

**Request for Proposal for Implementation
of Document Management System for
Commercial Tax Directorate,
Government of West Bengal**

**Tender No. WTL/CT/DMS/13-14/006
Dated: 22/10/2013**

**Webel Technology Limited
(A Government of West Bengal Undertaking)
Block – BP, Plot - 5, Sector – V, Salt Lake City
Kolkata – 700 091**

SHORT TENDER NOTICE

Sealed Tender documents are invited for Implementation of Document Management System for Commercial Tax Directorate (CTD), Government of West Bengal from reputed System Integrators having sufficient experience and credentials for successful completion of **Document Management System** in a Government Department/PSU/Autonomous Body or any reputed organization.

1	Tender No. & Date	WTL/CT/DMS/13-14/006 dated 22.10.2013
2	Tender Version	1.0
3	Brief description of material	Implementation of Document Management System for Commercial Tax Directorate (CTD), Government of West Bengal
4	Tender document Fee	10000.00 (Rupees Ten thousand only) in the form of Demand Draft from any Scheduled bank in favour of Webel Technology Limited payable at Kolkata
5	Earnest Money Deposit	1500000.00 (Rupees Fifteen Lakh only) in the form of Demand Draft from any Scheduled bank in favour of Webel Technology Limited payable at Kolkata
6	Date of Publishing of the Tender Document & Website	23.10.2013 Websites- www.wtl.co.in , www.wbcomtax.gov.in
7	Date and Time for submission of Queries	31.10.2013 at 14.00 hrs The queries shall be submitted in the format as provided in the RFP (Section – P). Queries will be sent Mr. Arunava Saha, Manager (Purchase) (wtlpurchase@gmail.com) & copy to Mr. Debasis Majumdar (debasis.wtl@rediffmail.com) Each Bidder shall send only one e-mail containing the Pre-Bid Queries, as per format. In case of more than one e-mail, only the queries provided in the first e-mail shall be considered.
8	Last date & time of Tender Submission	12.11.2013 at 14.00 hrs.
9	Date of opening of Tender (Technical)	12.11.2013 at 14.30 hrs.
10	Bid Submission & Bid Opening venue	Webel Technology Limited (A Government of West Bengal) Block – BP, Plot – 5, Sector – V, Salt Lake City, Kolkata – 700 091
11	Submission of RFP document Fee	Demand Draft of Rs.10000.00 (Rupees Ten thousand only) is to be submitted along with the bid document. DD will be in favour of Webel Technology Limited payable at Kolkata. Webel Technology Limited (A Government of West Bengal) Block – BP, Plot – 5, Sector – V, Salt Lake City, Kolkata – 700 091 Non submission of Draft (Tender document fee) will lead to summarily rejection of Bid document. Bidders who have deposited the tender document fee of Rs.10000/- in connection with Tender no. WTL/CT/DMS/13-14/005 is not required to deposit the fee again.
12	Contact Persons	Mr. Arunava Saha (Manager- Purchase) – 23673403-06 (Extn – 212)

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SECTION – A

INTRODUCTION & OBJECTIVE OF THE PROJECT

1.1. INTRODUCTION

Every year thousands of dealers file their return with the Commercial Tax Directorate (CTD), from which some are selected by the directorate for further assessment and scrutiny. In the process, the dealers are asked to submit various documents related to their business activities in hard-format (original/photo copies). This result in huge pile of physical records at the directorate's office makes it very difficult for the CT officials to manage and process the files and consumes almost 30%+ (approx. based on departmental estimate) of total floor space within the CTD HQ. The judicial mandate to preserve the files for 12 years before the current year and subsequent litigation process compounds the problem of file storage, retrieval and search of relevant information.

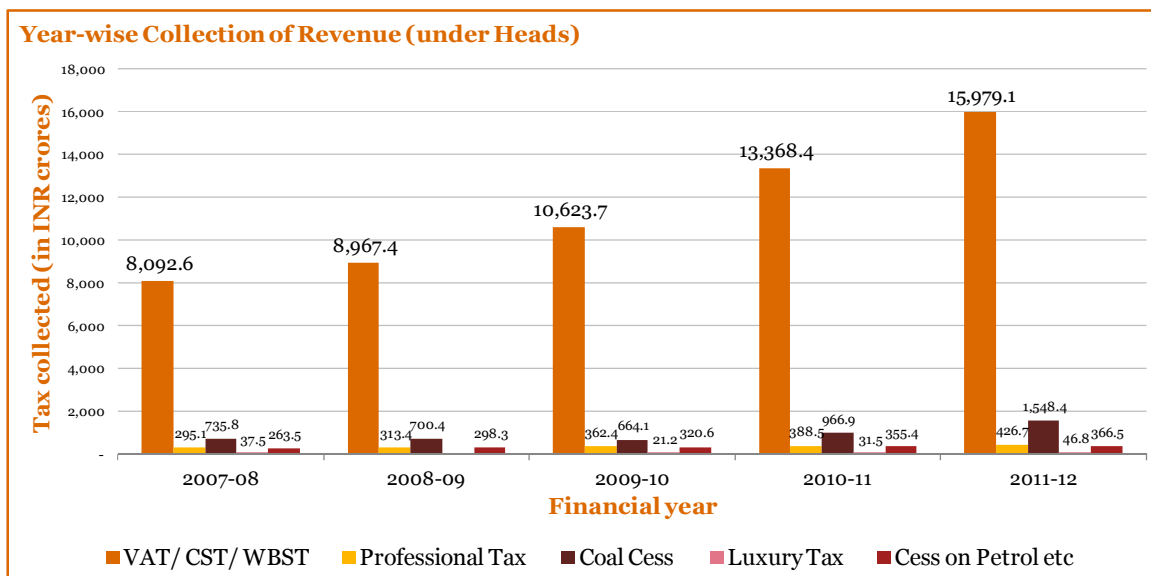
Secondly, the current process of information management is mostly manual, majorly on the account of physical records, except generation of some of the notices and orders through the application IMPACT being used by CTD. Though the records are maintained charge-wise, the bulky records pose great difficulty for the CTD officials in the processing of the files especially at the time of retrieving old files and searching relevant records within such voluminous files. This is accentuated by other related issues such as misplacement and loss of records, physical navigation etc. This practically makes the supervisory control of such large number of files in a time bound manner a Herculean task, for the senior management (JCCCT onwards) of CTD.

1.2. ABOUT THE DEPARTMENT

The Commercial Tax Directorate (CTD), headed by the Commissioner (CCT), works under Finance Department, Government of West Bengal (WB). The objective of the organization is revenue administration of the Commercial Taxes of Acts Government of West Bengal.¹

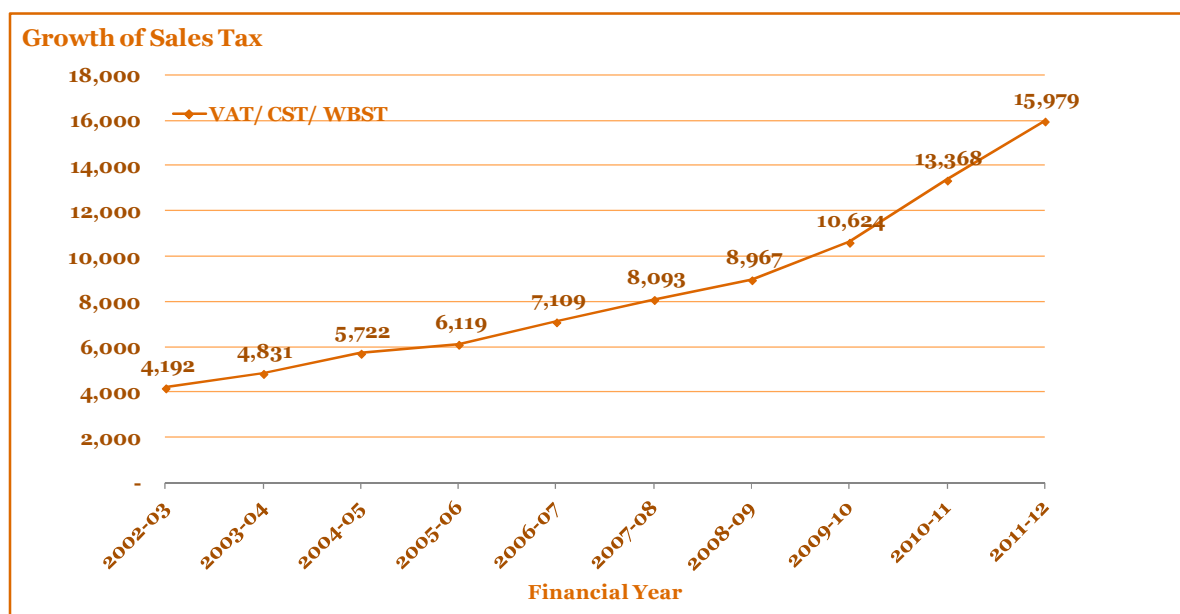
The CTD in the state of West Bengal is divided into 16 Circle offices. In addition to those Circle offices, there is a Corporate Division at Kolkata where the large taxpayers are assessed. Each circle comprises of a few number of charge offices, which are the unit offices, mainly responsible for collection of Commercial Tax Revenue. Presently there are 67 charge offices altogether in the state, each headed by a Joint Commissioner. The Sr. Jt. Commissioner, posted at a Circle is in-charge of administration and heads the Circle. There are also wings under the Corporate Division. CCT heads the organisation with other officers like Special Commissioners, Addl. Commissioners and Jt. Commissioners working directly under him. The Corporate Division is headed by an Addl. Commissioner.

The rate of Growth % in tax collection in West Bengal is higher than the national average of growth % in sales tax collection during the last 2 years. The following graph represents the growth in Tax Revenue collection on a Yearly basis: The graph clearly suggests a steady growth in a steady growth in revenue collection under the VAT/CST/West Bengal Sales Tax head over the last few years:

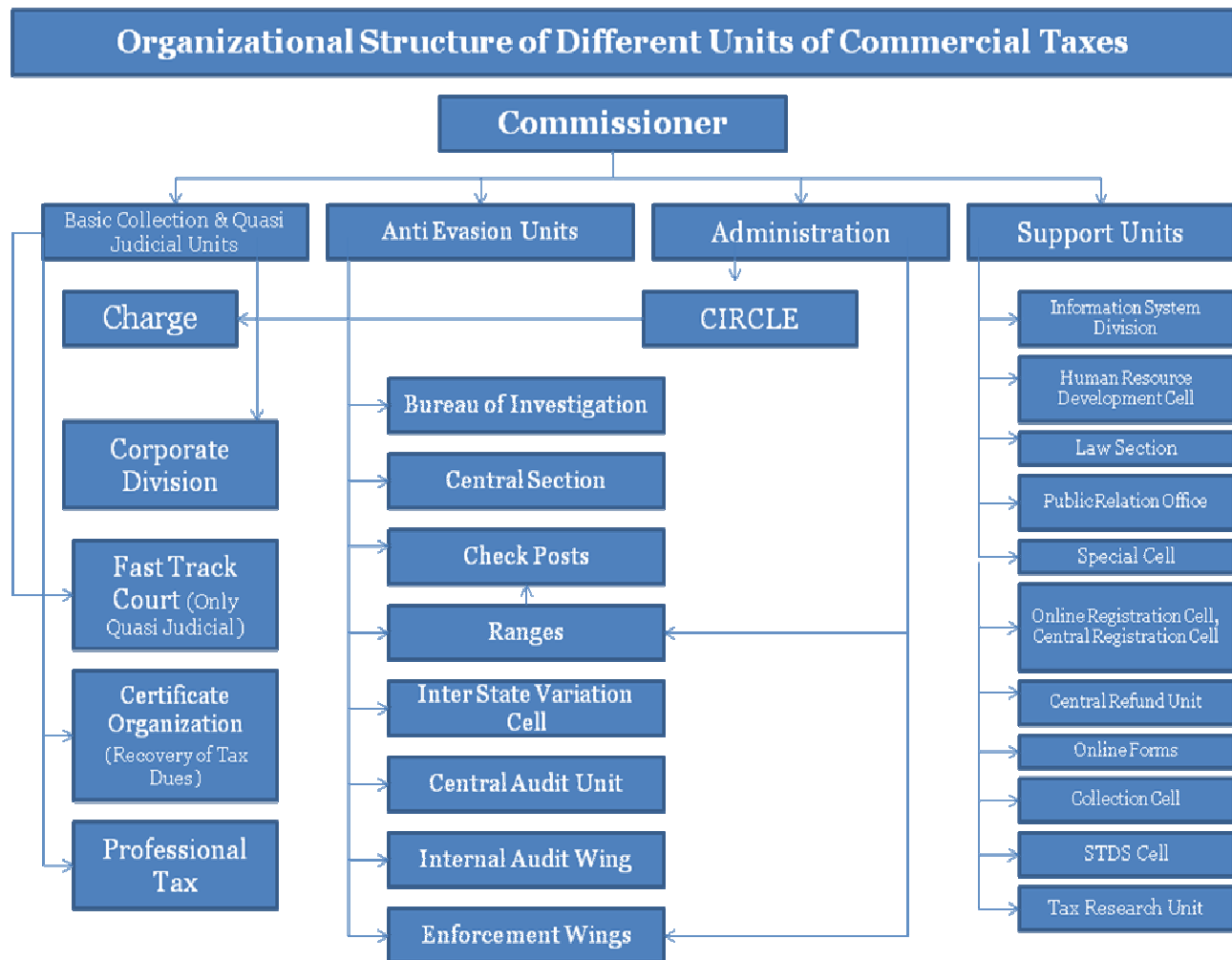


Introduction of computerization in the West Bengal CTD was made in 1989. The Directorate has also gone through a process of evolution in application of Information & Communication Technology (ICT). The early steps in 2001 were necessitated with the introduction of Value Added Tax (VAT) System from some later date. As VAT system generates huge volumes of data for processing and to act upon, it was comprehended that the success of the system, depended largely on timely processing of reliable data, so generated. The legacy Information Technology System was therefore required to be upgraded for successful introduction of VAT in the State. NIC developed, designed and implemented a web based application having 3-tier architecture and named this solution as IMPACT. Although major modules, like registration, returns, payments, refunds, issuance of statutory forms etc. are automated in IMPACT, the assessment module in this the application is currently at a nascent stage, having the basic feature to generate initiation order, hearing notice, demand notice and assessment order. The rest of the process for this module is currently undertaken manually.

The following table shows growth in tax collection in West Bengal in recent years.



Hierarchical Structure

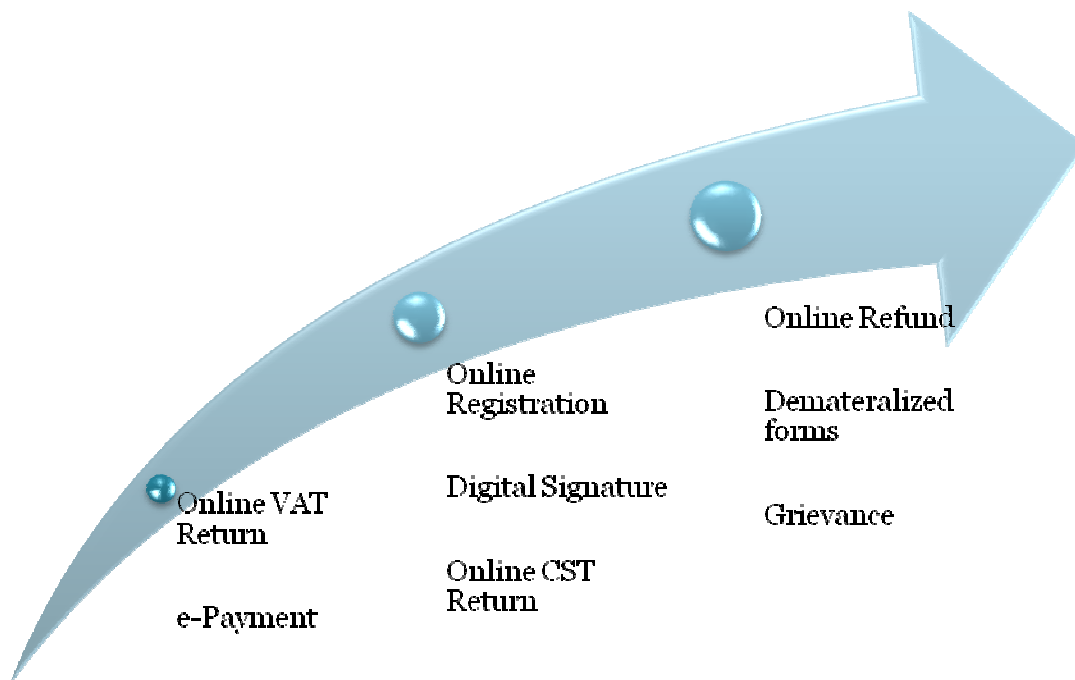


Roll out of IMPACT Application

Commercial Taxes Directorate has rolled out hosts of services with huge success. Information Section Division is responsible for the management (planning, implementation and monitoring) of all the IT/ICT projects to be implemented in CTD, WB. It spearheads the digital transformation to bring the mission critical e-services.

West Bengal is the only state in the country to have made e- registration mandatory, de-materialized Registration Certificate and dispensed with prior hearing of the dealer before grant of registration.

The web application went through various phases of implementation. The Initial launch had the minimum number of functionalities. Gradually various features were added to that running application which catered to different services provided by the directorate. Most of the modules were launched on a pilot basis in which a few dealers were initially selected and mandated for using the online mode instead of the manual mode.



IMPACT Information Management for Promotion of Administration in Commercial Taxes caters to registration, return, revenue administration, monitoring of goods including waybill, transit documents, central declaration forms etc.

A brief of the capability and features of the IMPACT application are shown below:

Summary of the Modules	
Registration Module	Processing of the dealers' registration application
	Amendment of RC/Generation of new Registration Certificate
	Amalgamation/Demerging of registered dealers
	Transfer of Registered Dealers
	Restoration of cancelled RC
Waybill Module	Scrutiny of Waybill Utilization
	Orders for issue of Waybill
	Verification of the Waybill (at the check posts)
	Cancellation of waybill
	Transit Declaration
Return Module	Inbuilt Scrutiny of Returns
	Generation of defaulters list
	Generation of Notice-Form 20
Assessment/Audit Module	Random selection of dealers for selective assessment and Audit
Central Declaration Form	Scrutiny of the Utilization
	Issue of Central Declaration forms
MIS Module	MIS Reports generation: Query and Reports on all modules

Circles	Charges	Circles	Charges
Corporate Division Barabazar	Corporate Division	Kolkata South	Ballygunge
	Chinabazar		Beliaghata
	Monoharkatra		Bhabanipur
	N S Road		New Market
	Rajakatra		Park Street
	Strand Road		Taltala

Chowringhee	Esplanade	24 parganas	Barasat
	Fairley Place		Barrackpore
	Lal Bazar		Belgachhia
	Lyons Range		Cossipore
	N D Sarani		Salt Lake
	Radhabazar		Ultadanga
Dharmatala	Amratala	Kolkata North	Beadon Street
	Armenian Street		Burtola
	Bow Bazar		Jorabagan
	Chandney Chowk		Jorasanko
	College Street		Manicktola
	Colootola		Postabazar
	Ezra Street	Shyambazar	
	Princep Street	Bally	Bally
	Sealdah		Salkia
	Srirampur		
Behala	Alipore	Jalpaiguri	Cooch Behar
	Baruipur		Jalpaiguri
	Behala		
	Budge Budge	Asansol	Asansol
	Diamond Harbour		Purulia
Howrah	Howrah	Durgapur	Bankura
	Kadamtala		Bardhaman
	Shibpur		Durgapur
	Suri		
Medinipur	Medinipur	Siliguri	Darjeeling
	Tamluk		Siliguri
Raiganj	Balurghat	Baharampur	Baharampur
	Malda		Krishnagar
	Raiganj		

1.3. OBJECTIVE OF THE PROJECT

The Commercial Tax Directorate (CTD), Government of West Bengal, is planning to address this problem with a help of a Document Management System (DMS). The proposed solution would be addressing the document storage, cataloging, indexing, and searching needs of the directorate. It also plans to digitize the assessment/ appeal files for the assessment year 2009-2010, which have approximately 80,000 files spread across West Bengal in its HQ and various charge offices. CTD seeks a bidder to design/ develop/ configure a proven solution to digitize the assessment/appeal records from the assessment year 2012-2013 onwards.

The objective of this assignment is to improve the operational efficiency and effectiveness in processing of assessments/appeals. This DMS initiative would act as a facilitator to bring all the files, on a common platform for tracking the assessment files faster, designing an inbuilt workflow, better monitoring and information dissemination for the CTD officials. The system would help in better communication between the CTD officials, dealers and other stakeholders. The system would generate automated alerts (emails/ SMS), ease/ convenience for dealers for online submission of information and monitoring the status of their records. The system would also result in huge savings of expensive office space for the directorate and reduced consumption of paper.

The current state of assessment files lying with the department poses huge concerns around their bulkiness, physical degradation in due course of time, virtual inaccessibility owing to the numbers and location, lack of quick retrieval of the intended documents, time-consuming file-movement process from the assessment to the appellate authorities, delayed communication between the directorate and the dealer. Thus DMS, apart from digitising the existing manual records, aims at bridging the gap in communication between the dealer and the directorate

The proposed solution would have the following features:

- An array of utility features like document tracking, cataloguing, searching, library management to trace and refer to a particular file for the assessment process.
- Enabling security and protection of the existing documents available with the department.
- Easy, anywhere and anytime access to digitized records (both Information & Transactional). Enables officials to work from anywhere, anytime.
- Ensures the timely handling of important cases.

SECTION – B

INSTRUCTION TO BIDDER

1. DEFINITIONS

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

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

“Agreement” means the Agreement to be signed between the successful bidder and Commercial Tax Directorate 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 Commercial Tax Directorate signs the agreement for supply, install, commission and render services for the systems.

“Contract” is used synonymously with Agreement.

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

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

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

“Installation” Shall means installation of supplied Hardware, System Software, Software and associated accessories, implementation and integration of achieve functional objective define in the RFP.

“Fraudulent Practice” means a misrepresentation of facts in order to influence a procurement process or the execution of a Contract and includes collusive practice among Bidders (prior to or after Bid submission) designed to establish Bid prices at artificial non-competitive levels and to deprive the Commercial Tax Directorate and eventually Gov. of W. Bengal of the benefits of free and open competition.

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

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

“GoI” shall stand for the Government of India.

“GoWB” means Government of West Bengal

“NDC” means National Data Center

“WBSDC” means West Bengal State Data Centre

“NIC” means National Informatics Centre

“Installation” means that the laying down and installation of the Solution in accordance with this Contract.

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

“Project” Implementation of Document Management System for Commercial Tax Directorate, Government of West Bengal.

“Project Implementation” means Project Implementation as per the testing standards and acceptance criteria prescribed by Client or its nominated agencies.

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

“Implementation Period” shall mean the period from the date of signing of the Agreement and up to the issuance of Final Acceptance Certificate for the project.

“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 5 years from the date of Final acceptance 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.

“CTD” mean Commercial Tax Directorate

“WBCTD” mean West Bengal Commercial Taxes

“CTAX” mean Commercial Taxes

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

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

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

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

"WTL" means Webel Technology Limited a Gov. of W. Bengal undertaking.

"Software Application" means the application designed, developed / customized, tested and deployed by the Bidder for the purposes of the Project and includes the source code (in case of Bespoke development) along with associated documentation, which is the work product of the development efforts involved in the Project and the improvements and enhancements effected during the term of the Project, but does not include the proprietary software components and tools deployed by the Bidder.

"Business Hours" shall mean the working time for WBCTD which is 10:00 AM to 5:00 PM. Again for Servers and other components which enable successful usage of DMS solution the working time should be considered as 24 hours for all the days of the week. It is desired that IT maintenance, other batch processes (like backup) etc. should be planned so that such backend activities have minimum effect on the performance.

"Confidential Information" means all information including WBCTD Data (whether in written, oral, electronic or other format) which relates to the technical, financial and business affairs, which is disclosed to or otherwise learned by the Bidder in the course of or in connection with this Agreement (including without limitation such information received during negotiations, location visits and meetings in connection with this Agreement).

"DMS" mean Document Management System.

"DMS Solution" Shall comprise of software, hardware and networking components used for implementation of Document Management System Project in West Bengal CTD.

"Deliverables" means the products, infrastructure and services agreed to be delivered by the Bidder in pursuance of the agreement as defined more elaborately in this RFP, Implementation and the Maintenance phases and includes all documents related to the user manual, technical manual, design, process and operating manuals, service mechanisms, policies and guidelines (such as security related, data migration related), inter alia payment and/or process related etc., source code and all its modifications.

"Successful Implementation / Go-Live" will mean:

- Successful deployment, commissioning and UAT of the DMS application modules implemented during the phase
- Successful Data digitization / migration after verification and approval by WBCTD or its constituted committees or representatives
- Training and Certification of all the trainees,
- Procurement, deployment and commissioning of the hardware at CTD locations required to support the functioning of modules of that Phase
- Achievement of the Service Levels as expected during that Phase

Acceptance / Sign off from WBCTD or its constituted committees or representatives.

"Intellectual Property Rights" means all rights in written designs and copyrights, moral rights, rights in databases and Bespoke Software/ Pre-existing work including its up-gradation systems and compilation rights (whether or not any of these are registered and including application for registration).

"Material Breach" means a breach by either Party (Client or Bidder) of any of its obligations under this Agreement which has or is likely to have an Adverse Effect on the Project which such Party shall have failed to cure.

"Parties" means Client and Bidder for the purposes of this Agreement and **"Party"** shall be interpreted accordingly.

“Services” means the services delivered to the Stakeholders of Client or its nominated agencies, employees of Client or its nominated agencies, and to professionals, using the tangible and intangible assets created, procured, installed, managed and operated by the Bidder including the tools of information and communications technology and includes but is not limited to the list of services specified in this RFP.

“Service Level” Means the level of service and other performance criteria which will apply to the Services delivered by the bidder.

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

“SLA” means the Performance and Maintenance SLA executed as part of the Master Service Agreement.

“WBCTD Data” means all proprietary data of the department or its nominated agencies generated out of operations and transactions, documents all taxpayers’ data and related information including but not restricted to user data which the Bidder obtains, possesses or processes in the context of providing the Services to the users pursuant to this Agreement.

2. SEALING, MARKING AND SUBMISSION OF BID

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

Bidders shall submit their bids in five parts each in separate sealed envelope super-scribed with RFP document number, due date, Project name (Implementation of Document Management System for Commercial Tax Directorate, GoWB) and nature of bid (Bid Security, Techno Commercial Bid or Price Bid).

Part – I: Bid Security, Tender document Fee & Bid Form (Section – D)

Part – II : Declaration of complying eligibility criteria (Section – S)

Part - III : Techno Commercial Bid complete with all details

Part - IV : Price Bid with full price details as per Format (Section – T)

Part – V : Soft copy in CD/DVD

The envelopes containing Part – I, Part – II, Part – III, Part – IV & Part – V of offer shall be enclosed in a large envelop duly sealed and super-scribed with RFP document number, due date, Project name (Supply, Installation & Commissioning of Computer Server, storage & Peripherals and Network Establishment for Commercial Tax Directorate, GoWB). The bidder shall seal & mark various parts of the proposal as follows:

A) Bid Security in one envelope super- scribed with words

“Bid Security, RFP Fee & Bid Form for Implementation of Document Management System for Commercial Tax Directorate, Government of West Bengal”.

B) Declaration in bidder’s letter head complying eligibility criteria duly signed and tamped along with copy of List of Documents Submitted (Section Q) in one envelop super scribed with words

“Declaration for Implementation of Document Management System for Commercial Tax Directorate, Government of West Bengal”.

This declaration is mandatory without which the bid will not be considered.

C) Techno Commercial Bid in one envelope super- scribed with words

“Techno Commercial Bid for Implementation of Document Management System for Commercial Taxes Directorate, Government of West Bengal”.

D) Price Bid in one envelope super- scribed with words

“Price Bid for Implementation of Document Management System for Commercial Taxes Directorate, Government of West Bengal”.

E) Soft copy of the full bid documents except Price Bid to be submitted by the bidder in CD/DVD in one envelop super scribed with words.

“Soft Copy of Implementation of Document Management System for Commercial Taxes Directorate, Government of West Bengal”.

This soft copy is mandatory without which the bid may not be considered.

F) All the envelopes shall be sealed in a covering envelop super-scribed with words

“Tender No.: WTL/CT/DMS/13-14/006 dated 22.10.2013, All Document & Price Bid for Implementation of Document Management System for Commercial Taxes Directorate, Government of West Bengal”.

Every envelope and forwarding letter of various parts of the proposal shall be addressed as follows:

**Webel Technology Limited
Plot-5, Block-BP, Sector-V
Salt Lake City,
Kolkata - 700 091.**

The envelope shall be sealed by signing across all joints & pasting good quality transparent adhesive tape on top of such joints & signatures with company seal. Proposals sent through telex/telegrams/fax/e-mail shall not be accepted. WTL shall not be responsible for delay on account of delivery by the postal authorities as well as courier companies. Such delivery shall be at the risk and cost of the bidder. If the envelopes are not sealed and marked as required above, WTL shall assume no responsibility for the proposal's misplacement or premature opening.

The sealed envelope containing Part – I, Part – II, Part – III, Part IV & Part – V must be delivered to the Purchase Department, Webel Technology Limited, Plot - 5, Block-BP, Sector – V, Salt Lake City, Kolkata - 700 091 through speed post/Courier or personally submit to Purchase (Manager) or his designated personnel on or before 14.00 hrs on 12.11.13 and collect a receipt for submission. No other mode of delivery shall be accepted. WTL will not be responsible for any postal delay.

3. QUERY

The last date of submission of queries is 31.10.2013 at 14.00 hrs. The queries shall be submitted in the format as provided in the RFP (Section – P). Queries will be sent Mr. Arunava Saha, Manager (Purchase) (wtlpurchase@gmail.com) & copy to Mr. Debasis Majumdar (debasis.wtl@rediffmail.com). Each Bidder shall send only one e-mail containing the Queries, as per format. In case of more than one e-mail, only the queries provided in the first e-mail shall be considered. No query/call will be accepted after the above date & time.

4. COST OF BIDDING

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

5. BID DOCUMENT

Bidder is expected to examine all instructions, forms, terms and requirement in the bid document. The invitation to bid together with all its attachment thereto shall be considered to be read, understood and

accepted by the bidder unless deviations are specifically stated in the seriatim by the bidder. Failure to furnish all information required by the bid document or a bid not substantially responsive to the bid document in every respect may result of the bid.

6. AMENDMENT OF BID DOCUMENT

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

7. MODIFICATION AND WITHDRAWAL OF BIDS

The bidder may modify or withdraw its bid after submission, if written notice of the modification or withdrawal is received by WTL before the deadline prescribed for bid submission. The bidder's modification shall be prepared, sealed, marked and dispatched as follows:

The bidders shall provide in original of any modification to its bid, clearly identified as such, in separate envelope duly marked Bid Modification. The envelope shall be duly marked Bid Modifications.

Other provisions concerning the marking and dispatch of bid modification shall be in accordance with the bid.

A bidder wishing to with draw its bid shall notify WTL in writing prior to the deadline prescribed for the bid submission. A withdrawal notice may be sent by post or the telefax followed by post confirmation post marked not later than the deadline for submission of bids. The notice of withdrawal shall be addressed to WTL at the address as mentioned/stated in the documents, bear the tender reference number and the words Bid Withdrawal Notice.

Bid Withdrawal Notice received after the bid submission deadline will be ignored and the submitted bid will be deemed to be a validity submitted bid. No bid may be withdrawn in the interval between the bid submission deadline and the expiration of the bid validity period specified in the RFP. Withdrawal of the bid during this interval may result in the bidder's forfeiture of its EMD, pursuant to this RFP.

8. LANGUAGE OF BID & CORRESPONDENCE

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

9. BIDDER'S SOLUTION

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

10. EARNEST MONEY DEPOSIT (EMD)

The firm shall furnish an EMD of 1500000.00 (Rupees Fifteen Lakh only) in the form of a demand draft from a Scheduled Bank payable at Kolkata and in favour of Webel Technology Limited. Any bid not accompanied with the EMD shall be rejected. The validity of EMD instrument will be initially 3 months, have to extend, if required.

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 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. EVALUATION PROCEDURE

- Bidders who have submitted the valid Bid Security, i.e., EMD, Tender Document Fee & Bid Form (Part – I) as per requirement shall be considered for further evaluation. Absence of these documents may lead to summary rejection of the bid.
- The Eligibility Criteria (Part – II) will be evaluated by Tender Committee and those qualify will be considered for further evaluation.
- The Tender Committee shall verify the Technical Specification (Technical Compliance Sheet, Section - K), of the items submitted by the bidder. Deviation in specification shall not be allowed. Bidder qualified in Technical Specification shall be considered for further evaluation.
- The Tender Committee would evaluate the Techno Commercial Evaluation for qualified bidders. 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 will only be considered for Price Bid evaluation.
- After qualifying in Techno Commercial Evaluation, qualified bidders will only be considered for Price Bid evaluation.

15. 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:

#	Evaluation Criteria/ Sub-Criteria	Description and Evaluation System	Point System	Max. Score
A	Past Experience			50
A1	Experience in DMS Implementation (Number of Projects executed)	<p>Max 5 Citations showcasing experience as bidder for enterprise DMS implementation involving the following scope of work :</p> <ul style="list-style-type: none"> IT infrastructure procurement, deployment, and commissioning Application customization and integration Capacity Building and Change Management Technical Support including Operations and maintenance Digitization/ Scanning of paper records 	<p>A citation would be termed 'valid' if it adequately fits to the requirement. Each valid Citation would carry upto 5 marks depending upon the coverage of the 5 areas under the column besides named "Description and evaluation system". Viz: A citation containing all the areas as sought for would be awarded 5 marks , while if a citation given by the bidder contains only 2-3 areas, it would be given 1 mark for each area.</p> <p>Bidder must provide as a supporting documentary proof in form of work orders confirming year and Area of activity, value of services to be delivered for each of the project, Completion Certificate (if applicable) from Client confirming year and value of Bidder's scope of work along with Reference details of the Client.</p>	25
A2	Experience in DMS Implementation (Value of Projects executed)	<p>Max 5 Citations showcasing experience as bidder for enterprise DMS implementation with project value \geq INR 1.5 Crores.</p>	<p>Each valid Citation would carry 3 marks at the max subject to the factor that "Project Value \geq INR 1.5 Crores". If the project value is less than INR 1.5 Crores, (for enterprise DMS application only). No marks would be awarded.</p> <p>Bidder must provide as a supporting documentary proof in form of work orders confirming year and Area of activity, value of services to be delivered for each of the project, Completion Certificate (if applicable) from Client confirming year and value of Bidder's scope of work along with Reference details of the Client. Total project cost should be provided.</p>	15

A3	Profile of the Bidding Organization	<p>Bidder's Financial, Organizational and Operational Capacity to undertake such project.</p> <ul style="list-style-type: none"> • Annual Turn Over • Employee Strength and Technical/ Managerial Capacity • Operational Network 	<p>The point scheme is as follows:</p> <p>Annual Turnover</p> <ul style="list-style-type: none"> • < INR 100 Crores == 1 marks • INR 100-200 Crores == 2 marks • INR 201-300 Crores == 4 marks • INR 301-500 Crores == 5 marks • >INR 500 Crores == 6 marks <p>-----</p> <ul style="list-style-type: none"> • Presence of a an operational office setup in Kolkata/ East – 2 marks • More than 500 employee strength – 2 marks • More than 200 employee strength – 1 marks 	10
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B	Quality of Resources proposed			20
B1	Project Management Team	Project Manager cum DMS expert	The organization should have adequate number of resources of the proposed skill-set to execute this project. The prime bidder is solely responsible for the successful execution of the project. Please refer to the Resource evaluative matrix for marking scheme	10
		DMS Expert		5
		System Architecture Expert/ Database Administrator		5
C	Product Compliance			30
C1	Product Compliance	The bidder's compliance to the functional specifications of the application, the technical specifications of Hardware/Software etc	Marks would be given by the evaluation committee on the basis of the response provided by the bidding organization to the compliance sheet. Refer to the Section 9, Bill of Material (Unpriced) and Annexure VI: Product Specification Sheet.	30

The bidder must give the proposed approach and methodology to be followed while it would implement the project.

D	Proposed Approach & Methodology			
D1	Project Solution	Requirements addressed as mentioned in different parts of the RFP, the quality of the solution, development/customization of DMS with integration needs, hardware & networking requirements proposed by the responding firm	Evaluation Committee will evaluate whether all the points/requirements mentioned in the RFP are addressed well	
D2	Overall Approach & Methodology	<p>Evaluation Committee will evaluate whether the implementation methodology is in line with the requirement. The important parameters being :-</p> <ul style="list-style-type: none"> - Proper understanding of the objectives of this project - Implementation strategy and approach towards meeting the objectives, - Redundancy and failover options - Plan for meeting the SLA norms - Probable risks and mitigation plans etc 	<p>In this section, the responding firm should:</p> <ul style="list-style-type: none"> - Explain the understanding of the project requirements, highlight the expected support from the State, approach to the services, SLA management methodology, methodology for carrying out the activities for expected output - Highlight the associated risks / problems and plans for mitigation and explain the technical approach it would adopt to address them - Explain the methodologies the responding firm proposes to adopt and highlight the compatibility of those methodologies with the proposed approach - Planning and Building Infrastructure, with system/network architecture diagram 	
D3	Detailed Work Plan	The description and quality of the work plan	Evaluation will be based on the detailed Project Plan including day wise, week wise activities with Work Breakdown Structures, Project estimates, milestones, deadlines etc.	
D4	Digitization/ Scanning of Historical Records	Proposed methodology for scanning /digitization of the huge volume of physical records as indicated in the scope of work requirement. Indicate the issues that can crop up during the execution of this activity and the support that is required from the department of commercial taxes.	Evaluation Committee will evaluate whether all the points/requirements mentioned in the RFP are addressed well and whether the approach is practical and proper methods have been identified for addressing the issues.	

Resource Evaluation Matrix				
Team Details	Academic qualifications	Total Experience in related field	Relevant certifications	Maximum Marks
Project Implementation Team				
Project Manager	BE / B. Tech/MCA with MBA/PGDM	(More than 3 DMS implementations) = 4 marks 2-3 DMS implementation = 3 marks 1 DMS implementation = 2 mark Profile of resource for the role of PM having experience in less than 5 years would be rejected. BE / B. Tech/MCA with MBA/PGDM from premier institute (IIM/ IIT.XLRI) - 1 mark Experience in implementing DMS solution (No. of projects ≥ 5) = 5 (No. of projects 3-4) = 3 (No. of projects 1-2) = 2		10
DMS Expert	BE / B. Tech / MCA/ MBA	<u>Marking</u> Experience in implementing DMS solution (No. of projects ≥ 5) = 5 (No. of projects 3-4) = 3 (No. of projects 1-2) = 2	NA	5
System Architecture Expert	BE / B. Tech / MCA/ MBA	No. of Projects handled as a System Architecture expert. At least 3 years of work experience is mandatory - 3 marks	Information Technology Architect Certification	5
Database Administrator	BE / B. Tech / MCA/ MBA	Minimum 4 years of work experience is mandatory - 2 marks	NA	

The bidder should propose resources having the following skill-set within the team and actively involve the PROPOSED resources only during the implementation of the project. The proposed resources can be replaced with the concurrence of the Nodal officer of the project.

Compulsory Technical Presentation			
The technically qualified bidders would be mandatory called for a technical presentation to portray their Understanding of the scope of work, approach and methodology for the same in front of the Technical evaluation committee.	The technically qualified bidders would give a presentation to the CCT, Addl CCT/ ISD, designated ISD officials and consultants.		

16. FINAL EVALUATION

Price bid of the bidders qualifying in the Techno Commercial bid evaluation will be evaluated. The bidder who has qualified in the Techno Commercial bid evaluation and returns with lowest quote in price bid would normally be awarded the contract subject to Post Qualification.

- I. Only fixed price bids indicating total price for all the deliverables and services specified in this bid document will be considered.
- II. The bid price will include all taxes and levies and shall be in Indian Rupees and mentioned separately.
- III. Any conditional bid would be rejected.
- IV. Errors & Rectification: Arithmetical errors will be rectified on the following basis: “
 - i) If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected.
 - ii) If there is a discrepancy between words and figures, the amount in words will prevail
 - iii) If the Bidders fail to provide pricing of any specific item (as per his Technical proposal/ Un-priced BoM), the maximum unit rate quoted for the said item by the rest of the Bidders will be added to the Bidder’s Price bid (for Proposal Evaluation purpose only). However in such case, the Bidder shall supply the said item to the Webel Technology Limited/WTL at no additional cost to the purchaser.
 - iv) For preparation of comparative Charts of Price bids, the total value i.e Rate plus tax quoted by the Bidder for each item will be considered. However, the Webel Technology Limited/WTL will pay the Bidder (successful) based on submission of relevant proof for the tax at actual or the quoted amount in the Bidder’s Price bid whoever is lower.”
- V. If there is no price quoted for certain material or service, the bid shall be declared as disqualified.
- VI. In the event that there are 2 or more bidders having the same value in the price bid, the bidder securing the highest technical score will be adjudicated as the “Best responsive bid” for award of the Project.

17. AWARDING OF CONTRACT

An affirmative Post Qualification determination will be prerequisite for award of the contract to the most overall responsive 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. WTL will award the contract to the successful bidder whose bid has been determined to be substantially responsive after final negotiation may held with the most responsive bidder, if required. This is a turnkey job in a nature, so bidder(s) to quote all the items mentioned in the tender document, which can ensure single point contact / sole responsibility of the bidder(s) towards project execution. The successful bidder (s) will have to give security deposit in the form of Performance Bank Guarantee.

18. 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, Commercial Tax Directorate 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.

19. 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. Subsequent to the award of contract, the contractor will have to arrange for the requisite material as per BOM.

20. TIME SCHEDULE FOR DELIVERY & INSTALLATION

S. No.	Project Activity	Deliverables	Timelines in days
System Study and Design			
1.	Project Kick off date	NA	T
2.	<ul style="list-style-type: none"> System Study – study the business processes and organization design of WBCTD along with relevant reports such as DPR, Annual report, etc Detailed assessment of functional requirements for DMS application 	<ul style="list-style-type: none"> i. A comprehensive System Study document ii. Updated FRS report including list of additional features that would result in further improvement in the overall application performance for consideration of the department iii. Detailed integration and interfacing model 	T+25
3.	System Solution Design	<ul style="list-style-type: none"> i. System Requirement Specification Report, ii. Detailed Design document including iii. Technical Architecture Document (Application, Network, and Security), iv. High Level Design (including but not limited to) <ul style="list-style-type: none"> a. Application architecture documents b. ER diagrams and other data modelling documents c. Logical and physical database design d. Data dictionary and data definitions e. Application component design including component deployment views, control flows, etc. v. Low Level Design (including but not limited to) <ul style="list-style-type: none"> a. Application flows and logic b. GUI design (screen design, navigation, etc.) c. Database architecture, including defining data structure, data dictionary d. Application Test Plans and Test Cases 	T+50
4.	Procurement of all IT (Hardware, Networking Software Components and System Software) infrastructure, Commissioning and operationalization.	<ul style="list-style-type: none"> v. Testing and User Acceptance of H/W and Networking Equipment 	T+50
5.	Procurement of DMS Licenses, development, Configuration & Customization of DMS application	<ul style="list-style-type: none"> vi. Source code finalization and sign off from the WBCTD 	T+100
6.	Integration with existing legacy applications such as IMPACT etc.		
7.	Testing of configured &	<ul style="list-style-type: none"> vii. Test Reports 	T+110

S. No.	Project Activity	Deliverables	Timelines in days
	deployed solution	viii. Overall load testing and modification	
8.	User Acceptance and Testing of DMS before roll out of the application	ix. UAT signoff	T+130
9.	Creation of User Manuals and handing over the same to the WBCTD officials + Uploading on the website.	x. Creation of User Manuals and handing over the same to the WBCTD officials + Uploading on the website.	T+130
10.	User Training on DMS application	xi. Results from examination test post training course	T+140
11.	Digitization of historical records (assessment files etc)	xii. Periodic (weekly) Status Reports indicating the extent of data digitized	T+150
12.	Go-Live* of the DMS application across the geographical locations under the purview of this project	xiii. Go-Live Acceptance from WB CTD xiv. Report on roll-out across State including overall Test Report	T+165
13.	Help desk setup	xv. Operational helpdesk	T+165
Post Implementation - Operation and Maintenance			
14.	Project Operation and Maintenance	xvi. Fortnightly Status Report on Project including SLA Monitoring Report and Exception Report xvii. Project Quality Assurance report xviii. Details on all the issues logged	3 Years from the date of "Go-Live"
15.	Warranty for Software/Hardware/Networking components		3 Years from the date of "Go-Live"

The system Go-live might be addressed to one particular charge, to start off with and then the subsequent roll-out can occur. It may be noted that T is the event marking the Kick-off date by the successful bidder, who is also called the System Integrator. The System Integrator has to design and implement a very detailed plan of implementation that seeks to execute several activities in parallel, adopts Critical Path method and commits additional resources to activities falling behind schedule so as to keep up with the overall deadline.

The "Go-Live" means that the DMS software is ready in all respect (designing, development, testing & implementation and can now is used by the Department users together as has been envisaged in the initial detailed Software Requirement Specifications document). "Go-Live" means the Go-Live of the DMS application hosted in the designated data centre and is capable of being used by the Department Personnel for uploading of documents or fetching the necessary document at ease across all the different charges.

It may be noted that the time schedule for each milestone shown in the table above would be enforced independently, even though some of them are inter-dependent. This would have a cascading effect of penalties for delays in all other milestones dependent on the precedent milestone. Therefore, the System Integrator will have to be extremely careful in establishing an excellent project management setup.

21. LIQUIDATED DAMAGE

The job includes the supply and installation of materials mentioned in the tender document. In the event of failure to meet the job completion in stipulated date/time liquidated damage may be imposed on the contractor for sum not less than 0.5% of the contract value for each week or part thereof, subject to a ceiling of 10% of the total contract value (including all taxes & duties and other charges). In the event of LD exceeds 10% of the order value, WTL reserves the right to terminate the contract and WTL will get the job completed by any other competent party. The difference of cost incurred by WTL will be recovered from the contractor.

22. PENALTY

It should be noted that suitable penalty, mentioned under 'Penalties' clause of this RFP (as mentioned in Section – U) would be charged to the System Integrator in case of delay from their end and would be finalized in the contract.

23. 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.

24. 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, i.e., Commercial Tax Directorate, Government of West Bengal. The payment will be in combination of both milestone based payment and QGR based payment. The QGR payment period will be through the contract period of 3 years. A schedule confirmed by the customer is depicted below:

Category	Payment- Milestone Based	Payment QGR Based	Remarks
Application S/W Customization-including the Integration Requirements	30% of Application customization on Successful approval of SRS Document/ Design Documents	10% of Total Application Customization cost will be paid through QGR for the contract period of 3 years. This payment would be regulated by the Nodal officer of the project based on successful execution of the project	QGR Payment will start from the date of successful completion of "System Go Live-Roll Out"
	30% of payment on successful integration completion in terms of the processes Assessment, Appeal, Audit and Enforcement.		
	30 % of payment on successful installation of the DMS application.		
Data Digitization/ e-Records	100 % of total number of assessment files to be digitized pertaining to the FY 2009-2010.	NA	QGR Payment will start from the date of successful completion of "System Go Live-Roll Out"
Hardware/ Servers	60% payment of the total Hardware & Software value will be made after successful delivery of Hardware and System Software with proper documentation. 35% payment of the total Hardware & Software value will be made after successful migration, go-live and starting of Facility Management Support.)	Rest 5% to be paid quarterly over 3 years (12 quarters)	If WBCTD is unable to provide site within 60 days of material delivery the 15% payment will be released on the vendor giving a written assurance that he will install and commission the HW free of cost once the site is made ready

System Software	85% of total System Software Cost on successful implementation	System Software Cost will be paid 6 months from the date of DMS application going live.	
Training	Milestone Based Payment#	NA	Please Refer to the separate table given below detailing the payment schedule for training activities
Post Implementation Support	NA	Entire Payment on the basis of QGR for the period of three years	QGR Payment will start from the date of successful Go-Live
Any other cost	-----	-----	Payment as per actual

#Payment Schedule for Training Activity

Activity No.	Milestone	% of Training fee (Maximum)
1.	Formulation of Training plan and Training Strategy document including the details of the training courses	10%
2.	Completion of DMS application specific Training	50%
3.	Completion of Change Management Training	25%
4.	Helpdesk hand holding technique	15%

Please note that the above is an indicative payment schedule for Training and the amount given is the maximum amount to be paid for completion of particular training milestone. The actual payment will be based on number of people trained on prorata basis.

Prices indicated for each quarter should include cost of all equipments for any specified site, cost of installation, configuring, erection, commissioning, making equipment and services fully operational, maintaining and providing service for the next 3 years thereafter and the application customization milestone. Bidder has to install brand new equipment at all sites. Refurbished and second hand equipment will not be accepted.

25. 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 non-performance 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.

26. 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 (which ever 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.

27. GOVERNING LAWS

This contract shall be governed by and interpreted in accordance with Laws in force in India. The courts at Kolkata shall have exclusive jurisdiction in all matters arising under the contract. The Contractor shall keep himself fully informed of all current national, state and municipal law and ordinances. The Contractor shall at their own expense, obtain all necessary permits and licensed and pay all fees and taxes required by law. These will be contractor's entire obligation regarding any claim of infringement.

28. WORKMEN'S COMPENSATION

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

29. 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.

30. 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.

31. EQUIPMENT

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

and the department shall not be responsible for any loss or damage to any of these equipments during the course of the execution of the work.

32. SUB-CONTRACT

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

33. 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.

34. 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.

35. FORCE MAJEURE

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

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

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

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

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

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

36. 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.

37. CORRUPT OR FRAUDULENT PRACTICES

The Tender Committee requires that the bidders under this Tender observe the highest standards of ethics during the procurement and execution of such contracts. For this purpose the definition of corrupt and fraudulent practices will follow the provisions of the relevant laws in force.

The Tender Committee will reject a proposal for award if it detects that the bidder has engaged in corrupt or fraudulent practices in competing for the contract in question.

The Tender Committee will declare a firm ineligible, either indefinitely or for a stated period of time, if it at any time determines that the firm has engaged in corrupt and fraudulent practices in competing for, or in executing, a contract.

38. 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.

39. WARRANTY

Warranty period of all deliverables Hardware & Software (including licenses) items five years from the final acceptance from the customer.

The Bidder/OEM will warranty that products supplied under the contract are newly made and are free from defects in the design, engineering and workmanship. The bidder would be responsible for the up keep and maintenance of the infrastructure and necessary deliverables under the scope of work during the entire warranty period, as mentioned in Bill of Material, from the date of final acceptance of the system by the customer. The bidder shall not, without the express prior written consent of WTL, assign to any third party of the contract or part thereof. Service support for the entire warranty period (Three years from the final acceptance from the customer) will be on site and comprehensive (including spares) and free of cost for the entire warranty period.

The SI should provide warranty of all hardware for 5 years from the date of installation/ acceptance by the customer. The SI should also provide warranty/ warranty support for all software procured (including DMS licenses) for 5 years from the date of Go-Live of the application.

The system implementation support provided by the SI and handholding would be for a period of three years from the date of Go-Live of the application. During this period, SI should give necessary Knowledge transition to WBCTD/ WTL nominated personnel and get a signoff from the nodal officer/ WBCTD on successful knowledge transition made to WBCTD/ WTL personnel.

40. WARRANTY SUPPORT

The equipment supplied will be warranted against bad workmanship and manufacturing defects, as mentioned in Bill of Material, from the dated of acceptance of the system whole or part. Service support for the entire warranty period will be on site and comprehensive (including spares and all software support) and free of cost for the entire warranty period. The bidder should have a call centre working for 24 X 7. The contact details of the call centre must be furnished along with the bid. Any call logged with the service centre must be given a running docket number to the person reporting the call. The call log as well as resolution details have to be submitted to WTL on a fortnightly basis. Non-receipt of report within the specific date would be treated as non-performance of the service obligation and subsequent extension of warranty. The average uptime averaged over each quarter should be as follows:

The bidder should locate his service personnel at West Bengal State Data Center, Salt Lake so that any call report is attended within the response time specified. If the uptime goes below the prescribed limit in any quarter, the same will be noted. At the scheduled end of the warranty period the total of such deviation will be done and the contractor will have to extend the warranty support by the default time. Any deviation from the above will attract penalty

As part of the warranty services the bidder (system integrator) shall provide:

- I. The bidder (system integrator) shall provide a comprehensive warranty and on-site free service warranty for 5 years from the date of Go Live for all equipment. The bidder (system integrator) shall obtain the five year product warranty and five year onsite free service warranty from OEM on all licensed software, networking equipment and other equipment for providing warranty support to Webel Technology Limited /WBCTD.
- II. The bidder (system integrator) shall provide the comprehensive manufacturer's warranty and support in respect of proper design, quality and workmanship of all hardware, equipment, accessories etc. covered by the RFP.
- III. The bidder (system integrator) must warrant all hardware, equipment, accessories, spare parts, software etc. procured and implemented as per this RFP against any manufacturing defects during the warranty period.
- IV. The bidder (system integrator) shall provide the performance warranty in respect of performance of the installed hardware and software to meet the performance requirements and service levels in the RFP.
- V. The bidder (system integrator) is responsible for sizing and procuring the necessary hardware and software licenses as per the performance requirements provided in the RFP. During the warranty period the bidder (system integrator) shall replace or augment or procure higher-level new equipment or additional licenses at no additional cost to the Webel Technology Limited/WTL in case the procured hardware or software is not adequate to meet the service levels.
- VI. Mean Time between Failures (MTBF): If during contract period, any equipment has a hardware failure (including servers) on four or more occasions in a period of less than three months, it shall be replaced by equivalent or higher-level new equipment by the bidder (system integrator) at no cost to Webel Technology Limited/WTL.
- VII. During the warranty period the bidder (system integrator) shall maintain the systems and repair / replace at the installed site, at no charge to Webel Technology Limited/WTL, all defective components that are brought to the SI's notice.
- VIII. Warranty should not become void, if Webel Technology Limited/WTL buys, any other supplemental hardware from a third party and installs it within these machines under intimation to the SI. However, the warranty will not apply to such supplemental hardware items installed.
- IX. The bidder (system integrator) shall carry out Preventive Maintenance (PM), including cleaning of interior and exterior, of all hardware and testing for virus, if any, and should maintain proper records at each site for such PM. Failure to carry out such PM will be a breach of warranty and the warranty period will be extended by the period of delay in PM.

- X. The bidder (system integrator) shall use the antivirus which is available at state. However in case there is a requirement to procure the license for anti-virus, the bidder (system integrator) shall in consultation with WBCTD nominated agency and WBCTD Nodal Officer would procure the anti-virus Licenses and maintain the service part.
- XI. The bidder (system integrator) shall monitor warranties to check adherence to preventive and repair maintenance terms and conditions.
- XII. The bidder (system integrator) shall ensure that the warranty complies with the agreed Technical Standards, Security Requirements, Operating Procedures, and Recovery Procedures.
- XIII. Any component that is reported to be down on a given date should be either fully repaired or replaced by temporary substitute (of equivalent configuration) within the time frame indicated in the Service Level Agreement (SLA).
- XIV. The bidder (system integrator) shall develop and maintain an inventory database to include the registered hardware warranties.

41. ANNUAL TECHNICAL SUPPORT

As part of the ATS services, the bidder (system integrator) shall provide:

- I. The bidder (system integrator) shall maintain data regarding entitlement for software upgrades, enhancements, refreshes, replacements and maintenance.
- II. The bidder (system integrator) should carry out any requisite adjustments / changes in the configuration for implementing different versions of Application Software.
- III. Updates / Upgrades / New releases / New versions / Patches / Bug fixes: the bidder (system integrator) shall provide from time to time the Updates / Upgrades / New releases / New versions / Patches / Bug fixes of the software, operating systems, etc. as required. The bidder (system integrator) should provide free Updates / Upgrades / New releases / New versions / Patches / Bug fixes of the software and tools to Webel Technology Limited /WBCTD as and when released by OEM.
- IV. Software License Management. The bidder (system integrator) shall provide software license management and control. The bidder (system integrator) shall maintain data regarding entitlement for software upgrades, enhancements, refreshes, replacements, and maintenance.
- V. The bidder (system integrator) shall have complete manufacturer’s technical support for all the licensed software problems and/or questions, technical guidance, defect and non-defect related issues. The bidder (system integrator) shall provide a single-point-of-contact for software support and provide licensed software support including but not limited to problem tracking, problem source identification, problem impact (severity) determination, bypass and recovery support, problem resolution, and management reporting.

42. HELP DESK AND TROUBLE TICKET MANAGEMENT SYSTEM

- I. The selected Bidder as part of provisioning support for WBCTD officials at each location will setup centralized helpdesk and coordinate with the respective OEMs of the IT Infrastructure deployed at the designated offices.
 - A. Provide Help Desk services to track and route requests for service and to assist department users in answering questions and resolving problems related to the IT Infrastructure installed at Data Centre and at all the Department Offices .
 - B. Become the central collection point for contact and control of the problem, change, and service management processes (This includes both incident management and service request management)
 - C. Shall provide a first level of support for application and technical support at the designated offices.
 - D. Provide the following integrated customer support by establishing <9 hrs X 6 days> Help Desk facility for reporting issues/ problems with the software, hardware and other infrastructure.
- II. This shall be an online system deployed centrally and shall be used by the selected Bidder extensively for management of network support activity and handling calls from citizen, departmental staff, any other stakeholders. Service desk is an application that facilitates the end-to-end service support. The proposed system should include required hardware and software.
- III. This proposed software system is expected to facilitate the following:

- A. **User Interface:** - The proposed system should have an easy to use user interface (preferably a browser based), so that users across the State can lodge any complaints and service requests. The solution shall have a reporting interface with a consolidated view of the network status. All users (departmental) of the system should be able to log a request in the system using any of the following channels:
- i. Telephonic call on the Toll-free Helpline
 - ii. email
 - iii. Through intranet for departmental users or web-portal for external users
- B. **Complete incident and problem management:** - Service desk should address both Incident Management and Problem Management. The application should maintain a classification system that will distinguish the single occurrence trouble tickets or incidents needing immediate resolution from in-depth root cause analyses that may require longer term to resolve a problem.

The flow of events at the call centre should be:

1. Event is triggered and forwarded to service desk.
2. Service desk submits and updates the trouble ticket.

Tasks expected:

1. Ticket mapping and allocation: According to the severity, the ticket should be given the priority level. Also it should map the ticket to the appropriate personnel for the resolution.
2. Updating the status: Update the status of ticket.
3. It should be able to log and escalate user interactions and requests.
4. It should have an updateable knowledge base for technical analysis and further help end-users to search solutions for previously solved issues.
5. Status of registered calls with interface for Call centre, using which call centre can inform the status to users over phone.
6. Historical report indicating number of calls, time to resolve, status etc for a specified period of time.

All relevant infrastructure and supporting system software required for the deployment and operation of the help desk is to be provided by the selected Bidder.

The system deployed by the bidder (system integrator) shall be complied with ITIL and ISO 20000 service specifications.

43. PERFORMANCE BANK GUARANTEE (PBG)

As a guarantee for timely delivery, installation and commissioning of equipment as well as performance of on-site warranty support, as mentioned in Bill of Material, from the date of final acceptance of systems and pertaining to proper running of the systems, the bidder will have to submit 10% of the contract value as security in the form of Performance Bank Guarantee from any nationalized bank as per format enclosed (Section – R).

44. 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.

45. GRAFTS, COMMISSIONS, GIFTS, ETC.

It is the Purchaser's policy to require that bidders, suppliers, contractors and consultants under contracts, observe the highest standard of ethics during the procurement and execution of such contracts. Any graft, commission, gift or advantage given, promised or offered by or on behalf of the contractor or his partner, agent, officers, director, employee or servant or any one on his or their behalf in relation to the obtaining or to the execution of this or any other contract with WTL shall in addition to any criminal liability which it may incur, subject the contractor to the cancellation of this and all other contracts and also to payment of

any loss or damage to WTL resulting from any cancellation. WTL shall then be entitled to deduct the amount so payable from any monies otherwise due to the contractor under contract.

46. 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.

47. 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.

48. TAXES & DUTIES

- The prices shall be inclusive of all taxes & levies including Service Tax. However the rate of taxes should be indicated separately in the Price Bid. The Purchaser shall reimburse taxes and levies at actual as applicable at the time of delivery.
- For the purpose of the Contract, it is agreed that Contract Price specified in Price Bid, is based on the taxes & duties and charges prevailing at the date one day prior to the last date of Bid submission date.
- Deduction of all statutory and necessary Tax from each bill will be made as per Government Order prevailing at the time of payment. Necessary tax deduction certificate will be issued on demand by the Company.
- Bidder submitting a tender shall produce up to date VAT, Income Tax and Profession Taxes Certificate in the standard form from the Tax Authority or a Certificate that the assessment is under consideration. All such clearance certificates shall remain valid on the last date of permission.

49. 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.

50. BID DUE DATE

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

49. LATE BID

Late bid not to be accepted by WTL

50. OPENING OF BID BY WTL

Bids shall be opened in the presence of Bidder's representative (maximum 2) who chooses to attend. The bidder's representatives who are present shall sign a register evidencing their attendance and produce necessary authorization. The bidder's name, Bid modifications or withdrawals, discounts and the presence or absence of relevant Bid Security and such other details as WTL office at his/her discretion, may consider appropriate, shall be announced at the opening. WTL shall open the bid security at mentioned time.

51. CONTACTING WTL

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

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

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

53. BID CURRENCIES

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

54. PRICE

- Price should be quoted in the Price Bid format only. No deviation in any form in the Price Bid sheet 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.

55. 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.

56. NON-TRANSFERABILITY OF TENDER

This tender document is not transferable. Only the bidder, who has purchased this tender form, is entitled to quote.

57. FORMATS AND SIGNING OF BID

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

58. WITHDRAWAL OF BID

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

59. INTERPRETATION OF DOCUMENTS

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

60. PREPARATION OF TENDER

Tender shall be submitted in accordance with the following instructions:

- a) Tenders shall be submitted in the prescribed forms. All signatures shall be in longhand. 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 delivered to the office as notified on or before the date and time set for the opening of tenders in the Notice Inviting Tenders. The packet of documents including the tender shall be enclosed in sealed envelope having the title of the work and the name of the bidder.
- 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.
- g) Any bidder may withdraw his tender by written request at any time prior to the scheduled closing time for receipt of tenders and not thereafter.

61. PRE-DISPATCH INSTRUCTION

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

62. FINAL INSPECTION

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

63. 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.

64. 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.

65. 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.

66. 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.

67. QUALITY CONTROL

- The contractor is obliged to work closely with WTL and/or CTD staff, 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 and CTD 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 and CTD 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/CTD.

- 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.

68. DEEMED ACCEPTANCE

Deliverables will be deemed to be fully and finally accepted by Commercial Tax Directorate in the event Commercial Tax Directorate has not submitted such Deliverable Review Statement to Bidder/Implementation Partner before the expiration of the 30-days review period, or when Commercial Tax Directorate uses the Deliverable in its business, whichever occurs earlier ("Deemed Acceptance").

69. SITE NOT READY

The bidder shall not be in any manner liable for any delay arising out of Commercial Tax Directorate inability to make the site ready within the stipulated period.

70. AUTHENTICATION OF BIDS

The Proposal should be accompanied by a power-of-attorney in the name of the signatory of the Proposal.

71. CONSORTIUM

- Considering the wide variety of skills and resources needed to implement the DMS Project, a group of Companies are allowed to come together and bid for this project as a consortium. However, the following must be noted with respect to the Consortium:
 - The total number of consortium members including the Prime Bidder cannot exceed Two.
 - Only Prime Bidder will submit the Proposal and sign the Contract Agreement.
 - A Sole Bidder/ Prime Bidder cannot be a member of any (other) consortium. However a member (other than Prime Bidder) of a consortium can be a member of more than one consortium.
 - A sole bidder/ consortium cannot submit multiple Proposals.
 - In case of a consortium, the Prime bidder would need to submit a Consortium Agreement duly executed with the other consortium members for the contract clearly indicating the division of work with respect to the Scope of Work (naming relevant clauses and sub-clauses) and their relationship. Consortium Agreement must be prepared on a stamp paper of requisite value.
 - Consortium Agreement executed by the Prime bidder and consortium members must also be addressed to the WTL clearly stating that the Agreement is applicable to this RFP and shall be binding on them for the contract period. Notwithstanding the Consortium Agreement, the responsibility of completion of job under this contract will be with the Prime bidder.
 - The arrangement among the members of the Consortium shall be disclosed in the Proposal and binding on the members and no change in role and responsibility of the members would be accepted after the submission of the Proposal and till the completion of the Contract Agreement.
 - The Prime Bidder shall respond to all queries and clarifications and ensure compliance to Proposal Process requirements.
 - No change in the composition of a Bidder will be permitted by WTL during the validity period of the Proposal
 - Change in members of the consortium of the successful bidder will be allowed only with prior approval of the WTL.
 - If at any stage of RFP process or during the currency of the Contract Agreement, any suppression/ falsification of information with respect to the above conditions is brought to the knowledge of the WTL, then the WTL shall have the right to reject the Proposal or terminate the Contract Agreement, as the case may be, without any compensation to the Prime bidder.

72. 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 pages of Bid submitted by the bidder should have serial number with proper indexing.
- c) 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.
- d) Details of the enclosures should be clearly mentioned in the forwarding letter in your letter head along with the bid.
- e) No Technical/Commercial clarification will be entertained after opening of the tender.
- f) Item, if any other than specified in BOM, felt necessary to complete the installation & commissioning may please be quoted separately with clarification and reflected in the deviation sheet.
- g) 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.
- h) 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.
- i) 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.
- j) The customer at its discretion may extend the deadline for the submission of Bids.
- k) 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.
- l) 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.
- m) Bidder must submit a separate sealed envelope containing a letter of complying the eligibility criteria otherwise the bid of the bidder will not be accepted.
- n) The price offers shall remain firm within the currency of contract and no escalation of price will be allowed.
- o) 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.
- p) The price offers shall remain firm within the currency of contract and no escalation of price will be allowed.
- q) The bidder must be present at the time of opening of the Tender. WTL is not answerable to any query of any bidder who remain absent at that time.
- r) No variation in or modification of the terms of the Agreement shall be made except by written amendment signed by the parties.
- s) Tender documents are not transferable. Bidders must buy the tender documents in their own name.

73. EXIT MANAGEMENT

Purpose

- a) This sets out the provisions, which will apply on expiry or termination of the MSA, the Project Implementation, Operation and Management SLA.
- b) In the case of termination of the Project Implementation and/or Operation and Management, the Parties shall agree at that time whether, and if so during what period, the provisions of this Schedule shall apply.
- c) The Parties shall ensure that their respective associated entities carry out their respective obligations set out in this Exit Management Schedule.

Transfer of Assets

- a) The Webel Technology Limited/WTL shall be entitled to serve notice in writing on the bidder (system integrator) at any time during the exit management period as detailed hereinabove requiring the bidder (system integrator) and/or its sub-contractors to provide the Webel

Technology Limited/WTL with a complete and up to date list of the Assets within 30 days of such notice. The Webel Technology Limited/WTL shall then be entitled to serve notice in writing on the bidder (system integrator) at any time prior to the date that is 30 days prior to the end of the exit management period requiring the bidder (system integrator) to sell the Assets, if any, to be transferred to the Webel Technology Limited/WTL or its nominated agencies at book value as determined as of the date of such notice in accordance with the provisions of relevant laws.

- b) In case of contract being terminated by the Webel Technology Limited/WTL, it reserves the right to ask the bidder (system integrator) to continue running the project operations for a period of 6 months after termination orders are issued.
- c) Upon service of a notice under this Article the following provisions shall apply:
 - A. in the event, if the Assets to be transferred are mortgaged to any financial institutions by the SI, the bidder (system integrator) shall ensure that all such liens and liabilities have been cleared beyond doubt, prior to such transfer. All documents regarding the discharge of such lien and liabilities shall be furnished to the Webel Technology Limited/WTL.
 - B. All risk in and title to the Assets to be transferred / to be purchased by the Webel Technology Limited/WTL pursuant to this Article shall be transferred to Webel Technology Limited/WTL, on the last day of the exit management period.
 - C. Webel Technology Limited/WTL shall pay to the bidder (system integrator) on the last day of the exit management period such sum representing the Net Block (procurement price less depreciation as per provisions of Companies Act) of the Assets to be transferred as stated in the Terms of Payment Schedule.
 - D. Payment to the outgoing bidder (system integrator) shall be made to the tune of last set of completed services / deliverables, subject to SLA requirements.
 - E. The outgoing bidder (system integrator) will pass on to Webel Technology Limited/WTL and/or to the Replacement system integrator, the subsisting rights in any leased properties/ licensed products on terms not less favourable to Webel Technology Limited/WTL/ Replacement system integrator, than that enjoyed by the outgoing system integrator.

Cooperation and Provision of Information

During the exit management period:

- I. The Bidder will allow the Webel Technology Limited/WTL or its nominated agency access to information reasonably required to define the then current mode of operation associated with the provision of the services to enable the Webel Technology Limited/WTL to assess the existing services being delivered;
- II. promptly on reasonable request by the Webel Technology Limited/WTL, the bidder (system integrator) shall provide access to and copies of all information held or controlled by them which they have prepared or maintained in accordance with this agreement relating to any material aspect of the services (whether provided by the Bidder or sub-contractors appointed by the Bidder). The Webel Technology Limited/WTL shall be entitled to copy of all such information. Such information shall include details pertaining to the services rendered and other performance data. The Bidder shall permit the Webel Technology Limited/WTL or its nominated agencies to have reasonable access to its employees and facilities as reasonably required by the Chairman, PIU to understand the methods of delivery of the services employed by the Bidder and to assist appropriate knowledge transfer.

Confidential Information, Security and Data

- I. The Bidder will promptly on the commencement of the exit management period supply to the Webel Technology Limited/WTL or its nominated agency the following:
 - A. information relating to the current services rendered and customer and performance data relating to the performance of sub contractors in relation to the services;
 - B. documentation relating to Computerization Project's Intellectual Property Rights;
 - C. documentation relating to sub-contractors;
 - D. all current and updated data as is reasonably required for purposes of Webel Technology Limited/WTL or its nominated agencies transitioning the services to its Replacement Bidder in a readily available format nominated by the Webel Technology Limited/WTL, its nominated agency;

- E. all other information (including but not limited to documents, records and agreements) relating to the services reasonably necessary to enable Webel Technology Limited/WTL or its nominated agencies, or its Replacement Bidder to carry out due diligence in order to transition the provision of the Services to Webel Technology Limited/WTL or its nominated agencies, or its Replacement Bidder (as the case may be).
- II. Before the expiry of the exit management period, the Bidder shall deliver to the Webel Technology Limited/WTL or its nominated agency all new or up-dated materials from the categories set out in Schedule above and shall not retain any copies thereof, except that the Bidder shall be permitted to retain one copy of such materials for archival purposes only.
- III. Before the expiry of the exit management period, unless otherwise provided under the MSA, the Webel Technology Limited/WTL or its nominated agency shall deliver to the Bidder all forms of Bidder confidential information, which is in the possession or control of Chairperson, PIU or its users.

Transfer of Certain Agreements

On request by Webel Technology Limited/ WBCTD or its nominated agency the Bidder shall effect such assignments, transfers, licences and sub-licences as the Chairperson, PIU may require in favour of the Chairperson, PIU, or its Replacement Bidder in relation to any equipment lease, maintenance or service provision agreement between Bidder and third party lessors, vendors, and which are related to the services and reasonably necessary for the carrying out of replacement services by the Webel Technology Limited/WTL or its nominated agency or its Replacement Bidder.

Rights of Access to Premises

- I. At any time during the exit management period, where Assets are located at the Bidder's premises, the Bidder will be obliged to give reasonable rights of access to (or, in the case of Assets located on a third party's premises, procure reasonable rights of access to) the Webel Technology Limited/WTL or its nominated agency and/or any Replacement Bidder in order to make an inventory of the Assets.
- II. The Bidder shall also give the Webel Technology Limited/WTL or its nominated agency or its nominated agencies, or any Replacement Bidder right of reasonable access to the Implementation Partner's premises and shall procure the Webel Technology Limited/WTL or its nominated agency or its nominated agencies and any Replacement Bidder rights of access to relevant third party premises during the exit management period and for such period of time following termination or expiry of the MSA as is reasonably necessary to migrate the services to the Webel Technology Limited/WTL or its nominated agency, or a Replacement Bidder.

General Obligations of the Bidder

- I. The Bidder shall provide all such information as may reasonably be necessary to effect as seamless a handover as practicable in the circumstances to the Webel Technology Limited/WTL or its nominated agency or its Replacement Bidder and which the Bidder has in its possession or control at any time during the exit management period.
- II. For the purposes of this Schedule, anything in the possession or control of any Bidder, associated entity, or sub-contractor is deemed to be in the possession or control of the Bidder.
- III. The Bidder shall commit adequate resources to comply with its obligations under this Exit Management Schedule.

Exit Management Plan

- I. The Bidder shall provide the Webel Technology Limited/WTL or its nominated agency with a recommended exit management plan ("Exit Management Plan") which shall deal with at least the following aspects of exit management in relation to the MSA as a whole and in relation to the Project Implementation, and the Operation and Management SLA.
 - A. A detailed program of the transfer process that could be used in conjunction with a Replacement Bidder including details of the means to be used to ensure continuing provision of the services throughout the transfer process or until the cessation of the services and of the management structure to be used during the transfer;
 - B. plans for the communication with such of the Bidder's sub contractors, staff, suppliers, customers and any related third party as are necessary to avoid any material detrimental impact on the Webel Technology Limited/WTL's operations as a result of undertaking the transfer;

- C. (if applicable) proposed arrangements for the segregation of the Bidder's networks from the networks employed by Webel Technology Limited/WTL and identification of specific security tasks necessary at termination;
 - D. Plans for provision of contingent support to Webel Technology Limited/WTL and Replacement Bidder for a reasonable period after transfer.
- II. The Bidder shall re-draft the Exit Management Plan annually thereafter to ensure that it is kept relevant and up to date.
 - III. Each Exit Management Plan shall be presented by the Bidder to and approved by the Webel Technology Limited/WTL or its nominated agencies.
 - IV. The terms of payment as stated in the Terms of Payment Schedule include the costs of the Bidder complying with its obligations under this Schedule.
 - V. In the event of termination or expiry of MSA, and Project Implementation, each Party shall comply with the Exit Management Plan.
 - VI. During the exit management period, the Bidder shall use its best efforts to deliver the services.
 - VII. Payments during the Exit Management period shall be made in accordance with the Terms of Payment Schedule.

This Exit Management plan shall be furnished in writing to the Webel Technology Limited/WTL or its nominated agencies within 90 days from the Effective Date of this Agreement.

SECTION – C
ELIGIBILITY CRITERIA

1. The bidder must be a company registered under the Companies Act, 1956 of India. Documentary (Certificate of incorporation) evidence to be submitted.
2. The bidder shall be an Information Technology Company in India and should have been in the business for a period more than ten years. Photocopy of Memorandum / Articles of Associations should be submitted.
3. The bidder should have a registered office and operations in India. Valid proof should be submitted along with the bid.
4. The Bidder should have been operating in India for the last five financial years (FY 08-09, FY 09-10, FY 10-11, FY 11-12 & FY 12-13). Documentary evidence to be submitted.
5. The bidder should have valid VAT Registration Certificate, Service Tax Registration Certificate, PAN card & Trade License. Bidder shall have to submit photocopy of the documents.
6. The bidder shall have executed at least one DMS solutions for an amount not less than Rs.1 (One) Crore in last three financial years (considering FY - 2010-11, 2011-12 & 2012-13) in Government Department/PSU/Autonomous Body. References Work order / Purchase copy along with proof of completion / Go-Live certificate for the project to be provided.
7. The Net Worth of the Bidder must be positive as per the last audited Balance Sheet. The bidder should have an annual turnover of not less than Rs.100 Crores each in the last three financial years (FY – 2009-10, 2010-11 & 2011-12). Bidder shall have to submit photocopy of Audited Annual Accounts. Chartered Accountant Certificate for Net Worth should be submitted.
8. The bidder shall have currently valid Quality Certification (CMMI level 3). Bidder shall have to submit self certified photocopy of the above criteria.
9. Bidder should submit Earnest Money Deposit (EMD) of Rs. 15,00,000.00 (Rupees Fifteen Lakh) only in the form of Demand Draft from any Scheduled Bank in favour of Webel Technology Limited payable at Kolkata.
10. The bidder cannot outsource the project activities to any third party. However it may form a consortium for the activity of Data Entry/Data Digitization/ Data Scanning only as detailed out in the scope of work. Consortium details as per Section – B, Clause no. 71. It should be noted that the Prime Bidder shall independently fulfil the qualification criteria and as a signatory to the agreement be solely responsible for all obligations under the agreement.
11. Manufacturer's tender specific authorizations for all items like Server, Storage, Backup Device, Operating System, RDBMS, Enterprise Management System & Document Management Software must be submitted as per format enclosed (Section - O).
12. 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 (as per DIT guidance note issued on 26-dec-2011). Declaration on bidder's letter head to be submitted.

In absence of any of the above, the bid will be treated as non-responsive and summarily rejected.

SECTION – D

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: Implementation of Document Management System for Commercial Tax Directorate,
Government of West Bengal.**

Dear Sir,

We the undersigned bidder/(s), having read and examined in details the specifications and other documents of the subject tender no. WTL/CT/DMS/13-14/006 dated 22.10.2013 do hereby propose to execute the job as per specification as set forth in your Bid documents.

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.

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.

Earnest Money Deposit: We have enclosed EMD in the form of Demand draft for a sum of Rs.15,00,000/- (DD no. _____ dated _____ drawn on _____).

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.

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.

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 Price Bid document (Section – T).

We agree that WTL reserves the right to accept in full/part or reject any or all the bids received or split order within successful bidders without any explanation to bidders and his decision on the subject will be final and binding on Bidder.

Dated, thisday of2013

Thanking you, we remain,

Yours faithfully

.....

Signature

.....

Name in full

.....

Designation

Signature & Authorized Verified by

.....

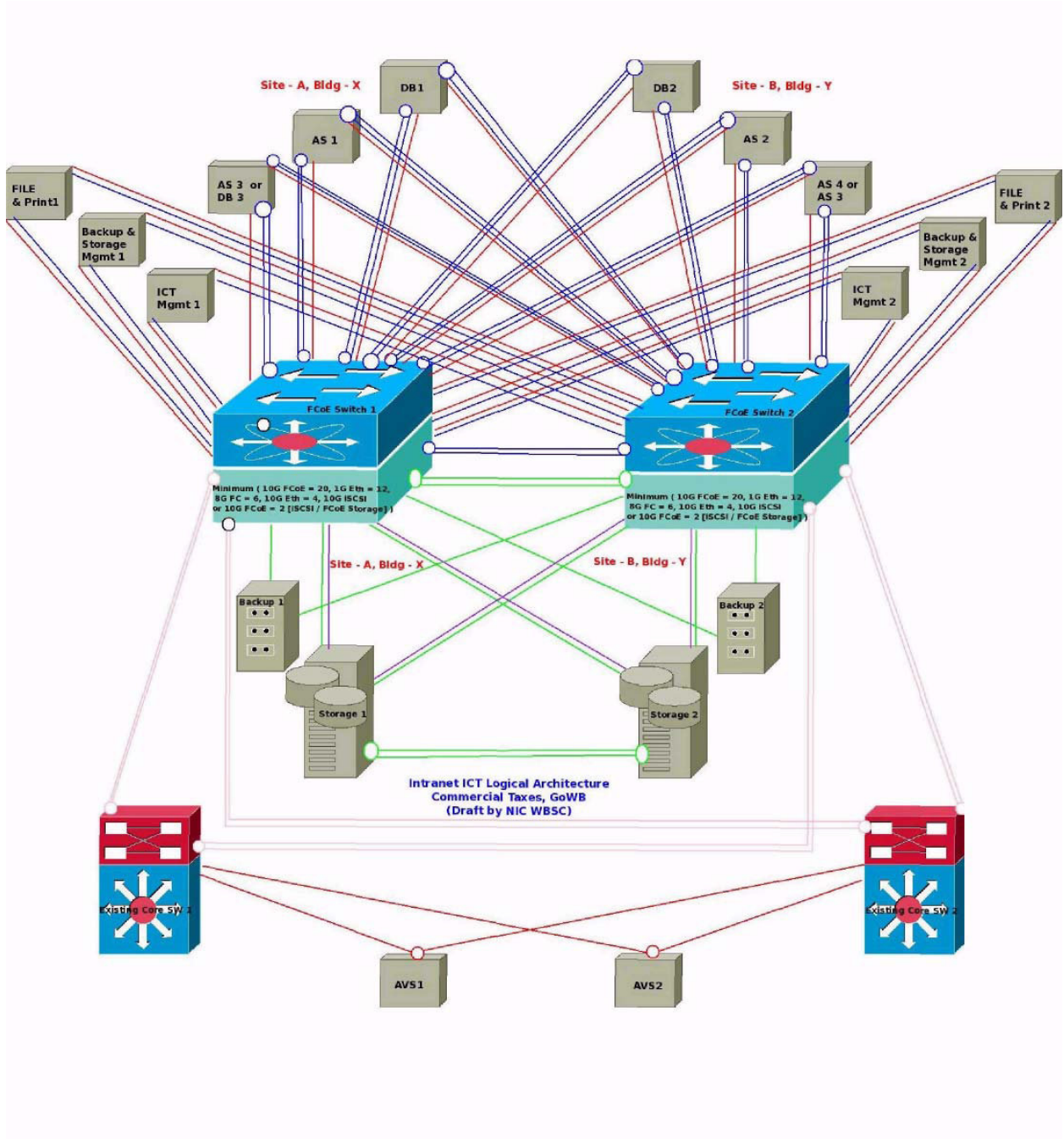
Name & Designation

.....

Full Signature & Stamp

SECTION - E
EXISTING SETUP & TECHNICAL DETAILS FOR CENTRAL SERVER SYSTEM

EXISTING SETUP & TECHNICAL DETAILS FOR INTERNAL CENTRAL SERVER INSTALLED AT
WBSDC KOLKATA, SALT LAKE, KOLKATA-91



**EXISTING HARDWARE & SOFTWARE DETAILS FOR INTERNAL CENTRAL SERVER INSTALLED AT
WBSDC KOLKATA, SALT LAKE, KOLKATA-91**

Sl. No.	Category	Qty.	Make, Model & Min Configuration	Operating System	Oracle Software	Status/Remarks
1	Database Server	2	Dell(TM) PowerEdge(TM) R710 Rack Mount Server Quad core dual CPU; 144 GB RAM	RHEL 5.7 64 bit	Oracle 11g Release 2 Real Application Clusterware version 11.2.0.3.0 64 bit; Oracle 11g Release 2 Enterprise Edition Database server version 11.2.0.3.0 64 bit with Partitioning and Tuning and Diagnostic options.	In production
2	Application Server	4	Dell(TM) PowerEdge(TM) R710 Rack Mount Server Quad core dual CPU; 144 GB RAM	RHEL 5.7 64 bit	Oracle 10.3 Weblogic Server version 10.3.6 64 bit with Clustering options; Oracle 11g Release 1 Application Server version 11.1.1.6.0 64 bit with Forms and reports and clustering options.	In production
3	File and Print Server	2	Dell(TM) PowerEdge(TM) R710 Rack Mount Server Quad core dual CPU; 64 GB RAM	RHEL 6.2 64 bit	N/A	In production
4	Backup Server	1	Dell(TM) PowerEdge(TM) R710 Rack Mount Server Quad core dual CPU; 64 GB RAM	RHEL 6.2 64 bit	N/A	In production
5	DNS	2	Dell(TM) PowerEdge(TM) R710 Rack Mount Server Quad core dual CPU; 64 GB RAM	RHEL 6.2 64 bit	N/A	In production
6	NFS Mount Server	1	Dell(TM) PowerEdge(TM) R710 Rack Mount Server Quad core dual CPU; 64 GB RAM	RHEL 5.7 64 bit	N/A	In production
7	ICT Management Server	1	Dell(TM) PowerEdge(TM) R710 Rack Mount Server Quad core dual CPU; 64 GB RAM	RHEL 6.2 64 bit	N/A	In production
8	Antivirus Server	1	Dell(TM) PowerEdge(TM) R710 Rack Mount Server Quad core dual CPU; 64 GB RAM	N/A	N/A	Production shortly

9	EMC Storage	2	EMC make CX4-240C8X SPE COMBO(8GBFC- 10GBISCSI) W REDUN SPS 25 X 300GB (15K/ 4GB FC); 12 X 1000GB (7.2K/ SATA II)	N/A	N/A	In production
10	Tape Library	2	PowerVault(TM) TL2000 Rack Mount Tape Library with 2x LTO5 FC Drive Clean Cartridge - 4 (LTO); Media Cartridge - 10 (LTO 5)	N/A	N/A	In production
11	Nexus Switch	2	Cisco Nexus5020 Chassis ("40x10GE/Supervisor") Intel(R) Celeron(R) M CPU with 2065536 kB of memory	N/A	N/A	In production
12	Core Switch	2	Cisco Cat4500 E-Series	N/A	N/A	In production

The above bill of material has been implemented finally; schematic diagram is tentative . The above list is given for is for understanding of current IT landscape at WBCTD

Network Architecture

The CTD HQ and charge offices are already connected to the Data Centre through dedicated BSNL leased line , WBSWAN & 2Mbps MPLS-VPN. The dealers shall be accessing the application through internet – web interface while WBCTD officials would be accessing the system through existing connectivity. SI is supposed to integrate with existing setup.

SECTION – F

SCOPE OF WORK & RESPONSIBILITY

1.1 Scope of the Project:

The scope of the project envisages a complete turnkey solution which may inter-alia include procurement, installation and maintenance of hardware, system software, RDBMS, application software, third party tools and configuration / customization, parameterization, data digitization, development/ Customization of application software and system integration, training and handholding, and service support post go live of the application etc .

The scope of the services to be offered by the Implementing Agency (Bidder) during project Implementation phases, includes, but not limiting to the following:

1. Development and customization of DMS application including procurement of all necessary hardware, system software, RDBMS, application software, third party tools & licenses.
2. DMS integration with the legacy applications such as IMPACT etc.
3. Application installation, testing, configuration and roll out across the designated WBCTD offices (as mentioned in Section-A)
4. Procurement, Deployment and Commissioning of required IT infrastructure at the client locations (as mentioned in Section – A)
5. Data digitization, scanning and uploading of historical data.
6. Training, capacity building and change management of the stakeholders
7. Operate and Maintenance.

1.2 Project Management

Project Planning and Management

Successful implementation and roll out of the project ultimately depends on all its stakeholders, the role of the bidder (system integrator) is very critical. Hence the bidder (system integrator) is required to design and implement a comprehensive and effective project planning and management methodology together with efficient and reliable tools.

Project planning exercise shall essentially commence with the start of the project, however, project management exercise shall commence at the start of the project and shall continue till the O&M Phase of the project.

To have an effective project management system in place, it is necessary for the bidder (system integrator) to use a Project Management Information System (PMIS) at the Department of Commercial Taxes to monitor the Project Progress. The bidder (system integrator) shall address at the minimum the following using PMIS:

- I. Create an organized set of activities for the project.
- II. Coordinate and collaborate with various stakeholders viz. Webel Technology Limited, Commercial Tax Directorate, NIC and the WBCTD nominated agency (if any).
- III. Establish and measure resource assignments and responsibilities.
- IV. Construct a project plan schedule including milestones.
- V. Measure project deadlines, budget figures, and performance objectives.
- VI. Communicate the project plan to stakeholders with meaningful reports.
- VII. Provide facility for detecting problems and inconsistencies in the plan

During the project implementation the bidder (system integrator) shall report to Nodal Officer of WBCTD & WTL on following items:

- I. Results accomplished during the period;
- II. Cumulative deviations to date from schedule of progress on milestones as specified in this RFP read with the agreed and finalized Project Plan;
- III. Corrective actions to be taken to return to planned schedule of progress;

- IV. Proposed revision to planned schedule provided such revision is necessitated by reasons beyond the control of the bidder (system integrator);
- V. Other issues and outstanding problems, and actions proposed to be taken;
- VI. Interventions which the bidder (system integrator) expects to be made by the WBCTD & WTL Nodal Officer and / or actions to be taken by the WBCTD & WTL Nodal Officer before the next reporting period. Progress reports would be prepared by bidder (system integrator) on a fortnightly basis. These reports may be required to be shared with WBCTD & WTL, as the case may be.
- VII. Project quality Assurance
- VIII. Change Control mechanism
- IX. Project Management activities
 - X. Issue Management to help identify and track the issues that need attention and resolution from the State.
- XI. Scope Management to manage the scope and changes through a formal management and approval process.
- XII. Risk Management to identify and manage the risks that can hinder the project progress.

The bidder (system integrator) will closely work with the WBCTD & WTL and send the reports periodically. The bidder (system integrator) shall update and maintain the Project Plan throughout the duration of the engagement. All changes are to be reviewed and approved by WBCTD & Webel Technology Limited.

Sign off Deliverable/ Exit Criteria

- I. Weekly status reports
- II. Corrective actions based on the weekly review meetings with the SPoC/ WBCTD/WTL nominated agency/ NIC
- III. Updated project plan shared weekly
- IV. Validation on resourcing (quality) placed on-site with the WBCTD Nodal officer/ SPoC/ their nominated agency.

1.3 Application Development and customization

1.3.1 Solution Design

1.3.1.1. System Study and Application Design

- I. The FRS has been developed by the WBCTD nominated agency and is available along with this RFP. The bidder (system integrator) shall carry out a detailed systems study to prepare/ refine the Functional Requirements Specifications and formulate the System and Software Requirements Specifications documents incorporating the functional specifications and standards as required by the WBCTD. The bidder (system integrator) is required to update the FRS / SRS as and when any enhancements / modifications are made to the DMS application till the duration of the Contract
- II. As part of the preparation of **SRS** the selected bidder (system integrator) shall be responsible for preparing and submitting detailed requirement specification documents as per IEEE or equivalent standards which meets all the Business, Functional and Technical requirements of the departments concerned. The bidder (system integrator) shall prepare the SRS documents and have it reviewed and approved by the Webel Technology Limited/WTL. The State Nodal Agency will sign off on the SRS documents on the advice of the WBCTD nominated agency.
- III. **High Level Design (HLD)**: Once the SRS is approved, the bidder (system integrator) shall complete the High Level Designing and all HLD documents of all the functionalities, integration with existing application and external application. The bidder (system integrator) shall prepare the HLD and have it reviewed and approved by the Department personnel. State Nodal Officer/WBCTD will sign off on the HLD documents based on the advice of WBCTD nominated agency.
- IV. **Detailed (Low Level) Design (LLD)**: The LLD shall interpret the approved HLD to help application development and shall include detailed service descriptions and specifications, application logic (including "pseudo code") and UI design (screen design and navigation). The preparation of test cases will also be completed during this stage. The bidder (system integrator) shall have the design documents reviewed and approved by the Department

- personnel. State Nodal Officer/WBCTD will sign off on the LLD documents based on the advice of the WBCTD nominated agency.
- V. Once the SRS is approved and design is started, the bidder (system integrator) shall prepare all necessary **Test Plans (including test cases)**, i.e., plans for Acceptance Testing. Test cases for Initial and Final User Acceptance Testing shall be developed in collaboration with domain experts identified by the Nodal Officer / SPoC. Initial and Final User Acceptance Testing shall involve Test Case development, Unit Testing, Integration and System Testing, Functional and performance testing of DMS Application including measurement of all Service Levels. The bidder (system integrator) will submit the test plans and test result reports to the WBCTD nominated agency/nodal officer for comprehensive verification and approval.
 - VI. The bidder (system integrator) should prepare [or update] a detailed document on the implementation of DMS Application with respect to configuration, customization, extension and integration as per the requirements of State. The bidder (system integrator) shall also prepare a change/reference document based on changes or deviations from the base version of the DMS Application with appropriate references to all the artefacts /documents provided by WBCTD.
 - VII. As part of the System Study, the bidder (system integrator) shall be responsible for Preparation of a comprehensive System Study document by studying the legislation (IT Act), business processes and organization design of the WBCTD. The bidder (system integrator) needs design the application in concurrence with the legal implications of the designed system; re-engineering of any of the Business Processes should be in compliance with various government rules and acts such as IT Act etc, the implications should be properly analyzed and validated against those rules and guidelines.
 - VIII. The “mode of using digital signature (by the WBCTD officials)” is to be rendered e.g. procuring a ‘Single’ Digital Signature such that all the officials can use that signature on the behalf of the directorate for various functional processes and related administrative work.

Detailed Design documents shall also include:

- I. Technical Architecture Document (Application, Network, and Security)
- II. The available IT infrastructure available at state shall be a part of the document.
- III. Gap infrastructure Report

1.3.2. Software Development/Customization

1.3.2.1. Functional Modules:

The Commercial Tax Directorate (WBCTD), through its wide set of activities and functions, produces and manages immense volumes of files that play an integral role in its assessment process. The existing manual system of file movement poses several challenges to the effective functioning of the directorate. One of these challenges is the difficulty in searching, retrieving and tracking files when needed. The storage of the files is another challenge, both in terms of space as well as secure preservation. Keeping the above short-comings in mind, the Document Management System (DMS) application, to be implemented, should be equipped with the following key features:

Sl. #	Functionality	Main features of the functionality
1.	Search Engine / Searching	<p>The search feature allows users to search for documents by the document's indices. The software should allow wild card searches and date range searches. The documents stacked in the database should be searchable using any keywords, e.g. the name of a dealer, TIN number, Type of business, Name of Assessing Authority etc and the search results can be printed or emailed. Documents can be searched using various attributes and document content.</p> <ul style="list-style-type: none"> • The search feature should also be capable of providing details and locations of items in the entire directory and furnish desired results. • The Search feature must be fast and the feature can be streamlined using specific conditions. • Searches can be created using multiple criteria across all search categories.

Sl. #	Functionality	Main features of the functionality
		<ul style="list-style-type: none"> Searches can be limited to the latest document version, all versions, or a subset of previous versions.
2.	Document Level Security/ Controlling and Organizing File Access	Specific users assigned for the process will have full access to all documents associated with the process while others will only have access only to the documents that correspond to their department or scope of work. File access is controlled through directories (folders) on the server, where each user is limited in access to specific directories, such as a "personal" folder and a "workgroup" folder. The DMS software can utilize the rights management module that allows an administrator to give access to documents based on type to only certain people or groups of people. The documents can be marked or segregated at the time of printing or PDF formation to avoid tampering.
3.	Document Cataloguing and Indexing	The functionality of the indexing focuses on tracking a particular document by using typical identifiers. Creation of a typical index topology can ensure seamless retrieval of files and related documents. The Document Cataloguing Feature is the process of listing documents for inclusion in form of a catalogue. The larger a collection, the more elaborate cataloguing is needed.
4.	Version Control/ Versions and Renditions	The version control enables tracking of major and minor document versions. The software should enable a new version of a file to be created every time a change is made to a document. The older versions of a file can also be accessed if specific needs arrive.
5.	Document Collaboration	The document collaboration functionality can restrict the document accessibility to a particular authority (in charge of the same) while the work is in progress. If multiple users are working on the same document or file, proper demarcations for the individual sections could be made. The document, in the second case, should be visible to the users accessing it at the same instant.
6.	Document creation forms	The software should possess readily available document creation "Forms" and drag and drop grid skills in order to add new documents to specific folders. Customized creation of templates for entering, searching for, and publishing objects can also be a part of the system.
7.	Document Storage and retrieval	The management of the documents stored in form of location, duration of storage, migration of the documents from one storage media to another (hierarchical storage management) and the eventual document destruction is critically important. Retrieval of the electronic documents from the storage should be another critical feature of the document management system software. The retrieval of files using typical file indexing features is also needed. Flexibility in the retrieval process allows the user to specify partial search terms involving the document identifier and/or portions of the expected metadata content.
8.	Library Services / File Check-in and Check-out	The software should be equipped with a functionality that provides check in/out capabilities that protects documents during editing and enforces user specific versioning thereby adding the security aspect to the documents.
9.	Quick Navigation Functionality	A "Tree" folder tool can be utilized to navigate quickly through the document management folder easily, which can also be indexed to a "Grid" that helps in viewing the documents inside the selected folders.
10.	Lifecycle or Archival	The Full suite of products presented by the software should facilitate the management of a document's "lifecycle," meaning its full term of existence, from creation, through manipulation in form of an Archive. The software should be capable of archiving and disposing of content, including backup and recovery support.
11.	Workflow management	The software should have the capability of defining and automating business processes associated with creating and distributing documents.

Sl. #	Functionality	Main features of the functionality
		The workflow component will route documents and direct them to the specific person or groups for approval inside the system. Every user, when he logs in to his account, will have an inbox that shows all the files that need to be looked at. Once the user has completed the step required by the workflow manager, the files are sent to the next step in the workflow process. The application would have the functionality storing the data in the local server instantaneously followed by batch upload/ download of documents during off peak hours through batch processing. These would hugely reduce the bandwidth requirements. Similarly, it should have the functionality to enable peak hours wherein the upload/ download is reduced (during end of quarter/ month)
12.	Event Notification	The software should possess integration with the e-mail server, it sends e-mail to a user (or group of users) whenever a certain event occurs within a workflow queue. Notifications can be automatically sent through email when documents change status in a workflow. Documents in the database can be emailed to someone with a unique software generated ID or sent as an email attachment to someone who does not have access to the software. Contents can also be contributed using Windows Explorer, Web browsers, or e-mail applications.
13.	Document Import / Export	There might be occasional need to pull a lot of documents out of the system at a time to send them offsite, perhaps for an auditor, for litigation, for archiving, or for migration into another document management system. This document import /export functionality will facilitate the purpose of obtaining the documents and metadata in the desired format for the purpose of document transfer.
14.	Uploading of products/ documents	Electronic documents such as Excel sheets, word docs, SAP reports, Tally reports, PowerPoint presentations, emails, and PDF reports should be directly saved into the software. Paper documents need to be scanned before they are uploaded into the software. The same text in the format of order sheets should be entered in the e-forms. Due to legal requirements, manual process of recording of order sheets can be kept, which may be scanned and kept in the system
15.	Separating File Storage Organization from File Access Organization	The software should separate the users' ability to access files from actual organization of files on the server. The content repository should use a relational database management system (RDBMS) to keep track of files and manage access to files.
16.	A Deep Hierarchy of Rules for Access	The software should provide a more-detailed hierarchy of rules for file access. The system should ideally possess six file-access permission levels (rules for what a given user may do with a given file), with the following hierarchy: <ul style="list-style-type: none"> • None (the user may do nothing to the file, not even see that it exists) • Browse (the user may only see that the file exists and see the properties of the file—more on this later) • Read (the user may open and read the file, but not change it) • Relate (the user may read the file and “annotate” it with comments—more on this later) • Version (the user may only edit or save a new version of the file) • Write (the user may edit and save the file, overwriting the previous version) • Delete (the user may completely delete the file from the system)
17.	Metadata management	The file metadata should be browsed any user who has at least a “browse” permission level on the file. The metadata can be very detailed containing the categories, keywords (for searching or

Sl. #	Functionality	Main features of the functionality
		indexing), multiple author names, date of processing (or creation) or the dimensions of an image file. Custom metadata elements can be added. But more importantly, metadata should be in searchable format.
18.	Granular Permissions	The software should help in managing permissions through permissions sets and user groups. The groups are created to facilitate the access rights for individual or similar files access, thereby restricting confusion. A "File owner" is defined in this process who as the right to access a particular file.
19.	Document signing using Signature (DSC) / Document storing using digital signature	A valid digital signature gives a recipient reason to believe that a particular document was created by a known sender such that they cannot deny sending it (authentication and non-repudiation) and that the message transmitted as a result was not altered in transit (integrity). For safety and security purposes the DMS Software should be equipped with the functionality of document signing and storing with Digital signature. The document security is the prime consideration in this direction. SI donot need to procure DSCs. It would be provided by the WBCTD. Class 2 signing and encryption would be procured by the WBCTD.
20.	Document distribution	There should be a typical functionality of the DMS software such that the final version of the document that is ready for publishing should not be easily editable or changed. Proper validation and quality endorsement of the tasking equipment has to be carried out to ensure the proper distribution of the published document.
21.	External Users / Concept of Annotating	A dealer (or an external user) could be established as a user with "read" or "annotate" permissions to the file, he can access the file (over the internet), just for the purpose of reading the comments, but cannot modify the same.
22.	Integration	The prime idea behind the integration functionality is that the user should be able to retrieve existing documents directly from the document management system repository, make changes, and save the changed document back to the repository as a new version, all without leaving the application. The DMS software should co-operate with other software packages in several ways. The same should integrate with email system (viz. Lotus Notes or Microsoft Outlook) in a number of very useful ways. The integration on a number of occasions uses open standards like ODMA, LDAP, WebDAV and SOAP. The software has to be integrated with the IMPACT Interface, designed by NIC for easy information fetching. Once the integration is established, the data can seamlessly flow through the various levels, thereby creating a robust automated system.
23.	E-Manuals	The DMS software should be equipped with a comprehensive user manual to guide the user and solve any of his queries related to the functionality of the software and its different modules.
24.	MIS Reporting	The software should be able to generate timely MIS reports. Daily, Weekly and Monthly Status or MIS Reports should be generated to track the transaction levels and frequency. It can also be an effective tool to judge the overall functionality of the system with respect to a particular charge or a circle.
25.	Web Based access	The software should enable sharing and distribution of content with Web-based access from anywhere in the world.
26.	Supporting various formats	The DMS should support XML documents, Office documents, web pages, photos, voice, images, process definitions and templates. The software should support a varied range of file formats so that it doesn't hinder the uploading process of the scanned documents. There should be a predefined MAXMIMUM size limit of scanned documents that can be uploaded under one section.

The detailed functional requirement specifications (cum compliance sheet) for the DMS software have been provided in the Annexure V for the RFP.

1.3.2.2. Other Functionalities

a) Single-Sign On

The application should enable single-sign-on so that any user once authenticated and authorized by system is not required to be re-authorized for completing any of the services in the same session. For WBCTD employees of the department concerned, the browser based application accessed on the intranet, through single-sign-on mechanism, will provide access to the WBCTD officials (based on their roles and responsibilities), Help module, basic and advanced reporting etc.

b) Support for PKI based Authentication and Authorization

The solution shall support PKI based Authentication and Authorization, in accordance with IT Act 2000, using the Digital Certificates issued by the Certifying Authorities (CA) such as MTNL or NIC. In particular, 3 factor authentications (login id & password, biometric and digital signature) shall be implemented by the selected Bidder for officials/employees involved in processing the documents and uploading the same as per the Functional requirement specification of the DMS application and the services integrated with the same.

c) Interoperability Standards

Keeping in view the evolving needs of interoperability, the solution should be built on Open Standards. The bidder (system integrator) shall ensure that the application developed is easily integrated with the existing applications.

Every care shall be taken to ensure that the code does not build a dependency on any proprietary software, particularly, through the use of proprietary 'stored procedures' belonging to a specific database product.

d) Scalability

One of the fundamental requirements of the proposed application is its scalability. The architecture should be proven to be scalable (cater to increasing load of internal and external users and their transactions) and capable of delivering high performance for at-least four years from the date of deployment. In this context, it is required that the application and deployment architecture should provide for Scale-Up and Scale out on the Application and Web Servers, Database Servers and all other solution components.

e) Security

The systems implemented for project should be highly secure, considering that it is intended to handle sensitive data relating to the citizens of the state. The overarching security considerations are described below.

- I. The security services used to protect the solution shall include: Identification, Authentication, Access Control, Administration and Audit and support for industry standard protocols.
- II. The solution shall support advanced user authentication mechanisms including digital certificates and biometric authentication.
- III. Security design should provide for a well-designed identity management system, security of physical and digital assets, data and network security, backup and recovery and disaster recovery system.
- IV. The solution should provide for maintaining an audit trail of all the transactions and should also ensure the non-repudiation of audit trail without impacting the overall performance of the system.
- V. The overarching requirement is the need to comply with ISO 27001 standards of security.

f) Compliance with Industry Standards

The proposed solution has to be based on and compliant with industry standards (their latest versions as on date) wherever applicable. This will apply to all the aspects of solution including but not limited to design, development, security, installation, and testing. There are many standards that are summarised below. However the list below is just for reference and is not to be treated as exhaustive.

- I. Information access/transfer protocols SOAP, HTTP/HTTPS
- II. Photograph JPEG (minimum resolution of 640 x 480 pixels)
- III. Scanned documents TIFF (Resolution of 600 X 600 dpi)
- IV. Latest HTML standards
- V. Digital signature RSA standards
- VI. Document encryption PKCS specifications

- VII. Information Security to be ISO 27001 compliant
- VIII. Operational integrity & security management to be ISO 17799 compliant
- IX. IT Infrastructure management ITIL / EITM specifications
- X. Service Management ISO 20000 specifications
- XI. Project Documentation IEEE/ISO specifications for documentation

The bidder (system integrator) shall adhere to all the standards published by the Department of Electronics and Information Technology, Government of India.

g) Sign-off Deliverables / Exit Criteria

- I. Detailed Project Plan
- II. Detailed System Study Report with application landscape
- III. List of Processes viz Assessment ,Appeal, Audit etc
- IV. HLD document with conceptual design diagrams
- V. Application architecture documents.
- VI. Logical and physical database design.
- VII. Data dictionary and data definitions.
- VIII. Application component design including component deployment views, control flows, etc.
 - a) LLD documents (including but not limited to)
- IX. Application flows and logic.
- X. Fully functional Document Management System Application
- XI. System Requirement Specification (SRS)
- XII. Functional Requirement Specification (FRS) (if, updated)
- XIII. Functional and non-functional testing
- XIV. User and Operational Manual for Document Management System Application
- XV. GUI design (screen design, navigation, etc.).
- XVI. All Test Plans, test scripts and component test sign off documents
- XVII. Requirements Traceability Matrix
- XVIII. Change Management and Capacity Building Plans.
- XIX. Design or configuration of tools for generating real time MIS
- XX. Training and Knowledge Transfer Plans.
- XXI. Issue Logs.

1.3.3. Obtain STQC Certification for the Document Management System Application

The bidder (system integrator) will be responsible for engaging STQC to conduct the assessment / review for the system before “Go Live”. The WBCTD nominated agency shall have the right to audit and inspect all the procedures and systems relating to the provisioning of the services. If there is any change / addition in the application’s functionality then the bidder (system integrator) will have to obtain the STQC Certification for the changes / additions.

The bidder (system integrator) shall ensure the following points are duly addressed for successful completion of STQC Certification: Successful completion of Application Audit. Application audit will include:

- A. Functionality audit that will map the functionality delivered to the FRS agreed upon during development phase.
- B. Determine systematic measures implemented to control and secure access to the application programs and data including password controls, user authentications, roles and responsibilities, audit trails and reporting, configuration and interface controls, etc.
- C. Review of database structure including:
- D. Review of Network and Website
- E. Definition and Implementation of Security Policies and Controls.

1.3.3.1. Sign-off Deliverables / Exit Criteria

- I. Sign off from the Commercial Tax Directorate
- II. STQC Certification

1.3.4. UAT and Go-Live Report

The bidder (system integrator) will assist in successful completion of User Acceptance Testing (UAT) and audit of the system on the completion of the roll out of the Document Management System software and will submit a Go-Live Report.

1.3.4.1. Sign-off Deliverables / Exit Criteria

- I. Go-Live report approved by the State Nodal Officer / WBCTD.
- II. UAT Report signed off by the Department Personnel and the Webel Technology Limited.

1.4. Integration Requirements

The Document Management system software should integrate with the IMPACT application to cater to the easy fetching of documents and storing them at various stages of the workflow.

1.4.1. Integration with Legacy Applications such as IMPACT etc

1.5. Supply / Procurement of IT Infrastructure

The WBCTD will provision for the premises for hosting the IT Infrastructure for the DMS application. The Bidders are required to carefully assess the requirements of this RFP and size the infrastructure accordingly. Bidders are free to propose any higher / additional infrastructure that may be required as per their proposed solution to meet the project requirements, its scope of work and SLAs as listed in this RFP.

- I. Bids / proposals which do not meet the minimum IT infrastructure specifications given in this RFP will be summarily rejected. The minimum technical specifications for the IT Infrastructure are provided in Bill of Material of the RFP and note that these are the minimum requirements only.
- II. The Bidder will be responsible for sizing the hardware to support the scalability and performance requirements of the DMS application. The Bidder shall ensure that the servers are sized adequately and redundancy is built into the architecture required to meet the service levels mentioned in the RFP.
- III. The IT Infrastructure proposed should be purchased within last 2 months from the date of deployment and documentary proof for warranty and proof of purchase should be produced at the time of deployment of infrastructure.
- IV. The IT Infrastructure proposed should be compatible with infrastructure at SDC.
- V. The Bidder should provide requisite licenses for all the system software required for servers including, but not limited to industry standard operating system, enterprise class database software, application server software, web server software, OS hardening, and all other required software with sufficient number of licenses.
- VI. The Bidder will be responsible for providing all the details of the Bill of Material (BoM) and specifications of the IT Infrastructure proposed, licenses of the system software, all other equipment proposed as part of its Technical Proposal. The financial quote submitted by the Bidder should include costs for these.

1.5.1. Hardware Commissioning at WBCTD Designated Offices

Supply, Installation, Commissioning, Operations & Maintenance of IT Infrastructure

This shall consist of

- I. Supply / Procurement of IT Infrastructure at the Department and charge offices
 - II. Installation and Commissioning of IT Infrastructure
- A template for capturing scope of work for H/W is provided in this RFP.

1.5.2. Supply / Procurement of IT Infrastructure at Department/Charge Offices

The Bidders are required to carefully assess the requirements of this RFP and propose the IT Infrastructure required at Department Offices. The following hardware and peripherals need to be installed in different charge offices spread across the State processing the service requests submitted by the citizens:

Bidders are free to propose any higher / additional infrastructure that may be required as per their proposed solution to meet the project requirements, its scope of work and SLAs as listed in this RFP.

- I. Bids / proposals which do not meet the minimum IT infrastructure specifications given in this RFP will be summarily rejected. The minimum technical specifications for the IT Infrastructure are provided in the **Bill of Material (Infrastructure) of the RFP** and note that these are the minimum requirements only.
- II. None of the IT Infrastructure proposed is declared "End-of-Sale" by the respective OEM in next 2 years as on date of submission of Bid.
- III. The IT Infrastructure proposed should be purchased within last 2 months from the date of deployment and documentary proof for warranty and proof of purchase should be produced at the time of deployment of infrastructure.
- IV. The IT Infrastructure proposed should be compatible with infrastructure at SDC.
- V. The Bidder will be responsible for providing all the details of the Bill of Material (BoM) and specifications of the IT Infrastructure proposed, licenses of the system software, all other equipment proposed as part of its Technical Proposal. The financial quote submitted by the Bidder should include costs for these.

1.5.3. Installation and Commissioning of IT Infrastructure

The selected bidder is responsible for installation and configuration of the entire infrastructure set-up, including but not limited to the following:

- I. All IT Infrastructure including operating systems and any other system software required for making the infrastructure operational and tuned for satisfactory performance.
- II. The IT Infrastructure will be installed and configured in accordance with the IT Policies laid down by the Govt of West Bengal and IT Act 2000;

The selected Bidder will ensure that the reports for monitoring of SLAs such as system uptime, performance, etc. are generated automatically from the system and the applicable penalties are calculated as indicated in the RFP.

1.5.4. Licenses

- I. The system software licenses mentioned in the Bill of Materials shall be genuine, perpetual, full use and should provide upgrades, patches, fixes, security patches and updates directly from the OEM. All the licenses and support (updates, patches, bug fixes, etc.) should be in the name of Webel Technology Limited/WTL.
- II. The bidder (system integrator) shall provide with a full use database license. All the licenses and support (updates, patches, bug fixes, etc.) should be in the name of Webel Technology Limited/WTL. The bidder (system integrator) shall provide a comprehensive warranty that covers all components after the issuance of the final acceptance by Webel Technology Limited/WTL. The warranty should cover all materials, licenses, services, and support for both hardware and software. The bidder (system integrator) shall administer warranties with serial number and warranty period. The bidder (system integrator) shall transfer all the warranties to the Webel Technology Limited/WTL at no additional charge at the time of termination of the project. All warranty documentation (no expiry) will be delivered to Department.
- III. The bidder (system integrator) shall review the licenses requirements with the WBCTD nominated agency and Nodal Officer. The WBCTD nominated agency with the help of Nodal Officer shall clarify on the licenses requirements to be brought by the bidder (system integrator) and availability at SDC.

1.6 General Requirements

I. Licensing Requirements

- A. All system software, licenses, etc. have to be procured in the name of the Commercial Tax Directorate
- B. The licenses should be perpetual and enterprise wide for the core application and other software unless otherwise stated. The software licenses shall not be restricted based on location and the WBCTD should have the flexibility to use the software licenses for other requirements, if required

II. Asset Management

The selected Bidder will perform the following asset management functions with respect to the infrastructure deployed at various locations:

- A. Take periodic stock of, review physical inventory and maintain stock registers of hardware at all locations covered under this Project. The selected bidder would maintain stock registers as per format agreed with the WBCTD.
- B. Maintain documentation of the hardware assets, maintain asset Information for all Project locations, on parameters to be mutually agreed between the Webel Technology Limited/WBCTD and the selected Bidder, which shall include details like -
 - 1. Product type, model number, version number
 - 2. Manufacturer
 - 3. Office location
 - 4. Maintenance status, etc.
- A. Update or correct the asset information following any new installations, movement, addition, or change performed by the selected Bidder.
- B. Produce periodic reports and machine readable files in agreed upon format pertaining to some or all of the asset information.
- C. Restrict movement of server/equipment/items in or out of the designated location (specified by Webel Technology Limited /WBCTD) or any other location under the Project without prior permission from the Webel Technology Limited/WBCTD.

III. Knowledge Transfer

- A. At the end of the Contract period, the selected Bidder will be required to provide at least 80 hours of training, necessary handholding and transition support to the WBCTD designated staff or any other agency that is selected for maintaining the system post the Contract with the selected Bidder. The handholding support will include but not be limited to, conducting detailed walkthrough and demonstrations for the implemented DMS application, handing over all relevant documentation (approved by WBCTD), addressing the queries/clarifications of the new agency with respect to the working / performance levels of the infrastructure, conducting training sessions etc.
- B. Knowledge Transfer is an integral part of the scope of work of the selected Bidder. This will have to be done even in case the Contract with the Bidder ends or is terminated before the planned timelines.

Please note that this is only an indicative list. Any other activity, over and above these, as may be deemed necessary by the selected Bidder to meet the service levels and requirements specified in this Contract are also required to be performed by the selected Bidder at no additional cost.

1.7 Data Digitisation under PPP mode

- I. The bidder (system integrator) shall digitise all historical data (Approximated at 44,000 files in number of records) pertaining to the Assessment files and records. Each file can contain 200-700 pages based on file size, approximated at 300 pages per file.
- II. The bidder (system integrator) shall formulate the Data Digitisation Strategy which will also include internal quality assurance mechanism. This will be reviewed and signed-off by Webel Technology Limited /WBCTD, Commercial Tax Directorate and the WBCTD nominated agency prior to commencement of data digitisation.
- III. The future digitization requirement of WBCTD approximated at 50,000 assessment files every year would be given to the successful bidder for the next 5 years. Each assessment file is estimated to be 200 pages (from year 2) estimated at 1 crore pages to be digitized annually. The successful bidder would also be setting up facilitation centres comprising of scanners at HQ to meet the dealer demand to scan the documents. The positioning and numbers of scanners in HQ/ districts would be based on dealer demand. **The successful bidder would be collecting revenue from dealers on way of facilitation fee for providing services to the**

dealers. The scanning rates would be decided based on competitive quotes received by WBCTD in this bid. This would enable the bidder to offset its cost of digitization; during the first year.

- IV. The bidder (system integrator) shall incorporate all comments and suggestions of Webel Technology Limited /WBCTD and WBCTD nominated agency in the Data Digitisation Plan.
- V. The bidder (system integrator) shall perform pilot data digitisation (based out of one particular charge location) and accordingly revise the data digitisation plan for implementation.
- VI. The bidder (system integrator) shall ensure complete data cleaning and validation for all data digitised and loaded on to the DMS Application.
- VII. The bidder (system integrator) shall validate the data before uploading the same to the production environment.
- VIII. The bidder (system integrator) shall generate appropriate control reports before and after digitisation to ensure accuracy and completeness of the data.
- IX. The bidder (system integrator) shall conduct the acceptance testing and verify the completeness and accuracy of the data Digitised and uploaded to the DMS Application.
- X. The Webel Technology Limited /WBCTD, the Commercial Tax Directorate and WBCTD nominated agency may, at its will, verify the test results provided by the bidder.

1.5.5. Sign off Deliverables / Exit Criteria

- I. Data Digitisation Plan
- II. Approval by the Webel Technology Limited/WTL / WBCTD nominated agency on successful digitisation of data
- III. Digitization of the documents and cataloguing with the approval of the nodal officer.

1.8. Capacity Building / Training

1.8.1. Develop Overall Training Plan

The Implementing Agency (for DMS) shall be responsible for providing the DMS application related training to the officials of Commercial Tax Directorate. WBCTD shall finalize the detailed Training Plan which should cover the following aspects:

- Training strategy (utilization of training infrastructure, workshops, batch size, duration of training etc)
- Training need analysis (target audience and duration)
- Training curriculum (module structure and syllabus)
- Training Schedule (charge-wise/circle-wise)

The main challenges that need to be addressed effectively are the geographically dispersed trainee base, variability in roles and responsibilities, education base and availability of time. The Implementing Agency shall hold the responsibility for creation of a detailed and effective training strategy, user groups and classifications, training plan and guidelines, detailed training material, training program designed their delivery to the target groups.

1.8.2. Training need analysis (identification of trainees, training modules and duration)

The responsibility of Assessment, Audit and Appeal process lies with the officers of the divisions such as Charge Office, Circle Office, Corporate Division, Central Audit Unit, Internal Audit Wing, Information Section Division, etc. These officers shall be the ones primarily accessing and using the DMS application from the CTD's side and hence should be included under the program of capacity building. The rank of these officials ranges from CTO to Additional Commissioner. The capacity building programs should be planned keeping in focus the roles and responsibilities of various officers. Building capacities at various levels is critical to the successful implementation of the DMS. In brief, the following activities are performed by the officials for carrying out the work related to Assessment, Audit and Appeal Process:

- Assessment of tax
- Maintenance of records of dealers
- Hear and dispose Appeal and Revision cases arising out of orders
- Conduct VAT Audit and assessment of audited files.
- Scrutiny & verification of returns
- Assess the audited dealers

- Develop a dynamic Risk Analysis module on the basis of which the dealers are to be selected for audit, etc

The following table indicates the sample training modules:

Sl #	Module description	Number of Personnel to be trained	Duration
1.	DMS application related training	(Number of officers accessing the DMS application) (TBD)	1 week
2.	System Administration and support training*	15-20	2 week

* A set of CTD officials with prior IT experience to be selected (preferably from ISD) to act as system administrators and also as trouble-shooters with basic systems maintenance tasks.

1.8.3. Identification of DMS application champions (WBCTD internal):

The Commercial Tax Directorate shall identify qualified Trainers with relevant experience who would impart application related training to other officials in the future. The selection should be branch wise primarily the charge and circle offices. These application champions should be identified at the beginning of the assignment. They would be the responsible for the following:

- Training delivered to the end-users
- Drive the change within the directorate
- Enhance the acceptability of the implemented solution within the department
- Own the success of the application being implemented

1.8.4. Training Material and manuals

Most of the training would be an Instructor-Led Training (ILT) conducted by trained and qualified instructors in a classroom setting. To maintain consistency, standard templates should be used for each component of a module. The scope of developing and designing the Training Manuals, User Manuals, Operational and Maintenance Manuals shall lie with the implementing agency. The following mode of delivery may be considered for imparting effective training to the officials:

- Course Presentation (PowerPoint)
- Instruction Demonstrations (Application training environment)
- Hands-on Exercises (Application training environment)
- Application Simulations: Miniature version of DMS Application with dummy data providing exposure to a real life scenario post implementation of DMS
- Job Aids (if required), etc

In addition to the ILT, for the modules that may be more appropriate to be conducted through a Computer Based Training (CBT), a CBT should be developed for them. CBT should involve training delivered through computers with self instructions, screenshots, simulated process walk-through and self assessment modules.

1.8.5. Communication and Awareness Strategy

The basic purpose of Change Management is to address the resistance on part of the employees and citizens regarding the new system through an effective communication strategy. Communication strategy should be developed to reach out to all the stakeholders of the project effectively and independently. The focus should be on the two major stakeholders- Dealers and WBCTD officials and shall be created with respect to the following:

- Communication on new functional procedures and re-defined process owners, rules
- Communication about changes in the system along-with the change implications
- Communication on introduction of technology in the system
- Communication on the advantages of the new system

A sample set of dealers can be selected for the purpose of raising awareness about the new system. On a broader scale, the following channels shall be used as mediums for communicating with the dealers and creating awareness about the new system and processes:

- Interactive workshops led by the charge officers at facilitation centres and official website
- Information boards at various Government offices and Facilitation Centres/ CSCs
- Special campaigns for promoting and creating awareness among dealers about the new system and processes. Local means of propagating information shall be used for the same purpose

1.8.6. Sign off Deliverables / Exit Criteria

- I.** Capacity Building Plan
- II.** Change Management Plan
- III.** Training Plan

Completion of training and change management activities

SECTION – G

SCOPE OF SERVICES – OPERATION & MAINTENANCE PHASE

Overview of Post Implementation Services

An indicative list of activities and nature of support to be provided is mentioned below:

I. System Administration and Trouble Shooting

- A. Overall monitoring and management of all IT and Non-IT infrastructure deployed by the selected Bidder for the Project including Server Infrastructure, designated locations, networking equipments & connectivity, system software, application, database, and all other services associated with these facilities to ensure service levels, performance and availability requirements as prescribed in the RFP are met.
- B. Repair or replace infrastructure deployed for this Project, either directly or through a third party warranty provider depending on the case
- C. Replace component due to technical, functional, manufacturing or any other problem with a component of the same make and configuration. In case the component of same make and configuration is not available, the replacement shall conform to open standards and shall be of a higher configuration and shall be approved by the Department
- D. Perform system administration tasks such as managing the user access, creating and managing users, taking backups etc.
- E. Performance tuning of the system to ensure adherence to SLAs and performance requirements as indicated in the RFP.

II. Network Administration and Trouble Shooting

- A. Coordinate with the network service providers to maintain smooth network operations and ensure uptime and performance requirements of the IT infrastructure as indicated in the RFP are met. The selected Bidder will be totally responsible for all networking equipments installed by him.

III. Database Administration and Trouble Shooting

- A. Undertake end-to-end management of database on an on-going basis to facilitate smooth functioning and optimum utilization including regular database backup and periodical testing of backup data, conducting configuration review to tune database, maintaining the necessary documentation and managing schemes to database schema, disk space, user roles, and storage.

IV. Overall

- A. Undertake preventive maintenance (any maintenance activity that is required before the occurrence of an incident with an attempt to prevent any incidents) and carry out the necessary repairs and replacement of parts wherever needed to keep the performance levels of the hardware and equipment in tune with the requirements of the SLA. Such preventive maintenance shall not be attended during working hours of the State Departments, unless inevitable and approved by the Webel Technology Limited/WTL.
- B. Undertake reactive maintenance (any corrective action, maintenance activity that is required post the occurrence of an incident) that is intended to troubleshoot the system with sufficient teams
- C. Escalate and co-ordinate with its OEMs for problem resolution wherever required
- D. The selected Bidder will be required to comply with various policies relating to monitoring and management of infrastructure such as IS Policy, backup and archival policy, system software update policy etc. of the Government of West Bengal.

The bidder (system integrator) is expected to provide technical and operational support till the new system goes live. The bidder (system integrator) is required to provide minimum 4 resources as mentioned below for the same <Indicative>: The ownership of the successful execution of the project is dependent on the bidder and resourcing has to be done by the bidder based on requirements of the project.

Sl. No	Position	Number of Resources
1.	Project Manager	1
2.	Domain Expert (Tax)	1
3.	System Architect	1
4.	Database Administrator	1
5.	DMS Application Expert	1

An indicative list of activities to be performed by the deployed resources for existing system support is:

- I. Project Manager shall be the SPoC to Webel Technology Limited /WBCTD/WBCTD nominated agency and should be intricate of the product of the DMS to be implemented.
- II. The other staff shall function based on the scope of work of the RFP and contract signed between the bidder (system integrator) and Webel Technology Limited /WBCTD.
- III. If required the bidder (system integrator) shall provide additional manpower to complete the work/task within timelines. While during the tenure of the project the Webel Technology Limited /WBCTD can instruct the bidder (system integrator) to change the manpower at any location as per the requirements of Webel Technology Limited /WBCTD.
- IV. The bidder (system integrator) will provide the list of actual deployed manpower on monthly basis.
- V. The qualification and experience requirements of these resource persons are mentioned in the Resource Evaluation Matrix.
- VI. Then bidder (system integrator) will ensure that all the resources deployed at any location are easily approachable over mobile phones. The bidder (system integrator) will provide the contact details of the manpower at the time of commencement of operations. The bidder (system integrator) will also ensure that the proposed resources will not be changed during project implementation without explicit approval of the Webel Technology Limited /WBCTD.
- VII. The Webel Technology Limited/WTL reserves the right to evaluate the performance of the resource persons deployed on the project by the bidder (system integrator) and ask for a suitable replacement in case of unsatisfactory performance by any of the resource persons deployed to support the project.

1.9. Project Management

The bidder (system integrator) shall:

- Assume responsibility of managing and monitoring the project as per the indicative Time schedule specified in this RFP
- Set up a Helpdesk at the WBCTD headquarter (or any other designated office as specified by the ABC TD) to take care of the following issues
 - 24X7 Support for logging calls
 - All kind of trouble shooting regarding Hardware, Application, Network Connectivity
 - Training, Hand Holding and Knowledge Transfer to the WBCTD Officials
 - Complete SLA Monitoring
 - Critical Reporting
 - Any other related and relevant issues

- Depute one Project Manager as a single point of contact during the Contract period. He/she should have relevant certification and should have appropriate authority to take decisions for smooth and early completion of work.
- The bidder (system integrator) has the liberty to decide on the number of Manpower required at the Helpdesk but they need to provide the managed IT support strategy for the office(s) in their technical bid. The bidder (system integrator) shall provide for the increased need of increased manpower requirement whenever size of the network is increased for any reasons.
- Monitor the progress of Change Management Plan and Data Digitization in order to enable smooth transition into the new system.

Reporting

The Project Manager shall conduct monthly review meeting with Nodal officer or SPoC of the DMS project, WBCTD. The Project Manager shall also submit the following reports to the nodal officer:

- Weekly Status Reports
- Monthly Progress Reports , summarizing:
 - A) Results accomplished during the period
 - B) Performance against SLA Report
 - C) Cumulative deviations to date from schedule of progress on milestones as specified in RFP ,read with the agreed and finalized project plan
 - D) Corrective actions to be taken to return to planned schedule of progress
 - E) Proposed revisions to Planned Schedule
 - F) Other issues and outstanding problems, and actions proposed to be taken
 - G) Interventions which the bidder (system integrator) expects to be made by the nodal officer assigned by the WBCTD and/or the actions to be taken by the Department before the next reporting period
 - H) Feedback report from the participant of training program.

The selected bidder is responsible for the day to day maintenance of the system for the entire period of Contract. For the IT Infrastructure procured as part of this RFP, the selected Bidder will be responsible for smooth Operations and Maintenance Services for the period covering onsite support for 1 year of warranty and followed by 4 years of AMC from the date of commissioning the IT Infrastructure covering the following:

- I. Onsite Warranty support
- II. Onsite Periodic and AMC support including repair and replacement
- III. Annual Technical Support (ATS) for all the licensed software
- IV. Providing Help desk support with Escalation matrix for registration of complaints related to the IT Infrastructure procured through this RFP at the State designated premises.

SECTION – H

DATA DIGITISATION UNDER PPP MODE

- I. The bidder (system integrator) shall digitise all historical data (Approximated at 44,000 files in number of records) pertaining to the Assessment files and records. Each file can contain 200-700 pages based on file size, approximated at 300 pages per file.
- II. The bidder (system integrator) shall formulate the Data Digitisation Strategy which will also include internal quality assurance mechanism. This will be reviewed and signed-off by Webel Technology Limited /WBCTD, Commercial Tax Directorate and the WBCTD nominated agency prior to commencement of data digitisation.
- III. The future digitization requirement of WBCTD approximated at 50,000 assessment files every year would be given to the successful bidder for the next 5 years. Each assessment file is estimated to be 200 pages (from year 2) estimated at 1 crore pages to be digitized annually. The successful bidder would also be setting up facilitation centres comprising of scanners at HQ to meet the dealer demand to scan the documents. The positioning and numbers of scanners in HQ/ districts would be based on dealer demand. The successful bidder would be collecting revenue from dealers on way of facilitation fee for providing services to the dealers. The scanning rates would be decided based on competitive quotes received by WBCTD in this bid.
- IV. The bidder (system integrator) shall incorporate all comments and suggestions of Webel Technology Limited /WBCTD and WBCTD nominated agency in the Data Digitisation Plan.
- V. The bidder (system integrator) shall perform pilot data digitisation (based out of one particular charge location) and accordingly revise the data digitisation plan for implementation.
- VI. The bidder (system integrator) shall ensure complete data cleaning and validation for all data digitised and loaded on to the DMS Application.
- VII. The bidder (system integrator) shall validate the data before uploading the same to the production environment.
- VIII. The bidder (system integrator) shall generate appropriate control reports before and after digitisation to ensure accuracy and completeness of the data.
- IX. The bidder (system integrator) shall conduct the acceptance testing and verify the completeness and accuracy of the data Digitised and uploaded to the DMS Application.
- X. The Webel Technology Limited /WBCTD, the Commercial Tax Directorate and WBCTD nominated agency may, at its will, verify the test results provided by the bidder.

1.9.1. Sign off Deliverables / Exit Criteria

- I. Data Digitisation Plan
- II. Approval by the Webel Technology Limited/WTL / WBCTD nominated agency on successful digitisation of data
- III. Digitization of the documents and cataloguing with the approval of the nodal officer.

SECTION – I

PROPOSED LAYOUT WITH TECHNICAL DETAILS

1. Implementation Framework

1.1. Centralized and Transformation Approach

For the implementation of DMS a centralized approach is advisable as the information available in the DMS system would always be current and accessible to all the concerned stakeholders. The DMS solution would be deployed in the primary Data Centre and will be accessible to all the stakeholders through internet/intranet. A centralized system holds the following advantages in the case of DMS:

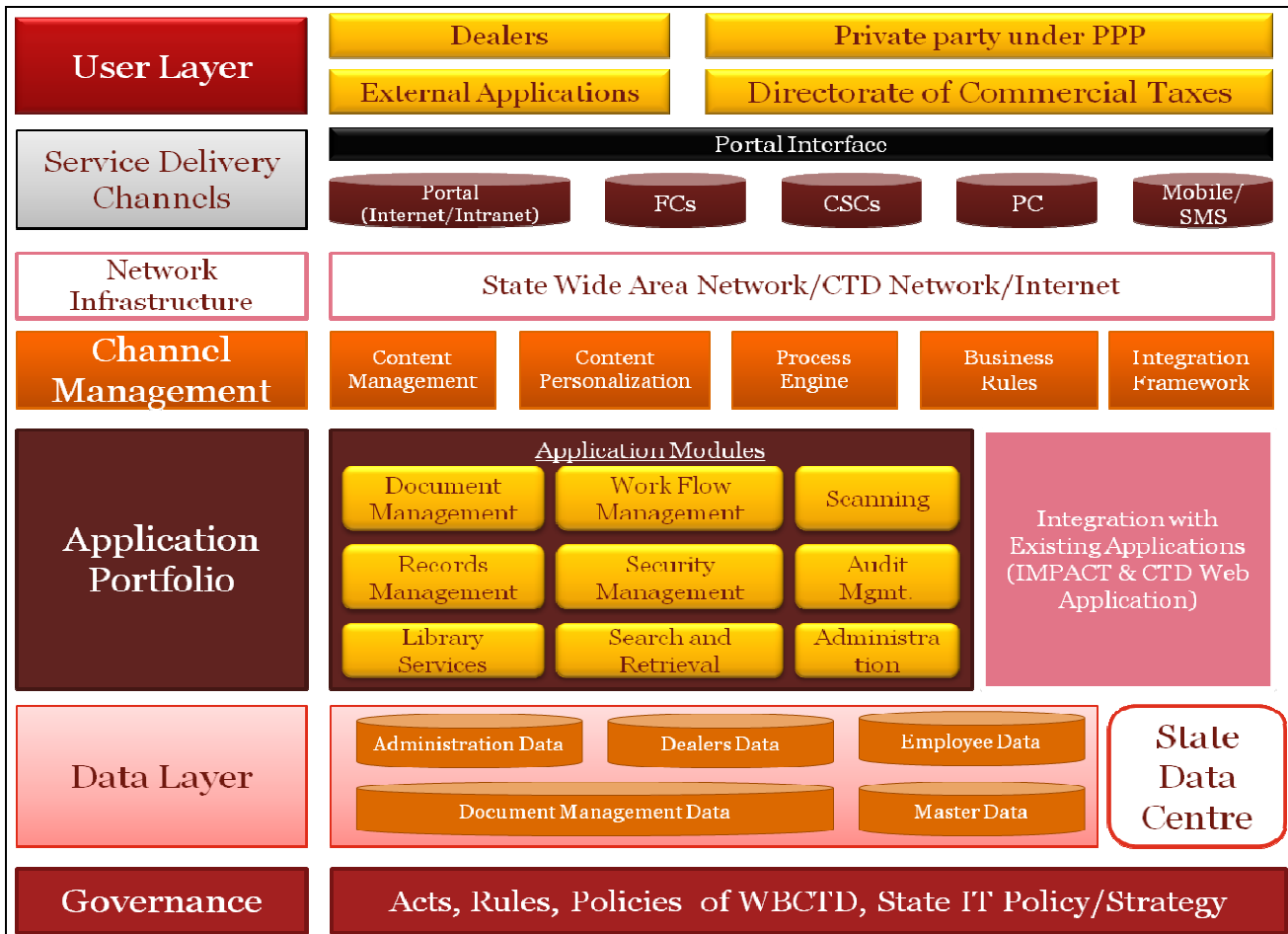
- a) It would hold data used across the organization in one place, allowing all staff to access it, making it both faster and easier to undertake enterprise wide activities.
- b) Manual intervention for data transfer is minimal (mostly during the time of data upload) and hence it is relatively easy to monitor and control errors/malfunctions at a centralized location.
- c) Information available across locations is common thus enhancing transparency across all locations
- d) Centralized data enables easy access to historical data across all levels
- e) System administration is required only at the central location
- f) Simpler to enforce security policies, patch upgrades etc at central location
- g) Total cost of ownership lower over a period of time
- h) Central planning and operation allows compatible technology and skills to be introduced enabling easy exchange/sharing of hardware, software and staff across the enterprise.

Transformation approach is advisable as there are several COTS products available in the market with the functionalities based on Global best practices. The new solution may be a COTS solution adhering to the requirements of the stakeholders and will constitute the core component of the DMS. The transformation approach holds the following benefits in the implementation of DMS:

- a) The available COTS product is tried and tested both on process and functionalities and thus requires limited time to implement
- b) It ensures easier migration to the an integrated application
- c) The solution is flexible and the changes of any complexity in business processes can easily be accommodated by simple configuration changes
- d) It comes with an inbuilt MIS in the system and no separate MIS needs to be designed
- e) No time is wasted in debugging software errors
- f) Incorporates best practices and proven lessons learned from implementation of systems

1.2. Overall Solution Architecture

The proposed solution will cater to all the internal and external stakeholder requirements of the CTD. The overall solution would be based on the COTS and centralized architecture approach. The overall solution architecture of DMS is depicted in the figure below:



1.3. DMS Application Architecture

Application Architecture would follow an integrated approach to address a full range of application functionality, security and scalability requirements. It would comprise of the following layers:

Presentation layer

At the highest level, DMS's portal layer will function as the entry point to the business application. The presentation layer will determine the role of the individual who is accessing the application and the rights they have once they enter the DMS application environment. As part of this process, the service will perform all the required security, authentication and authorization required to ensure that only valid users can access the application.

Application/Business/Logic Layer

The applications and services that drive the entire DMS solution would cover both the core and the supporting components of the envisioned DMS Solution. This layer will handle the most complex and functional aspects of the enterprise application. The application logic will include the business rules and workflow required to deliver the application. This set of rules and logic will be defined within the DMS applications by leveraging existing business logic that would be based on the DMS business requirements. Security management, presentation and workflow configurations will be the core component of the application layer.

Database Layer

This layer of the DMS application would be the data store of the entire system. This layer will house the centralized database for all the relevant functions of the entire system and will be equipped with the common databases whenever required.

SECTION – J
BILL OF MATERIAL

S. No.	Description	Quoted (Yes/No)
Services Provided During Implementation Phase		
1.	DMS Application related cost including the licenses and manpower cost	
2.	IT infrastructure at the Data Centre	
3.	Digitization/Scanning of Historical records	
4.	Change Management and Capacity Building	
A	Sub-total for Services Provided During Implementation Phase (Sum of items 1 – 4):	
Services Provided During Post Implementation Phase		
5.	Operations and Maintenance Services for the 1 st year after “Go-Live”	
6.	Operations and Maintenance Services for the 2 nd year after “Go-Live”	
7.	Operations and Maintenance Services for the 3 rd year after “Go-Live”	
8.	Operations and Maintenance Services for the 4 th year after “Go-Live”	
9.	Operations and Maintenance Services for the 5 th year after “Go-Live”	
B	Sub-total for Services Provided During Post Implementation Phase (Sum of items 5 – 9):	

Implementation Phase

1. DMS Application related cost including the licenses

Sl. No.	Description	Estimated Effort (No. of Man-Months)	Quoted (Yes/No)
1.	Systems Study, design, analysis and configuration		
2.	DMS License Cost (Enterprise unlimited user license)		
3.	Development and Customization of enterprise DMS		
4.	Integration with the existing applications (IMPACT etc)		
5.	Support to 3rd party acceptance testing, audit and certification		
6.	Deployment and installation of the application at all the Locations as specified in this RFP		
7.	Project Management Manpower Cost (As specified in the Technical Evaluation criteria)		
8.	<Others>		

* DMS License Cost (Workflow management users) - All CTD officials above JCCT. Estimated at 600. (Approving Authority, not all users.

2. IT infrastructure at the Data Centre including the necessary hardware, software and other networking components

Hardware components

Sl. No.	Item	Make and Model	No. of Units (X)	Quoted (Yes/No)
1.	Application Server		2	
2.	Database Server		2	
3.	Web Server		2	
4.	SAN Disks (2TB)		10	
5.	Automated Tape Library (1TB)		10	
	Others (if any), Insert each item in a separate row as required.			

Software Components

Sl. No.	Item	Proposed Solution (Product Name/ Custom Built)	Unit of Measurement	No. of Licenses/Units (X)	Quoted (Yes/No)
1.	Web server			Nos (As per solution Proposed)	
2.	OS Server			Nos(As per solution Proposed)	
3.	RDBMS			Nos (As per solution Proposed)	
	Others (if any), Insert each item in a separate row as required			Nos (As per solution Proposed)	

* HA and DR is not included as a functional requirement. Automated Tape Library is required for primary backup.

3. Digitization/Scanning of Historical records

Sl. No.	Category	No. of Pages (X)	Quoted (Yes/No)
1.	Scanning of Historical records		

4. Change Management and Capacity Building

Sl. No.	Category	Personnel to be trained (X)	Quoted (Yes/No)
1.	DMS application related training		
2.	System Administration and support training		

Sl. No.	Category	No. of workshops
3.	Change Management workshops	

Post Implementation Phase

1. Operations and Maintenance Services for the 1st year after “Go-Live”

Sl. No.	Breakup head/subhead	Quoted (Yes/No)
1.	All the O&M cost for managing the data center services.	
2.	Connectivity Charges (internet connectivity provided etc), if required	
3.	Application Maintenance & Operational Expense including up gradation, deployment of patches, fixes etc.	
4.	Infrastructure Maintenance Expense (Helpdesk, deployed hardware & network infrastructure etc.)	
	<Add more as relevant>	

2. Operations and Maintenance Services for the 2nd year after “Go-Live”

Sl. No.	Breakup head/subhead	Quoted (Yes/No)
1.	All the O&M cost for managing the data center services.	
2.	Connectivity Charges (internet connectivity provided etc), if required	
3.	Application Maintenance & Operational Expense including up gradation, deployment of patches, fixes etc.	
4.	Infrastructure Maintenance Expense (Helpdesk, deployed hardware & network infrastructure etc.)	
	<Add more as relevant>	

3. Operations and Maintenance Services for the 3rd year after “Go-Live”

Sl. No.	Breakup head/subhead	Quoted (Yes/No)
1.	All the O&M cost for managing the Data Center Services.	
2.	Connectivity Charges (internet connectivity provided etc), if required	
3.	Application Maintenance & Operational Expense including up gradation, deployment of patches, fixes etc.	
4.	Infrastructure Maintenance Expense (Helpdesk, deployed hardware & network infrastructure etc.)	
	<Add more as relevant>	

4. Operations and Maintenance Services for the 4th year after “Go-Live”

Sl. No.	Breakup head/subhead	Quoted (Yes/No)
5.	All the O&M cost for managing the data center services.	
6.	Connectivity Charges (internet connectivity provided etc), if required	
7.	Application Maintenance & Operational Expense including up gradation, deployment of patches, fixes etc.	
8.	Infrastructure Maintenance Expense (Helpdesk, deployed hardware & network infrastructure etc.)	
	<Add more as relevant>	

5. Operations and Maintenance Services for the 5th year after “Go-Live”

Sl. No.	Breakup head/subhead	Quoted (Yes/No)
5.	All the O&M cost for managing the Data Center Services.	
6.	Connectivity Charges (internet connectivity provided etc), if required	
7.	Application Maintenance & Operational Expense including up gradation, deployment of patches, fixes etc.	
8.	Infrastructure Maintenance Expense (Helpdesk, deployed hardware & network infrastructure etc.)	
	<Add more as relevant>	

SECTION – K

TECHNICAL SPECIFICATION WITH COMPLIANCE STATEMENT

Compliance to the Functional Requirement Specifications

Rating Legend	
Response	Explanation
SUP	Supported as delivered "out-of-the-box"
MOD	Supported via modifications (screen configurations, reports, GUI tailoring, etc)
CST	Supported via customization (changes to source code)
NS	Not supported
Priority	Critical (C), Desirable (D), or Nice to Have (N)

Priority: The column indicates how important a particular requirement is for NIC.

Remarks: The bidder (system integrator) should mention the number of man-months required to customize the required functionality.

Priority:

Critical (C): The functionality is vital for NIC to run its business.

Desirable (D): The functionality is desirable for NIC to meet its strategic objectives.

Nice To Have (N): This is an optional functionality.

Compliance to Functional Requirement Specifications

Bidder (system integrator) Responses

Complete the RFP worksheet by placing an X in the appropriate column for each requirement.

The Xs must represent the current state of a product or service.

A. Document Management:

SI #	Functional Requirement	Priority (C/D/N)	SUP	MOD	CST	NS	Remarks
1.1	Document Management						
1.1.1	Document Creation & Categorization						
	1 Should integrate with standard authoring tools, such as MS Word, MS Excel, Adobe Acrobat	C					
	2 Should have native authoring tool to create and view document	C					
	3 Should support single & bulk import of the documents	C					
	4 Should supports document categorization	C					
1.1.2	Document Metadata Management						
	1 Should support various metadata formats such as numerical, data, Boolean...etc	C					
	2 Should enable users to customize the metadata information of document for specific needs such as review, approve and search	C					
	3 Should support the security during metadata handling either by administrators or other users	C					
	4 Should support automatic updating of metadata during import of document bulk	C					
	5 Should support automatic extraction of metadata from the document when they are either created or captured	C					
	6 Should support metadata validation such as format, range of values...etc	C					
	7 Should allow administrator to define at configuration time whether each metadata element is mandatory or optional and Should be able to be searchable	D					

SI #	Functional Requirement	Priority (C/D/N)	SUP	MOD	CST	NS	Remarks
8	Should support unlimited number of metadata elements allowed for each document	C					
1.1.3	Workflow Management						
1	Should support workflows consisting of a number of steps, and each step being associated with participants for action	C					
2	Should product support conditional workflow	C					
3	Should support the automatic triggering the workflow, when the document arrives from different sources such as desktop, fax server and scanning system	C					
4	Should be easy to design the workflow	C					
5	Should support unlimited number of steps during workflow constructions	C					
6	Should support assigning various roles for workflow participants	C					
7	Should support tracking of progress of review, such as in progress, waiting, and review details etc...	C					
8	Should support tracking of waiting disposal as result of review decision	C					
9	Should support alerting a user participant about the documents have been sent for attention and specify the action required	C					
10	Should support sending e-mail messages to users to notify them of document requiring their attention	C					
11	Should support tracking of the progress of a document through a workflow so that users can determine the status of a document in the process	C					
12	Should support reminder, or bring-forward, facility for unmanaged documents	C					
13	Should support prioritization of documents in the queue	C					
14	Should support prevention of programmed workflows from being changed by users other than the Administrator	C					
15	Should provide various security options	C					

SI #	Functional Requirement	Priority (C/D/N)	SUP	MOD	CST	NS	Remarks
16	Should provide a facility to load balance by distributing incoming items to group members in rotation or based on a set of business rules defined by the Administrator	C					
17	Should support reassigning tasks/actions by administrators or users to different users or user groups	C					
18	Should support collaborative workflow with outside partners and suppliers	C					
19	Should provide reporting facilities to allow management to monitor workflow volumes, performance and exceptions	C					
20	Auto escalation mechanism should be set up after 3 Adjournment Notices	C					
21	Adjournment request may come through e-mail (registered e-mail id of Dealer)	C					
22	'Hearing Notice' should be updated on Dealer's profile, whenever the Notice is being mailed to dealer	C					
1.1.4	Version Control						
1	Should support managing versions of electronic documents as separate but related entities	C					
2	Should support pruning unwanted versions and provide tools to automate the management of version histories	C					
3	Should support version comparison and rolling back capability	C					
1.1.5	Library Services						
1	Should support checking documents "in" and "out" of information repositories	C					
2	Should support automatically updating document version numbers whenever a previously "checked-out" document is modified and returned to the document repository	C					
3	Should have a prevention mechanism for more than one person from checking documents out for modification	C					

SI #	Functional Requirement	Priority (C/D/N)	SUP	MOD	CST	NS	Remarks
4	Should support full lifecycle management capabilities for tracking of document versions /statuses	C					
5	Should support document merging	C					
1.1.6	Search & Retrieval						
1	Should support the search capability based on the document metadata	C					
2	Should support the search capability based on the full-text of the document	C					
3	Should support the search capability with combinations of metadata and/or document content	C					
4	Should be easy to customize the search capability	D					
5	Should allow users to save and re-uses search queries	C					
1.1.7	Others						
1	Should support highest level of document and information security	C					
2	Should supports Access Control Lists (ACL's)	C					
3	Should support document/record annotation. Should be possible to use annotation on multiple document formats	C					
4	Should support conversion of document to different format	C					
5	Should be able to convert any scanned document to PDF on fly	C					
6	Should support defining document relationship such as one memo related to 10 different letters issued etc. Document search result should display all the related document	C					
7	Should be able to publish/notify arrival of new document to the concerned users	C					

B. Records Management:

SI #	Functional Requirement	Priority (C/D/N)	SUP	MOD	CST	NS	Remarks
1.2	Records Management						

SI #	Functional Requirement	Priority (C/D/N)	SUP	MOD	CST	NS	Remarks
1.2.1	Creation/ Receipt, Storage and Archival						
1	Should support creating the electronic record using MS word, PDF , MS Excel	C					
2	Should support management of electronic records	C					
3	Should support management of e-mail as records	C					
4	Should store the approved documents that can be archived	C					
5	Should support automatic metadata extraction for the created record	C					
6	Should capture records of different formats such as presentations, all MS Office document types, e-mail messages, e-mail messages with attachment, text, images, facsimiles, pages, graphics, computer aided design, scanned paper, documents, voice	C					
1.2.2	Metadata Management						
1	Should support automatic metadata extraction for the captured record which exists in various formats	C					
2	Should support registering the mail message and its attachments as a new record	C					
3	Should support bulk load of electronic records in a batch	C					
4	Should support removing the sensitive information, without affecting the underlying record. Should be able to store both the original record and the modified copy	C					
5	Should support both automatic and manual classification of records based of various criteria's such as users, file ...etc	C					
6	Should allow only authorized users to create and register records.	C					
7	Should support various metadata formats such as numerical, data, Boolean...etc	C					
8	Should be easy to customize the metadata information for specific needs	C					
9	Should support the security during metadata handling either by administrators of users	C					

SI #	Functional Requirement	Priority (C/D/N)	SUP	MOD	CST	NS	Remarks
10	Should support automatic updating of metadata during import of record bulk	C					
11	Should support automatic extraction of metadata from the record when they are either created or captured	C					
12	Should support metadata validation such as format, range of values...etc	C					
13	Should allow administrator to define at configuration time whether each metadata element is mandatory or optional and whether it is searchable	C					
1.2.3	Tracking and Location Management						
1	Should support tracking unique identifier for record or file	C					
2	Should support tracking unique identifier for record or file during the movement of record to another location	C					
3	Should support tracking current location and previous locations of the record	C					
4	Should support tracking the dates of movement and persons involved for records movements	C					
5	Should support tracking of physical volumes by the provision of checkout, check-in , which reflect the current location of the volume	C					
6	Should support on-line requests to reserve file volumes for future sign out e.g., user or administrator to link bring forward criteria to a record (person requesting bring forward, due date, action to be taken, etc.)	C					
7	Should support volume-level location controls for physical volumes	C					
8	should support individual or bulk updates of location profile information	C					
1.2.4	Schedule Management						
1	Should Support function that specifies retention schedules, calculates retention periods and eligible disposition	C					
2	Should automatically track retention periods that have been allocated to the file and initiate the disposal process once the end of the retention period is reached	C					
3	Should support reporting and analysis tools for the management of retention and disposition schedules	C					

SI #	Functional Requirement	Priority (C/D/N)	SUP	MOD	CST	NS	Remarks
4	Should allow authorized users to change or amend any retention period allocated to any file at any point in the life of the file	C					
5	Should permit authorized users to suspend the retention period and final disposition of a file	C					
1.2.5	Retention Period Management						
1	Should allow the definition of sets of processing rules to be applied as an alerting facility to specified files, prior to initiation of the disposal process	C					
2	Should support the review process by presenting electronic files to be reviewed, with their metadata and retention schedule information	C					
3	Should support generation of a report detailing the files or records and all references or links for which it is a destination	C					
4	Should permit disposition to be processed for files covered by approved records schedules only	C					
5	Should support confirmation of disposition of volumes/records	C					
6	Should support approval by a Records Officer or authorized delegate before permitting or performing destruction of any record	C					
7	Should support destruction of record by individuals or by batch process	C					
8	Should support documentation of records destruction of electronic records	C					
9	Should be capable of supporting the preservation of electronic records	C					
10	Should support retrieval of records throughout their required retention periods by utilizing storage media with appropriate long-term life expectancy ratings and enabling the replacement of media, hardware, and software components to address com	C					
11	Should support the automated periodic comparison of copies of information, and the replacement of any copy found to be faulty, to guard against media degradation	C					
12	Should support conversion of records (with their metadata and audit trail information) to other media and/or systems	C					

SI #	Functional Requirement	Priority (C/D/N)	SUP	MOD	CST	NS	Remarks
	in line with the standards relevant for the formats in use						
13	Should support compression/encoding techniques to store the electronic record	C					
1.2.6	Security Management						
1	Should record the deletion of records comprehensively in the audit trail	C					
2	Should generate an exception report for the Administrator when deletion occurs	C					
3	Should support deletion of the related entities of the deleted record	C					
4	Should allow the administrator to limit access to records, files and metadata to specified users or user groups	C					
5	Should support prohibit access to the system without an accepted authentication mechanism attributed to the user profile	C					
6	Should restrict user access to specific files or records	C					
7	Should restrict user access to specific parts of the records classification scheme	C					
8	Should support restrict user access to particular features (e.g., create, read, up-date and/or delete specific metadata fields; change records profile metadata, open/close files/volumes, register records, perform scheduling activities)	C					
9	Should support role based access control system (for examples roles might include Records Officer, Records Clerk, Database Administrator)	C					
10	Should support access control to users and users groups and associating them to records and volumes with privileges	C					
1.2.7	Audit Management						
1	Should support creation of an unalterable audit trail capable of automatically capturing and storing information about all the actions that are taken upon an electronic record, electronic file or classification scheme	C					
2	Should support tracking events without manual intervention, and store in the audit trail information about	C					

SI #	Functional Requirement	Priority (C/D/N)	SUP	MOD	CST	NS	Remarks
	them						
3	Should support maintaining the audit trail for as long as required, which will be at least for the life of the electronic records or electronic files to which it refers	C					
4	Should support audit trail of all changes made to administrative parameters such as	C					
5	The date and time of capture of all electronic records	C					
6	Re-classification of an electronic record in another electronic volume	C					
7	Re-classification of an electronic file within the classification scheme	C					
8	Any change to the retention schedule of an electronic file	C					
9	Any change made to any metadata associated with classes, electronic files or electronic records	C					
10	Date and time of creation, amendment and deletion of metadata	C					
11	Changes made to the access privileges affecting an electronic file, electronic record or user	C					
1.2.8	Records Search and Retrieval						
1	Should support the search capability based on the record metadata	C					
2	Should support the search capability based on the full-text of the record	C					
3	Should support the search capability with combinations of metadata and/or record content	C					
4	Should support searching all types of records such as physical, electronic and email	C					
5	It should be easy to customize the search capability	C					
6	Should allow users to save and re-uses search queries	C					
7	Should support formatting of search results such as search order, maximum number of records and display format by the users	C					
1.2.9	Others						

SI #	Functional Requirement	Priority (C/D/N)	SUP	MOD	CST	NS	Remarks
1	Should support printing and recognition of bar codes and/or other tracking systems (e.g., to automate the data entry for tracking physical box/file movements)	C					
2	Should be capable of generating different formats for file labels and volume labels	C					
3	Should support defining record relationship such as one memo related to 10 different letters issued etc. During record search, the search result it should display all the related records	C					

C. Scanning

SI #	Functional Requirement	Priority (C/D/N)	SUP	MOD	CST	NS	Remarks
1.3	Scanning						
1	Should support scanning the single page and multi page document. Should be able to make a multipage document into a single document with multiple pages	C					
2	Should support batch scanning of documents with different scanning resolutions	C					
3	Should support OCR & ICR so that the complex document formats can be scanned and available for full-text search	C					
4	Should support web based scanning	D					
5	Should be able to convert a scanned copy into PDF on fly, so that users can have image in PDF format	C					
6	Should support capturing the document meta data automatically during scanning	C					
7	Should have user interfaces to enter the document metadata (both single and repeatable)	C					
8	Scanning product should be integrated with document management system, so that the scanned documents can be directly released into the repository	C					
9	Should support automatic triggering of the workflow based on the document metadata captured during scanning	C					
10	Should be able to classify scanned copy as records in records management system automatically	C					

SI #	Functional Requirement	Priority (C/D/N)	SUP	MOD	CST	NS	Remarks
11	Should be able to be integrated with fax server, so that the fax copy can be considered as document or record	C					

D. Integration

SI #	Functional Requirement	Priority (C/D/N)	SUP	MOD	CST	NS	Remarks
1.4	Integration						
1	Should be able to classify approved document as records from document management system into records management system	C					
2	Should support integration with IMPACT, WBCtax Portal, BI tools etc. and have backup and recovery facility	C					
3	Should be able to schedule back up and should support fully automatic backup and recovery process	C					
4	Should support recovery of critical records for successful business continuity plan	C					
5	Should support out-of-box reports for document & records	C					
6	Should be able to generate customized reports	C					
7	Should support authorized printing rights (i.e. only certain people will be able to print out certain documents based on authority level)	C					
8	Should support user interfaces in English	C					
9	Should support document/record with English. Should support metadata and full text search on English document/record	C					
10	Should support extended date formats, multiple currency and number formats	C					
11	Should allow users to create, manage and archive digital assets such as audio, video, flash & PPT and other rich media contents.	C					
12	Should allow users from different departments to manage digital assets in collaborative mode	C					

E. Administration

SI #	Functional Requirement	Priority (C/D/N)	SUP	MOD	CST	NS	Remarks
1.5	Administration						
1	Should have a web based administration component for managing all administrative tasks like assigning access controls, records management, document management, scanning and storage	D					
2	Should have an administrative client as an alternative to the Web. This administrative client should be able to connect to the system over a network	C					
3	Should support delegated administration	C					
4	Should support various administrative roles	C					
5	Should provide administrators a capability to schedule resource-intensive administrative tasks	C					
6	The services/modules should be able to be remotely started or stopped	C					
7	Should provide facility for monitoring application performance using administrative console	C					
8	Should alert the administrator when it is unable to classify a document into any of the existing category with a fair degree of confidence	C					
9	Should support administrative reports such as users, groups, authentication failure etc...	C					
10	Should be able to generate reports on document types, approved documents, document workflow status, document security etc...	C					
11	Should provide flexible reporting facilities on audit trails for the administrator	C					
12	Should provide flexible reporting facilities for the administrator and print the reports for the items like numbers of files, volumes and records, transaction statistics for files, volumes & records, expired records, deleted records...etc	C					
13	Should allow administrators, in a controlled manner and without undue effort, to retrieve, display and re-configure systems parameters and choices made at configuration time—for example, on elements to be indexed—and to re-allocate users	D					

SI #	Functional Requirement	Priority (C/D/N)	SUP	MOD	CST	NS	Remarks
14	Should provide administrators with back-up facilities, and features to rebuild forward using restored back-ups and audit trails, while retaining system integrity	C					
15	Should facilitate administrators to monitor available storage space, and notify administrators when action is needed because available space is at a low level or because it needs other administrative attention	C					
16	Should allow administering the distributed scanners, about the performance, failure etc...	C					
17	Should allow administrations of document workflow process, so that the workflow can be started, stopped and rescheduled	C					
18	Should support XML based configuration	C					

F. Licensing

SI #	Functional Requirement	Priority (C/D/N)	SUP	MOD	CST	NS	Remarks
1.6	Licensing						
1	Should provide enterprise wide licensing	C					
2	Should provide unlimited page count for scanning / Data capturing	C					
3	Should provide unlimited content server repositories	C					

Annexure VI: Product Specification Sheet cum compliance table

Server Specification for Database Server

Sr. No.	Requirements of servers	Specifications	Specifications Offered	Compliance (Y/N)	Deviation (If Any)
1	Total no. of servers required	2 numbers			
2	Server framework	High Availability cluster.			
3	Processor type	64 bit x86 processors with 2.4GHz or above Clock Speed with a minimum of 4 processor or higher with 10 core or more per processor.			
		Processor: Latest generation 4 processor X86 server with appropriate clock speed & Cache and Support should be available for a minimum period of 5 years			
4	Minimum processor & sockets configured	Minimum 4 processors			
5	Processor cores	Minimum 10 cores			
6	L3 Cache Memory	Minimum 16MB			
6	RAM	256 GB expandable to at least 1.5 TB per Server with Registered ECC DDR-III memory operating at 1.5V or lower with memory protection support and Memory mirroring/DIMM Isolation			
7	Hard Disk Drive	Hot pluggable 4 X 600 GB HDD minimum (10 K / 15K rpm) for OS and swap space Each partition to be configured in RAID 0,1 combinations with provision of mirroring OS and provision of maintaining data for certain specific applications.			
7a	Disk bays	Support for min 8 small form factor hot plug SAS / SCBIDDER (SYSTEM INTEGRATOR) hard drives			

		in disk drive carriers that slides out from front			
8	Networking	4 10/100/1000 Ethernet Ports with TCP/IP Offload Engine (TOE), Wake on LAN, Serial over LAN, PXE 2.			
9	Heartbeat	Additional 2 Numbers gigabit port			
10	FC-HBA with cables and accessories	Server should be configured with 2 nos. Dual port 8Gbps Fiber channel ports with minimum 15 metre SAN FC Cable, 4 per server.			
11	Interface/ Adapters	Integrated Hardware Raid Controller to support Hardware Raid 0,1,5.Raid Controller to be configured with minimum 512MB Flash back/battery back cache			
12	Media Drives (Necessary software to be provided for Virtual media)	Removable DVD ROM Drive (preferably RW-DL)			
13	O/S support	Should support latest version of Microsoft windows, Redhat, SuSE and VMware			
14	Form factor *	Blade/Rack mounted			
15	Failure Alerting Mechanism	The server should be capable of generating pre-failure alerts for CPU, memory, hard disks. It should also provide HS Fans failure indications			
16	I/O Expansions	7 nos. PCIe slots min			
17	Expansion Blade (in case of Blade Server)	Blade Server should support up to two PCIe expansion slots. Each expansion blade should support minimum of 2 number of PCI e expansion slots			
18	Management Port	Must be equipped with management ports with necessary software for fulfilment of manageability & virtual media.			

Server Specification for Application Server

Sr. No.	Requirements of servers	Specifications	Specifications Offered	Compliance (Y/N)	Deviation (If Any)
1	Total no. of servers required	2 Numbers			
2	Server framework	High Availability cluster.			
3	Processor type	64 bit x86 processors with 2.4GHz or above Clock Speed with a minimum of 4 processor or higher with 10 core or more per processor and scalable to 8 processor in a single chassis.		s	
3a		Processor: Latest generation 4 processor X86 server with appropriate clock speed & Cache . Support should be available for a minimum period of 5 years			
4	Minimum processor & sockets configured	Minimum 4 processors			
5	Processor cores	Minimum 10 cores			
6	L3 Cache Memory	Minimum 16 MB			
6	RAM	192 GB expandable to at least 1.5 TB per Server with Registered ECC DDR-III memory operating at 1.5V with memory protection support and Memory mirroring/DIMM Isolation Higher memory may be proposed to match the required TPMC benchmark			
7	Hard Disk Drive	Hot pluggable 4 X 600 GB HDD minimum (10 K / 15K rpm) for OS and swap space Each partition to be configured in RAID 0,1 combinations with provision of mirroring OS and provision of maintaining data for certain specific applications.			

7a	Disk bays	Support for min 8 small form factor hot plug SAS / SCBIDDER (SYSTEM INTEGRATOR) hard drives in disk drive carriers that slides out from front			
8	Networking	4 10/100/1000 Ethernet Ports with TCP/IP Offload Engine (TOE), Wake on LAN, Serial over LAN, PXE 2.			
9	Heartbeat	Additional 2 Numbers gigabit port			
10	FC-HBA with cables and accessories	Server should be configured with 2 nos. Dual port 8Gbps Fiber channel ports with minimum 15 metre SAN FC Cable, 4 per server.			
11	Interface/ Adapters	Integrated Hardware Raid Controller to support Hardware Raid 0,1,5.Raid Controller to be configured with minimum 512MB Flash back/battery back cache			
12	Media Drives (Necessary software to be provided for Virtual media)	Removable DVD ROM Drive (preferably RW-DL)			
13	O/S support	Should support latest version of Microsoft windows, Redhat, SuSE and VMware			
14	Form factor *	Blade/Rack mounted			
15	Failure Alerting Mechanism	The server should be capable of generating pre-failure alerts for CPU, memory, hard disks. It should also provide HS Fans failure indications			
16	I/O Expansions	7 nos. PCIe slots min			
17	Expansion Blade (in case of Blade Server)	Blade Server should support up to two PCIe expansion slots. Each expansion blade should support minimum of 2 number of PCI e expansion slots			

18	Management Port	Must be equipped with management ports with necessary software for fulfilment of manageability & virtual media.			
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Server Specification for Web Server

Sr. No.	Requirements of servers	Specifications	Specifications Offered	Compliance (Y/N)	Deviation (If Any)
1	Total no. of servers required	2 Numbers			
2	Server framework	High Availability (to be connected with existing Server Load Balancer of SDC)			
3	Processor type	64 bit x86 2.6 GHz or higher Clock Speed			
3a		Processor: Processor should be latest series/generation for the server model and Support should be available for a minimum period of 5 years			
4	Minimum processor & sockets configured	4			
5	Processor cores	Minimum 8 cores			
6	L3 Cache Memory	Minimum 16 MB			
7	RAM	128 GB expandable to at least 1TB per Server with Registered ECC DDR-III memory operating at 1.5V with memory protection support and Memory mirroring/DIMM Isolation			
8	Hard Disk Drive	Hot pluggable 4 X 600 GB HDD minimum (10 K / 15K rpm) for OS and swap space Each partition to be configured in RAID 0,1 combinations with provision of mirroring OS and provision of maintaining data for certain specific applications.			
8a	Disk bays	Support for min 8 small form factor hot plug SAS / SCBIDDER (SYSTEM			

		INTEGRATOR) hard drives in disk drive carriers that slides out from front			
9	Networking	4 10/100/1000 Ethernet Ports with TCP/IP Offload Engine (TOE), Wake on LAN, Serial over LAN , PXE 2.			
10	Heartbeat	Additional 2 nos. gigabit port			
11	FC-HBA with cables and accessories	Server should be configured with 1* dual port of 8Gbps Fiber channel ports with minimum 15 metre SAN FC Cable, 2 per server.			
12	Interface/ Adapters	Integrated Hardware Raid Controller to support Hardware Raid 0,1,5.Raid Controller to be configured with minimum 512MB Flash back/battery back cache			
13	Media Drives (Necessary software to be provided for Virtual media)	Removable DVD ROM Drive (preferably RW-DL)			
14	O/S support	Should support latest version of Microsoft windows, Redhat, SuSE and VMware			
15	Form factor *	Blade/Rack mounted			
16	Failure Alerting Mechanism	The server should be capable of generating pre-failure alerts for CPU, memory, hard disks. It should also provide HS Fans failure indications			
17	I/O Expansions	At least 7 PCIe slots			

18	Expansion Blade (in case of Blade Server)	Blade Server should support up to two PCIe expansion slots. Each expansion blade should support minimum of 2 number of PCI e expansion slots.			
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San Disks

A new generation storage array. New storage should be procured

Sr. No.	Requirements of servers	Specifications	Specifications Offered	Compliance (Y/N)	Deviation (If Any)
1.	Unit Per Disk	2 TB			
2.	<Other Specifications>				

- The following parameters should be mentioned for each quoted item.

Quantity :	Nos.
Make:	
Model:	
Part No.	

1. SAN Switch Minimum Specification

- Bidder should submit all relevant data sheet/brochure of all quoted items and should also available in respective OEM's official website.
- Bidder should indicate items mentioned in the OEM data sheet / brochure by marketing the serial no. as mentioned in minimum specification in the RFP

Quantity :	01 (One) No.				
Make:					
Model:					
Part No.					
Sl. No.	Requirements of SAN Switch (Component / Performance / Utility)	Minimum Specification	Specification (Quoted / Applicable - by the bidder)	Complied (Yes / No)	Deviations (if any)
1	Reliability	a. Dual power supply b. Dual Fans			
2	Interfaces	a. 8 Gbps FC ports b. 24 Ports activated scalable to 48 Ports.			

3	Features	<ul style="list-style-type: none"> a. Should support RADIUS or equivalent. b. SNMP Support c. Should support Hardware Zoning d. Should Support Enhanced Group Management or equivalent e. Access Control f. Frame Filtering or equivalent. g. Should support traffic isolation and zones and QOS or equivalent feature. h. Should support Fiber Channel Ping and trace route i. ISL aggregation of min 8 ports j. GUI and Command Line interface (CLI) k. IPv6 compliant 			
4	Management	<ul style="list-style-type: none"> a. Telnet b. SNMP c. On-line diagnostics 			

3. Storage Device Minimum Specification

- Bidder should submit all relevant data sheet/brochure of all quoted items and should also available in respective OEM’s official website.
- Bidder should indicate items mentioned in the OEM data sheet / brochure by marketing the serial no. as mentioned in minimum specification in the RFP

Quantity :		01 (One) No.			
Make:					
Model:					
Part No.					
Sl. No.	Requirements of SAN Storage Device (Component / Performance /	Minimum Specification	Specification (Quoted / Applicable - by the bidder)	Complied (Yes / No)	Deviations (if any)
1	Interfaces	Minimum a) 8 Gbps FC host port >=8			
2	Controller	a) Active -Active RAID controllers supporting RAID - 1, 5, 6 & 10 b) 16 GB usable Read/Write DRAM cache with host servers having direct access to the total cache for Data.			
3	Max nos. of Disks	a) Min. 200 SAS disks in the same disk system b) Partition supported >=128			
4	Nos. of Disks and RPM (Production)	a) 10 TB useable capacity (7D + 1P array) using maximum 600 GB disks. b) Any disks required for storage system OS etc should be provided			
5	Nos. of Disks & Capacity (Non Production)	a) 10 TB useable capacity (7D+1P array) b) NL-SAS/MDL-SAS disk. c) 7.2K RPM			

6	Power, Cooling & Host Connectivity	Power supply & Fans : a) Redundant b) Hot-swap Host Connectivity			
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7	Mandatory features to be provided	<p>Unless specifically stated as “support only”, specified functionalities should be included in offer.</p> <p>c) No single point of failure architecture.</p> <p>d) Hot-spare disks support</p> <p>e) Clone copy / Incremental clone copy</p> <p>f) Point-in-time pointer based copy</p> <p>g) Thin provisioning and Storage Management software to be offered for full scalable</p>			
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Existing SAN Storage and details:

Automated Tape Library

Sr. No	Specifications	Specifications Offered	Compliance (Y/N)	Deviation (If Any)
1	Tape drives: 4 x LTO 4/ LTO 5 FC drives scalable to minimum 15			
2	Interface: Fiber Channel Interface			
3	Should have sufficient speed backup to Tape Library in High Availability for backing up data from the SAN without any user intervention.			
4	Should be able to backup 100% of the entire production landscape in 8 hours window			
5	Should support LTO-4 or latest technology based library with at least 4 LTO-4 tape drives (>=4), rack mountable with redundant power supplies.			
6	Cartridges should have native capacity of 800 GB or more per cartridge.			
7	At least 50 LTO 4 Media Cartridges with 2 Cleaning Cartridges, Barcode labels shall also be provided			

SECTION – L

FORMAT FOR TECHNICAL CAPABILITY OF BIDDER

TENDER NO. WTL/CT/DMS/13-14/006

Sl. No.	Project Name	Start Date	End Date / Status	Brief description of project & scope of work (implementation, operation & maintenance)	Type of project	Approx value of the project	Contact details of the Customer

Authorized Signatory (Signature In full): _____

Name and title of Signatory: _____

Stamp of the Company: _____

Note:

- A. Type of Project shall indicate the implementation of Document Management System.
- B. Scope of work shall indicate whether it is implementation, Operation or maintenance.
- C. Submit Customer Order Copy details of the order indicating the project value, customer contact details, project completion certificate, customer satisfaction certificate etc.

SECTION – M
FORMAT FOR FINANCIAL CAPABILITY OF BIDDER

FINANCIAL INFORMATION

TENDER NO. WTL/CT/DMS/13-14/006

Name of the Bidder

Sl. No.	Description	Turnover (Rs. / Crores)		
		2009-10	2010-11	2011-12
1	Turnover			
2	Net Worth			

Authorized Signatory (Signature In full): _____

Name and title of Signatory: _____

Stamp of the Company: _____

SECTION – N
FORMAT FOR BIDDER'S DETAILS
TENDER NO. WTL/CT/DMS/13-14/006

1	Name of the Firm	
2	Registered Office Address	
	Contact Number	
	Fax Number	
	E-mail	
3	Correspondence / Contact address	
	Name & Designation of Contact person	
	Address	
	Contact Number	
	Fax Number	
	E-mail	
4	Is the firm a registered company? If yes, submit documentary proof	
	Year and Place of the establishment of the company	
6	Former name of the company, if any	
7	<p>Is the firm</p> <ul style="list-style-type: none"> ▪ a Government/ Public Sector Undertaking ▪ a propriety firm ▪ a partnership firm (if yes, give partnership deed) ▪ a limited company or limited corporation ▪ a member of a group of companies, (if yes, give name and address and description of other companies) ▪ a subsidiary of a large corporation (if yes give the name and address of the parent organization). If the company is subsidiary, state what involvement if any, will the parent company have in the project. 	
8	Is the firm registered with Sales Tax department? If yes, submit valid VAT 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	<p>What type best describes your firm? (Purchaser reserves the right to verify the claims if necessary)</p> <ul style="list-style-type: none"> ▪ Manufacturer ▪ Supplier 	

	<ul style="list-style-type: none"> ▪ System Integrator ▪ Consultant ▪ Service Provider (Pl. specify details) ▪ Software Development ▪ Total Solution provider (Design, Supply , Integration, O&M) ▪ IT Company 	
14	Number of Offices in district head quarters in West Bengal	
15	Is your organization has ISO 9001:2008 certificates?	
16	List the major clients with whom your organization has been / is currently associated.	
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: _____

SECTION – O

MANUFACTURER'S AUTHORIZATION FORM

Date:

To
Webel Technology limited
Plot-5, Block-BP, Sector-V
Salt Lake
Kolkata-700 091

Ref: Tender No.: WTL/CT/DMS/13-14/006 dated 22.10.2013

WHEREAS _____ who are official producers of _____ and having production facilities at _____ do hereby authorize _____ located at _____ (hereinafter, the "Bidder") to submit a bid of the following Products produced by us, for the Supply Requirements associated with the above Invitation for Bids.

When resold by _____, these products are subject to our applicable standard end user warranty terms.

We assure you that in the event of _____, not being able to fulfill its obligation as our Service Provider in respect of our standard Warranty Terms we would continue to meet our Warranty Terms through alternate arrangements.

We also confirm that _____ is our authorized service provider/system integrator and can hence provide maintenance and upgrade support for our products.

We also confirm that the products quoted are on our current product list and are not likely to be discontinued with in from the day of this letter. We assure availability of spares for the products for the next two years after five years warranty.

We also confirm that the material will be delivered within 60 days from the date of placement of confirmed order.

Name _____ In the capacity of _____

Signed _____

Duly authorized to sign the authorization for and on behalf of _____

Dated on _____ day of _____

Note: This letter of authority must be on the letterhead of the Manufacturer and duly signed by an authorized signatory.

SECTION – P
FORMAT FOR QUERY

Name of the Bidder:

Tender No. WTL/CT/DMS/13-14/006

Queries

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

Note: The filled form to be submitted in XLS & PDF Format. There is a cut off date for receiving of queries. 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: _____

SECTION – Q

LIST OF DOCUMENTS SUBMITTED

TENDER NO. WTL/CT/DMS/13-14/006

Sl. No.	Name of Documents	Enclosed (Y/N)	Page No.
1	Tender document Fee (Bidder not submitted the fee earlier) of Rs.10000/- (Rupees Ten thousand only) in the form of bank draft drawn in favor of Webel Technology Limited payable at Kolkata		
2	Bid Form as per for format (Section – D)		
3	Declaration of Eligibility Criteria (Section – C & S) along with all relevant documents		
4	Technical Capability of bidder (Section – L)		
5	Financial Capability of Bidder (Section – M)		
6	Technical Compliance Statement (Section – K)		
7	Bidder's Details (Section – N)		
8	Copy of supporting documents for Evaluation Criteria		
9	Original Tender document duly Stamped & Signed on all pages by the bidder		
10	Company Profile of the bidder		
11	Price Bid (Section – T)		
12	List of Document submitted (Section – Q)		

Authorized Signatory (Signature In full): _____

Name and title of Signatory: _____

Stamp of Company: _____

SECTION – R

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 Webel Bhavan, Block EP&GP, Sector V, Kolkata-700 091 (hereinafter called "The Purchaser") having agreed to accept from _____ (hereinafter called "The Contractor") Having its Head Office at _____, a Bank guarantee for Rs. _____ in lieu of Cash Security Deposit for the due fulfillment by the Contractor of the terms & conditions of the Work Order No. _____ dated _____ issued by the Purchaser for _____ (hereinafter called "the said work order _____ dated _____)". We _____ (Name & detailed address of the branch) (hereinafter called "the Guarantor") do hereby undertake to indemnify and keep indemnified the Purchaser to the extent of Rs. _____ (Rupees _____) only against any loss or damage caused to or suffered by the Purchaser by reason of any breach by the Contractor of any of the terms and conditions contained in the said Work Order No. _____ dated _____ of which breach the opinion of the Purchaser shall be final and conclusive.

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

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

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

(5) The liability under the Guarantee is restricted to Rs. _____ (Rupees _____)

_____) only and will expire on _____ and unless a claim in writing is presented to us or an action or suit to enforce the claim is filed against us within 6 months from _____ all your rights will be forfeited and we shall be relieved of and discharged from all our liabilities (thereinafter)

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

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

(8) Notwithstanding anything contained herein above, our liability under this guarantee is restricted to Rs. _____ (Rupees _____) only and our guarantee shall remain in force up to _____ and unless a demand or claim under the guarantee is made on us in writing on or before _____ all your rights under the guarantee shall be forfeited and we shall be relieved and discharged from all liabilities there under.

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

SIGNED, SEALED AND DELIVERED

(Stamp of the executants)

WITNESS

1) _____

2) _____
(Name & address in full with Rubber Stamp)

INSTRUCTIONS FOR FURNISHING BANK GUARANTEE

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

SECTION - S

DECLARATION OF ELIGIBILITY CRITERIA

TENDER NO. WTL/CT/DMS/13-14/006

Sl. No.	Criteria	Documents to be submitted	Document Submitted (Yes / No)	Reference Page No.
1	The bidder must be a company registered under the Companies Act, 1956 of India. Documentary (Certificate of incorporation) evidence to be submitted.	Certificate of incorporation		
2	The bidder shall be an Information Technology Company in India and should have been in the business for a period more than ten years. Photocopy of Memorandum / Articles of Associations should be submitted.	Memorandum / Articles of Associations		
3	The bidder should have a registered office and operations in India. Valid proof should be submitted along with the bid	Documentary Proof		
4	The Bidder should have been operating in India for the last five financial years (FY 08-09, FY 09-10, FY 10-11, FY 11-12 & FY 12-13). Documentary evidence to be submitted.	photo-copy of Work order copy		
5	The bidder should have valid VAT Registration Certificate, Service Tax Registration Certificate, PAN card & Trade License. Bidder shall have to submit photocopy of the documents.	Photo copy of documents		
6	The bidder shall have executed at least one DMS solutions for an amount not less than Rs.1 (One) Crore in last three financial years (considering FY - 2010-11, 2011-12 & 2012-13) in Government Department/PSU/Autonomous Body. References Work order / Purchase copy along with proof of completion / Go-Live certificate for the project to be provided.	Reference Order copy		
7	The Net Worth of the Bidder must be positive as per the last audited Balance Sheet. The bidder should have an annual turnover of not less than Rs.100 Crores each in the last three financial years (FY – 2009-10, 2010-11 & 2011-12). Bidder shall have to submit photocopy of Audited Annual Account. Chartered Accountant Certificate for Net Worth should be submitted.	Submitted photocopy of Audited balance sheet for turnover & Chartered Accountant Certificate for Net Worth should be submitted.		
8	The bidder shall have currently valid Quality Certification (CMMI level 3). Bidder shall have to submit self certified photocopy of the above criteria.	Photocopy of the Certificate		
9	Bidder should submit Earnest Money Deposit (EMD) of Rs. 15,00,000.00 (Rupees Fifteen Lakh only) in the form of Demand Draft from any Scheduled Bank in favour of Webel Technology Limited payable at Kolkata..	Draft/Pay Order		
10	The bidder cannot outsource the project activities to any third party. However it may form a consortium for the activity of Data Entry/Data Digitization/ Data Scanning only as detailed out in the scope of work. Consortium details as per Section –	Certified Copy of consortium		

	B, Clause no. 71. It should be noted that the Prime Bidder shall independently fulfil the qualification criteria and as a signatory to the agreement be solely responsible for all obligations under the agreement.			
10	Manufacturer's tender specific authorizations for all items like Server, Storage, Backup Device, Operating System, RDBMS, Enterprise Management System & Document Management Software must be submitted as per format enclosed (Section - O).	MAF as per format		
11	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 (as per DIT guidance note issued on 26-dec-2011). Declaration on bidder's letter head to be submitted.	Declaration on Letter Head		

Authorized Signatory (Signature In full): _____

Name and title of Signatory: _____

Stamp of Company: _____

SECTION – T

PRICE BID

TENDER NO. WTL/CT/DMS/13-14/006

Sl. No.	Description	Total Amount (INR)
A. Services Provided During Implementation Phase		
1.	DMS Application related cost including the licenses and project manpower cost	
2.	IT infrastructure at the Data Centre	
3.	Digitization/Scanning of Historical records	
4.	Change Management and Capacity Building	
	Sub-total for Services Provided During Implementation Phase (Sum of items 1 - 4): A	
B. Services Provided During Post Implementation Phase		
5.	Operations and Maintenance Services for the 1 st year after “Go-Live”	
6.	Operations and Maintenance Services for the 2 nd year after “Go-Live”	
7.	Operations and Maintenance Services for the 3 rd year after “Go-Live”	
8.	Operations and Maintenance Services for the 4 th year after “Go-Live”	
9.	Operations and Maintenance Services for the 5 th year after “Go-Live”	
	Sub-total for Services Provided During Post Implementation Phase (Sum of items 5 - 9):B	
	Grand Total for Consideration of L1 (A +B)	
	Rupees	

A. Implementation Phase

1. DMS Application related cost including the licenses

Sl. No.	Description	Estimated Effort (No. of Man-Months) (A)	Man-Month Unit Cost Details					Total Cost (INR) (=A*B)
			Man-Month Rate	VAT (%)	VAT Amount	Service Tax (%)	Service Tax Amount	
a)	Systems Study, design, analysis and configuration							
b)	DMS License Cost (Enterprise unlimited license)							
c)	Development and Customization of enterprise DMS							
d)	Integration with the existing applications (IMPACT etc)							
e)	Support to 3rd party acceptance testing, audit and certification							
f)	Deployment and installation of the application at all the Locations as specified in this RFP							
g)	Project Management Manpower Cost (As specified in the Technical Evaluation criteria)							
TOTAL (1)								

2. IT infrastructure at the Data Centre including the necessary hardware, software and other networking components

Hardware Components											
Sl. No.	Item	Make & Model	No. of Units (X)	Unit Details						Total Cost (INR) (=X*Y)	
				Rate	VAT (%)	VAT Amount	Service Tax (%)	Service Tax Amount	Total (Y)		
Hardware- Data Centre (DC)											
a)	Application Server		2								
b)	Database Server		2								
c)	Web Server		2								
d)	SAN Storage		1								
e)	Automated Tape Library		1								
f)	SAN Switch		1								
Software Components											
Sl. No.	Item	Proposed Solution (Product Name /	Unit of Measurement	No of Licenses / Unit (X)	Unit Details						Total Cost (INR) (=X*Z)
					Rate (Unit Cost)	VAT (%)	VAT Amount	Service Tax (%)	Service Tax Amount	Total (Z)	
a)	Web Server		Nos	Nos (As per solution Proposed)							

b)	OS Server		Nos	Nos(As per solution Proposed)							
c)	RDBMS		Nos	Nos (As per solution Proposed)							
Total (2)											

3. Digitization/Scanning of Historical records

Sl. No.	Item	No. of Pages (X)	Unit Cost Per Page						Total Cost (INR) (=X*Y)
			Rate	VAT (%)	VAT Amount	Service Tax (%)	Service Tax Amount	Total (Y)	
a)	Scanning of Historical records (Approx.)	24,400,000							
Total (3)									

* The amount payable for digitization/ scanning of historical records would be on actual number of pages scanned/ digitized. Charge officers for each charge would sign-off number of pages signed per charge office. The actual number of pages scanned would be multiplied by the rate quoted by the selected bidder and taxes applied to reach the total cost of digitization. This number of pages is approximated and can widely vary based on actual number of historical files scanned/ digitized.

4. Change Management and Capacity Building

End User Training									
Sl. No.	Category	Personnel to be trained (X)	Unit Cost						Total Cost (INR) (=X*Y)
			Rate	VAT (%)	VAT Amount	Service Tax (%)	Service Tax Amount	Total (Y)	
a)	DMS application related training	800							
b)	System Administration and support training	30							
Sl. No.	Category	No. of Workshops	Unit Cost						Total Cost (INR) (=X*Y)
			Rate	VAT (%)	VAT Amount	Service Tax (%)	Service Tax Amount	Total (Y)	
a)	Change Management Workshops	20							
Total (4)									

B. Post Implementation Phase

5. Operations and Maintenance Services for the 1st year after “Go-Live”

Sl. No.	Breakup Head/Subhead	Rate (Lump-sum) (X)	Service Tax (%)	Service Tax Amount (Y)	Total Cost (LS) (INR) (=X+Y)
a)	All the O&M cost for managing the data center services.				
b)	Connectivity Charges (internet connectivity provided etc), if required				
c)	Application Maintenance & Operational Expense including up gradation, deployment of patches, fixes etc.				
d)	Infrastructure Maintenance Expense (Helpdesk, deployed hardware & network infrastructure etc.)				
	Total (5)				

6. Operations and Maintenance Services for the 2nd year after “Go-Live”

Sl. No.	Breakup Head/Subhead	Rate (Lump-sum) (X)	Service Tax (%)	Service Tax Amount (Y)	Total Cost (LS) (INR) (=X+Y)
a)	All the O&M cost for managing the data center services.				
b)	Connectivity Charges (internet connectivity provided etc), if required				
c)	Application Maintenance & Operational Expense including up gradation, deployment of patches, fixes etc.				

d)	Infrastructure Maintenance Expense (Helpdesk, deployed hardware & network infrastructure etc.)				
Total (6)					

7. Operations and Maintenance Services for the 3rd year after “Go-Live”

Sl. No.	Breakup Head/Subhead	Rate (Lump-sum) (X)	Service Tax (%)	Service Tax Amount (Y)	Total Cost (LS) (INR) (=X+Y)
a)	All the O&M cost for managing the data center services.				
b)	Connectivity Charges (internet connectivity provided etc), if required				
c)	Application Maintenance & Operational Expense including up gradation, deployment of patches, fixes etc.				
d)	Infrastructure Maintenance Expense (Helpdesk, deployed hardware & network infrastructure etc.)				
Total (7)					

8. Operations and Maintenance Services for the 4th year after “Go-Live”

Sl. No.	Breakup Head/Subhead	Rate (Lump-sum) (X)	Service Tax (%)	Service Tax Amount (Y)	Total Cost (LS) (INR) (=X+Y)
a)	All the O&M cost for managing the data center services.				
b)	Connectivity Charges (internet connectivity provided etc), if required				

c)	Application Maintenance & Operational Expense including up gradation, deployment of patches, fixes etc.				
d)	Infrastructure Maintenance Expense (Helpdesk, deployed hardware & network infrastructure etc.)				
Total (8)					

9. Operations and Maintenance Services for the 5th year after “Go-Live”

Sl. No.	Breakup Head/Subhead	Rate (Lump-sum) (X)	Service Tax (%)	Service Tax Amount (Y)	Total Cost (LS) (INR) (=X+Y)
a)	All the O&M cost for managing the data center services.				
b)	Connectivity Charges (internet connectivity provided etc), if required				
c)	Application Maintenance & Operational Expense including up gradation, deployment of patches, fixes etc.				
d)	Infrastructure Maintenance Expense (Helpdesk, deployed hardware & network infrastructure etc.)				
Total (9)					

SECTION – U
SERVICE LEVEL AGREEMENT (SLA)

SLA Requirements

Service Level Agreement (SLA) is the contract among the Webel Technology Limited, WBC TD and the Project System Integrator. SLA defines the terms of the Bidder’s (SI) responsibility in ensuring the performance of the DMS Implementation Project based on the agreed Performance Indicators as detailed in the Agreement. This section defines various Service Level Indicators for DMS Implementation Project, which can be considered by the State in the Service Level Agreement with the SI.

Implementation Phase

The Table below summarizes the Indicative Performance Indicators for the services to be offered by the bidder (system integrator). This is not an exhaustive list. A complete Service Level Agreement will be made with the successful bidder at the time of signing the contract.

Implementation Phase: Service Level Agreement (SLA) Criteria							
Explanation: The deduction mentioned in this table shall be made from the next due payment to the vendor for the implementation of the project across the State.							
S. No.	Service Metrics Parameters	Baseline	Lower Performance	Violation of Service level agreement		Basis of Measurement	Remarks
		Metric	Metric	Metric	Deduction		
1	System Study – study the business processes and organization design of WBC TD along with relevant reports such as DPR, Annual report, etc, Detailed assessment of functional requirements for DMS application	T+25	T+32	>T+32	2% of the value quoted for the same on 33 days, Additional 1% penalty on every 5 days of delay subject to maximum of 20% of the Value quoted for the same head “Software customization”	Submission of a comprehensive System Study document, Updated FRS report with approval from WBC TD and integration and interfacing model.	An indicative milestone based deliverables has been provided in the section Project Schedule.
2	System Solution	T+50	T+60	> T+60	2% of the value quoted	Signoff for the SRS,	An indicative

Implementation Phase: Service Level Agreement (SLA) Criteria							
Explanation: The deduction mentioned in this table shall be made from the next due payment to the vendor for the implementation of the project across the State.							
S. No.	Service Metrics Parameters	Baseline	Lower Performance	Violation of Service level agreement		Basis of Measurement	Remarks
		Metric	Metric	Metric	Deduction		
	Design				for the same on 61 days, Additional 1% penalty on every 5 days of delay subject to maximum of 20% of the Value quoted for the same head "Software customization".	Technical Architecture Document, HLD and LLD.	milestone based deliverables has been provided in the section Project Schedule.
3	Procurement of all IT (Hardware, Networking Software Components and System Software) infrastructure, Commissioning and operationalization	T+50	T+60	> T+60	4% of the undelivered portion on 91 days, Additional 1% penalty on every 5 days of delay subject to maximum of 20% of the Value quoted for the same head "Capital Cost".	Activity sign-off from WBCTD.	N.A.
4	Procurement of DMS Licenses, development, Configuration & Customization of DMS application, Integration with existing legacy applications such as IMPACT etc., Testing of configured & deployed solution	T+110	T+120	> T+120	2% of the value quoted for the same on 121 days, Additional 1% penalty on every 5 days of delay subject to maximum of 20% of the Value quoted for the same heads "Licenses", "Software customization"	This service level can be measured in terms of the Signed off UAT Reports, Test reports etc.	If the duration for execution of the activity extends beyond 200 days, it may lead to contract termination.

Implementation Phase: Service Level Agreement (SLA) Criteria							
Explanation: The deduction mentioned in this table shall be made from the next due payment to the vendor for the implementation of the project across the State.							
S. No.	Service Metrics Parameters	Baseline	Lower Performance	Violation of Service level agreement		Basis of Measurement	Remarks
		Metric	Metric	Metric	Deduction		
5	User Training on DMS application	All the trainees have been imparted training on DMS modules within 140 days	All the trainees have been imparted training on DMS modules within 160 days	Greater than T+160	20% penalty of the cost quoted under the head "training cost" for the number of untrained people as on the 161th day	Results from examination test post training course	NA
6	Digitization of historical records (assessment files etc)	50% records have been digitized within 80 days and the rest 50% within 165 days	Delay of 10 days	More than 10 days of delay	4% penalty for each week of delay the cost quoted under the head "Digitization Cost" for the number of non-digitized files	Fortnightly status reports depicting the number of digitized records as on date	NA
7	Go-Live* of the DMS application across the geographical locations under the purview of this project	T+165	Delay of less than 10 days	Delay of more than 10 days	0.5% of the total project cost under "Implementation Phase" for each week of delay	Acceptance Testing* Go-Live Acceptance from WB CTD Report on roll-out across State including overall	The penalty would be judged on the cumulative decision taken by the Nodal Agency and WBCTD

Implementation Phase: Service Level Agreement (SLA) Criteria							
Explanation: The deduction mentioned in this table shall be made from the next due payment to the vendor for the implementation of the project across the State.							
S. No.	Service Metrics Parameters	Baseline	Lower Performance	Violation of Service level agreement		Basis of Measurement	Remarks
		Metric	Metric	Metric	Deduction		
						Test Report	

***Acceptance Testing**

1. The primary goal of Testing & Acceptance is to ensure that the project meets requirements, standards, specifications and performance prescribed by the Tender
2. Acceptance Procedure for the Application Software will include the following, a plan for which will have to be submitted by the bidder(system integrator) :-
 - a. Functional Tests
 - b. Resilience Tests
 - c. Benchmark comparisons including load testing
 - d. Operational Tests
3. The Final Acceptance testing will include testing of the application through live functionality.
4. Completion of any other tests/evaluation criteria that Webel Technology Limited /WBCTD may specify.
5. The User Acceptance Tests for the Application Software will be carried out at the WBCTD.
6. The Acceptance Tests for the Hardware and Networking Components shall involve successful supply, delivery at site, installation and commissioning of systems at all WBCTD designated offices.
7. On the successful completion of the Acceptance Test and after the Committee so constituted by the Webel Technology Limited/WTL to conduct the said Acceptance Tests are satisfied with the working of the system, the acceptance certificates, signed by the authorized representative(s) of Webel Technology Limited/WTL, will be issued by the Webel Technology Limited/WTL to the bidder (system integrator). Any delay by the bidder (system integrator) in the performance of its contracted obligations shall render the bidder (system integrator), liable to the imposition of appropriate penalties, unless agreed otherwise by the Webel Technology Limited/WTL.
8. All components of the solution, for hardware and networking components or software, as the case may be, would be deemed accepted on attainment of the receipt of Site Acceptance Certificate from each Location.
9. Any delay attributable to the bidder (system integrator) in the Acceptance Testing shall render the bidder (system integrator) liable to the imposition of appropriate penalties, as mentioned in the document

Post Implementation Phase

Violations and Associated Penalties

- (a) The primary intent of Penalties is to ensure that the system performs in accordance with the defined service levels. Penalties are not meant to be punitive or, conversely, a vehicle for additional fees.
- (b) **Penalty Calculations.** The framework for Penalties, as a result of not meeting the Service Level Targets are as follows:
- I. The performance will be measured for each of the defined service level metric against the minimum / target service level requirements and the violations will be calculated accordingly.
 - II. The number of violations in the reporting period for each level of severity will be totaled and used for the calculation of Penalties.
 - III. Penalty applicable for each of the high severity violations is two (2) % of respective half yearly payment to the bidder (system integrator).
 - IV. Penalty applicable for each of the medium severity violations is one (1%) of respective half yearly payment to the bidder (system integrator).
 - V. Penalty applicable for each of the low severity violations is half percentage (0.5%) of respective half yearly payment to the bidder (system integrator).
 - VI. Penalties applicable for not meeting a **high (H) critical** performance target in two consecutive half years on same criteria shall result in additional deduction of 5% of the respective half yearly payment to the bidder (system integrator). Penalty shall be applicable separately for each such high critical activity
 - VII. Penalties applicable for not meeting a **medium (M) critical** performance target in two consecutive half yearly periods on same criteria shall result in additional deduction of 3% of the respective half yearly payment to the bidder (system integrator). Penalty shall be applicable separately for each such medium critical activity
 - VIII. Penalties applicable for not meeting a **low (L) critical** performance target in two consecutive half yearly periods on same criteria shall result in additional deduction of 2% of the respective half yearly payment to the bidder (system integrator). Penalty shall be applicable separately for each such medium critical activity
 - IX. It is to be noted that if the overall penalty applicable for any of the review period during the currency of the contract exceeds 25% or if the overall penalty applicable for any of the successive half year periods during the currency of the contract is above 15%; then Webel Technology Limited/ WBCTD shall have the right to terminate the contract.

Measurement of SLA: - The Measurement of SLA parameters shall be decided by Webel Technology Limited jointly with the WBCTD and Implementing Support Agency. Successful bidder should provide necessary monitoring software like EMS for SLA Monitoring of Servers, peripherals and other network devices. The followings must be reported through the SLA Monitoring tool.

- Availability of the Critical functionalities of the Application

- Availability of all the servers, all other hardware and network equipments
- Complete details including the resolution time of all call logged at Helpdesk
- Proper call monitoring process
- Progress reports, MIS reports from Helpdesk
- Details of change requests

SLA Reporting: - Other than the standard reports generated from EMS tool, any other customized reports required by WBCTD has to be submitted by the selected bidder to be mutually agreed by both the parties.

1. Application Availability and Performance

- (a) **DMS Solution Components.** The failure or disruption has a direct impact on the WBCTD’s ability to perform its services, ability to perform critical back-office functions or a direct impact on the organization.
- (b) These service levels will be monitored on a monthly basis.
- (c) The below tables gives details on the Service Levels the bidder (system integrator) should maintain.

Service Level Description	Measurement								
Infrastructure Availability	<p>Availability of production DMS systems shall be at least 99%</p> <p>Severity of Violation: High</p> <table border="1"> <thead> <tr> <th>Availability over the six-month period</th> <th>Violations for calculation of penalty</th> </tr> </thead> <tbody> <tr> <td>< 99% & >= 98.5%</td> <td>1</td> </tr> <tr> <td>< 98.5% & >= 98%</td> <td>2</td> </tr> <tr> <td>< 98%</td> <td>3</td> </tr> </tbody> </table> <p>In addition to the above, if the service level in any month in the six-month period falls below 98%, one (1) additional violation will be added for each % drop for each such month to the overall violations for this service level.</p>	Availability over the six-month period	Violations for calculation of penalty	< 99% & >= 98.5%	1	< 98.5% & >= 98%	2	< 98%	3
Availability over the six-month period	Violations for calculation of penalty								
< 99% & >= 98.5%	1								
< 98.5% & >= 98%	2								
< 98%	3								
Infrastructure Performance	<p>Sustained period of peak CPU utilization of any server crossing 70% (with the exception of batch processing) shall be less than or equal to 30 minutes.</p> <p>Severity of Violation: High</p>								

Service Level Description	Measurement						
	<p>Each occurrence where the peak CPU utilization of any server crosses 70% (with the exception of batch processing) and stays above 70% for time more than 30 minutes will be treated as one (1) instance.</p> <table border="1" data-bbox="875 360 1619 488"> <thead> <tr> <th>Number of instances over the six month period</th> <th>Violations for calculation of penalty</th> </tr> </thead> <tbody> <tr> <td>>0 & <=3</td> <td>1</td> </tr> <tr> <td>> 3</td> <td>2</td> </tr> </tbody> </table> <p>In addition to the above, if the number of instances in any month in the six-month period exceeds 3, one (1) additional violation will be added for each such month to the overall violations for this service level.</p>	Number of instances over the six month period	Violations for calculation of penalty	>0 & <=3	1	> 3	2
Number of instances over the six month period	Violations for calculation of penalty						
>0 & <=3	1						
> 3	2						
Infrastructure Performance	<p>Sustained period of peak I/O utilization of any server crossing 70% (with the exception of batch processing) shall be less than or equal to 30 minutes.</p> <p>Severity of Violation: High</p> <p>Each occurrence where the peak I/O utilization of any server crosses 70% (with the exception of batch processing) and stays above 70% for time more than 30 minutes will be treated as one (1) instance.</p> <table border="1" data-bbox="875 858 1619 986"> <thead> <tr> <th>Number of instances over the six month period</th> <th>Violations for calculation of penalty</th> </tr> </thead> <tbody> <tr> <td>>0 & <=3</td> <td>1</td> </tr> <tr> <td>> 3</td> <td>2</td> </tr> </tbody> </table> <p>In addition to the above, if the number of instances in any month in the six-month period exceeds 3, one (1) additional violation will be added for each such month to the overall violations for this service level.</p>	Number of instances over the six month period	Violations for calculation of penalty	>0 & <=3	1	> 3	2
Number of instances over the six month period	Violations for calculation of penalty						
>0 & <=3	1						
> 3	2						
Infrastructure Performance	<p>Sustained period of peak memory utilization of any server crossing 70% (with the exception of batch processing) shall be less than or equal to 30 minutes.</p> <p>Severity of Violation: High</p> <p>Each occurrence where the peak memory utilization of any server crosses 70% (with the exception of batch processing) and stays above 70% for time more than 30 minutes will be treated as one (1) instance.</p> <table border="1" data-bbox="875 1294 1619 1358"> <thead> <tr> <th>Number of instances over the six month period</th> <th>Violations for calculation of penalty</th> </tr> </thead> <tbody> <tr> <td>>0 & <=3</td> <td>1</td> </tr> <tr> <td>> 3</td> <td>2</td> </tr> </tbody> </table>	Number of instances over the six month period	Violations for calculation of penalty	>0 & <=3	1	> 3	2
Number of instances over the six month period	Violations for calculation of penalty						
>0 & <=3	1						
> 3	2						

Service Level Description	Measurement								
	<table border="1"> <tr> <td>>0 & <=3</td> <td>1</td> </tr> <tr> <td>> 3</td> <td>2</td> </tr> </table> <p>In addition to the above, if the number of instances in any month in the six-month period exceeds 3, one (1) additional violation will be added for each such month to the overall violations for this service level.</p>	>0 & <=3	1	> 3	2				
>0 & <=3	1								
> 3	2								
Application Availability	<p>Availability of DMS solution components measured within the Data Center shall be at least 98%</p> <p>Severity of Violation: High</p> <p>This service level will be monitored on a monthly basis.</p> <table border="1"> <thead> <tr> <th>Availability over the six-month period</th> <th>Violations for calculation of penalty</th> </tr> </thead> <tbody> <tr> <td>< 98% & >= 96%</td> <td>1</td> </tr> <tr> <td>< 96% & >= 94%</td> <td>2</td> </tr> <tr> <td>< 94%</td> <td>3</td> </tr> </tbody> </table> <p>In addition to the above, if the service level in any month in the six-month period falls below 99%, one (1) additional violation will be added for each such month to the overall violations for this service level.</p>	Availability over the six-month period	Violations for calculation of penalty	< 98% & >= 96%	1	< 96% & >= 94%	2	< 94%	3
Availability over the six-month period	Violations for calculation of penalty								
< 98% & >= 96%	1								
< 96% & >= 94%	2								
< 94%	3								

2. Handholding Support: Application Support

- a) **Level 1 Defect.** The failure to fix has an immediate impact on the WBCTD's ability to perform its duties, inability to perform critical back-office functions or a direct impact on the organization.
- b) **Level 2 Defects.** The failure to fix has an impact on the WBCTD's ability to perform its duties that while not immediate, can cause service to degrade if not resolved within reasonable time frames.
- c) **Level 3 Defects.** The failure to fix has no direct impact on the WBCTD's ability to perform critical back-office functions.
- d) The severity of the individual defects will be mutually determined by WBCTD and the bidder (system integrator).
- e) This service level will be monitored on a monthly basis.
- f) The below tables gives details on the Service Levels the bidder (system integrator) should maintain.

Service Level Description	Measurement
---------------------------	-------------

Service Level Description	Measurement								
<p>Application Support Performance</p>	<p>95% of the Level 1 defects shall be resolved within 4 business hours from the time of reporting full details.</p> <p>Severity of Violation: High</p> <p>This service level will be monitored on a monthly basis.</p> <table border="1" data-bbox="943 448 1686 603"> <thead> <tr> <th>Performance over the six-month period</th> <th>Violations for calculation of penalty</th> </tr> </thead> <tbody> <tr> <td>< 95% & >= 90%</td> <td>1</td> </tr> <tr> <td>< 90% & >= 85%</td> <td>2</td> </tr> <tr> <td>< 85%</td> <td>3</td> </tr> </tbody> </table> <p>In addition to the above, if the service level in any month in the six-month period falls below 85%, one (1) additional violation will be added for each such month to the overall violations for this service level.</p>	Performance over the six-month period	Violations for calculation of penalty	< 95% & >= 90%	1	< 90% & >= 85%	2	< 85%	3
Performance over the six-month period	Violations for calculation of penalty								
< 95% & >= 90%	1								
< 90% & >= 85%	2								
< 85%	3								
<p>Application Support Performance</p>	<p>95% of the Level 2 defects shall be resolved within 72 hours from the time of reporting full details.</p> <p>Severity of Violation: High</p> <p>This service level will be monitored on a monthly basis.</p> <table border="1" data-bbox="943 852 1686 1007"> <thead> <tr> <th>Performance over the six-month period</th> <th>Violations for calculation of penalty</th> </tr> </thead> <tbody> <tr> <td>< 95% & >= 90%</td> <td>1</td> </tr> <tr> <td>< 90% & >= 85%</td> <td>2</td> </tr> <tr> <td>< 85%</td> <td>3</td> </tr> </tbody> </table> <p>In addition to the above, if the service level in any month in the six-month period falls below 85%, one (1) additional violation will be added for each such month to the overall violations for this service level.</p>	Performance over the six-month period	Violations for calculation of penalty	< 95% & >= 90%	1	< 90% & >= 85%	2	< 85%	3
Performance over the six-month period	Violations for calculation of penalty								
< 95% & >= 90%	1								
< 90% & >= 85%	2								
< 85%	3								
<p>Application Support Performance</p>	<p>100% of the Level 3 defects shall be resolved within 120 hours from the time of reporting full details.</p> <p>Severity of Violation: High</p> <p>This service level will be monitored on a monthly basis.</p> <table border="1" data-bbox="943 1259 1686 1351"> <thead> <tr> <th>Performance over the six-month period</th> <th>Violations for calculation of penalty</th> </tr> </thead> <tbody> <tr> <td>< 100% & >= 90%</td> <td>1</td> </tr> </tbody> </table>	Performance over the six-month period	Violations for calculation of penalty	< 100% & >= 90%	1				
Performance over the six-month period	Violations for calculation of penalty								
< 100% & >= 90%	1								

Service Level Description	Measurement				
	<table border="1"> <tr> <td>< 90% & >= 80%</td> <td>2</td> </tr> <tr> <td>< 80%</td> <td>3</td> </tr> </table> <p>In addition to the above, if the service level in any month in the six-month period falls below 80%, one (1) additional violation will be added for each such month to the overall violations for this service level.</p>	< 90% & >= 80%	2	< 80%	3
< 90% & >= 80%	2				
< 80%	3				
Application Support Performance	<p>Up to date of the documentation of the design, modifications, enhancements, and defect-fixes in the half-yearly period.</p> <p>Severity of Violation: Medium</p> <p>This service level will be measured on a half-yearly basis.</p> <p>Each instance of non-meeting this service level will be treated as one (1) violation.</p>				

3. **Handholding Support: Helpdesk and Data Center Support**

- (a) **Level 1 Calls.** The failure to fix has an immediate impact on the WBCTD's ability to perform its duties, inability to perform critical back-office functions or a direct impact on the organization.
- (b) **Level 2 Calls.** The failure to fix has an impact on the WBCTD's ability to perform its duties that while not immediate, can cause service to degrade if not resolved within reasonable time frames.
- (c) **Level 3 Calls.** The failure to fix has no direct impact on the WBCTD's ability to perform its duties and critical back-office functions.
- (d) This service level will be monitored on a monthly basis.
- (e) The scheduled operation time for the Helpdesk shall be 24X7
- (f) The below tables gives details on the Service Levels the bidder (system integrator) should maintain.

Service Level Description	Measurement
Helpdesk Performance	<p>98% of the calls shall be answered within 45 seconds.</p> <p>Severity of Violation: High</p> <p>This service level will be monitored on a monthly basis.</p>

Service Level Description	Measurement										
		<table border="1"> <thead> <tr> <th>Performance over the six-month period</th> <th>Violations for calculation of penalty</th> </tr> </thead> <tbody> <tr> <td>< 98% & >= 90%</td> <td>1</td> </tr> <tr> <td>< 90% & >= 80%</td> <td>2</td> </tr> <tr> <td>< 80%</td> <td>3</td> </tr> </tbody> </table>	Performance over the six-month period	Violations for calculation of penalty	< 98% & >= 90%	1	< 90% & >= 80%	2	< 80%	3	<p>In addition to the above, if the service level in any month in the six-month period falls below 80%, one (1) additional violation will be added for each such month to the overall violations for this service level.</p>
Performance over the six-month period	Violations for calculation of penalty										
< 98% & >= 90%	1										
< 90% & >= 80%	2										
< 80%	3										
Helpdesk Performance	<p>98% of the incidents within helpdesk resolution capacity shall be resolved in a cycle time of 24 hours</p> <p>Severity of Violation: High</p> <p>This service level will be monitored on a monthly basis.</p>	<table border="1"> <thead> <tr> <th>Performance over the six-month period</th> <th>Violations for calculation of penalty</th> </tr> </thead> <tbody> <tr> <td>< 98% & >= 90%</td> <td>1</td> </tr> <tr> <td>< 90% & >= 80%</td> <td>2</td> </tr> <tr> <td>< 80%</td> <td>3</td> </tr> </tbody> </table>	Performance over the six-month period	Violations for calculation of penalty	< 98% & >= 90%	1	< 90% & >= 80%	2	< 80%	3	<p>In addition to the above, if the service level in any month in the six-month period falls below 80%, one (1) additional violation will be added for each such month to the overall violations for this service level.</p>
Performance over the six-month period	Violations for calculation of penalty										
< 98% & >= 90%	1										
< 90% & >= 80%	2										
< 80%	3										
Helpdesk Performance	<p>98% of the non bidder (system integrator) supported incidents shall be routed to the appropriate service provider within 30 minutes.</p> <p>Severity of Violation: Medium</p> <p>This service level will be monitored on a monthly basis.</p>	<table border="1"> <thead> <tr> <th>Performance over the six-month period</th> <th>Violations for calculation of penalty</th> </tr> </thead> <tbody> <tr> <td>< 98% & >= 90%</td> <td>1</td> </tr> <tr> <td>< 90% & >= 80%</td> <td>2</td> </tr> <tr> <td>< 80%</td> <td>3</td> </tr> </tbody> </table>	Performance over the six-month period	Violations for calculation of penalty	< 98% & >= 90%	1	< 90% & >= 80%	2	< 80%	3	
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< 98% & >= 90%	1										
< 90% & >= 80%	2										
< 80%	3										

Service Level Description	Measurement								
	<p>In addition to the above, if the service level in any month in the six-month period falls below 80%, one (1) additional violation will be added for each such month to the overall violations for this service level.</p>								
Helpdesk Performance	<p>80% of the Level 1 calls shall be resolved within 2 hours from call received / logged whichever is earlier. The maximum resolution time for any incident of this nature shall not exceed 8 business hours.</p> <p>Severity of Violation: High</p> <p>This service level will be monitored on a monthly basis.</p> <table border="1" data-bbox="887 568 1720 727"> <thead> <tr> <th>Performance over the six-month period</th> <th>Violations for calculation of penalty</th> </tr> </thead> <tbody> <tr> <td>< 80% & >= 70%</td> <td>1</td> </tr> <tr> <td>< 70% & >= 60%</td> <td>2</td> </tr> <tr> <td>< 60%</td> <td>3</td> </tr> </tbody> </table> <p>In addition to the above, if the service level in any month in the six-month period falls below 60%, one (1) additional violation will be added for each such month to the overall violations for this service level.</p>	Performance over the six-month period	Violations for calculation of penalty	< 80% & >= 70%	1	< 70% & >= 60%	2	< 60%	3
Performance over the six-month period	Violations for calculation of penalty								
< 80% & >= 70%	1								
< 70% & >= 60%	2								
< 60%	3								
Helpdesk Performance	<p>80% of the Level 2 calls shall be resolved within 6 hours from call received / logged whichever is earlier. The maximum resolution time for any incident of this nature shall not exceed 48 hours.</p> <p>Severity of Violation: High</p> <p>This service level will be monitored on a monthly basis.</p> <table border="1" data-bbox="931 1007 1675 1166"> <thead> <tr> <th>Performance over the six-month period</th> <th>Violations for calculation of penalty</th> </tr> </thead> <tbody> <tr> <td>< 80% & >= 70%</td> <td>1</td> </tr> <tr> <td>< 70% & >= 60%</td> <td>2</td> </tr> <tr> <td>< 60%</td> <td>3</td> </tr> </tbody> </table> <p>In addition to the above, if the service level in any month in the six-month period falls below 60%, one (1) additional violation will be added for each such month to the overall violations for this service level.</p>	Performance over the six-month period	Violations for calculation of penalty	< 80% & >= 70%	1	< 70% & >= 60%	2	< 60%	3
Performance over the six-month period	Violations for calculation of penalty								
< 80% & >= 70%	1								
< 70% & >= 60%	2								
< 60%	3								
Helpdesk Performance	<p>80% of the Level 3 calls shall be reported on status and action to be communicated within 24 hours from call received / logged whichever is earlier. The maximum resolution time for any incident of this nature shall not exceed 72 hours.</p>								

Service Level Description	Measurement								
	<p>Severity of Violation: High</p> <p>This service level will be monitored on a monthly basis.</p> <table border="1"> <thead> <tr> <th>Performance over the six-month period</th> <th>Violations for calculation of penalty</th> </tr> </thead> <tbody> <tr> <td>< 80% & >= 70%</td> <td>1</td> </tr> <tr> <td>< 70% & >= 60%</td> <td>2</td> </tr> <tr> <td>< 60%</td> <td>3</td> </tr> </tbody> </table> <p>In addition to the above, if the service level in any month in the six-month period falls below 60%, one (1) additional violation will be added for each such month to the overall violations for this service level.</p>	Performance over the six-month period	Violations for calculation of penalty	< 80% & >= 70%	1	< 70% & >= 60%	2	< 60%	3
Performance over the six-month period	Violations for calculation of penalty								
< 80% & >= 70%	1								
< 70% & >= 60%	2								
< 60%	3								
Datacenter Support Performance	<p>Replacement of hardware equipment shall be done within 15 days of notification by the WBCTD. These equipments would have failed on four or more occasions in a period of less than three months or six times in a period of less than twelve months. (Mean Time Between Failure Condition)</p> <p>Severity of Violation: High</p> <p>Each instance of non-meeting this service level will be treated as one (1) violation.</p>								
Datacenter Support Performance	<p>Up to date of the documentation of the design, modifications, enhancements, and fixes.</p> <p>Severity of Violation: Medium</p> <p>This service level will be measured on a half-yearly basis.</p> <p>Each instance of non-meeting this service level will be treated as one (1) violation.</p>								

4. Reporting

(a) The below tables gives details on the Service Levels the bidder (system integrator) should maintain for client site systems availability.

Service Level Description	Measurement
---------------------------	-------------

Service Level Description	Measurement						
Availability and Performance Report	<p>Provide monthly SLA compliance reports, monitoring and maintenance related MIS reports by the 5th of the following month.</p> <p>Severity of Violation: Medium</p> <p>This service level will be monitored on a monthly basis.</p> <p>If the monthly SLA compliance report related to the service level metrics is not provided in the given timeframe, it will be treated as one (1) instance.</p> <p>The total number of instances for the six-month period will be the cumulative number of instances across all the months in the six-month period.</p> <table border="1" data-bbox="913 667 1659 794"> <thead> <tr> <th data-bbox="920 671 1290 730">Total number of instances over the six month period</th> <th data-bbox="1290 671 1653 730">Violations for calculation of penalty</th> </tr> </thead> <tbody> <tr> <td data-bbox="920 730 1290 762">>0 & <=3</td> <td data-bbox="1290 730 1653 762">1</td> </tr> <tr> <td data-bbox="920 762 1290 794">> 3</td> <td data-bbox="1290 762 1653 794">2</td> </tr> </tbody> </table>	Total number of instances over the six month period	Violations for calculation of penalty	>0 & <=3	1	> 3	2
Total number of instances over the six month period	Violations for calculation of penalty						
>0 & <=3	1						
> 3	2						

2. Annexure

Annexure I: TECHNICAL BID TEMPLATES

The bidders are expected to respond to the RFP using the forms given in this section and all documents supporting Technical Evaluation Criteria.

Technical Proposal shall comprise of following forms:

Forms to be used in Technical Proposal

Form 1: Compliance Sheet for Technical Proposal

Form 2: Project Citation Format

Form 3: Proposed Solution

Form 4: Proposed Work Plan
Form 5: Team Composition
Form 6: Curriculum Vitae (CV) of Key Personnel
Form 7: Deployment of Personnel

Form 1: Compliance Sheet for Technical Proposal

(The Technical proposal should comprise of the following basic requirements. The documents mentioned in this compliance sheet along with this form, needs to be a part of the Technical proposal)

#	Evaluation Criteria/ Sub-Criteria	Documents Required	Compliance (Yes/No)	Reference/Page No.
1	Cover Letter for Technical Proposal			
2	Past Experience			
2.1	Experience in DMS Implementation (Number of Projects executed)	Bidder must provide as a supporting documentary proof in form of work orders confirming year and Area of activity, value of services to be delivered for each of the project, Completion Certificate (if applicable) from Client confirming year and value of Bidder's scope of work along with Reference details of the Client		
2.2	Experience in DMS Implementation (Value of Projects executed)	Bidder must provide as a supporting documentary proof in form of work orders confirming year and Area of activity, value of services to be delivered for each of the project, Completion Certificate (if applicable) from Client confirming year and value of Bidder's scope of work along with Reference details of the Client. Total project cost should be provided.		

2.2	Profile of the Bidding Organization	<p>A note on Bidder's Financial, Organizational and Operational Capacity indicating the following the least</p> <ul style="list-style-type: none"> • Annual Turn Over • Employee Strength and Technical/ Managerial Capacity • Operational Network 		
3	Proposed Approach & Methodology			
3.1	Project Solution	<p>A note on compliance to the requirements addressed as mentioned in different parts of the RFP, the quality of the solution, development/customization of DMS with integration needs, hardware & networking requirements</p>		
3.2	Overall Approach & Methodology	<p>A note on the following:</p> <ul style="list-style-type: none"> – Explain the understanding of the project requirements, highlight the expected support from the State, approach to the services, SLA management methodology, methodology for carrying out the activities for expected output – Highlight the associated risks / problems and plans for mitigation and explain the technical approach it would adopt to address them – Explain the methodologies the responding firm proposes to 		

		<p>adopt and highlight the compatibility of those methodologies with the proposed approach</p> <ul style="list-style-type: none"> - Planning and Building Infrastructure, with system/network architecture diagram - Proper understanding of the objectives of this project - Implementation strategy and approach towards meeting the objectives, - Redundancy and failover options - Plan for meeting the SLA norms - Probable risks and mitigation plans etc 		
3.3	Detailed Work Plan	A note on the description and quality of the work plan including day wise, week wise activities with Work Breakdown Structures, Project estimates, milestones, deadlines etc.		
3.4	Digitization/ Scanning of Historical Records	A note on the proposed methodology for scanning /digitization of the huge volume of physical records as indicating the issues that can crop up during the execution of this activity and the support that is required from the department of commercial taxes.		

4	Quality of Resources proposed			
4.1	Project Management Team	Compliance to the Resource Evaluation Matrix		
5	Product Compliance			
5.1	Product Compliance	Section 9, Bill of Material (Unpriced) and Annexure VI: Product Specification Sheet.		
6	Technical Presentation			
6.1	Technical Presentation	Marks would be awarded by the Technical evaluation committee on the basis of the presentation by the bidder.		

Form 2 Project Citation Format

Relevant Project experience (provide no more than 5 projects in the last 5 years)	
General Information	
Name of the project	
Client for which the project was executed	
Name and contact details of the client	
Project Details	
Description of the project	
Scope of services	
Service levels being offered/ Quality of service (QOS)	
Technologies used	
Outcomes of the project	
Other Details	
Total cost of the project	
Total cost of the services provided by the respondent	
Duration of the project (no. of months, start date, completion date, current status)	
Other Relevant Information	
Letter from the client to indicate the successful completion of the projects	
Copy of Work Order	

Form 3: Proposed Solution

Technical approach, methodology and work plan are key components of the Technical Proposal. You are suggested to present Approach and Methodology divided into the following sections:

- a) Solution Proposed
- b) Understanding of the project (how the solution proposed is relevant to the understanding)
- c) Technical Approach and Methodology

S I N o	Proposed Solution (Provide the Product Name or fill Custom Built, in case of a new development)	Version & Year of Release	OEM	Features & Functionalities	O&M Support (Warranty/ATS/: as required as per RFP)	Reference in the Submitted Proposal (Please provide page number/section number/ volume)

Form 4: Proposed Work Plan

No	Activity ¹	Calendar Months													
		1	2	3	4	5	6	7	8	9	10	11	12	n	
1															
2															
3															
4															
5															
N															

- 1 Indicate all main activities of the assignment, including delivery of reports (e.g.: inception, interim, and final reports), and other benchmarks such as Webel Technology Limited/WTL approvals. For phased assignments indicate activities, delivery of reports, and benchmarks separately for each phase.
- 2 Duration of activities shall be indicated in the form of a bar chart.
- 3 All activities should meet the 8/80 criteria i.e. should at least take 8 hours and a maximum of 80 hours.

Form 5: Team Composition

Name of Staff with qualification and experience	Area of Expertise	Position Assigned	Task Assigned	Time committed for the engagement

Form 6: Curriculum Vitae (CV) of Key Personnel

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

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

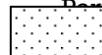
Form 7: Deployment of Personnel

No	Name of Staff	Staff input in Months (in the form of a bar chart) ²												Total staff man-months proposed	
		1	2	3	4	5	6	7	8	9	10	11	12	n	Total
1															
2															
3															
N															
															Total

1. Professional Staff the input should be indicated individually; for Support Staff it should be indicated by category
2. Months are counted from the start of the assignment.

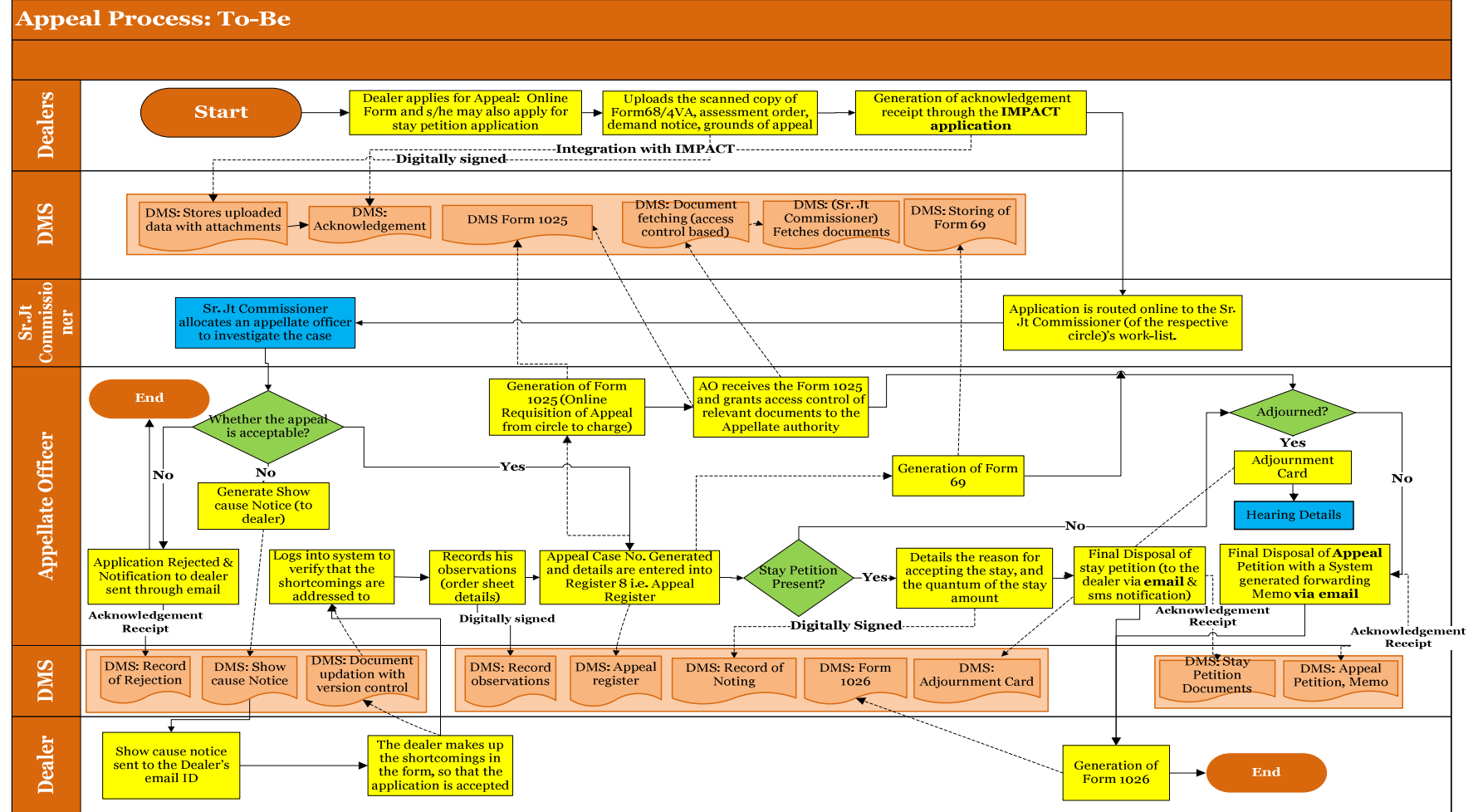


Full time input



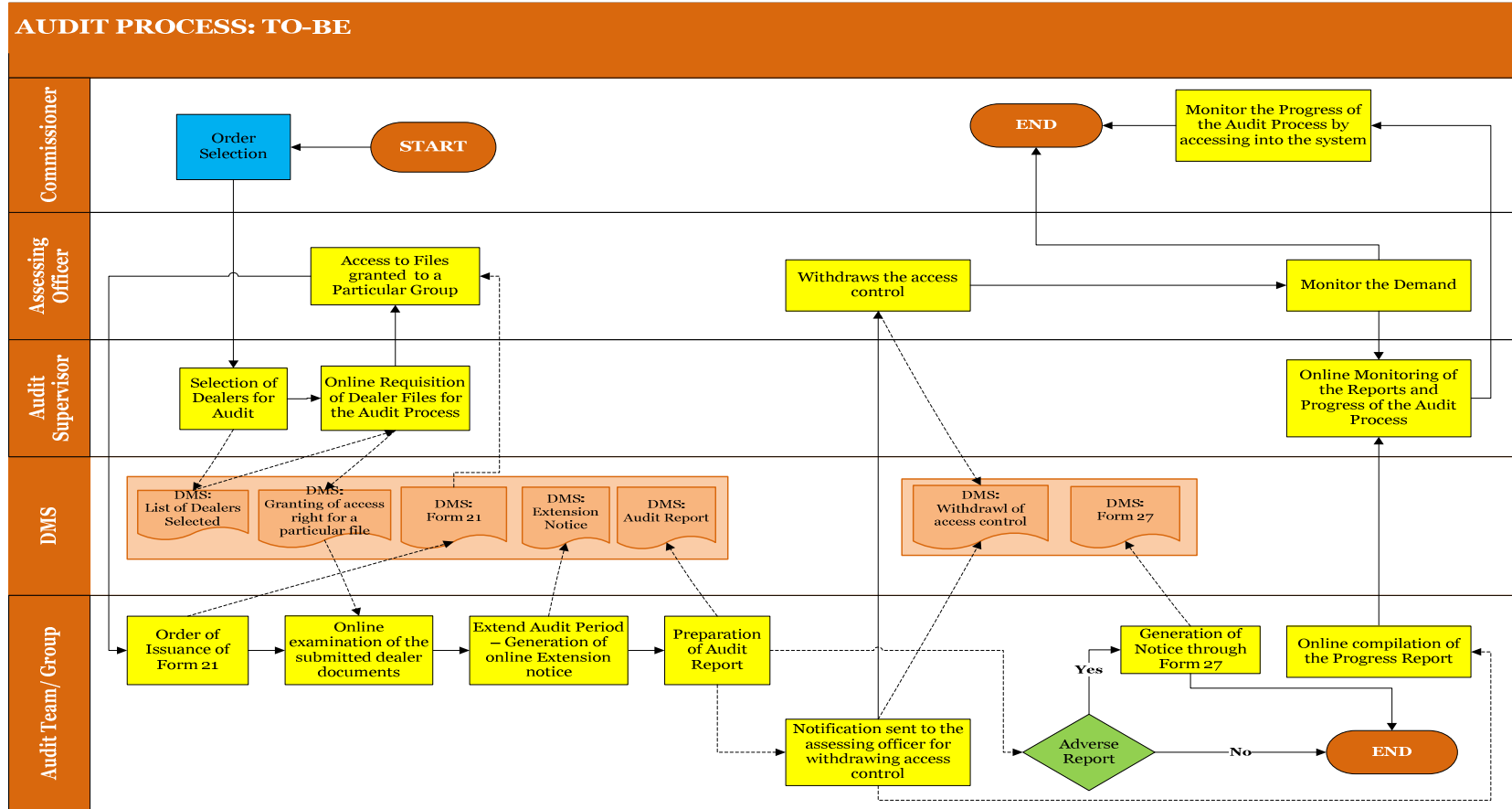
Time input

2. Appeal Phase



* For all the processes mentioned above. If the dealer is not granted any adjournment, there is no further time for the dealer to submit any document. The assessment/appeal would be completed by the Assessing Officer/Appellate Officer 'ex parte' on the basis of the information already submitted by the dealer and other available information.

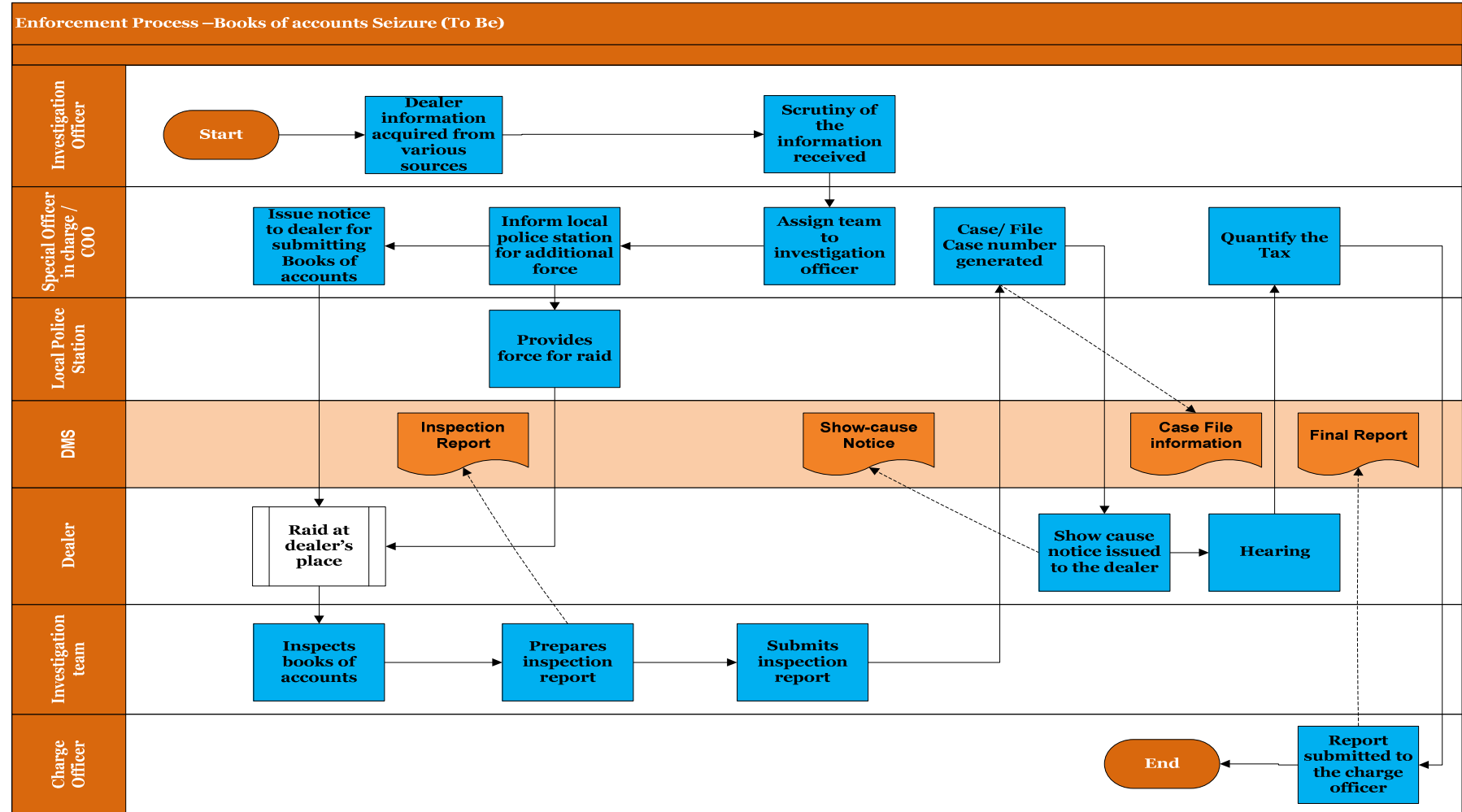
3. Audit Phase/Special Audit



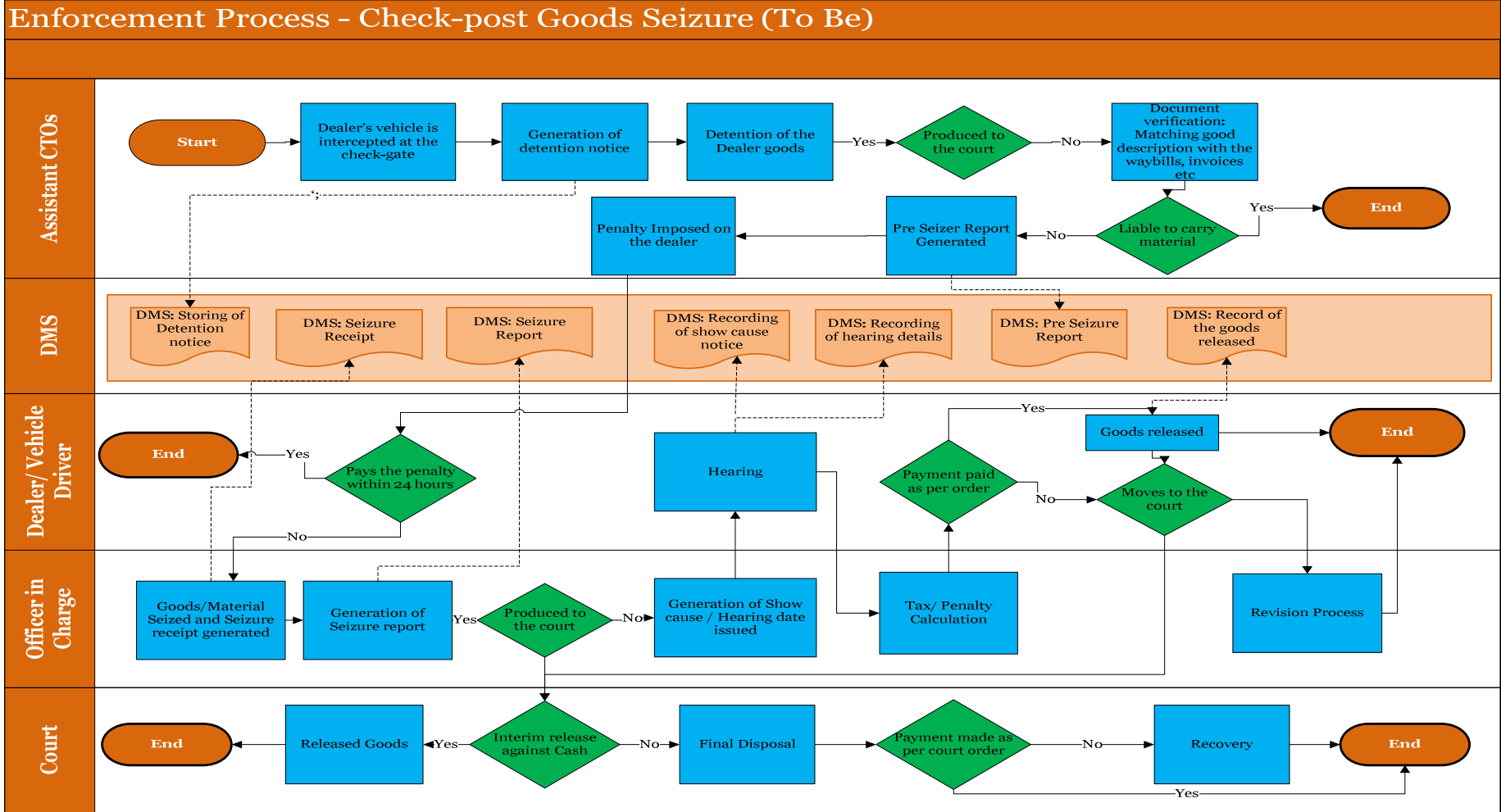
2

² The DMS layer in the above process map is not linked to any of the swim lanes. The layer is accessed by all the stakeholders/ actors involved in the process (as required).

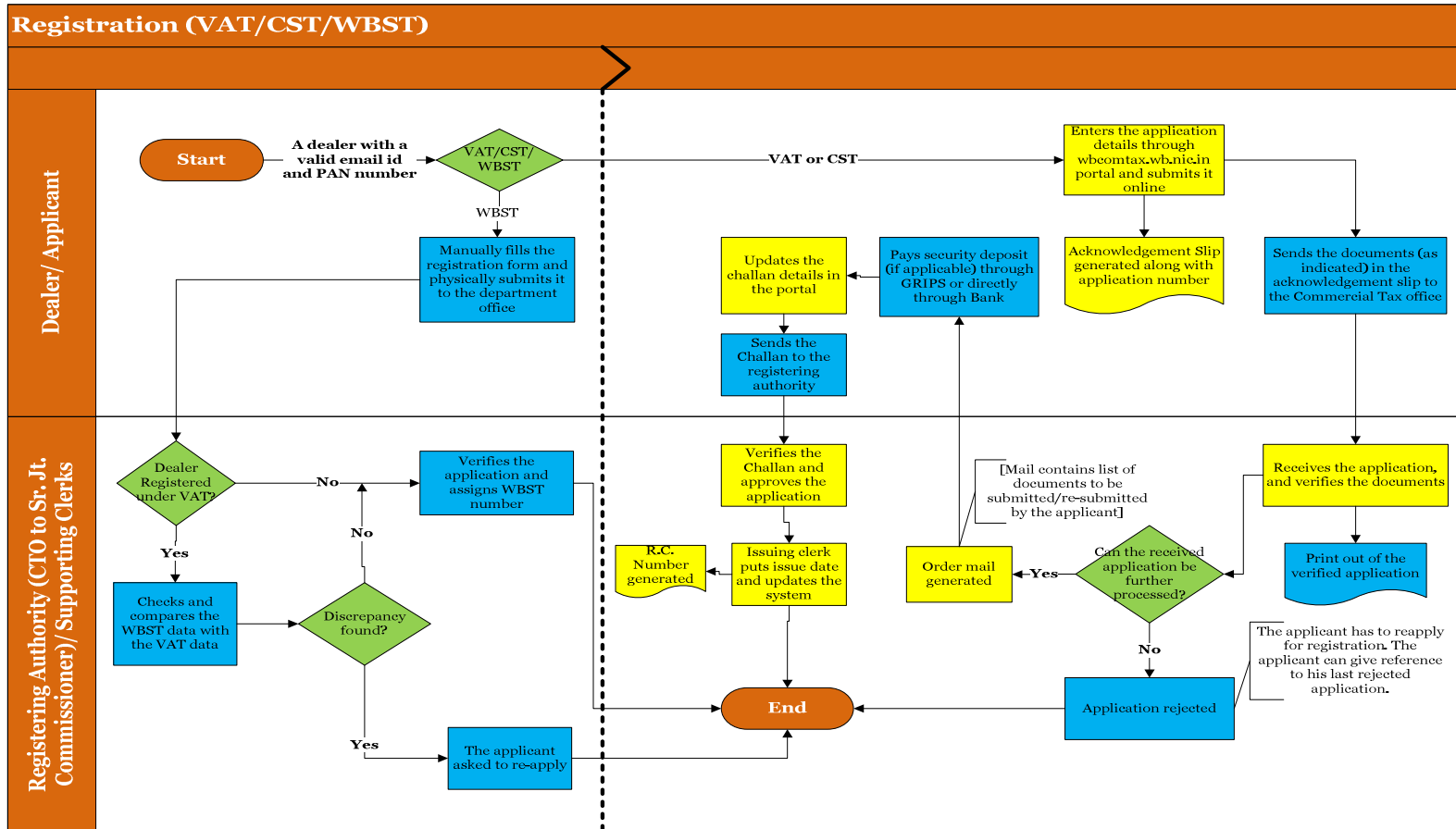
4. Enforcement Process



5. Enforcement Process: Check Post Goods Seizure:



7. Registration Process:



List of processes/ documents associated with the assessment/ appeals process

SI #	Process Name	List of documents related to Assessment/ Appeals processes
1	Generation of issuance order	<ol style="list-style-type: none"> 1. Noting on the order sheet 2. Issue of Initiation notice (Form 25)
2	Generation/Issuance of Initiation Order	<ol style="list-style-type: none"> 1. The Initiation Notices (Form 25- VAT+ Form 3V - CST), 2. Letters of communication and notifications of adjournment 3. Subsequent Notings on the order sheet
3	Meeting the hearing officer with required documents	<ol style="list-style-type: none"> 1. The Summary of Returns 2. Financial account-statements (Ledger Pages- Often generated through the tally software as used by many organisations) 3. Profit and Loss accounts 4. Balance Sheet 5. The Summary of Stock Transfer 6. The Summary of Sales and Purchases 7. List of all Invoices and Challan(s) 8. Bank Statements of the Dealer 9. All relevant documents related to all the commodities imported or exported 10. Details of the SEZ Documents 11. List of Waybills and their summary 12. Declaration forms like C-Form, F-forms, and H-Forms 13. Excise Returns statement 14. Income Tax Returns statement 15. Original Tax Invoices 16. Transportation documents 17. Export documents (Letter of credit (LC), Bill of Landing BL) 18. Details of quarterly returns (Generated online)
4	Verification of Tax calculation and quantifying the amount of tax.	<ol style="list-style-type: none"> 1. Tax calculation sheets 2. Notings on the order sheet
5	Generation of Assessment order, demand notice	<ol style="list-style-type: none"> 1. Assessment order 2. Notice (Generated Online)
6	Statement of refund or dues	<ol style="list-style-type: none"> 1. Notings on order sheet 2. Letters of communication
7	Payment of refund of dues	Dealer's Bank account / transaction statements
8	When the dealer files an Appeal	<ol style="list-style-type: none"> 1. Copy of the Form 1025 2. Copies of the Appellate order and Related documents 3. Copy of Form 1026 and Appellate order, in case of repeated appeals the same are

		recorded periodically in order sheets
9	When the final verdict is sent	<ol style="list-style-type: none">1. Modified Demand Notice (Issued by AO)2. Form 1026 along with the Appellate Order (Issued by Appellate Officer)

Contents of an Assessment/ Appeals File with Definitions

Sly #	Name of Document	Related Definition / Details (If Any)	Document generated Online (Y/N)
1.	Details of the quarterly return (VAT+CST)	Details of the quarterly return of the dealer under both the acts VAT and CST (The same is already being filed through an online system- the dealer has to file 8 returns, 4 each under the VAT and CST Act). S/ he can optionally file revised return and return statement in case revision to the original return is required.	Y
2.	The Initiation Notices (Form 25- VAT+CST)	Initiation notices are generated under the CST act and under the VAT act. The same is already processed through an online system; however, the online system has been introduced back in 2007-2008. The initiation notices contain all the relevant reasons for selection of the particular dealer for assessment.	Y
3.	Letters of communication and notifications of adjournment	Letters of communication and notifications of adjournment sent across to the dealers (Entered in note-sheets).	N
4.	Noting (s) on the order sheet	Noting (s) on the order sheet of the partial submission of documents (if applicable) presented by the dealer on appearance (It records his periodic appearances for adjournment as well as the documents produced at the same time) and noting(s) made by assessing authority on final date of hearing (details of documents produced). Since Assessment is a quasi-judicial proceeding, the order sheets are maintained in accordance with the Court Procedures and are under judicial review, if required.	N
5.	The Summary of Returns (VAT+CST)	The Summary of Returns is submitted for that particular dealer. The summary of returns is effectively a Check-list that captures the main crux of the Returns filed by the dealer viz. the total sales, total purchases etc. It is submitted manually and is not a mandatory requirement. The summary of returns not only gives the summary but also reconciles the final accounts with the returns. One of the reasons for doing so is mentioned in the next point.	Y*
6.	Financial account-statements (Ledger Pages)	Statements of the Financial accounts are presented by the dealer. It is to be noted that Multinational companies having several branches across India might have multiple account statements. All the relevant details of the financial accounts find a place in the Assessment file. The dealers are also asked for the soft-copies of the same.	Y*
7.	TDS Certificates and related tax computation	TDS is the amount of tax getting deducted from the person (Employee/Deductee) by the person paying (Employer/Deductor).TDS Certificates record the numerical	Y*

	details, invoices	figures in this direction. A list of tax computation details is also provided.	
8.	Form 18	It is a certificate of deduction from payment for execution of works contract under sub-section (1) of section 40 of the West Bengal Value Added Tax Act, 2003.	N
9.	Form 88 (Or Tax Audit Reports) + Related documents	Form 88, as prescribed by the statute akin to Form 3CA/3CB of the IT Act, 1961, is the clearance certificate furnished by a registered Chartered Accountant to the dealer on the successful completion of his audit.	N
10.	Profit and Loss accounts	The profit and loss account is a financial statement that summarizes the revenues, costs and expenses incurred during a specific period of time - usually a fiscal quarter or year.	Y*
11.	Balance Sheet (extract)	The Balance sheet is a financial statement that summarizes a company's assets, liabilities and shareholders' equity at a specific point in time.	Y*
12.	Calculation of Reverse Credit	Reverse tax credit calculated and presented in the file.	N
13.	Information on issue of tax invoice	Related information is presented in this section.	N
14.	The Summary of Stock Transfer	Stock transfer means transfer of stock/goods from one unit of the concern to another unit. The summary all the related transfers are reflected here.	Y*
15.	The Summary of Sales and Purchases (Taxable)	The summary of returns is effectively a Check-list that captures his tally of net sales and purchases.	Y*
16.	Sale Bill Register	Applies to specific dealers	N
17.	Purchase ledger & List of all Invoices and Challan(s)	These are furnished by the dealer for verification and tallying.	N
18.	Statements in relation to purchase tax	Calculation of tax levied on purchases are reflected here and presented in a tabular format.	N
19.	Bank Statements of the Dealer	Bank Statements of the Dealer pertaining to Sales and Purchases.	Y (If furnished by the dealer)
20.	All relevant documents related to all the commodities imported / exported	All relevant documents related to all the commodities imported or exported by a particular dealer.	N
21.	Details of the SEZ Documents	SEZ documents refer to those dealers who belong to Special Economy Zone, these acts like a catalyst to promote their exports and other business transactions; it effectively denotes the amount of tax exemption as granted to the particular dealer	N

		falling under the SEZ category.	
22.	List of Waybills + Summary	List of Waybills utilized by the dealer (with details). A summary of the same is also presented.	Y
23.	C-Form, F-forms, and H-Forms	The different central forms viz. C-Form, F-forms, and H-Forms etc of the dealer. In the case of Inter-state trade or commerce, registered dealer can get goods at concessional rate of CST, if he produces a declaration in Form C to the selling dealer. F-form is a requirement as a proof of stock transfer. H-Forms are used for deemed exports; it is issued by a buyer to the seller who uses the goods for export purpose	Y
24.	Excise Returns statement	Excise Returns statement (monthly, quarterly, yearly) of the dealer form a part of the file.	N
25.	Income Tax Returns statement	Income Tax Returns statement of the dealer.	N
26.	ITC verification reports & supporting documents	Input Tax Credit (ITC) Report & Accounts of that particular period can be produced by the dealers (if needed)	N
27.	Any other Specific bill or Challan	Any other Specific bill or Challan as instructed by the assessing authority.	N
28.	The Assessment Order	The Assessment Order (VAT / CST) is a detailed order and a computation report generated to the dealer after analysis of the documents submitted by the dealer	Y
29.	Demand Notice (Form 27) (Online)	It is effectively the summary of the Assessment order or the summary of the computation; a head-wise break-up is generated to facilitate the purpose of assessment and communication.	Y
30.	A record of all the letters of communication	A record of all the letters of communication sent across to the dealers during the assessment.	N
31.	Copy of the Form 68	In case the dealer appeals against the issued demand notice; Form 68 is the meant for the same purpose.	N
32.	Copies of the Appellate order	Orders generated by the Appellate authority (if applicable)	N
33.	Copy of Form 1025	Form 1025 is issued by the appellate authorities to the assessment officer in case he needs to access some specific documents for verification of the dealer's appeal.	N
34.	Modified Demand Notice	The modified demand notice is the generated by the assessment officer after deliberation and consideration of the judgement presented by the appellate authorities	Y

Note: Y* - Yes (Generated by the Tally software of a number of large dealers

