Projects with $\leq$ 50K registered assesse=10 marks Projects with $>$ 50K to $\leq$ 1Lakhs registered assesse=15 marks Projects with $\geq$ 1 lakhs registered assesse =25 marks (Live URL dashboard screenshot should be submitted)	25

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5	<b>Implementation Approach and Methodology</b>	15
6	<b>Software Solution Demonstration</b> Demonstration of the proposed solution	25
		100

All claims to be supported by relevant documents / certificates. Onus of substantiating claims lies with the bidder.

### 3. FINAL EVALUATION

Financial bid of the qualified bidders shall be downloaded on the scheduled date & time in the presence of the Tender Committee. Final evaluation will be done among the short listed bidders in accordance with Quality & Cost and will involve both Techno Commercial & Financial Evaluation with the following weight-age.

A	Techno Commercial Evaluation	70%
B	Financial Evaluation	30%

Commercial Bid Score (BS) will be calculated for each responsive bid using the following formula which permits a comprehensive assessment of the bid price and techno commercial merits of each bid.

$$BS = \frac{TC}{TTC} \times 0.70 + \frac{LBP}{BP} \times 0.30$$

Where

- BS - Evaluated Bid Score
- BP - Amount of Bid Price of bidder
- LBP - Lowest Amount of Bid Price of bidder
- TC - Techno Commercial Score awarded to bidder
- TTC - Total Techno Commercial Score (100 marks in this case)

The bid with the highest Evaluated Bid Score (BS) among the responsive bids shall be most responsive bid.

### 4. AWARDING OF CONTRACT

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

### 5. POST QUALIFICATION

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

### 6. PRESENTATION

The presentation to given in front of the Tender Committee. The date, time and venue of the presentation for the qualified bidders will be intimated in due course.

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## SECTION – G

### GUIDANCE FOR E-TENDERING

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

1. **Registration of Bidder:**

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

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

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

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

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

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

5. **Submission of Tenders:**

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

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

**Techno Commercial Cover:**

**Technical Document1**

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

**Technical Document2**

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

**Financial Cover:**

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

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

Sl. No.	Category Name	Sub Category Name	Sub Category Description
A	CERTIFICATES	A1. CERTIFICATES	<ul style="list-style-type: none"> <li>• GST Registration Number</li> <li>• PAN</li> <li>• Document as per Section – B</li> </ul>
B	COMPANY DETAILS	B1. COMPANY DETAILS 1	<ul style="list-style-type: none"> <li>• Document as per Section – B</li> <li>• Declaration as per Section – B</li> </ul>
		B2. COMPANY DETAILS 2	<ul style="list-style-type: none"> <li>• Company Profile (Not more than 3 pages)</li> <li>• ISO Certificate as per Section –B</li> </ul>
C	CREDENTIAL	CREDENTIAL 1	<ul style="list-style-type: none"> <li>• Order copies as per Section – B</li> </ul>
		CREDENTIAL 2	<ul style="list-style-type: none"> <li>• Product brochure</li> <li>• Other documents, if any</li> </ul>
D	DECLARATION	DECLARATION 1	<ul style="list-style-type: none"> <li>• List of Clients as per format (Section –M)</li> <li>• Financial Capability of Bidder as per format (Section – J)</li> </ul>
		DECLARATION 2	<ul style="list-style-type: none"> <li>• Document as per Section – B</li> <li>• Other documents, if any</li> </ul>
		DECLARATION 3	<ul style="list-style-type: none"> <li>• Bidder's Details as per format (Section – K)</li> <li>• Document of Section - F</li> </ul>
		DECLARATION 4	Details of Order as per format (Section – I)
		DECLARATION 5	Declaration as per Section – B
F	FINANCIAL INFO	P/L & BALANCE SHEET 2018-2019	P/L & BALANCE SHEET 2018-2019
		P/L & BALANCE SHEET 2019-2020	P/L & BALANCE SHEET 2019-2020
		P/L & BALANCE SHEET 2020-2021	P/L & BALANCE SHEET 2020-2021
		P/L & BALANCE SHEET 2021-2022	P/L & BALANCE SHEET 2021-2022
		P/L & BALANCE SHEET 2022-2023	P/L & BALANCE SHEET 2022-2023

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## SECTION – H

### BILL OF MATERIAL

SL	Job Description	Qty	Unit	Rate (Rs)
1	Date of Issuance of LOA to the bidder	1	Job	
2	Mutation (Record of Titles)	1	Job	
3	Property Tax	1	Job	
4	Booking of all Assets of NKDA	1	Job	
5	Permission for Advertisement	1	Job	
6	Central Grievance System	1	Job	
7	Building Plan Sanction/Re-Sanction/Renewal/OC/POC/Work Diary Module and Integration with Fire Department and Airport Authority	1	Job	
8	Trade License	1	Job	
9	Rent collection of all rental properties of NKDA	1	Job	
10	SWM fees and charges for bulk users	1	Job	
11	Restoration Charges	1	Job	
12	Birth and Death (Integration with Health Department)	1	Job	
13	Parking Management System and fees collection	1	Job	
14	Lifting of C and D waste Charges	1	Job	
15	NoC for Conversion	1	Job	
16	Integration with Silpa Sathi, IGR, ICCC and other services	1	Job	
17	Water Charges for Commercial and Bulk Users; demand and collection	1	Job	
18	Pay and Employee Management System (Establishment)	1	Job	
19	Annual Account and Balance Sheet	1	Job	
20	Budget (Finance Module)	1	Job	
21	Stock and Inventories of Properties of NKDA	1	Job	
22	Digital Record Room and Library (Integration)	1	Job	
23	AMC 1 <sup>st</sup> year(refer to detail Scope of Work)	1	Job	
24	AMC 2 <sup>nd</sup> year (refer to detail Scope of Work)	1	Job	
25	AMC 3 <sup>rd</sup> year (refer to detail Scope of Work)	1	Job	

# WEBEL TECHNOLOGY LIMITED

## SECTION – I

### DETAILS OF ORDER EXECUTED BY BIDDER

(Tender No. WTL/NKDA/DDM/24-25/008 dated 11.09.2024)

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

Authorized Signatory (Signature In full): \_\_\_\_\_

Name and title of Signatory: \_\_\_\_\_

Stamp of the Company: \_\_\_\_\_

- a. Type of Project shall indicate the implementation of services (Quality Control of Digitized archival records and final submission).
- b. Scope of work shall indicate whether it is scanning, editing and final submission.
- c. Submit Customer Order Copy details of the order indicating the project value, customer contact details, project completion certificate, customer satisfaction certificate etc.

# WEBEL TECHNOLOGY LIMITED

## SECTION – I

### FINANCIAL CAPABILITY OF BIDDER

(Tender No. WTL/NKDA/DDM/24-25/008 dated 11.09.2024)

#### FINANCIAL INFORMATION

Sl. No.	Name of the Bidder	Turnover (Rs. / Crores)				
		2018-19	2019-20	2020-21	2021-22	2022-23
1						

Authorized Signatory (Signature In full): \_\_\_\_\_

Name and title of Signatory: \_\_\_\_\_

Stamp of the Company: \_\_\_\_\_

# WEBEL TECHNOLOGY LIMITED

## SECTION – K

### BIDDERS'S DETAILS

(Tender No. WTL/NKDA/DDM/24-25/008 dated 11.09.2024)

1	Name of the Firm	
2	Registered Office Address	
	Contact Number	
	Fax Number	
	E-mail	
3	Correspondence / Contact address	
	Name & Designation of Contact person	
	Address	
	Contact Number	
	Fax Number	
4	Is the firm a registered company? If yes, submit documentary proof	
	Year and Place of the establishment of the company	
6	Former name of the company, if any	
7	Is the firm <ul style="list-style-type: none"><li>▪ a Government/ Public Sector Undertaking</li><li>▪ a propriety firms</li><li>▪ a partnership firm (if yes, give partnership deed)</li><li>▪ a limited company or limited corporation</li><li>▪ a member of a group of companies, (if yes, give name and address and description of other companies)</li><li>▪ 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.</li></ul>	
8	Is the firm registered with Sales Tax department? If yes, submit valid GST Registration certificate.	
9	Is the firm registered for Service Tax with Central Excise Department (Service Tax Cell)? If yes, submit valid Service Tax registration certificate.	
10	Total number of employees. Attach the organizational chart showing the structure of the organization.	
11	Are you registered with any Government/ Department/ Public Sector Undertaking (if yes, give details)	
12	How many years has your organization been in business under your present name? What were your fields when you established your organization	
13	What type best describes your firm? (Purchaser reserves the right to verify the claims if necessary) <ul style="list-style-type: none"><li>▪ Manufacturer</li><li>▪ Supplier</li><li>▪ System Integrator</li><li>▪ Consultant</li><li>▪ Service Provider (Pl. specify details)</li><li>▪ Software Development</li><li>▪ Total Solution provider (Design, Supply, Integration, O&amp;M)</li><li>▪ IT Company</li></ul>	
14	Number of Offices in district headquarters in West Bengal	
15	Is your organization having ISO 9001:2015 certificates?	
16	List the major clients with whom your organization has been / is currently associated.	

## WEBEL TECHNOLOGY LIMITED

17	Have you in any capacity not completed any work awarded to you? (If so, give the name of project and reason for not completing the work)	
18	Have you ever been denied tendering facilities by any Government / Department / Public sector Undertaking? (Give details)	

Authorized Signatory (Signature In full): \_\_\_\_\_

Name and title of Signatory: \_\_\_\_\_

Company Rubber Stamp: \_\_\_\_\_

# WEBEL TECHNOLOGY LIMITED

## SECTION – L

### PRE-BID MEETING QUERY

(Tender No. WTL/NKDA/DDM/24-25/008 dated 11.09.2024)

Name of the Bidder:

Queries

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

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

Authorized Signatory (Signature In full): \_\_\_\_\_

Name and title of Signatory: \_\_\_\_\_

Company Rubber Stamp: \_\_\_\_\_



# WEBEL TECHNOLOGY LIMITED

## SECTION – N

### PROFORMA FOR PERFORMANCE BANK GUARANTEE

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

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

Ref ..... Bank Guarantee no.....

Date.....

#### PROFORMA OF BG FOR SECURITY DEPOSIT

KNOW ALL MEN BY THESE PRESENTS that in consideration of WEBEL TECHNOLOGY LIMITED, a Government of West Bengal Undertaking incorporated under the Companies Act, 1956 having its Registered office at Plot - 5, Block BP, Sector V, Kolkata-700 091 (hereinafter called "The Purchaser") having agreed to accept from \_\_\_\_\_ (hereinafter called "The Contractor") Having its Head Office at \_\_\_\_\_, a Bank guarantee for Rs. \_\_\_\_\_ in lieu of Cash Security Deposit for the due fulfillment by the Contractor of the terms & conditions of the Work Order No. \_\_\_\_\_ dated \_\_\_\_\_ issued by the Purchaser for \_\_\_\_\_ (hereinafter called "the said work order \_\_\_\_\_ dated \_\_\_\_\_"). We \_\_\_\_\_ (Name & detailed address of the branch) (hereinafter called "the Guarantor") do hereby undertake to indemnify and keep indemnified the Purchaser to the extent of Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_) only against any loss or damage caused to or suffered by the Purchaser by reason of any breach by the Contractor of any of the terms and conditions contained in the said Work Order No. \_\_\_\_\_ dated \_\_\_\_\_ of which breach the opinion of the Purchaser shall be final and conclusive.

(2) AND WE, \_\_\_\_\_ DO HEREBY Guarantee and undertake to pay forthwith on demand to the Purchaser such sum not exceeding the said sum of \_\_\_\_\_ Rupees \_\_\_\_\_) only as may be specified in such demand, in the event of the Contractor failing or neglecting to execute fully efficiently and satisfactorily the order for \_\_\_\_\_ Work Order no. , \_\_\_\_\_ dated \_\_\_\_\_

(3) WE \_\_\_\_\_ further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said order as laid down in the said Work Order No. \_\_\_\_\_ dated \_\_\_\_\_ including the warranty obligations and that it shall continue to be enforceable till all the dues of the Purchaser under or by virtue of the said Work Order No. \_\_\_\_\_ dated \_\_\_\_\_ have been fully paid and its claims satisfied or is charged or till the Purchaser or its authorized representative certified that the terms and conditions of the said Work Order No. \_\_\_\_\_ dated \_\_\_\_\_ have been fully and properly carried out by the said contractor and accordingly discharged the guarantee.

(4) We \_\_\_\_\_ the Guarantor undertake to extend the validity of Bank Guarantee at the request of the contractor for further period of periods from time to time beyond its present validity period failing which we shall pay the Purchaser the amount of Guarantee.

(5) The liability under the Guarantee is restricted to Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_) only and will expire on \_\_\_\_\_ and unless a claim in writing is presented to us or an action or suit to enforce the claim is filled against us within 6 months from \_\_\_\_\_ all your rights will be forfeited and we shall be relieved of and discharged from all our liabilities (thereinafter)

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

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

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

## WEBEL TECHNOLOGY LIMITED

\_\_\_\_\_ (Rupees \_\_\_\_\_) only and our guarantee shall remain in force up to \_\_\_\_\_ and unless a demand or claim under the guarantee is made on us in writing on or before \_\_\_\_\_ all your rights under the guarantee shall be forfeited and we shall be relieved and discharged from all liabilities there under.

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

SIGNED, SEALED AND DELIVERED

\_\_\_\_\_  
(Stamp of the executants)

WITNESS

1) \_\_\_\_\_

2) \_\_\_\_\_

(Name & address in full with Rubber Stamp)

# **WEBEL TECHNOLOGY LIMITED**

## **INSTRUCTIONS FOR FURNISHING BANK GUARANTEE**

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

**WEBEL TECHNOLOGY LIMITED**

**SECTION – O**

**NIT DECLARATION FOR BIDDER**

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

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

**Sub: Design, Development, migration of data, integration with other module (through API), maintenance & on premises support of e-Governance Applications and Hosting it in the State Data Centre, Govt. of West Bengal or in Cloud under the control of New Town Kolkata Development Authority.**

Dear Sir,

We the undersigned bidder/(s) declare that we have read and examined in details the specifications and other documents of the subject Tender No. WTL/NKDA/DDM/24-25/008 dated 11.09.2024 for Design, Development, migration of data, integration with other module (through API), maintenance & on premises support of e-Governance Applications and Hosting it in the State Data Centre, Govt. of West Bengal or in Cloud under the control of New Town Kolkata Development Authority published by Webel Technology Limited in e-Tender website.

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

Thanking you, we remain

Yours faithfully

.....  
Signature

.....  
Name in full

.....  
Designation

.....  
Company Stamp

Dated, this.....day of.....2024

# WEBEL TECHNOLOGY LIMITED

## SECTION – P

### COMPLIANCE DOCUMENTS OF ELIGIBILITY CRITERIA

(Tender No. WTL/NKDA/DDM/24-25/008 dated 11.09.2024)

SL NO	Eligibility Criteria	Compliance (Yes / No )	Documents Attached at Page No of Technical Bid
1	The bidder must be a company registered under Companies Act, 1956/2013 or Partnership or LLP or OPC or Proprietary Firm at least seven plus years. Documentary evidence to be submitted.		
2	The bidder should have their presence in at Kolkata with own office for minimum period of five continuous years. Valid proof should be submitted along with the bid.		
3	The bidder should have valid GST Registration Number & PAN. Bidder shall have to submit photocopy of the documents.		
4	The bidder should have minimum 5+ years of experience in Govt/PSU/Govt Statutory bodies providing software design, development & implementation and technical support services. Copy of work order to be enclosed.		
5	Bidder should have a successful implementation with any of the state/central PSUs/Departments/govt statutory bodies covering any Cloud based workflow system. The following documents shall be enclosed- Copy of self-certified work orders Brief project write up		
6	Bidder should have cumulative turnover of not less than 5 crore in the last five financial years (2018-19, 2019-20, 2020-21, 2021-22 & 2022-23). Copy of Balance sheet should be submitted.		
7	Authorization letter from the bidder must be enclosed with the tender certifying that the person who signed the tender is an authorised person to sign on behalf of the bidder. Undertaking on Bidder organisation letterhead along with board resolution to be enclosed.		
8	The bidder shall have Quality Certificate (ISO 9001:2015). Copy of valid Certificate to be submitted and validity should remain up to completion of job.		
9	The bidder shall not have been blacklisted by any State/Central Government or PSU Organization or bilateral/multilateral funding agencies for breach of ethical conduct or fraudulent practices as on date of submission of the proposal. Declaration on bidder's letter head to be submitted.		
10	The bidder shall submit Bid Form (Section – E) duly signed by the authorized signatory of the company as per the format enclosed. Deviation in format may not be accepted.		
11	The bidder should have a fully working software development centre at Kolkata for at least the last five financial years (2018-19, 2019-20, 2020-21, 2021-22 & 2022-23). Work order issued in the name of the said office be enclosed along with trade license in support of the compliance.		
12	The bidder shall submit NIT Declaration for Bidder (Section – O) duly signed by the authorized signatory of the company as per the format enclosed. Deviation in format may not be accepted.		

Authorized Signatory (Signature In full): \_\_\_\_\_