

E-RFP No: WBIDC/SWS /20-21/01 Dated 10.02.2021

REQUEST FOR PROPOSAL (RFP)

for

**Revamping, Development, Implementation & Maintenance
of
Silpasathi Single Window System Portal**

Tender Issue Date: 10.02.2021

Last Submission Date : 08.03.2021



**West Bengal Industrial Development Corporation Limited (WBIDC),
“Protiti”, 23, Abanindranath Thakur Sarani (Camac Street)
Kolkata-700017**

E-RFP No: WBIDC/SWS /20-21/01 Dated 10.02.2021

List of Important Dates of Bids

- 1 **Name of Work** : **Revamping, Development, Implementation & Maintenance of Silpasathi Single Window System Portal**
- 2 Completion period for implementation : **17 (Seventeen) weeks +3yrs Operaion & Maintenance Support**
- 3 **Date of issue of RFP** : **10.02.2021**
- 4 The total Tender Document can be downloaded from the e-procurement portal
www.wbtenders.gov.in from **10.02.2021 (11:00 hrs.)**
- 5 **Time and Date of Pre-Bid Meeting** : **18.02.2021 at Time: 15:00 hours**
- 6 **Venue of Pre-Bid Meeting** : **OFFICE OF WEST BENGAL INDUSTRIAL DEVELOPMENT CORPORATION LIMITED (WBIDCL), PROTITI, 23, Abanindranath Tagore Sarani (Camac Street), PIN -700 017.**
- 7 **Start date of Bid submission** : **27.02.2021 at 10:00 Hrs.**
8. **Last Date for Submission of Bid(s)** : **08.03.2021 at Time: 15:00 hours**
9. **Time and Date for opening Technical Bid(s)** : **10.03.2021 at Time : 15:00 hours.**
10. **Time & date of opening Financial Bids** : **Will be notified online afterwards.**
11. **Last date of Bid validity** : **180 (one Hundred and eighty days) from the last date of bid submission**

PRESS NOTICE

E-RFP No: WBIDC/SWS /20-21/01 Dated 10.02.2021

West Bengal Industrial Development Corporation Limited (WBIDC) invites online Request for Proposal (RFP) from renowned, resourceful, experienced and eligible System Integrators for:

1	Name of work : Revamping, Development, Implementation & Maintenance of Silpasathi Single Window System Portal
2	Earnest Money Deposit : Rs. 10,00,000.00 (Rupees Ten Lakh) only.
3	The complete RFP Document can be downloaded from the government e-procurement portal https://wbtenders.gov.in
4	Pre Bid Meeting will be held on 18.02.2021 (15:00 hrs) at the office of West Bengal Industrial Development Corporation Limited , Protiti, 23, Abanindranath Tagore Sarani (Camac Street) , Kolkata 700 017
5	Last date and time for submission of online RFP : 08.03.2021 (15:00 hrs)

By Order
Managing Director, WBIDC

NOTICE INVITING e-TENDER

Online Tender documents are invited for “Revamping, Development, Implementation and Maintenance of Silpasathi Single Window Portal” from Reputed System Integrators having sufficient experience and credentials for successful completion of “Similar Nature” of work in a Government Department /PSU /Autonomous Body or any reputed organization. The bidder must have adequate resource for providing onsite Operation & Application Maintenance Support for 3 years after post successful go-live within the stipulated time.

1.	Tender No. & Date	WBIDC/SWS/20-21/01 Dated 10.02.2021
2.	Brief description of Project	Revamping, Development, Implementation & Maintenance of Silpasathi Single Window System Portal
3.	Earnest Money Deposit	Rs.10,00,000.00 (Rupees Ten Lakhs only). The amount to be transferred electronically as per the details given in Clause – 9, Section - D.
4.	Date of Downloading/Sale of Tender document	10.2.2021 (11 a.m.)
5.	Pre-Bid Meeting date & time	18.02.2021 at 15:00 Hrs at WBIDCL Office at Protiti, 23, Abanindranath Tagore Sarani (Camac Street), Kolkata-700 017. Interest bidders are requested to send their queries through mail as mentioned <i>in tender clauses</i>
6.	Bid Submission Start date & time	27.02.2021 at 11.00Hrs
7.	Last date & time of Bid Submission	08.03.2021at 14.00Hrs
8.	Date & time of Technical Bid Opening	10.03.2021 at 14.00Hrs
9.	Date and Time of Opening of Financial Bid	Date and time of opening of Financial Bids will be intimated later to the technically qualified bidder(s).
10.	Validity of the Bid	180(One Hundred and eighty days) from the date of submission of tender. If any bidder/tenderer withdraws his bid/ tender before the said period or makes any modifications in the terms and conditions of the bid, the said earnest money shall stand forfeited.

1. All other details can be seen in the bidding document.
2. Intending bidder may download the tender documents from the website <https://wbtenders.gov.in> directly with the help of Digital Signature Certificate. Cost of Earnest Money Deposit (EMD) may be remitted through electronically and also to be documented through e-filing.
3. Both Techno Commercial Bid and Financial Bid are to be submitted concurrently duly digitally signed in the website <https://wbtenders.gov.in>
4. Tender documents may be downloaded from website and submission of Techno Commercial Bid and Financial Bid will be done as per Time Schedule stated in Section – C of this Tender Document.
5. The Financial Bid of the prospective Bidder will be considered only if the Techno Commercial Bid of the bidder is found qualified by the Tender Committee. The decision of the 'Tender Committee' will be final and absolute in this respect. The list of Qualified Bidders will be displayed in the website.
6. All clarifications/ corrigenda will be published only on the WBIDC/ <https://www.wbtenders.gov.in> website.
7. WBIDC reserves to itself the right to reject any or all the tenders received without assigning any reason thereof.

Managing Director,
West Bengal Industrial Development Corporation Limited.

CONTENTS OF THE TENDER DOCUMENT

The Tender document comprises of the following:

SECTION – A	INTRODUCTION & DETAILED SCOPE OF WORK WITH TECHNICAL SPECIFICATION
SECTION – B	ELIGIBILITY CRITERIA
SECTION – C	DATE AND TIME SCHEDULE
SECTION – D	INSTRUCTION TO BIDDER
SECTION – E	BID FORM
SECTION – F	TECHNO COMMERCIAL EVALUATION & AWARDED OF CONTRACT
SECTION – G	GUIDANCE FOR E-TENDERING
SECTION – H	BILL OF MATERIAL
SECTION – I	PREQUALIFICATION COMPLIANCE
SECTION – J	TECHNICAL CAPABILITY OF BIDDER
SECTION – K	FINANCIAL CAPABILITY OF BIDDER
SECTION – L	BIDDERS'S DETAILS
SECTION – M	FORMAT FOR PRE-BID MEETING QUERY
SECTION – N	LIST OF CLIENTS OF SIMILAR ORDERS
SECTION – O	PROFORMA FOR PERFORMANCE BANK GUARANTEE
SECTION – P	NIT DECLARATION
SECTION – Q	FORMAT FOR POWER OF ATTORNEY FOR AUTHORISED REPRESENTATIVE
SECTION – R	COMMENTS AND SUGGESTIONS ON THE TERMS OF REFERENCE AND ON COUNTERPART STAFF AND FACILITIES TO BE PROVIDED BY THE CLIENT
SECTION – S	PROPOSED SOLUTION ARCHITECTURE

SECTION – T (I) DESCRIPTION APPROACH, METHODOLOGY AND WORK PLAN FOR
PERFORMING THE ASSIGNMENT

SECTION – T (II) CURRICULUM VITAE (CV) FOR PROPOSED PROFESSIONAL STAFF

SECTION – T (III) STAFFING SCHEDULE

ANNEXURE-I Undertaking for setting up the local office in West Bengal

ANNEXURE-II Format for EODB Domain Experience

ANNEXURE-III Proposed work plan

ANNEXURE-IV Deployment of Personnel

ANNEXURE-V Undertaking on Exit Management and Transition

SECTION – A

INTRODUCTION & DETAILED SCOPE OF WORK WITH TECHNICAL SPECIFICATION

Job title : Revamping, Development, Implementation & Maintenance of Silpasathi Single Window Portal

Introduction:

West Bengal Industrial Development Corporation (WBIDC) hereby invites proposals for implementation of revamped web enabled CAF based Online Silpasathi Single Window System to facilitate investors in obtaining services required for setting up and operate business in the State in smooth and time bound manner.

Executive Summary:

Project Background:

West Bengal's SilpaSathi has recently come under the Single Window Act, which states:

- A Single Window System will provide single window service under the various applicable Acts, Rules, Policies and Schemes
- This Single Window System will also provide all facilitations and handholding supports to the investors intending to start a business or operating a business in the State

SilpaSathi – Single Window Services of Government of West Bengal can be accessed through an Online Single Window Portal **www.silpasathi.in** using IT-enabled devices. It serves as a digital gateway for providing the necessary statutory compliances under the applicable Acts, Rules, Policies and Schemes of the Govt of West Bengal.

- Investors can get certificates and licences required for setting up and operating business in the State in a smooth and time-bound manner, without the need to visit any government department or office.
- In addition, SilpaSathi Kiosks are available at 23 Industry Facilitation Centres (IFCs) located in every district of the State. The IFCs provide handholding support to the investors seeking statutory compliance services from SilpaSathi portal.

SilpaSathi is a dedicated set up in West Bengal Industrial Development Corporation. (WBIDC) to facilitate investors in obtaining services required for setting up and operate business in the State in smooth and time bound manner.

Industry Facilitation Centre (IFC) in every district of the State provides handholding support to the investors seeking services from SilpaSathi.

Online Single Window Portal serves as a digital gateway for providing the necessary services under the applicable Acts, Rules, Policies and Schemes made there under from a single point in a time-bound manner.

State government departments and agencies have implemented a number of reforms for Ease of Doing Business (EoDB) in the State. These reforms are as per Business Reforms Action Plan (BRAP) 2020.

Time-bound delivery of services has been mandated under Right to Public Services (RTPS) Act 2013 and subsequent amendments/notifications. Based on specific govt orders and notifications,

timelines have become legally enforceable and Departments need to adhere to the mandated timelines.

Ease of Doing Business in Bengal includes:

- Dissemination of web-based information
- Incentives and land allotment in industrial parks & estates
- GIS maps for ease of location
- Simplification of processes & procedures
- Decentralization of approval power
- Reduced documentation
- Introduction of self-declaration and self-certification
- eServices and single window system for business enacted through Single Window Act for statutory compliances, and a host of other systems and processes.

Certificate of Enlistment (Trade License) matters: Urban Local Bodies and Panchayats

- Detail procedure, comprehensive checklist, timeline available in departmental website.
- Defined timeline included in RTPS
- Standardization of rates and standardization of documents
- Provisional Certificate of Enlistment by ULBs in 15 days – no pre-permission from other government departments required
- Permanent Certificate of Enlistment by ULBs on clearances of other departments/ authorities in 15 days
- Certificate of Registration by Panchayat in 15 days
- Certificate of Registration for a 'Trade of Special Nature' by PanchayatSamiti in 15 days
- Extended validity for Permanent Certificate of Enlistment up to 3 years (including the ones issued by Panchayats)
- Documents reduced for application for trade license

Environment (Pollution)

- Detailed procedure and comprehensive checklist available at www.wbpcb.gov.in
- Online Consent to Establish (NOC) including auto-renewal facility
- Online Consent to Operate including auto-renewal facility
- No clearance/consent required for industries under 'White' and 'Exempted' category
- Green category industries exempted from inspection
- Standard Operating Procedure for inspection process introduced
- Extended validity of consent to operate up to 7 years for 'Green' category and 5 years for 'Orange' & 'Red' categories
- Computerized risk assessment of industries and allocation of inspectors

- Online submission of inspection report with 48 hours introduced
- Documentation burden reduced for pollution clearance

Labour matters

- Detailed procedure, comprehensive checklist and timeline under all Labour Laws
- Online approval of factory plan, registration and grant of license including renewal at www.wbfactoryonline.in
- Online registration & renewal under Shops & Establishments Act 1963 at www.wbshopsonline.in
- Online license for contractor & renewal available at www.wblabour.gov.in
- Registration of principal employer establishment/ registration under building and other construction workers available at <https://wblabour.gov.in/services>
- Online registration for Boiler, renewal, payment, downloadable certificate and verification of validity of certificate available at <https://wblabour.gov.in/eservice-directorate-of-boilers>
- Validity of factory license extended to a period of three years or more up to a maximum of ten years
- Exemption of registration of admin/ clerical department of a factory
- Extended time of operation of shops/ establishments
- No advance notice to be served for any overtime retention of worker
- Risk based categorization of establishments (High Medium and Low)
- Synchronized/ joint inspection under 16 Labour Laws minimizing the hassles of inspection
- 3rd party inspection by accredited agencies allowed for factories and boilers
- Final inspection report submission within 48 hours after inspection
- Exemption of shops and establishment from mandatory closure
- E-register for shops and establishments
- Self-certification allowed under Contract Labour Act, Payment of Wages Act, Shops & Establishment Act, Minimum Wages Act, Boilers Act and Factories Act.
- Computerized allocation of inspector under various Labour Laws
- Well defined Grievance redressal mechanism
- Time bound services under Right to Services Act

Building plan sanction

- Online application for Building Plan Sanction/ Construction permit introduced in Municipal Corporations and in most of ULBs
- Time bound disposal: within 15 days by ULB and 30 days by Panchayat (60 days, if Department's vetting required)
- No Objection under T&CP Act to ULB within 15 days
- Industrial Estate/Park authorities (WBIDC, WBSIDC, WBIIDC, WEBEL) delegated with power to sanction building plan for industrial units in their estate/park, parks

- Standard fees rate prescribed; no other charges/fee allowed

Tax related matters

- Detailed procedure, comprehensive checklist, timeline for all applicable taxes made online
- Online registration, payment and filling of the return for applicable taxes eliminating physical process
- Downloadable final certificate and 3rd party verification of approval of certificate
- Composite VAT/GST registration introduced for small traders whereby only a fixed amount is paid annually & no return is required to be filed
- Provision of tax collection at source
- Users are provided assistance for e-filing at service centers
- A helpline for providing basic service assistance to users in preparing and filing returns. Help Desk : (033) 71221000 / 1222 or http://www.wbcomtax.gov.in/contacts/contact_us.htm
- Direct credit for refund of VAT/GST to dealer's account (Trade Circular No. 11/2015 dated: 27.05.2015)
- System for risk based audit related to tax compliance using risk parameters
- Online forms are available relating to information captured at check posts
- Static check posts is being phased out and mobile squads have been mandated Single ID for State taxes
- e-Waybill, e- Grievances, e-Transit Declaration, e-Appeal/e-Revision/e-Review introduced
- Professional tax and VAT registration certificate is provided within one working day, notification available at http://www.wbcomtax.gov.in/Circulars/Trade_Circular_02_2016.pdf
- Online registration of brands and labels of liquor and issue of permits for importing liquor for manufacture and renewal of excise license
- Online payment facility of Excise Duty, 24*7 available, accessible from anywhere without extra cost

Registering property

- Detailed procedure and comprehensive list of documents available at www.wbregistration.gov.in
- Online registration, payment, tracking of application , downloadable certified deed, third party verification (www.wbregistration.gov.in and [https://edistrict.wb.gov.in/PACE/login.doandhttp://wbregistration.gov.in/\(S\(dokvgdg1nqteltmwqa3klwel\)\)/index/Search_By_Name_new.aspx?SearchingFrom=WS](https://edistrict.wb.gov.in/PACE/login.doandhttp://wbregistration.gov.in/(S(dokvgdg1nqteltmwqa3klwel))/index/Search_By_Name_new.aspx?SearchingFrom=WS))
- Collection of e-Stamp at time of registration of property without going physically to any bank or SRO office
- Model Deeds for sale, lease, partition and gift
- Completion of registration process and delivery of the document on the same day (Circular No. 01/2016, dated 30.03.2016 of Directorate of Registration & Stamp Revenue)

Healthcare

- Detailed procedure, list of documents for application & renewal of wholesale/retail drug license, drug manufacturing license [<http://www.wbhealth.gov.in/site2/>]
- Time bound disposal of application for drug license notified under WBRTPS Act,2013: 90days
- Online application and renewal of wholesale /retail drug license, tracking of application http://evesoj.wbhealth.gov.in/WBDL/?pass_file_id=
- Online application and renewal of license of Clinical Establishment, detailed procedure and comprehensive list of documents, tracking of application
- Time bound disposal of application of license of Clinical Establishment notified under WBRTPS Act,2013 :90days
- Online application and renewal of license for food manufacturing , store & sales by Food Business Operator(FBO) including detailed procedure and comprehensive list of documents, tracking of application
- Time bound disposal of application under Pre- Conception & Pre- Natal Diagnostic Techniques notified under WBRTPS Act,2013 : 90days
- Detailed procedure, comprehensive list of documents for application for operation of Blood Bank

Land matters

- Mutation and conversion of land for setting up industries in 21 days and 30 days respectively
- Deemed No Objection from ULC and Local Body etc. for mutation and conversion respectively if not responded in 14 days of reference
- Documentation burden reduced for land conversion application
- Dedicated Unique Clearance Centres (UCC) in districts for fast-tracking mutation and conversion of industrial land
- RS-LR plot information and mutation case status made online (<http://banglarbhumii.gov.in>)
- Certified copies of Record of Right (ROR) / Plot Information and certified copy of mouza map For land conversion, only process fee for conversion to be paid
- Post facto conversion up to 0.03 acre in Municipal Corporation/Municipality area and 0.08 acre in other area (other than water body) made permissible
- Land Allotment Policy made available in public domain (<http://banglarbhumii.gov.in>)
- Provision of recording the name and status of lessee and /or assignee in the land khatian/ROR introduced
- Digitized land records made available online (<http://banglarbhumii.gov.in:8080/LRWEB/>)
- Land Bank with GIS facilities within a single portal is being developed
- Land allotment by various Govt. authorities is being made online with clear timeline

The Ease of Doing Business assessment is a yearly study elaborated by the World Bank Group is aimed to measure the costs to firms of business regulations across countries. The study has become one of the flagship knowledge products of the World Bank Group in the field of private sector

development, and is claimed to have motivated the design of several regulatory reforms in developing countries.

The Ease of Doing Business indicators have been employed as one of the main measures to monitor improvements in India's business climate. Over the past two years the Ease of Doing Business (World) reports have served as an effective tool to design and implement business regulatory reforms for India. The data presented by the indicators have led to a clear realization that India is in need of transformative reforms.

Government of West Bengal is committed to taking initiatives for the betterment of small, medium and large businesses. West Bengal has seen a state of investments from across the globe due to various initiatives taken by the Government.

West Bengal's image as an investor-friendly location is attributed to factors like States infrastructure, policies, raw material availability, policies of Government. Information regarding Government policies is pre-requisite for an investor to decide upon a project and its location. Information like land availability, gas and power availability, proximity to ports and airports, incentive schemes, etc. act as facilitators to the decision making. The Government expects the portal to be ready source of all information to investor.

There are pre-project clearances and approvals, which an entrepreneur needs to take from different government departments, boards and corporations either at State level or District level. These offices may be located at different locations further enhancing investors complexities. One has to spend significant effort to co-ordinate with different offices leading to wastage of effort, cost and time. Due to this distributed process, project implementation gets delayed which may lead to dropping of project. Investors are sometimes required to submit multiple forms along with numerous documents. The proposed system intends to streamline the entire workflow and minimize the number of forms and information required from the investor.

WBIDC wants to set-up a paperless centralization system of monitoring each application from an investor throughout the cycle of pre-establishment, establishment and post establishment phases in a business. The proposed system would work eliminating the need for physical touch points within the setting up of any business or industry. The Single Window "SILPASATHI SINGLE WINDOW SYSTEM PORTAL" should be the single and only point of contact for investors and help create a streamlined link to various departments of the government that are involved in the granting of various approvals.

Online Single Window System – Requirements and Features

Purpose

To obtain clearances / licenses / registrations etc. from a single point by an enterprise. Online Single Window System may have the following features:-

A. Applicants will be able to:

1. Apply online in CAF mode for clearances/ registrations/ licenses/ incentives for enterprises. Common Application Form (CAF) will be generated online (dynamic CAF).
2. View the below mentioned information for obtaining clearances / licenses / registrations etc. published on the portal :
 - i) Procedure for online submission of application including the procedure for online processing by Department/ Directorate/ Parastatal (mentioning the officials involved at each stage)
 - ii) Comprehensive list of documents required to be uploaded,
 - iii) Process flow chart starting from application submission to approval.
 - iv) Payment details for online application (including fees, rate chart, etc.)
 - v) Timelines under WBRTPS notification
 - vi) Any other details which may be necessary

3. Submit all required information and documents (e-signed) in one “window” electronically,
4. Upload common documents and common information only once in the entire investment cycle of the enterprise, i.e. the Online Single Window System should not again ask the same information / document once submitted by the entrepreneur during any point of the investment cycle.

Note: Let us assume that an enterprise applies for two services at a particular time through dynamic CAF along with submission of common information and common documents. Now, if the same enterprise applies for another two services afterwards through dynamic CAF, the Single Window System should be such that the enterprise would not require to fill in the same information as well as to submit the same documents again. The related fields will get automatically populated from the previous data submitted by the enterprise. However, the enterprise will be able to edit (edit option) the previous information / documents submitted, in case of any change.

5. Make an integrated payment (single debit, multiple credits), i.e. fees for various services are to be merged into a single transaction for payment by the user.
6. Track status of application through his Dashboard. Online Single Window System should use a dynamic tracker that will be auto populated from CAF to track all applications made by the applicants. Dynamic tracker should give details on the number of applications submitted, rejected and approved on a real time basis.
7. Receive queries related to application within a specified time frame and reply to the same and upload required documents, if needed).
8. Raise queries and submit grievances and receive reply to queries/ grievances within a specified time frame.
9. Receive intimation of inspection schedule along with checklist for inspection and inspection procedure.
10. View and download inspection reports real time, post uploading of inspection reports by the Departments.
11. Download the final ‘legally valid’ approval certificate or view valid reason for rejection, post online processing by the concerned Department.

12. Receive an SMS and e-mail notification as and when the application is submitted and / or query is raised and / or application is approved / rejected.

B. Third Party Verification

1. Third party should be able to verify online about the authenticity of the approval granted, with details of the approval certificate issued.
2. Third party should be able to search by using any or all of the filters, such as- to whom issued and when issued, approval certificate no., etc.
3. Legacy data is to be incorporated into the Online Single Window System, so that third party should be able to verify the earlier approvals also (those not issued by the Single Window System).

C. Departments/ Directorates/ Parastatals will be able to

1. Verify the documents, process the applications, monitoring by different tier of officials and issue of approvals online.

Existing Silpasathi Single Window System is developed on AXPART Rapid Application Development (RAD) Platform running on Windows Server Operating System & MySQL RDBMS.

At present e-services are either on-boarded with end-to-end work flow within the existing Silpasathi Single Window platform or existing Silpasathi Single Window platform are integrated with web-services using API (REST /SOAP) with other application platform which are equipped with workflow of the respective e-service

The system should eventually provide interoperability to existing systems used in departments for internal work-flow management by integrating the proposed system to them.

List of online services as of now operational, existing mode of service delivery mechanism& proposed requirement is stated as under:

S/ N	Dept.	Service Name	Existing Service provisioning (Complete work flow based service/Integrated through Web-services with other application)	Proposed requirement
1	MSME&T	Incentive under MSME - WBIS 2013	Integrated through Web-services with other application	Revamped including end-to-end Workflow (No webservice required)
2	Tourism	Incentive under Tourism	Complete work flow based service	Revamped including end-to-end Workflow
3	Labour	Registration & Renewal of license under The Factories Act, 1948	Integrated through Web-services with other application	Revamped & to be integrated through REST API

4	Labour	Registration for approval of plan and permission to construct/extend/or take into use any building as a factory under the Factories Act, 1948 – pending	Integrated through Web-services with other application	Revamped & to be integrated through REST API
5	Labour	Registration & Renewal of Boilers Manufactures under The Boilers Act, 1923	Integrated through Web-services with other application	Revamped & to be integrated through REST API
6	Labour	Registration & Renewal of Boilers under The Boilers Act, 1923	Integrated through Web-services with other application	Revamped & to be integrated through REST API
7	Labour	Registration & Renewal for license for contractors under provision of The Contracts Labour (Regulation and Abolition) Act, 1970*	Integrated through Web-services with other application	Revamped & to be integrated through REST API
8	Labour	Registration & Renewal under The Shops and Establishment Act	Integrated through Web-services with other application	Revamped & to be integrated through REST API
9	Labour	Registration of principal employer's establishment under provision of The Contracts Labour(Regulation and Abolition) Act, 1970*	Integrated through Web-services with other application	Revamped & to be integrated through REST API
10	Labour	Registration under The Building and Other Construction Workers (Regulation of Employment andConditions of Service) Act, 1996*	Integrated through Web-services with other application	Revamped & to be integrated through REST API
11	Labour	Registration of establishment under the Inter State Migrant Workmen (RE&CS) Act, 1979	Integrated through Web-services with other application	Revamped & to be integrated through REST API
12	WBPCB	Consent to Establish & Consent to Operate and renewal under the Air (Prevention and Control of Pollution) Act, 1981) & Water(Prevention and Control of Pollution) Act, 1974	Integrated through Web-services with other application	Revamped including end-to-end Workflow (No webservice required)

13	WBPCB	Authorization under the Hazardous and Other Wastes (Management and Transboundary Movement) Rules, 2016 and renewal	Integrated through Web-services with other application	Revamped including end-to-end Workflow (No webservice required)
14	WBPCB	Registration & Renewal under The E-waste (Management and Handling) Rules, 2011	Integrated through Web-services with other application	Revamped including end-to-end Workflow (No webservice required)
15	WBPCB	Registration & Renewal under Plastic Waste (Management and Handling) Rules, 2011	Integrated through Web-services with other application	Revamped including end-to-end Workflow (No webservice required)
16	WBIDC	Allotment of land in Industrial Area		Revamped including end-to-end Workflow
17	WBSIDC	Allotment of land in Industrial Area	Complete work flow based service	Revamped including end-to-end Workflow
18	L&LR and R&RR	Change in Land use	Integrated through Web-services with other application	Revamped & to be integrated through REST API
19	Dte of Comm. Tax (Prof Tax)*	Registration and enrolment under Profession Tax (completed last year to be retested)	Integrated through Web-services with other application	Revamped & to be integrated through REST API
20	Dte of Excise	Registration under State Excise for Label and Brand Registration	Integrated through Web-services with other application	Revamped & to be integrated through REST API
21	Dte of Excise	License under State Excise for local sale, Import and export permit of Spirit and Indian-made foreign liquor (IMFL)	Integrated through Web-services with other application	Revamped & to be integrated through REST API
22	Dte of Legal Metrology	Registration and licenses under Legal metrology Act & Rules/Weights & Measures	Integrated through Web-services with other application	Revamped & to be integrated through REST API
23	UD&MA	Trade License and its Auto-renewal	Integrated through Web-services with other application	Revamped & to be integrated through REST API
24	UD&MA	Sewerage connection	Integrated through Web-services with other application	Revamped & to be integrated through REST API

25	Fire & ES	Fire License & Renewal of Fire License	Integrated through Web-services with other application	Revamped & to be integrated through REST API
26	Fire & ES	Fire Safety Recommendation	Integrated through Web-services with other application	Revamped & to be integrated through REST API
27	Fire & ES	Fire Safety Certificate	Integrated through Web-services with other application	Revamped & to be integrated through REST API
28	Dte. of Comm. Tax (Elec. Duty)	Registration & Retention of Approval for DG set installation	Integrated through Web-services with other application	Revamped & to be integrated through REST API
29	HEALTH	Registration & Retention of Retail Drug License (Pharmacy)	Integrated through Web-services with other application	Revamped & to be integrated through REST API
30	HEALTH	Registration & Retention for Wholesale Drug License	Integrated through Web-services with other application	Revamped & to be integrated through REST API
31	HEALTH	Registration & Renewal for Drug Manufacturing License	Complete work flow based service	Revamped including end-to-end Workflow
32	WBSEDCL	Electricity Connection	Integrated through Web-services with other application	Revamped & to be integrated through SOAP API
33	UD&MA	Water Connection	Integrated through Web-services with other application	Revamped & to be integrated through REST API
34	SWID	Permission for extraction of ground water	Complete work flow based service	Revamped including end-to-end Workflow
35	WBIDC	(i)Sanction of Industrial Building Plan, (ii)e-Intimation for Commencement of Building Construction, (iii) Issuance of Certificate for Completion upto Plinth Level for Building, (iv) Issuance of Occupancy Certificate of Industrial Building	Integrated through Web-services with other application	Revamped including end-to-end Workflow (No webservice required)
36	KMC	Registration & Renewal of Signage License for advertisement	Complete work flow based service	Revamped including end-to-end Workflow

37	Home & Hill Affairs	Registration & Renewal under Police and Traffic for Movie Shooting	Complete work flow based service	Revamped including end-to-end Workflow
38	KMC	Registration and Renewal for Movie Shooting	Complete work flow based service	Revamped including end-to-end Workflow
39	P&AR and e-Gov	Registration & Renewal under Permission from District Collector for Movie Shooting	Complete work flow based service	Revamped including end-to-end Workflow
40	KMC	Registration & Renewal for Mobile Tower Approval	Complete work flow based service	Revamped including end-to-end Workflow
41	UD&MA	Registration & Renewal for Mobile Tower Approval	Complete work flow based service	Revamped including end-to-end Workflow
42	MSME&T	Incentive – Banglashree	Integrated through Web-services with other application	Revamped & to be integrated through REST API
43	UD&MA	Registration & Renewal of Signage License for advertisement	Complete work flow based service	Revamped including end-to-end Workflow
44	I&CA	Registration & Renewal under State Protected Monument for Movie Shooting	Complete work flow based service	Revamped including end-to-end Workflow
45	I&CA	Registration and Renewal under State Cinema Regulation Rules	Complete work flow based service	Revamped including end-to-end Workflow
46		Online Dashboard for all services	Complete work flow based service	Revamped including end-to-end Workflow
47	WBIIDC	(i)Sanction of Industrial Building Plan, (ii)e-Intimation for Commencement of Building Construction,(iii) Issuance of Certificate for Completion upto Plinth Level for Building, (iv) Issuance of Occupancy Certificate of Industrial Building		Revamped including end-to-end Workflow (No webservice required)

48	WBSIDC	(i)Sanction of Industrial Building Plan, (ii)e-Intimation for Commencement of Building Construction,(iii) Issuance of Certificate for Completion upto Plinth Level for Building, (iv) Issuance of Occupancy Certificate of Industrial Building		Revamped including end-to-end Workflow (No webservice required)
49	WBEIDC	(i)Sanction of Industrial Building Plan, (ii)e-Intimation for Commencement of Building Construction,(iii) Issuance of Certificate for Completion upto Plinth Level for Building, (iv) Issuance of Occupancy Certificate of Industrial Building		Revamped including end-to-end Workflow (No webservice required)
50	WBSJDA	(i)Sanction of Industrial Building Plan, (ii)e-Intimation for Commencement of Building Construction,(iii) Issuance of Certificate for Completion upto Plinth Level for Building, (iv) Issuance of Occupancy Certificate of Industrial Building		Revamped including end-to-end Workflow (No webservice required)
51	KMDA	(i)Sanction of Industrial Building Plan, (ii)e-Intimation for Commencement of Building Construction,(iii) Issuance of Certificate for Completion upto Plinth Level for Building, (iv) Issuance of Occupancy Certificate of Industrial Building		Revamped including end-to-end Workflow (No webservice required)
52	Tourism	(i)Issuance of Registration Certificate to		Revamped including end-to-

		Homestay Owners & (ii) Application for installments of Incentive to Homestay Owners and its disbursement		end Workflow
53	Tourism	(i) Voluntary recognition of Tour Operator & (ii) Cancellation of Recognition of Tour Operators		Revamped including end-to-end Workflow (No webservice required)
54	WBIIDC	Allotment of land in Industrial Area	Complete work flow based service	Revamped including end-to-end Workflow
55	WBEIDC	Allotment of land in Industrial Area		Revamped & to be integrated through REST API

- The approvals related to these applications will be categorized in three different types,
 - Pre-establishment
 - Pre-operation
 - Other Approvals, Renewals/ Licenses/ NOCs, inspections
- For pre-establishment and pre-operation approvals,
- A Common Application Form (CAF) has to be developed on Microservice architecture based ready framework-based platform agnostics solution and supports integration using all standard integration models. Open API based platform supports REST API or SOAP API based integration wherever applicable.
- CAF will combine all the pre-establishment and pre-operation approvals.
- Investor should be able to fill in common information such as applicant's name, project details, address etc. through CAF
 - All the payments related to pre-establishment approvals and pre-operation approvals must have integrated single online payment.
 - There must be a combined final approval certificate for all the approvals investor has applied. The approval issued by Single Window Portal should be digitally signed wherever required. A document vault has to be developed to facilitate investors for uploading common documents (PAN cards, Aadhaar card etc.) which will be used by all the departments for approving applications. All the documents uploaded in any application approval will be available in the DigiLocker / document vault for accessing anytime.
 - Single Window Portal must have a feature to source interdepartmental documents, i.e. based on PAN card; Aadhaar number system would be able to fetch relevant data and

certificate from another source through webservice.

- Among aforesaid 55eServices some of the applications are interdependent
 - Tracking of Status (Starting from applying to approval)
 - Intent letter for sanction
 - Disbursement of incentive directly to investor's account
- Should be able to process these accordingly. On receipt of approval certificate of any application, it should be auto saved in the document vault and it should also be available to investor at any point of time while needed in applying for other approvals.
 - An effective feedback and grievance redressal mechanism to be developed. Automated feedback email should be sent to investors whenever he/she uses Single Window Portal.
 - A IT enabled central inspection agency to be developed with the following features,
 - An online inspection system for scheduling of inspections under Central Inspection Agency
 - Computerized risk assessment for each inspections
 - Computerized automated allotment of inspectors
 - A Common Application Form (CAF) to be developed for disbursement of all the incentives with following feature,
 - An effective dashboard has to be developed for all the applications done through Single Window. The dashboard should show Service Level Agreement (SLA) for all the applications with approved, pending and rejected category. The dashboard should have a feature to send automated e-mail/SMS to departmental HoD whenever 90% of SLA is crossed. The dashboard should include feature to help nodal officers at each level for effectively monitor and process all applications.
 - The Online Single Window System must include provisioning of Server Side Digital Signature Component to be provided by the successful bidders and integrated within the Application Server which also must have features & functionality of verification & authentication of digitally signed certificate issued through the Single Window System by the third party entities at a later date
 - An effective Customer Care System to be developed with at least following features.
 - The customer care should be enabled with Interactive voice response(IVR)
 - Automated Tracking Id for each call
 - Details of the caller, company name, phone no, email id etc.
 - Details of the receiver
 - Category of the query
 - Time of call
 - Details of the query
 - Action taken
 - Status of the query (Open/ Closed/ Under Process)The "SILPASATHI EODB PORTAL" should be a one stop window to submission of application, all queries, processes,

documentation and filing required for clearance of the project proposal.

- Ensure timely file availability to departments using online application system.
- Tracking system for the status of applications by State authorities and individual investors.
- To make this facility available to investors across the globe
- Handholding, support and sensitization of stakeholders of the proposed system.
- Information dissemination to investors about infrastructure facilities and Government's policies and schemes.
- Collection of information about Govt. of West Bengal's industrial environment, infrastructure, raw material, policies and schemes.
- MIS generation based on project implementation and generating reports required for providing guidance to State / District level Committees for considering applications in awarding in Principal approvals.
- The successful bidder will be required to depute a separate experienced developer for each department during the development phase of the project who is to be available full time at the department office.
- Training of various stakeholders
- Agency must deploy an experienced team for operations & maintenance
- The system should eventually provide interoperability to existing systems used in departments for internal work-flow management by integrating the proposed system to them.
- Telephonic support center to provide investors with requisite hand-holding
- It is also required to generate email accounts for stakeholders
- SMS gateway integration
- System should have facility for bulk email and bulk SMS
- The vendor will implement the centralized system that shall provide centralized monitoring and provision of all the required information and data to the State Government and also to the respective stakeholders.

Training program will be a combination of classroom training and hands-on training to the officials nominated by the client. Training program to be provided includes:

Category of training course	List of Training Courses	Duration	No. of Participants
Training courses for system users	<u>IT systems usage and operations course for employees & Single Window system usage and operations course for system users</u>	30 days	200
Training course for System administrators	<u>Single Window system administration and maintenance course for technical staff</u>	15 days	10

The space for class room based training will be provided by WBIDC. The requisite training infrastructure like computers, projector with screen shall be provided by bidder along with provide refreshments each of these training sessions.

Details Scope of Work with Technical Specification:

Implementation Framework

For ensuring that investors in West Bengal State experience the highest ease in setting up and running a business, Silpasathi Single Window System intends to take up the following measures:

- a) **Enhanced Single Window Clearance Mechanism:** Government of **West Bengal** has instituted Single Window mechanism with a single point of contact for investors establishing a new industrial unit or expanding/running an existing enterprise. For the purpose of facilitating timely clearances/approvals/renewals, the state has rolled out an IT based online single window portal (<https://silpasathi.in>). The Single Window portal provides comprehensive checklist on all requirements for No objection certificates, licenses, registrations, approvals & clearances, certifications and is made available to the investor based on input information provided by the investor on proposed sector, location of unit etc. The portal facilitates acceptance and electronic transfer of applications for seeking approvals/clearances/renewals from large investors as well as MSME investors to respective Competent Authorities as well as tracking & monitoring status of the application. The state intends to develop a new single window portal with inclusion of additional services and enhanced features for the investors enabling an end-to-end digital processing for all the stakeholders.
- b) **Establishment of Central Inspection Mechanism:** A central inspection mechanism is proposed to be established to enable timely and synchronized inspections by crucial departments' viz. i) Labour Department, ii) Pollution Control Board etc .As part of this mechanism, the West Bengal State intends to develop and implement a Central Inspection System (CIS) which would be an integrated risk based shared inspection system covering periodic compliance inspections undertaken by these departments under various Acts and Rules. The objective is to integrate the independent inspection systems adopted by these departments and develop a comprehensive CIS.
- c) **Automation of Processes:** A digital solution with a suite of products to go paperless & streamline process workflows for the Departmental processes.
- d) **Integration of legacy/existing applications with the envisaged solution to be developed under this project.**

Scope of the Project

Introduction

The broad scope of work for the System Integrator (SI) under this engagement for the five initiatives includes the following

- a) Development, implementation and maintenance of new single window portal
- b) Development, implementation and maintenance of central inspection scheme portal

- c) Automation of services with end-to-end Workflow based Processes
- d) Integration of legacy/existing applications with the envisaged solution to be developed under this project

The detailed scope of work is provided in the following sections.

Solution & Technology Architecture

Overview

- Standardization of the Content framework and Website design as per Indian Government Website design guidelines
- Open standards compliant- Can integrate with other Applications already running in the other offices
- Functional Audit & Security Audit through CERT-IN empanelled agency to secure the portal as per the GoI guidelines, the cost of which would be borne by the SI.
- Certificate services are delivered after signing using Digital signatures. Single Window Portal:
 - ✓ Digital facilitation mechanism to accord approvals for the clearances
 - ✓ Single point for accepting and electronically distributing applications from investors to the concerned departments
 - ✓ Online approval for the applications submitted during pre-establishment, pre-operation, and renewal stage
 - ✓ Investors to receive queries / clarifications raised by the competent authorities and Departments to receive the clarification response through digital system
 - ✓ Tracking and monitoring the status of application processing
 - ✓ Investors to receive the approvals for the clearances from the Single window portal
 - ✓ Enabling WBIDC to able to monitor and evaluate the processing of applications
 - ✓ In compliant to the Guidelines of Govt. of India in implementing the Business Reform Action Plan to improve Ease of Doing Business

Central Inspection System:

- ✓ In compliant to the Guidelines of Govt.of India in implementing the Business Reform Action Plan to improve Ease of Doing Business
- ✓ Central Inspection System (CIS) responsible for undertaking compliance inspections of the Departments concerned
- ✓ Implement an integrated risk based shared inspection system covering Department of Labor, Department of Factories and Boilers and State Pollution Control Board etc
- ✓ A Central Inspection System (CIS) to ensure mutual sharing of information between inspecting Departments and Agencies
- ✓ The system should be compliant with the framework published by Govt.of India for the Central Inspection system
- ✓ The system should be compliant with GO's for the inspection scheme published by the concerned line departments
- ✓ Management Information System for the users and Departments

Automation of Office Processes:

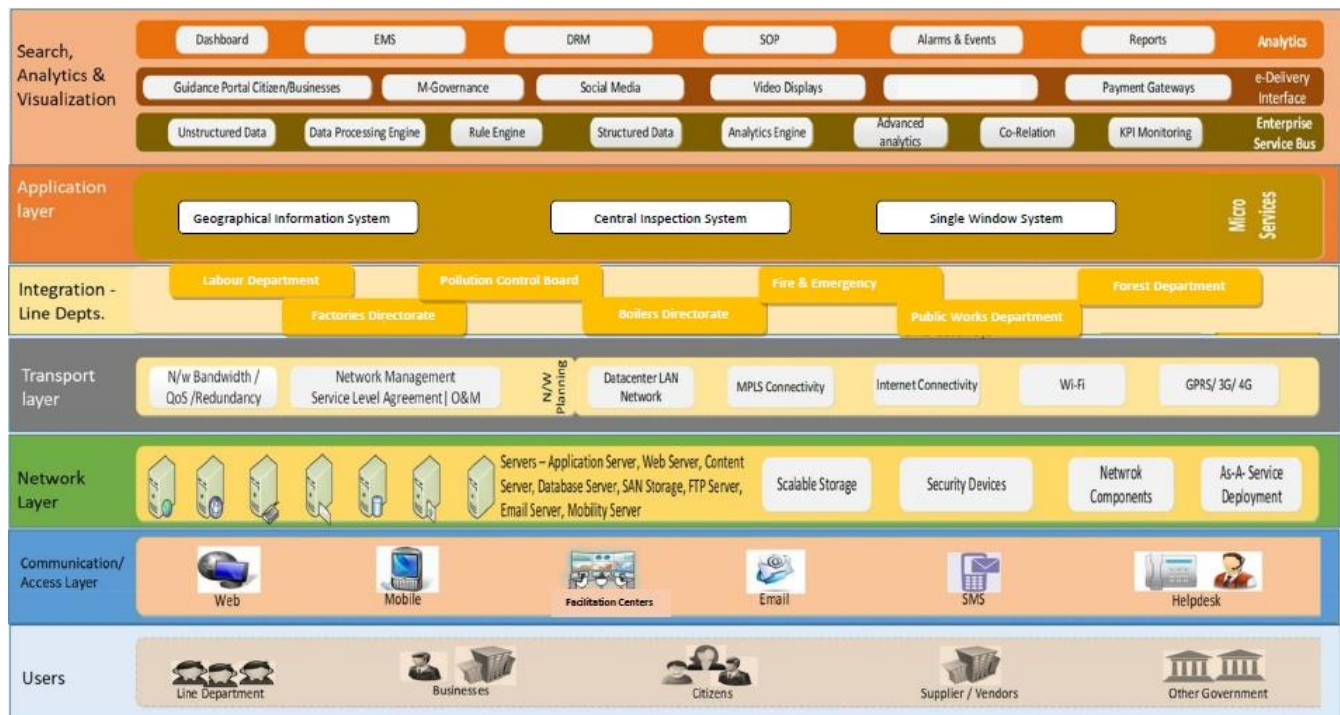
- ✓ Digitalization and automation of the Office Process
- ✓ Single reusable system by bringing together independent functions and systems under a single framework
- ✓ Enhances transparency, increases accountability and transform the Government work culture and ethics with document management system, workflow management system etc.

Integration of the online solution with the legacy / existing applications with the envisaged solution to be developed under this project.

The envisaged scope for each of the above would as prescribed in the RFP

Way Forward

The Schematic diagram of solution architecture with Microservice architecture based platform is enclosed in the Annexure of this RFP.



Application platform of the solution must be based on Microservice architecture

While Application Platform technology solution is based on Micro service architecture based application platform, there will be adoption of a hybrid model while micro service based approach, where :

- Some services like KYA, Payment integration , Integration with DigiLocker, some of the e-services etc can be deployed as independent micro services which are not dependent on any other system – each of the mentioned service deployed on a separate container&**

ii) The core business platform on Microservice architecture based platform for processing the investor requests can have with Workflow, DMS, Organization structure, Request processing, reporting and dashboard etc with cloud enabled hosting platform capable to host Containerized Application. As per the demand , the number of containers can be scaled up or down.. This will reduce the unnecessary complexity drastically while also leveraging the power of micro service architecture.

Application infrastructure of online Single Window System is planned to be hosted in State Data Centre through leveraging of Cloud Enabled Platform, secured network and secured Security sub- systems.

Virtual Machines (VM) in the Open Stack Framework based Cloud Enabled Platform (IAAS) of SDC is provided with the following OS & DB versions:

- OS: RHEL ver 7.7. & ver 7.8
- OS: Windows 2016 Standard and 2016 Datacenter
- DB: MS Sql server Ver 2014 Standard
- DB: PostgreSQL ver 9.2
- DB: Maria DB ver 5.5
- DB: MySQL ver 5

Besides the above stated Operating System, SDC does not provide any other System Software configured in each of the Virtual Machine using Cloud Enabled Platform.

WB Data Centre is equipped appliance based Server Load Balancer in the DMZ Zone, SAN Switch and SAN Storage and Internet Gateway Security Sub-System.

Cloud Enabled Platform of Data Centre will be leveraged for on-premise Cloud hosting (including Data Storage, data backup, data restore) for deployment of proposed application including of all system, software, database software and supporting software.

The centralized solution envisages integration of all the proposed applications and existing/legacy application under Silpasathi Single Window and related other departments' portal.

It is envisaged to seamlessly integrate the proposed solution framework with existing/legacy applications. It is also envisaged to offer mobile based services.

In order to roll-out the proposed solution, a System Integrator (SI) will be identified through a competitive bidding process. The SI shall require to design, develop, migrate, install, test, implement and successfully roll-out the project as per the envisaged architecture and detailed Scope of Work as described in this RFP.

User Layer:

This layer represents the users who will be using the application and avail the various G2B and G2G services offered online

Broadly these can be categorized as –

- a. External users – These are users external to the Government who will be availing the services offered as part of the ease of doing business initiative mainly investors, businesses, banks etc.

- b. Internal users – These users are the various government Departments of Govt. of West Bengal

Communication Layer/Access Layer:

The communication layer encapsulates all presentation logics required to serve the users to access the system. This layer intercepts all client http requests initiated from the User layer, authenticates the users, conducts session management, controls access to business services, constructs the response and delivers the http response back to the client.

Some of key services offered by this layer are as follows

- Application Framework

Application Framework is a popular design pattern that provides a clear demarcation of presentation and business logics. In the proposed framework, all web requests (http/https) will be handled by the controller components of the framework. This business services (which will reside in the business layer) are represented as the "model" part of the framework. Based on the outcome of the request execution, the controller decides which "view" to forward. The view uses the data in the desired model to create the presentation that is returned to the user.

- G2B Presentation Service

The presentation services performs functions such as configuring the visual display of the content, rendering platform user interface page, accepts and validates user input, acquire processed data from business service and renders the page. There will be separate user interfaces for each of the G2B government services and these services will be availed by Investors and processed by government agency.

- User Personalization & Dashboard Services

These are presentation layer services that provide user personalization services allowing users to maintain their own specific profiles and customize their preferences for better user experience.

- Gateway Enabled Services

Gateway enabled services like Payment gateway, e-mails Gateway; SMS Gateway etc. would be a part of the layer.

Network Layer:

This layer will house centralized computing power required to store, process and analyze the data to decipher actionable information. This layer includes servers, storage, ancillary network equipment elements, security devices and corresponding management tools. A disaster recovery site, which includes servers, storage, network equipment and security management systems, will be used in case of fall back mechanism. Cloud enabled platform of State Data Centre will be leveraged for hosting of the proposed revamped Silpasathi Single Window System.

Transport Layer:

The secured network layer will serve as the backbone for the project and provide connectivity to gather and communicate the data.

Integration Layer:

All interfacing with other department specific application services, external system service (if any) will take place through this layer. This layer will provide relevant service communication infrastructure encapsulates container environment for services, service interface, protocol translation, message routing, data transformation services etc. Integration service will enable the system to consume different external services exposed this service will also expose services which can be consumed by other Department applications, payment authority, etc.

Application Layer:

The 'Application' Layer represents categories of modules under Silpasathi Single Window, i.e. modules proposed all the departments/ sections and under Silpasathi Single Window. These modules will communicate with each other by sharing of data with one another, or by coordinating an activity between two or more services. Users can easily access solution components having a single sign-on facility through internet. All the modules would be supported with Business Intelligence/ Data Mining tools coupled with Bi-lingual support, e-payment gateway and workflow engine.

Search, Analytics and visualization Layer:

All business processing for the proposed application software will be centralized in this layer. It receives requests from the presentation tier, processes the business logic based on the requests, and mediates access to the other underlying layer resources. This layer will also host the application infrastructure components like content management services, workflow and rule management, government data schema management services, database access services, session management, notifications etc.

Enterprise Service Bus Layer - The applications layer will include analytics engine, rule engine, data processing engine etc.

eService Delivery Interface Layer: Multiple 3rd Party and local service delivery gateways such as Payment gateway-governance etc. gets interfaced at this layer.

Analytics Layer: Analytics, Big Data analysis, Dash-boarding, SOP and EMS, etc. enable investors and administrators alike to get a holistic view of investments and ease of doing business in the State.

The following are the key services offered by this layer –

Transactional Government Services

These are the business layer components that will provide the business logics and rules to achieve the desired service functionality.

Services

These are the internal Application software services that may not be required to expose as services to external applications. These services will be developed using business logic components, data access components. These services can in turn call common service components, workflow process engines, notification service or content services based on the type of processing requested by the presentation layer.

- **Search Services**–These are search components that will provide quickaccess to information including documents, images, HTML pages, audio-video files etc.

- **Workflow & Business Rule Services** - During the entire life cycle of the service requests (initiated by investors and businesses) processing, approval / rejection by intermediary and final approval has been an important service requirements of authorised bodies. The proposed solution architecture will make use of open standard workflow services to cater to the approval / rejection workflow cycle. The workflow engine deployed in the business layer will takes care of routing approval request to the respective users and decisions triggered the process for completion.
- **Notification & Messaging Services** – These services will facilitate sending notifications to the registered users.
- **Reporting** – These services will be used to generate audit trail reports, web analysis reports, usage statistics etc.

Support & Utility Services

- These services will provide support and common functionality to other interfaces and application infrastructure components. The following are some of the key support components to be provided by this service -
- **Audit Trail Services**
Audit Trail Services will maintain an historical record of transactions that have been applied to an object or set of objects. The record should contain enough detail to determine how the objects affected by the transactions reached their current state. Audit Trail Services can be implemented by following the Prototype design pattern and also using database functionalities like trigger or stored procedures.
 - ✓ Exception, Error Handling & Logging Services
 - ✓ A robust and reliable application error handling mechanism should be part of the basic infrastructure which will handle normal situation as well as unexpected application error. Error detection, error handling, propagation of error information and error logging capabilities will be considered to make the application robust.
 - ✓ Logger will be used to log the system debug activities, errors and exceptions with different severity level. All errors would be logged with error code, error level and error message along with timestamp.

Application Framework Services

○ **Security Services**

The security services will be over the user profile management, authentication and authorization aspects of security control. This is an application framework service that will be availed by any government interfaces and applications accessing the overall framework. This service run across all the layers since service components from different layers will interact with the security components. The service will authenticate users and allows access to other features of the framework for which the user is entitled to. The security service will provide the following security control features –

- ✓ **User Registration & User Profile Management** – This service will allow system administrator of the application software, various govt. agencies to register and create user profiles for users who will access the system.
- ✓ **User Authentication** – This security service will validate the identity of the users against specific security credentials.

- ✓ User Authorization - Users, groups, roles and security policies will be defined to prevent unauthorized access to specific government services.

- **Server Management & Monitoring Services**

This service will provide administration, management and monitoring functionality for networks, system software and applications, links to internet, hardware nodes etc. These services will help automate processes covering aspects like performance monitoring, network monitoring, incident management, data backup, disaster management etc.

Scope of Services – Overview

The Scope of the System Integrator (SI) is covered under two phases:

1. Implementation Phase
 2. Operations & Maintenance Phase
- I. The first phase.viz Implementation Phase broadly covers the following scope:
1. Project Overall Governance Planning and Management
 2. Application Development
 - a) Requirement Study & Analysis
 - b) SRS Preparation & sign-off
 - c) Design & Development
 - d) Developing API for interfacing
 - e) Unit Testing
 - f) Data Digitization & Migration
 - g) User Acceptance Testing
 - h) Pilot Implementation & sign-off
 - i) Security & Performance Audit
 - j) Roll-out & sign-off
 3. Supply, Installation & Commissioning of ICT solutions through leveraging of Cloud Enabled Platform of State Data Centre (Open Stack Framework based IAAS platform)
 - a) Supply, installation & commissioning of compute infrastructure (excluding Virtual Machines to be provided by SDC with both Linux & Windows Server Operating System)
 - b) Hosting of Applications
 4. Capacity Building, Handholding & Training
 5. SMS Gateway & Payment Gateway
 6. Dashboard and visualization
 7. Setting up of Help Desk
 8. Development of Web Interface / Connectors between Front-end & Middleware and Back-end & Middleware
 9. Security and Performance Audit
 10. Final Acceptance Testing & Go-Live

II. The Operations & Maintenance Phase scope covers the maintenance of all components of the project for a period of 3 years post Go-Live. The broad scope are as follows:

1. Post Implementation support services
2. Application Support and Debugging, change requests
3. Fresh Customizations / Developments
4. Horizontal / Vertical Scalability
5. Annual Maintenance Services (through leveraging of secured Cloud Enabled Platform of SDC)
6. Warranty Support
7. Annual Technical Support
8. Handholding support
9. Help Desk and Trouble Ticket Management
10. Periodical Vulnerability Assessment & Penetration Testing (VAPT)
11. SLA monitoring & reporting
12. Capacity building (Refresher Training & New Audience Training)
13. General requirements

Scope of Services – Project Implementation Phase

This Implementation phase starts from the date of issue of LOA to the SI till the date of Go-Live. The SI has to design, develop, migrate, install, test, acquire certifications & implement the end-to-end integrated solution for Silpasathi Single Window as per the detailed technical and functional specifications and schedule of requirements given in this tender.

- The SI has to supply & commission the necessary Compute & Support Infrastructure through leveraging of secured Cloud Enabled IAAS platform of SDC as per the RFP requirements so that web-based Applications can be made operational.
- The SI shall also ensure the Applications developed by the SI is free from vulnerabilities
- The SI is expected to meet the Service levels mentioned in the RFP
- The SI shall facilitate the respective departments in sharing the data template / structures in which the historic manual data needs to be digitized, so that there are no challenges during migration. The legacy databases shall be revamped and migrated to the envisaged end-to-end Application.
- Data digitization and migration of the manual records/files available at Silpasathi Single Window. The records need to be scanned and made available in the central repository in a structured manner.
- The SI shall also carry out the necessary Capacity Building & Change management process for effective roll-out of the end-to-end solution. The respective Departments shall identify Change agents who shall drive the change & training needs for selected audience across departments. The training of these Change agents shall be similar to Train the Trainers approach & they would in turn be responsible for training of respective team in their offices. SI shall obtain sign-off letter from the respective Departments & Silpasathi Single Window authority.

Project Overall Governance Planning and Management

SI will prepare detailed work plan and estimate the timelines and resources required for configuration, customization, extension, integration, and commissioning of the solution as per

the MeityGoI / State requirements. All the plans and frameworks prepared by SI during the Contract period need to be approved by Silpasathi Single Window authority or the pertaining line Departments.

The SI shall submit the following deliverables as part of the Project Implementation

- Planning & Management:
 - Change Management and Capacity Building
 - Plans Requirement Management Plan
- Quality Plan
- Risk Management Plan
- Vendor Management Plan
- Procurement Management Plan
- Communication Management Plan
- SLA and Performance Monitoring
- Plan Training and Knowledge Transfer Plans Manpower
- Deployment Plan
- Issue Logs
- Exit Management Plan

Application Development

System Study and Design

The SI shall carry out a detailed systems study to understand the Functional Requirements Specifications and formulate the System and Software Requirements Specifications documents incorporating the functional specifications and standards provided by the Meity, GoI.

- The SI should prepare a detailed document on the implementation of online systems with respect to configuration, customization, extension and integration as per the requirement of Silpasathi Single Window.
 - As part of the System Study, the SI shall be responsible for Preparation of a comprehensive System Study document by studying the legislation, business processes and organization design.
 - The SI shall perform the detailed assessment of the functional requirements (including localization framework) and MIS requirements and prepare a new FRS report, as part of the System Study document incorporating list of additional features that shall result in improvement in the overall Application performance.
 - In case an existing Application is being customized / configured to meet the needs of the State, the SI will provide a comparative report as part of System Study document, on the extent of functionality currently available in the Application and the final FRS.
-
- Bidders should clearly understand that the desire of the department is not to create a mere IT Solution but an information infrastructure that will expand, integrate and enhance the functional needs of the departments concerned, investors and other stakeholders. It is in this spirit that the core design and functional requirements are elaborated in the forthcoming sections.

Requirements Traceability Matrix

The SI shall ensure that developed Applications are fully compliant with the requirements and specifications provided in the RFP such as functional, non-functional and technical requirements. For ensuring this, the SI shall prepare a Requirements Traceability Matrix on the basis of Functional Requirements Specifications (FRS), Non Functional Requirements Specification, and Technical Requirements provided by Department (updated, expanded and fine-tuned by the SI). Refer to this RFP for more details on the non-functional requirements.

Project Documentation

The SI shall create and maintain all project documents as deliverables as per the agreed project timelines and the same shall be reviewed and approved by Silpasathi Single Window authority and respective stakeholder departments.

Project documents include but are not limited to the following:

- Updated As-Is, To-Be document
 - a) Updated System Study document
 - b) Updated/vetted FRS
- SRS document – The SRS document shall be prepared as per IEEE or equivalent standards which meets all the Business, Functional and Technical (including localization) requirements of the departments concerned. The SRS documents shall be reviewed and approved by Silpasathi Single Window authority and respective stakeholder departments. Silpasathi Single Window and respective stakeholder departments will sign-off on the SRS documents. The SI is required to update the FRS / SRS as and when any enhancements / modifications are made to the proposed Applications till the duration of the Contract.
- Detailed Design documents shall include:
 - i. Technical Architecture Document (Application, Network, Security and Deployment)
 - ii. The available IT infrastructure in the Department shall be a part of the document
 - iii. Gap infrastructure
 - iv. Database architecture, including defining data structure, data dictionary as per requirements of data storage in English and the local language with the compliance to standards defined by Meity, GoI/ West Bengal Government.
 - v. HLD documents
 - 1. Application architecture documents.
 - 2. ER diagrams and other data modeling documents.
 - 3. Logical and physical database design.
 - 4. Data dictionary and data definitions.
 - 5. Application component design including component deployment views, control flows, etc.
 - vi. LLD documents
 - 1. Application flows and logic.
 - 2. GUI design (screen design, navigation, etc.).
 - 3. All Test Plans

The SI shall submit a list of deliverables that they shall submit based on the methodology they propose. The SI shall prepare the formats/templates for each of the deliverables based upon industry standards and the same will be approved by Silpasathi Single Window authority prior to its use for deliverables.

All documents are to be kept up-to-date during the course of the project. The SI shall maintain a log of the internal review of all the deliverables submitted. Soft copy of logs shall be submitted to Silpasathi Single Window authority on regular basis.

Key Functional Modules

SI shall develop the modules for delivery of identified services under proposed online solution in accordance to the FRS. The key modules envisaged are as follows:

Information component

The information component is envisaged for handling the dissemination of information. The lack of information was found to be a key impediment in availing of services on time and with minimum effort. It has been observed that lack of information regarding the processes and the supporting documents that needed to be submitted along with the application are two of the prime factors stalling the submission of application. Similarly, lack of awareness about the defined service levels among the Investors results in no appropriate action being initiated even in case of deviation.

Forms Availability

Service inputs are accumulated with the aid of various Forms. Forms in both formats consist of various fields of required information, which would be the basis for any process to be initiated. Lack of availability of forms would impede the process. Non-physical or electronic forms would address the lack of availability issue and would standardize the fields using a system approach. Form availability would ensure that the services can be accessed. Forms once available with the appropriate fields will not only form the basis for accessing any particular service, but would also be used in creating an incremental database.

The application suite shall host the information updated by the Content management unit and automatically generates notification to the Department Head of the particular department to review the information.

Application receipt component

This Component will handle submission of the application. As the component exits operation, an acknowledgement would be generated for the applicant containing a unique reference ID for status tracking, date of application, department responsible, date of delivery, information about delivery channels, etc. The receipt also helps the applicant to track the status of the application with the help of the unique registration number provided with the receipt besides enabling the system to uniquely identify each and every application along with the candidate. According to the framework this receipt would be automatically generated by the system thus minimizing the duplication of effort and redundancy in the process.

Payment Component

Payment element of the proposed framework will define the overall process of payment for the selected services under the project.

The purpose of the element as envisaged in the proposed framework has been listed below –

- Provide secured and trusted process of payment collection and deposit in the concerned departmental head for the selected services
- Ensure exact payment by the investors as defined for the service

Verification Component

Verification component is going to deal with the authentication of a particular service request. Verification process would ensure that no counterfeit or frivolous applications are lodged in to the system also it will help to identify and validate the right beneficiary availing the services. Verification also helps to establish that the application meets the regulatory and the service requirements.

The verification components envisaged can be broadly categorized under two categories:

Physical Verification

Physical verification is required for conducting inspection and carrying out the surveys for providing the approval and clearances. In certain cases where documentary proof doesn't suffice the requirement of proving an applicant genuine for availing the benefits of a particular service. Whereas the non-physical verification does not guarantee any change of information from date of last updation.

Non Physical Verification

Non physical verification component is going to deal with all such components that help to validate applicant's genuineness and the benefits accrued by him by presenting the same. This kind of verification facilitates the non-presence of the applicant at the time of availing the service. It also saves applicant time, money and efforts to be present at the location for physical verification.

Non physical verification can be carried out with the help of the following means:

- Database
- Documents proof

Using Database: The non-physical verification can be carried out using validated databases; these databases can help to validate the applicant by matching the details provided with the information stored in the database. These databases eliminate the need of physical verification that was previously carried out to validate the information provided by the Investors. The information that would be fed into the database would be validated, cross checked and entered by the department officials that are managing the database.

Documents Proof: Authentic documents / copy of authentic documents signed by authority holding important designations can also work as proofs against the physical verification. These documents prove that the application is genuine

Rejection Component

Rejection element is envisaged to meet all the rejection related functions of concerned departments for the selected services under the project. This element allows for rejection of the service request at the defined designated levels on the basis of the following reasons

- Pre-defined requirement/eligibility not being met in the service request
- Other reasons based on the discretion of the designated authority.

This element will also act as a precursor for providing stated reason for rejection to the applicant. It will be mandatory for the department/designated authority to provide a valid reason for rejection of the service request to the applicant. This will ensure accountability and ownership in the system and will result increased transparency.

The approving authority will use the established verification process for deciding about the authenticity of the credentials given in the service request. It is envisaged that once all the relevant data is captured, verified and digitized, rejection process will be linked through the database. The approving authority will use the databases to decide whether the claim made in the application is correct or not. In case the claim is found to be verified by the database, the authority would approve the application using his digital signature.

The purpose of the rejection element as envisaged in the proposed framework is listed below:

- Allow designated government official to reject service request in case prerequisite conditions are not met along with the service request
- Allow designated government officials to reject service request subject to their best judgment and interest of the power vested in them by the government
- Allow rejecting authority to provide reasons for rejection of the service request (mandatory). Allow requesting applicant to have valid reason for rejection of their service request (mandatory)

Approval Component

Approval service component of the framework is envisaged to provide for mechanism for approval of service request. It allows the concerned responsibility centre to approve the service request through a secured method. The approving authority will use the established verification process for deciding about the authenticity of the credentials and clearances/approvals sought by the investors given in the service request.

It is envisaged that once all the relevant enterprise data is captured, verified and digitized, approval process will be linked through the database. The approving authority will use the databases and inspection results to decide whether to approve the service request. In case the claim is found to be verified, the authority would approve the application using his digital signature.

The purpose of the approval service component are enumerated below –

- To allow the responsibility centre to approve the service request
- To integrate and embed secured process through which approval will happen

Delivery Component

The delivery service component of the proposed framework relates to the delivery / collection of the service output for the service request made by the applicant. It is envisaged that this component will detail out the specifics involved for service delivery of the listed service under the project. This will involve the use of security features like digital signatures, passwords, etc. to be employed for service delivery at the front end where the user receives the output for the service request.

The purpose of the element is to provide output against the service request by the user through a defined and secured process

Status Tracking

The objective of this component is to keep track of the service levels of the various processes involved in a given service. This component is solely related with status tracking from the investor's perspective as well as the department/administration perspective.

Each application by a User will be logged against a unique reference number generated at the time of application submission and given to the user for future references and status tracking. The purpose of having the status component is to ensure the following facets of good governance in day to day working of the government services:

- To ensure transparency in service processing by the government to the investors for the service request made
- To establish the validity and sanctity of the well-defined service level
- To ensure and define responsibility and ownership of the actors towards service Delivery

Monitoring

Monitoring and reporting element of the proposed framework is envisaged to meet all the monitoring and reporting requirement of concerned departments. The element will capture relevant information from service perspective (as defined in the proposed application) at predefined points in predefined format and consolidate the same for the defined user to see and take necessary action as deemed necessary. The monitoring element will have the "drill down" feature to locate the base information from which it has been consolidated.

The purpose of the monitoring and reporting element as envisaged in the proposed framework has been listed below –

- Provide real time information on the all aspect of service – request, processing, delivery, etc. to the defined actors for the given service.
- Progress tracking of work at defined levels on given time referential and help identifying any slack in the same.
- Help to develop midterm correction strategies by bringing out deficiency in any aspect of service delivery.
- Generate required report for concerned department's basis.

Silpasathi Single Window facilitation Suite

The Silpasathi Single Window facilitation centre is an office dealing with variety of subjects concerned with various departments in the State under the Ease of doing Business. Hundreds of investors with diverse requirements are interacting with the Silpasathi Single Window facilitation centre and other Departments administration daily and numerous files of these issues are getting originated on different subjects. In order to get timely and accurate information for the decision making from the data generated, Silpasathi Single Window facilitation Suite may be developed for the accurate monitoring purposes.

It is the prime responsibility of the administration to tackle the issues timely and effectively. For this, they should be equipped with suitable IT tools so that they can be more efficient, responsive and transparent.

The higher officers can monitor the progress of the activities under the Silpasathi Single Window facilitation suite. The envisaged solution brings in the various key point indicators for upcoming applications (Single Window Portal , Central Inspection System etc.) and existing/legacy applications

In order to enhance the level of computerization, two kinds of users are being identified viz. System Administration User and End Users.

System Administration Users: System Administration users will be responsible for the day-to-day administrative functions of the computerized system. This includes among other things, Operating Systems (OS) administration, RDBMS Administration, Network administration, coordination in respect of the maintenance of the systems and network.

End Users: Authorized employees/officers working in the various sections covered in the network based centralized system will be the primary end users. In addition, other department staff and public also can be linked to this system with proper authentication for transactions and information.

To enable the computerization for Silpasathi Single Window facilitation centre, the idea of a software Application – Silpasathi Single Window facilitation Suite may be introduced. Silpasathi Single Window facilitation Suite is envisaged as an integrated suite of applications for the activities under Silpasathi Single Window on an integrated solution architecture covering all functional areas and activities. It is a web enabled solution built on industry standard software technologies and best practices.

The Software, Hardware and Communication Architecture facilitates cross platform applications and application integration. The functional areas will include Single window monitoring system; Workflow based File Management System, Grievances Monitoring System, and investor management etc. for computerization. Public Access, Transparent Administration and Service Delivery are the key features of the project and these services will be made available as web Services.

Transaction based MIS Accounting

The SI has to ensure that the proposed solution applications have the capability to monitor the services & transactions happening and should be able to generate MIS report as per the requirement of Silpasathi Single Window authority.

Dashboarding, MIS and BI Tool

In order to effectively manage the project, it is necessary for the SI to use a Project Management Information System (PMIS). The SI shall address at the minimum the following using PMIS:

- Create an organized set of activities for the project
- Coordinate and collaborate with various stakeholders including the Departments
- Measure resource assignments and responsibilities
- Create a project plan & schedule including milestones
- Measure project outcomes, budget figures, and performance objectives
- Communicate the project plan to stakeholders with meaningful reports
- Generate periodical reports to measure the project performance on various parameters including services, number of clearances, etc.
- Provide facility for detecting problems and inconsistencies in the plan

During the project implementation the SI shall report to the Nodal Officer/Project Management Unit, on following items:

- Results accomplished during the period;

- Deviations from schedule of progress on milestones as specified in this RFP & the agreed Project Plan, till date should be reported to Single Window Authority;
- Corrective actions to be taken to return to planned schedule of progress;
- Proposed revision to schedule provided such revision is necessitated by reasons beyond the control of the SI;
- Other issues and outstanding problems, and actions proposed to be taken;
- Interventions which the SI expects to be made by the Nodal Officer and / or actions to be taken by the Nodal Officer before the next reporting period. Progress reports would be prepared by SI on a fortnightly basis. These reports may be required to be shared with Silpasathi Single Window Authority.
- Project quality Assurance
- Change Control mechanism
- Issue Management to help identify and track the issues that need attention and resolution from the Silpasathi Single Window Authority
- Scope Management to manage the scope and changes through a formal management and approval process.
- Risk Management to identify and manage the risks that can hinder the project progress.

SI will closely work with PMU and send the reports to the PMU as well. PMU will assist Nodal Officer in acceptance of the report/ document and suggest the action plan to the Nodal Officer. The Project plan prepared by the SI at the initial stage of the project shall be reviewed by the respective Governing Committee.

The SI shall update and maintain the Project Plan throughout the duration of the engagement. All changes are to be reviewed and approved by the appointed representatives.

Sign off Deliverable

- Periodic Reports & Ad hoc reports
- Work completion certificates

Unit Testing

Once the application is developed, the SI shall carry out a thorough unit testing of all the modules developed. The inputs for this activity will be the design documents approved by Silpasathi Single Window Authority / concerned Department.

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 / re-authenticated for completing any of the services in the same session. For employees of the department concerned, the browser based Application accessed on the internet, through single-sign-on mechanism, will provide access to all the services of the departments concerned (based on their roles and responsibilities), help module, basic and advanced reporting etc.

Support for PKI based Authentication and Authorization

The solution shall support PKI based Authentication and Authorization, in accordance with IT Act 2000 & subsequent amendments, using the Digital Certificates issued by the Certifying Authorities (CA) such as eMudhra, CDAC etc. In particular, multi factor authentication (login id & password and digital signature) shall be implemented by the SI for officials/employees involved in processing services as per the Functional requirement specification. Digital Signature provisioning should be latest standard and must be feature/functionality of verification & authentication of digitally signed documents issued through the revamped Single Window System Portal by the third party.

Interoperability Standards

The Applications to be developed by the SI under the current scope of the RFP & future shall be interoperable with the existing Applications of the Departments.

SI should 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.

Scalability

One of the fundamental requirements of the proposed solution 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. 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. The scalability is very important and this aspect should be thoroughly tested before roll-out.

Security

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

The security services used to protect the solution shall include:

- Identification, Authentication, Access Control, Administration, Audit and support for industry specific standard protocols.
- The solution shall support advanced user authentication mechanisms including digital certificates.
- 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.
- 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.
- The overarching requirement is the need to comply with ISO 27001 standards of security.
- The Application design and development should comply with OWASP top 10 principles
- Security for Mobile Application standards should be followed
- The solution should use Captcha based login authenticated for users, to address Denial of service, Brut force attack etc.

Application Architecture

It has been proposed that the Applications designed and developed must follow some best practice and industry standards. In order to achieve the high level of stability and robustness of the Application, the system development life cycle must be carried out using the industry standard best practices and adopting the security constraints for access and control rights. The various modules / Application should have a common Exception Manager to handle any kind of exception arising due to internal/ external factors.

Similarly the modules of the Application are to be supported by the Session and Transaction Manager for the completeness of the request and response of the client request. The system should have a module exclusively to record the activities/ create the log of activities happening within the system / Application to avoid any kind of irregularities within the system by any User / Application.

Proposed Application based on Microservice based Architecture

An indicative 3-tier architecture (also referred to as multi-tier or N-tier architecture) has been proposed for the Application Solution.

The entire processing should take place in n-tier architecture:

- Front-end software (client tier) - responsible for the presentation of information. Business Process / Service Layer
- Application Layer
- Database Layer

Test Plan

Once the SRS is approved and design is started, the SI 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 respective Departments. Initial and final User Acceptance Testing shall involve Test Case development, Unit Testing, Integration and System Testing, Functional testing of Application, Performance testing of the Application including measurement of all Service Levels as mentioned in this RFP and finally SI shall also carryout Load/ Stress testing. The SI will submit the test plans and test result reports to Silpasathi Single Window / respective Departments for comprehensive verification and approval.

Requirement on Adherence to Standards

The online solution must be designed following open standards, to the extent feasible and in line with overall system requirements set out in this RFP, in order to provide for good inter-operability with multiple platforms and avoid any technology or vendor lock-in.

Compliance with Industry Standards

In addition to above, 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 shall not be treated as exhaustive.

- Portal development W3C specifications

- Information access/transfer protocols SOAP, HTTP/HTTPS Photograph JPEG (minimum resolution of 640 x 480 pixels) Scanned documents TIFF (Resolution of 600 X 600 dpi)
- Latest HTML standards

Specifications

- Digital signature RSA standards
- Document encryption PKCS specifications
- Information Security - ISO 27001 compliant
- Operational integrity & security management ISO 27001 or later standard compliant IT Infrastructure management - ITIL / EITM specifications
- Service Management - ISO 20000 specifications
- Project Documentation - IEEE/ISO specifications for documentation

The SI shall adhere to all the standards published by the Department of Electronics and Information Technology, Government of India.

Other Requirements

- ✓ Complete mobile enablement of the Application developed by the SI and services including all appropriate channels such as SMS / USSD / IVRS
- ✓ Implement / add any additional forms of State Departments as and when the departments are ready for delivering.
- ✓ The IPR and the Source Code of the proposed solution shall be with the Silpasathi Single Window Authority.
- ✓ The Application should have a web interface and should publish online transaction volume data for each service for each Department.
- ✓ Detailed User and Operational Manual to be provided to each department, whose services will be hosted in the application.

Information Security Management

Security of Application and the data contained therein is paramount for the success of this Project. Hence, the SI should take adequate security measures to ensure confidentiality, integrity and availability of the information.

Security Requirements

Overall Solution

1. The proposed solution should include design and implementation of a comprehensive IS security policy in line with ISO 27001 standards to comply with the security requirements mentioned in this section. All the necessary procedures / infrastructure / technology required to ensure compliance with IS security policy should be established by the SI and should be approved by Silpasathi Single Window authority before they are implemented. The IS Policy shall include all aspects such as physical and environmental security, human resources security, backup and recovery, access control, incident management, business continuity management etc.
2. The designed IS policy is not in conflict with the security policy of the Cloud Data Centre.
3. The proposed solution should ensure proper logical access security of all the information Assets

4. The proposed solution should be able to classify information assets according to criticality of the information asset.
 5. The proposed solution should provide security including identification, authentication, authorization, access control, administration and audit and support for industry standard protocols
 6. The proposed solution should have a security architecture which adheres to the security standards and guidelines such as
 - * ISO 27001
 - *Information security standards framework and guidelines standards under eGovernance standards (<http://egovstandards.gov.in>)
 - *Information security guidelines as published by Data Security Council of India (DSCI)
 - *Guidelines for Web Server Security, Security IIS 6.00 Web-Server,
 - *Auditing and Logging as recommended by CERT-In (www.cert-in.org.in)
 - *System shall comply with IT Act 2000 & subsequent amendments
 7. The proposed solution should support the below Integration security standards:
 - *Authentication
 - *Authorization
 - *Encryption
 - *Secure Conversation
 - *Non-repudiation
 - *XML Firewalls
 - *Security standards support
 - *WS-Security 1.0
 - *WS-Trust 1.2
 - *WS-Secure Conversations 1.2
 - *WS-Basic Security Profile
 8. The proposed solution should be a multi-layered detailed security system covering the overall solution needs having the following features through leveraging of Secured Cloud Enabled Platform of SDC:
 - i. Layers of firewall
 - ii. Network IPS
 - iii. Enterprise-wide Antivirus solution
 - iv. Information and incident management solution for complete landscape
 - v. Two factor authentication for all administrators i.e. System administrators, network administrators, database administrators.
 - vi. Audit Log Analysis
- The SI must ensure that the security solution provided must integrate with the overall system architecture proposed

9. The proposed solution should facilitate system audit for all the information assets to establish detective controls. The SI is required to facilitate this by producing and maintaining system audit logs for a period agreed to with Silpasathi Single Window Authority.
10. The proposed solution should ensure that data, especially those pertaining to registration process, transaction process as well as the data that is stored at various points is appropriately secured as per minimum standard 128 Bit AES/3DES encryption or latest standard.
11. The proposed solution should provide database security mechanism at core level of the database, so that the options and additions to the database confirm the security policy of Government of West Bengal without changing the application code.
12. The proposed solution should support native optional database level encryption on the table columns, table spaces or backups.
13. The database of the proposed solution should provide option for secured data storage for historic data changes for compliance and tracking the changes.
14. The proposed solution should be able to ensure the integrity of the system from accidental or malicious damage to data
15. The proposed solution should be able to check the authenticity of the data entering the system
16. The proposed solution should be able to generate a report on all "Authorization Failure" messages per user ID
17. The proposed solution should be able to monitor the IP address of the system from where a request is received.
18. Retention periods, archival policies and read-only restrictions must be strictly enforceable on all logs maintained in the system
19. The proposed solution should provide ability to monitor, proactively identify and shutdown the following types of incidents through different modes of communication (email, SMS, phone call, dashboard etc.):
 - i. Pharming
 - ii. Trojan
20. The proposed solution should be able to monitor security and intrusions into the system and take necessary preventive and corrective actions.
21. The proposed solution should have the option to be configured to generate audit-trails in and detailed auditing reports
22. The proposed solution must provide ACL objects and a security model that can be configured for enforcement of user rights
23. The proposed solution should be designed to provide for a well-designed security of physical and digital assets, data and network security, backup and recovery and disaster recovery system.
24. The proposed solution should have tamper proof data storage to prevent unauthorized data tampering
25. The proposed solution should have a Business Continuity Plan and a Disaster Recovery Plan prepared and implemented by the SI before commencement of the operations. Robust backup procedures to be established for the same.

Password Requirement

1. The proposed solution should allow the State to define password policies. The minimum password policies to be defined are:
 - i. Minimum/ Maximum password length
 - ii. Alpha numeric combination of password
 - iii. Compulsory use of special characters
 - iv. Minimum password age
 - v. Password expiry period
 - vi. Repeat passwords etc.
2. The proposed solution should be able to automatically check the passwords with the password policy
3. The proposed solution should enforce changing of the default password set by the system (at the time of creation of user ID) when the user first logs on to the system. The proposed solution should enforce all password policies as defined at the time of first change and thereafter.
4. The proposed solution should store User ID's and passwords in an encrypted format. Passwords must be encrypted using MD5 hash algorithm or equivalent (SI must provide details)
5. The proposed solution should be capable of encrypting the password / other sensitive data during data transmission
6. The proposed solution should ensure that the user web access shall be through SSL (https) only for all level of communication for providing higher level of security.

Sign-off Deliverables

- System Requirement Specification (SRS)
- Functional Requirement Specification (FRS) (if, updated) High Level and Low Level Design
- Functional and non-functional testing Fully functional Applications
- User and Operational Manual for Applications

The Bidders are required to carefully assess the requirements of this RFP and size the infrastructure accordingly.

Any other System Software in addition to Server Operating System installed in the Virtual Machines will be provided & factored into by the bidder.

The Bidder will be responsible for sizing the hardware to support the scalability and performance requirements of the proposed solution. 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.

The Bidder should provide requisite licenses for all the system software required for servers excluding Windows Server Operating System or Redhat Linux Server Operating System (using Cloud Enabled Platform) including, but not limited to industry standard enterprise class database software, Application server software, web server software, OS hardening, and all other required software with sufficient number of licenses.

The Bidder will be responsible for providing all the details of the Bill of Material (BoM) and specifications of the IT Infrastructure proposed (through leveraging of Cloud Enabled IAAS /PAAS Platform), 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 all of them.

All IT Infrastructure including operating systems and any other system software required for making the infrastructure operational and tuned for satisfactory performance.

The SI 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.

Gap Infrastructure

System Integrator has to do a requirement study on the gap infrastructure pertaining with the Silpasathi Single Window Facilitation Centre, Silpasathi Single Window Portal and line departments.

The gap infrastructure details has to be identified and the report need to be submitted before the Go-Live of the solution

Cloud Infrastructure

Cloud Enabled Platform of Data Centre will be leveraged for hosting of Single Window System Application..

The SI shall plan to host the Data Centre & Disaster Recovery Infrastructure on cloud environment. The SI shall size the required Cloud infrastructure for the envisaged solution along with the proposed integration services detailed in the RFP. The SI shall provision entire cloud infrastructure needed for the project and shall evaluate the existing infrastructure such as servers, cloud which shall be considered for leveraged and would also strive to leverage the same.

The DC-DR shall be designed in such a way that it supports the Business Continuity planning.

The SI shall commission entire network connectivity to the destination as outlined above through the DC/DR. The SI shall ensure that the DC-DR shall comply to ISO 27001 standard and ensure complete security compliance and prescribed service levels in this RFP. DR site for this Single Window System will be provided by State Government.

Licenses

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 West Bengal Industrial Development Corporation (WBIDC).

The SI shall provide with a full use database license. All the licenses and support (updates, patches, bug fixes, etc.) should be in the name of WBIDC. SI shall provide a comprehensive warranty that covers all components after the issuance of the final acceptance by WBIDC. The warranty should cover all materials (if applicable), licenses, services, and support for both hardware (if applicable) and software. SI shall administer warranties with serial number and warranty period. SI shall transfer all the warranties to WBIDC at no additional charge at the time of termination of the project. All warranty documentation (no expiry) will be delivered to WBIDC.

SI shall review the licenses requirements with the Department. WBIDC shall clarify on the licenses requirements to be brought by the SI and availability at Data Center.

Network Connectivity

The network connectivity for the project need to be established under this project for the office and between the DC & DR under this project. The SI would be responsible to design the network solution with adequate capacity and redundancy and all the connectivity provided under this project should be secure and reliable. The Network shall be designed to meet the minimum SLA

prescribed in this tender. SI shall be responsible for coordinating the respective stakeholders for the network connectivity.

Capacity Building / Training

Overview

The SI would be required to provide training on various aspects to enable effective use of the new system to achieve the envisaged outcomes. The scope of work of the SI related to Capacity Building & Change Management is described in this section. Capacity building will include the following:

Imparting training in Information Technology (IT), proposed solution and Change Management.

- A. Such trainings and skills will be imparted to all levels of employees involved in the processes pertaining to the selected services.
- B. These would include senior officers to the officials working in the Departments.

The following Training Programs should be imparted by the SI to different groups of Employees as given below:

- A. Project Sensitization
- B. Training for Applications Data Capture & deep-drive on respective Application modules
- C. Training on Application workflow, all modules, Department Specific MIS Reporting & Reviewing for Higher officers & other department specific (envisaged service categories) Administrative Officers

Prepare and organize training programs to facilitate the user Departments in the efficient usage of the new system that training will be provided to

Department's employees whose Information & services will be provided through proposed Applications.

- Training shall encompass the knowledge of basic functionalities of the Applications, Guidelines and other backend processes.
- Training shall also be provided for teaching the basic trouble shooting activities in case of problems.
- Trainings shall be provided to all the new employees as and when joining the department during the contract period.
- The trainings shall be deemed complete & imparted only if all trainees cross the cut-off score of 75% in the assessment conducted by SI.

The number of people to be trained across the Departments and Silpasathi Single Window Facilitation Centre is over 200 (approx. 150 application users and 50 higher officers) personnel across all groups. The numbers are likely to increase by about 30% due to the identification and inclusion of new services.

A specialized training module which includes Program Management, Overall MIS monitoring of the Applications needs to be provided for the Officers.

- a) Training Plan: The SI would be required to prepare a detailed training plan covering at least the trainings to be conducted, targeted audience, location, dates for training,

duration and training content. The training plan would be submitted to WBIDC as per the timelines mentioned in this RFP for feedback and approval.

Training for Digital Signatures

Training for Digital Signatures used for security purposes for application shall be part of the application specific training envisaged by the SI

Preparation of Training material

a) Training Materials: The following minimum training materials will be required to be prepared by the SI to facilitate the training of users:

Method of training	Brief description	Training Artifacts	Languages of Training Material
Class room training (Hands-on training)	This approach can be adopted for departmental users.	IT infrastructure and dummy data for hands-on training Participant handouts Online and Paper-based tests to Evaluate the quality of Learning and Training Provision for online and paper-based feedback submission	English
Self-learning	This will be useful for the departmental users to learn system operations in the new Application. This would include several self-learning methods for enablement of easy learning and adoption of the system by the departmental users	Comprehensive Training manual Downloadable Computer Based toolkits, PPTs and Videos on System operations and usage FAQs Online help Modules with search by keywords, topic etc. Online tests that may be taken up by the participant after completing the Learning to evaluate his learning Online forms to submit feedback on the quality of training material	English

Approval for training materials prepared should be obtained from WBIDC at least 2 weeks before delivery of the training program.

The SI should regularly update the training manuals whenever changes are made in the application/system throughout the Contract period and conduct refresher training programmes.

Training Programs

The SI would be required to conduct the following Training programmes. Change agents (Trainer of trainees) should be identified by SI with help of respective Department & trained by the SI. These change agents shall be responsible for future retraining. In case of any change or transfer in staff, these change agents will be responsible for training them.

Departmental Users

The Training programs proposed for departmental users are mentioned below:

Type of Training	Minimum number of days/batch	Maximum number of participants /batch	Targeted Personnel	Location	Training modes
Business Processes/Application	2	25	Application end users	Kolkata /other Strategic locations	Class-room training Self-learning
Specialized Technology Training	1	20	Department Level Officers	Same as above	Class-room training

Please note that the SI should plan for training programs in various locations in line with the proposed implementation plan. For instance, SI would have to make arrangements for completing training for the targeted number of users of a specific department's so as to facilitate evaluation of all aspects of the Project.

Training Assessment and Collection of Feedback

All users who have undergone the training provided by SI would be assessed. At the end of each training, SI shall conduct an assessment for all trainees through a questionnaire approved by WBIDC. Results of all assessments are to be reported to WBIDC & the SI shall arrange to re-train all trainees whose score is below 75% at no additional cost, until all those trainees achieve the cut-off mark.

As part of training assessment, WBIDC/designated agency would perform the following:

Design forms for gathering feedback on the training course and satisfaction level of trained participants. The feedback would be aimed at gathering participant inputs on parameters including course coverage and its relevance, quality of presentation, quality of training material provided, relevant examples / practice sessions, quality of faculty, logistics for the training, etc.

Depending on the feedback, SI should arrange to improve the quality of training, trainer, etc.

Supervising conduct of training exams with the help of manpower

Evaluation of exams by the respective Departments or its appointed Third Party Agency with support from SI.

SI's responsibilities as part of training assessment are as follows:

- Develop computer-based tests for evaluation of training and collecting training feedback. Details of the parameters for tests / feedback, duration of tests, specific questions etc. will be discussed with the SI during Phase I (Implementation stage).
- Incorporate the feedback to improve the Training Materials and Methods

Other pre-requisites for Trainings

- SI should arrange to distribute hand-outs of the entire training material to all participants.

- b) SI should maintain Attendance sheets in formats pre-approved by WBIDC for all trainings and ensure registration of all participants at the beginning & end of each training accurately. The attendance sheet records would be treated as supporting documents for computing total number of personnel trained.
- c) SI shall supply the required stationery to all the trainees, viz. Pens, notepads, assessment questionnaire, trainee answer-sheets, participant badges, drawing charts, etc.
- d) SI shall ensure that Feedback forms approved by WBIDC are filled by all participants at the end of each training session. The total number of participants & total number of feedback forms should be equal. Else the total number of feedback forms available or total number participants registered in the attendance sheet, whichever lesser, would be counted as the total number of participants who were trained during a given training session.

Staffing and Training

The SI must ensure that:

- a) Deployed trainers possess needed skills and experience in the specific domains and are fully aware of the deployed systems and have a prior experience of training personnel in the Government sector
- b) Deployed trainers should be fluent in speaking in English and Bengali

Other arrangements

- a) The training environment where users are provided hands-on training should be exact replica of the live Application allowing entry of dummy data etc. Any additional infrastructure required for this may be budgeted for by the Bidder in the pricing format. The Bidder may provision for this Training environment separately or may provision to use the Test environment for the purpose of delivery hands-on training to Departmental Staff. This training environment will be handed over to the respective departments / authorities along with all other assets at the end of Contract Period.
- b) Arrangements for travel/boarding/lodging for the training instructors and supporting staff at all designated locations across the State would be done by the SI at no additional cost.

Sign off Deliverables

Capacity Building Plan

- Change Management
- Plan Training Plan
- Completed reports of training and change management activities Training materials
- Filled feedback forms
- Certificates to participants

Manpower requirements

SI shall comprehensively plan for the adequate resources to be deployed for Application development roll-out and O&M. SI shall plan for the adequate manpower for Application development and maintenance for the project. The requirements for the key resources are detailed below.

#	Name of Resource/ Profile	Min. no. Of Resources	Qualification	No. of Years of Experience	Valid Certification	Proficiency in Bengali (Speaking) and English
1	Project Manager	1	BE in computer science/Computer engineering/IT/Data science/Computer science related fields +MBA	Overall experience of 10 years with PM experience of 5 years	PMP/Prince II	Mandatory
2	Handholding support At department offices	28	BE/MCA/MSc(IT/CS)	3	ITIL V3 certification (Minimum Foundation)	Mandatory
3	Helpdesk Personnel (Two L1)	2	BE / MCA (IT / CS)	3	ITIL V3 certification is preferred (Minimum Foundation)	Mandatory
4	Capacity Building & Training Lead	1	MBA (HR) or any degree in CM / HRM etc.	Overall experience of 5 years with CB experience of 2 years Overall experience of 5 years with CB experience of 2 years	NA	Mandatory

5	Technical Expert (Solution Architect)	1	BE / MCA	Overall experience of 6 years with Technical Solution experience of 3 years	Any relevant EM certification	Mandatory
6	Database Administrator	1	BE / MCA	Overall experience of 5 years with DB admin experience of 2 years	Relevant Certification	Non-Mandatory
7	System Administrator	1	BE / MCA	Overall experience of 5 years with System admin experience of 2 years	Relevant Certification	Non-Mandatory

The SI should deploy the minimum number of Manpower for running implementation and O & M operations for successful maintenance during the 5 years period. Handholding personnel need to be deployed at the respective department offices for coordinating with the department officials in the collection of data for the requirement study, integration etc. of the other departments for the smooth implementation and handholding support post the roll out of the solution. The time period for the deployment of resources is for 18 months from the start of the project.

The project will be managed out of Client Office. At all points in the execution of the project, key senior resources including the project manager must be based at Client Office. Further, SI should ensure that the key senior resources are made available for the various meetings under the project such as Project progress review meetings, stakeholder meetings and other high-level meetings etc.

The MIS reports of the effective performance, utilization of the resources are to be submitted periodically.

Integration with Email Gateway, SMS Gateway & Payment Gateway

Integration with payment gateway, email gateway, SMS gateway and any other components required to meet the functional and Quality-of-Service requirements of the RFP is also within the scope of work of the SI.

Setting of Help Desk

The SI as part of provisioning support for Department users at each location will setup centralized helpdesk and coordinate with the respective OEMs of the IT Infrastructure. For the State, the SI will undertake the following:

- A. Provide Help Desk services to track and route requests for service and to assist department users in answering questions and resolving problems.
- 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 where the software, hardware, and other infrastructure will be rolled out.
- D. Provide the following integrated customer support by establishing <12 hrs X 5 days> Help Desk facility for reporting issues/ problems with the software, hardware and other infrastructure.
- E. The helpdesk should be operational from Go-Live for the entire period of O&M

An online system should be deployed by the SI as part of the Helpdesk management. This proposed software system is expected to facilitate the following:

- a) **User Interface:** - The proposed system should have an easy to use user interface (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 and external) of the system should be able to log a request in the system using any of the following channels:
 - 1. Telephonic call on the Toll-free Helpline
 - 2. Email
 - 3. 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 SI.

Development of connectors and Web Interface

Web Interface & e-forms for existing services

For the existing Live applications SI needs to develop a web interface to seamlessly integrate with the envisaged application suite.

FAT & Go-Live

SI will assist in successful completion of Final Acceptance Testing (FAT) and audit of the system on the completion of the roll-out of each phase and will submit a Go-Live Report for each phase. The Final Acceptance Testing (FAT) for rolled-out application shall be tested for both remotely & onsite basis.

The application tested for acceptance testing & Final Acceptance Testing is observed over one month for Stabilization, Reliability & Consistency of the solution. On being consistent, reliable and efficient over a period of time the solution is said to be declared Go-Live. The application & resources should be well equipped such that SI is able to comprehensively meet the SLA / performance requirements.

Go-Live

Go-Live is declared by Silpasathi Single Window Authority when the proposed solution becomes operational after successful conclusion of all acceptance tests to the satisfaction of the Department or as provided in this RFP.

Sign-off Deliverables

FAT Report signed off from the concerned department Go-Live report

Security & Performance Audit

SI shall be responsible for conduct application Vulnerability assessment, security & performance audit done by any CERT-IN empanelled agency. Only on successful clearance report through a compliance audit done by the same agency i.e. post SI addressing all the Non-conformance & vulnerability aspects the application is deemed ready for Go-live.

Sign-off Deliverables

Sign off from WBIDC

Disaster Recovery Planning

In order to ensure that the data is not lost, it is envisaged that the SI shall also provide required DR planning. The following are the key DR requirements for the envisaged solution which shall include:

- The solution should support remote replication to meet different recovery point and recovery time objective (RPO/RTO) requirements.
- The solution should support both automated failover and manual failover capabilities

Scope of Services - Operation and Maintenance Phase This phase starts from the successful completion of “Go-Live”.

The SI is responsible for the Comprehensive maintenance of all components of the project for the Contract period of 3 years from the date of Go-Live.

Success of the Project would rely on how professionally and methodically the entire Project is managed once the implementation is completed. From the Systems Integrator perspective, this is a critical phase since the quarterly payments are linked to the SLA's in the post implementation phases. System Integrator, thus, is required to depute a dedicated team of professionals to manage the Project and ensure adherence to the required SLAs.

Overview of Post Implementation Services

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

System Administration and Trouble Shooting

- A. Overall monitoring and management of all IT infrastructure deployed by the SI
- B. Repair or replace infrastructure deployed for this Project.
- 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.

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 database schema, disk space, user roles, and storage.

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 WBIDC / respective Departments.

- 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 SI shall 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 State.
- E. Provide a centralized Helpdesk and Incident Management Support till the end of contractual period
- F. Recurring refresher trainings for the users, training to new users and Change Management activities

Application Support

The SI shall provide application support to the entire application suite. This shall include but not limited to:

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 database schema, disk space, user roles, and storage.

Provide support to Application, database, and all other services associated with these facilities to ensure service levels, performance and availability requirements as prescribed in the RFP are adhered to.

Perform system administration tasks such as managing the user access, creating and managing users, taking backups etc.

Performance tuning of the system to ensure adherence to SLAs and performance requirements as indicated in the RFP.

Warranty Support – IT compute Infrastructure (for additional system software)

As part of the warranty services SI shall provide:

SI shall provide a comprehensive warranty and on-site free service warranty for 3 years from the date of Go Live for all equipments& project components.

SI shall provide the performance warranty in respect of performance of the installed software developed by the SI to meet the performance requirements and service levels in the RFP.

SI is responsible for sizing and procuring the necessary IT compute Infrastructure and software licenses as per the performance requirements provided in the RFP. During the warranty period SI shall replace or augment or procure higher-level new equipment or additional licenses at no additional cost to the State in case the procured hardware or software is not adequate to meet the service levels.

During the warranty period SI shall maintain the systems and repair / replace at the installed site, at no charge

The SI shall ensure that the warranty complies with the agreed Technical Standards, Security Requirements, Operating Procedures, and Recovery Procedures.

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).

Annual Technical Support – License upgrades

As part of the ATS services SI shall provide:

SI shall maintain data regarding entitlement for software upgrades, enhancements, refreshes, replacements and maintenance.

If the Operating System or additional copies of Operating System are required to be installed / reinstalled / de-installed, the same should be done as part of ATS.

SI should carry out any requisite adjustments / changes in the configuration for implementing different versions of Application Software.

Updates / Upgrades / New releases / New versions / Patches / Bug fixes: The SI 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 SI should provide free Updates / Upgrades / New releases / New versions / Patches / Bug fixes of the software and tools as and when released by OEM.

Software License Management: The SI shall provide software license management and control. SI shall maintain data regarding entitlement for software upgrades, enhancements, refreshes, replacements, and maintenance.

SI shall have complete manufacturer's technical support for all the licensed software problems and/or questions, technical guidance, defect and non-defect related issues. SI 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.

a) Help Desk and Trouble ticket management system

The SI as part of provisioning support for Department users, Single Window Applicants and the Infrastructure will setup centralized helpdesk. SI will undertake the following:

- A. 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)
- B. Shall provide a first level of support for Application and technical support at implementation locations across the State where the software, and other infrastructure will be rolled out.
- C. Provide the following integrated customer support by establishing <12 hrs X 5 days> Help Desk facility for reporting issues/ problems with the software, and other infrastructure.

- D. Track each incident / call to resolution
- E. Escalate the calls, to the appropriate levels, if necessary as per the escalation matrix.
- F. Analyze the incident / call statistics and provide periodical reports(daily/weekly/monthly/quarterly) including but not limited to:
 - (a) Type of incidents / calls logged
 - (b) Incidents / calls resolved
 - (c) Incidents / calls open
- G. Automatic generation of customized Periodical SLA reports as per requirement.
- H. Creation of knowledge base on frequently asked questions to assist the end users in resolving the issues.
- I. An online system should be deployed by the SI as part of the Helpdesk management. This proposed software system is expected to facilitate the following:
- J.

User Interface: - The proposed system should have a easy to use user interface (a browser based), so that users can lodge any complaints and service requests from anywhere. The solution shall have a reporting interface with a consolidated view of the network status. All users (departmental and external) of the system should be able to log a request in the system using any of the following channels:

1. Telephonic call on the Toll-free Helpline, Email
2. Through intranet for departmental users or web-portal for external users

- c) **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 SI.

The helpdesk management solution should be flexible for the end users to raise the issues, tickets etc. through various platforms such as mobile, intranet, internet etc. with provision to upload the evidence such as images and pdf. The system should have the provision to generate reports such as periodic reports, status of issues with severity etc. to analyze the service levels.

The system deployed by the SI shall be complied with ITIL and ISO 20000 service specifications.

Support Manpower

The SI shall supply the required manpower to be deployed for providing technical support pertaining to the following:

Provide application related troubleshooting support for individual offices as per the defined scope

Consolidate issues for each office in terms of application/hardware on a periodic basis and provide support in raising the tickets and resolution

Any other support required as per the scope

SLA Monitoring & Reporting

The SI shall provide support in monitoring of SLAs pertaining to the project parameters and shall provide periodic reports for review. Issues identified shall be resolved as per the Service Levels defined in the RFP. The SI shall provide tool for monitoring the SLAs without any additional cost.

Application Monitoring and Administration

- Monitoring all the applications on a day-to-day basis to ensure application availability and reliability.
- Monitor application to ensure that the application does not suspend, hang etc.
- Monitor components, including but not limited to, Application servers, Web Servers, Middleware and other application servers on an ongoing basis to ensure smooth functioning of the applications.
- Expertise in the application to have the ability to troubleshoot problems, monitor erratic behavior through the application logs
- Configuration reviews to isolate bottlenecks and bring out parameters affecting the performance.
- Performance monitoring of the application and facilitating performance tuning. Maintenance of application response time logs.
- Manage patch upgrade as and when required with minimal downtime.
- Ensure configuration management and backups of patch to facilitate rollback in case of problems.
- Asset Management Services

Monitoring and Management Services

The system integrator shall provide the following monitoring and management services for the DC/DR and for the help desk.

- ✓ Server Monitoring, Administration & Management Services
- ✓ Database Administration & Management Services
- ✓ Storage Administration & Management Services
- ✓ Backup & Restore Services
- ✓ Security Administration Services.

Server Monitoring, Administration & Management Services

The activities shall include but not limited to:

- ✓ Configuration of server parameters, operating systems administration and tuning.
- ✓ Operating system administration, including but not limited to management of users, processes, resource contention, preventive maintenance and management of updates & patches to ensure that the system is properly updated.
- ✓ Re-installation in the event of system crash/failures.
- ✓ Maintenance of a log of the performance monitoring of servers including but not limited to monitoring CPU, disk space, memory utilization, I/O utilization, etc.
- ✓ Event log analysis generated in all the sub systems including but not limited to servers, operating systems, databases, applications, security devices, messaging, etc.
- ✓ Ensuring that the logs are backed up and truncated at regular intervals.
- ✓ Periodic health check of the systems, troubleshooting problems, analysing and implementing rectification measures.
- ✓ Identification, diagnosis and resolution of problem areas and maintenance of assured SLA levels.
- ✓ Implementation and maintenance of standard operating procedures for maintenance of the infrastructure.
- ✓ Management of the user names, roles and passwords of all the relevant subsystems, including, but not limited to servers, applications, devices, etc.
- ✓ System administration activities shall include tasks including but not limited to setting up the servers, executing hardware and software updates when necessary.

Database Administration & Management Services

The activities shall include but not limited to:

- ✓ End-to-end management of database on an ongoing basis to ensure smooth functioning of the same.
- ✓ Management of changes to database schema, disk space, storage and user roles.
- ✓ Conduct code and configuration reviews to provide tuning inputs to relevant stakeholders for improving the application performance or resolve bottlenecks, if any.
- ✓ Performance monitoring and tuning of the databases on a regular basis including, preventive maintenance of the database as required.
- ✓ Management of database upgrade or patch upgrade as and when required with minimal downtime.

- ✓ Regular backups for all databases in accordance with the backup and archive policies and conduct recovery whenever required with appropriate permissions

Backup and Restore Services

The activities shall include but not limited to:

- ✓ Backup of operating system, database and application as per stipulated policies.
- ✓ Monitoring and enhancement of the performance of scheduled backups, schedule regular testing of backups and ensure adherence to related retention policies.
- ✓ Ensuring prompt execution of on-demand backups of volumes, files and database applications whenever required by department or in case of upgrades and configuration changes to the system.
- ✓ Real-time monitoring, log maintenance and reporting of backup status on a regular basis. Prompt problem resolution in case of failures in the backup processes.
- ✓ Media management including, but not limited to, tagging, cross-referencing, storing, logging, testing, and vaulting in fire proof cabinets.
- ✓ Ongoing support for file and volume restoration requests.
- ✓ A backup of all transactions shall be done so that in case of any disaster / emergency at the Data Centre, the DR will have all the data.
- ✓ SI shall be responsible for supply, install, test & commission of the backup storage of the archival of data.

Security Administration Services

The activities to be carried out under security administration shall include, but not limited to:

- ✓ Addressing the ongoing needs of security management including, but not limited to, monitoring of various devices / tools such as firewall, intrusion detection, content filtering and blocking, virus protection, and vulnerability protection through implementation of proper patches and rules.
- ✓ Root domain administration by creating the root and sub-domains and setting the root level security policies such as authentication mechanisms (single/multi factor),
- ✓ Password policies such as password length, password complexity, password expiry, account lockout policy, certificate policies, IPSEC policies, etc.
- ✓ Maintaining an updated knowledge base of all the published security vulnerabilities and virus threats for related software and microcode, etc.
- ✓ Ensuring that patches / workarounds for identified vulnerabilities are patched / blocked immediately.
- ✓ Respond to security breaches or other security incidents and coordinate with respective OEMs in case of a new threat is observed to ensure that workaround / patch is made available for the same.
- ✓ Provide a well-designed access management system, security of physical and digital assets, data and network security, backup and recovery etc.
- ✓ Maintenance and management of security devices, including, but not limited to maintaining firewall services to restrict network protocols and traffic, detecting intrusions or unauthorized access to networks, systems, services, applications or data, protecting email gateways, firewalls, servers, from viruses.
- ✓ Ensuring that the security policy is maintained and updates to the same are made regularly as per ISO 270001, ISO 20000 and BS 15000 guidelines.

Change Management

Tracking the changes in hard / soft configurations, changes to applications, changes to policies, applying of upgrades / updates / patches, etc.

Plan for changes to be made - draw up a task list, decide on responsibilities, coordinate with all the affected parties, establish and maintain communication between parties to identify and mitigate risks, manage the schedule, execute the change, ensure and manage the port change tests and documentation.

SI shall be responsible for making any changes demanded by Single Window Authority anytime during the contract period. The SI needs to adequately plan & deploy to carry out the change in the agreed timeline without any additional charge.

In case of any additional requirement which mandates additional developmental activities in any of the applications, then SI shall do the same as per requirements without any additional charge. Therefore SI shall plan to deploy adequate resources during the Operation & Maintenance phase as well.

Change request

The system Integrator shall ensure that the change requests for any of the components (Hardware / Software) are deployed after carrying out the following technical tasks to ensure smooth roll out of the change request.

Functional Testing: Ensuring that the Hardware/ Software functionality meets the functional and technical requirements of the project.

Performance Testing: Ensuring that the Hardware/ Software meets expressed performance requirements.

Security Testing: Testing for exploitable application security weaknesses that undermine the application security or the security of the infrastructure.

Periodic Security and Performance Testing & Conformance

SI shall conduct Security and Performance testing by the CERT-IN empanelled Auditor. Any approved Change Request in any of the components would call for Vulnerability, security & performance audit. The SI shall also plan to conduct, in half-yearly basis

- Audit of application vulnerability
- Security for both application & compute
- Performance load testing for application & network connectivity assessment

In case of any degradation identified in this periodic assessment the SI needs to highlight proactive measures to mitigate the same. Any Non-conformance & vulnerability aspects identified by the TPA during this exercise need to be immediately mitigated & closed before 2 weeks of succeeding quarter. In case of any default there would penalty levied as per SLA & Tender conditions

Liaison with stakeholders

The SI shall coordinate and liaise with the key stakeholders of the project such as Silpasathi Single Window authority, respective departments, Third party vendors engaged by the line departments for developing services covered under the Ease of doing business framework. Such coordination and liaison is highly critical to the success of the project.

General Requirements

The envisaged solution developed should be minimum bilingual (Bengali/English) capability at the field name level. The data entry shall be in English only. The static contents in the portal which shall be managed by Content Management System shall support international languages i.e. static content of the portal shall be viewed in languages such as English, Bengali, Hindi etc. This feature is sought w.r.t to attract the potential investors from international space.

Licensing Requirements

All system software, licenses, etc. have to be procured in the name of WBIDC

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 WBIDC should have the flexibility to use the software licenses for other requirements, if required

Warranty and Support

The SI shall warrant that the IT Computing Infrastructure supplied for this Project shall have no defects arising from design or workmanship or any act or omission of the SI. The warranty shall remain valid for the Contract period on all the items supplied as per the Contract.

The SI shall replace any parts/ components of the IT infrastructure supplied for the Project if the components are defective and during the entire warranty period the SI shall apply latest upgrades for all the hardware components after appropriate testing. WBIDC will not pay any additional costs separately for warranty and the overall IT infrastructure cost quoted by the SI shall include the same.

The SI shall be held solely responsible for performance and service levels of any infrastructure deployed by the SI as part of this Contract.

Knowledge Transfer

At the end of the Contract period, the SI will be required to provide necessary handholding and transition support to designated staff or any other agency that is selected for maintaining the system post the Contract with the SI. The handholding support will include but not be limited to, conducting detailed walkthrough and demonstrations for the IT Applications, handing over all relevant documentation, addressing the queries/clarifications of the new agency with respect to the working / performance levels of the infrastructure, conducting training sessions etc.

Knowledge Transfer is an integral part of the scope of work of the SI. 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 the above requirements are only indicative but not exhaustive. If any other work involved in the assignment for the purpose of meeting the project objectives would be the responsibility of the SI.

Centralized Helpdesk System

The proposed helpdesk solution must provide flexibility of logging, viewing, updating and closing incident manually via web interface for issues related to project.

Helpdesk system should provide incident management, problem management templates along with helpdesk SLA system for tracking SLA's pertaining to incident resolution time for priority / non-priority incidents.

The proposed helpdesk solution must have a built-in workflow engine to define escalations or tasks to be carried out after issues or change order are logged pertaining to project.

Centralized Helpdesk System should have integration with Network/Server Monitoring Systems so that the Helpdesk Operators can to associate alarms with Service Desk tickets to help operators that for what particular alarms corresponding helpdesk tickets got logged.

Network admin should be able to manually create tickets through Fault Management GUI.

System should also automatically create tickets based on alarm type

System should provide a link to directly launch a Service Desk view of a particular ticket created by alarm from within the Network Operation console.

Helpdesk Management

It is envisaged that the centralized helpdesk, functioning as proposed below, would be managed by the Systems Integrator and shall serve following objectives:

- ✓ Act as the Point of Contact for the users of System
- ✓ Own an Incident throughout its Lifecycle
- ✓ Communicate effectively with Silpasathi Single Window Authority.
- ✓ Maintain high user satisfaction levels
- ✓ Maintain the SLA statistics & submit quarterly report
- ✓ A general process flow for the helpdesk management is depicted in the flow-chart given as follows. Systems Integrator shall prepare a detailed Helpdesk Policy in consultation with Silpasathi Single Window authority & its Consultant prior to the Go Live date.
- ✓ System Integrator shall deploy a State-of-Art Enterprise Management System to handle the complexity of Operations & SLA Management

Directory services

- ✓ Should be compliant with LDAP v3
- ✓ Support for integrated LDAP compliant directory services to record information for users and system resources
- ✓ Should provide authentication mechanism across different client devices / PCs
- ✓ Should provide support for Group policies and software restriction policies
- ✓ Should support security features, such as Kerberos, Smart Cards, Public Key Infrastructure (PKI), etc.
- ✓ Should provide support for X.500 naming standards
- ✓ Should support that password reset capabilities for a given group or groups of users can be delegated to any nominated user
- ✓ Should support that user account creation/deletion rights within a group or groups can be delegated to any nominated user
- ✓ Should support directory services integrated DNS zones for ease of management and administration/replication.

API Security

Proposed solution under this heading should provide following web services security including Web services access control, threat protection, web services adaptation and metering as specified below:

Sl.No.	Minimum Specification	Compliance (Yes/No)
	<p>Web Services Threat Protection</p> <ul style="list-style-type: none">• Content inspection using XML Schemas, XPath JSON Schemas, JSON Path, regular expressions and string comparisons• Cross Site Scripting• Cross Site Request Forgery• XML Entity Expansion and Recursion Attacks• XML Document Size Attacks (based on size, width, depth etc.)• XML Parser Attacks• Jumbo Payloads• Recursive Elements• MegaTags-Elements• Public Key DoS attack• XML Flood• XML Encapsulation• XML Virus• Replay Attacks• Resource Hijack• Dictionary Attack• Message Tampering• Falsified Message• Data Tampering• Message Snooping• XPath Injection• SQL Injection• Xquery Injection• WSDL Enumeration• Routing Detour• Schema Poisoning• Malicious Morphing• Malicious Include (aka XML External)• Entity (XXE)Attack• Memory Space Breach• XML Morphing• Parameter Tampering• Coercive Parsing• Field level validation• Scanning of outgoing messages for sensitive content,	
	<p>based on metadata or regular expression pattern Protocol Support & Mediation</p> <ul style="list-style-type: none">• HTTP / HTTPS• WebSocket	

	<ul style="list-style-type: none"> • XMPP • FTP • EMS • AMQP • SMTP • Raw TCP • End-to-end compression 	
	Web Services Access Control <ul style="list-style-type: none"> • Integrated STS / SAML issuer • Support for web / browser-based SSO • Integration with LDAP identity stores • Integration with IAM solutions • SSL client-side certificate authorization Web Services Transformation <ul style="list-style-type: none"> • SOAP to REST • REST to SOAP • XML to JSON • JSON to XML 	
	Web services Rate Limiting Web Services throttling & rate limiting Web Services traffic Prioritization Web Services caching Limit web Services access based on user, time of day / IP address Route Web Services traffic based on geography, IP address and/or backend response time	
	Web Services Monitoring Track overall Web Services performance Track Web Services performance for each operation Track Web Services performance by client IP	

Non-Functional Requirements

The non-functional requirements relating to performance, availability, deployment, implementation, operations and others are listed in the subsequent subsection. Based on the assessment of the requirements listed below, SI shall prepare System Requirement Specifications (SRS) and obtain a formal sign-off before proceeding with the design and implementation of the solution.

#	Non-functional Requirements
Technical Solution Architecture Requirements	
1.	The proposed solution needs to be architected using robust and proven software and hardware technologies like Service-Oriented Architecture (SOA) and open industry standards.
2.	The solution architecture should be built on sound architectural principles enabling fault-tolerance, high-performance, and scalability both on the software and hardware levels.
Software Architecture Requirements (Based on Micro service architecture based Containerized Application)	
1.	Software architecture must support web services standards including XML, SOAP, UDDI and WSDL
2.	Software architecture must support appropriate load balancing for scalability and performance
3.	Software architecture must support flexibility in adding functionalities or Applications.
4.	Software architecture components should utilize the high availability, clustering, and load balancing features available in the proposed hardware architecture to increase system performance and scalability features.
5.	Software architecture must support trace logging, error notification, issue resolution and exception handling.
Hardware Architecture Requirements	
1.	All servers and systems must be configured with no single point of failure.
2.	Hardware architecture should be capable of consolidating several Applications / workloads in a number of servers as required.
3.	Servers must be placed within proper security infrastructure for the Solution.
4.	Hardware architecture must support existing Storage Area Network (SAN) & backup solution
5.	The technical solution architecture should be sound and complete with high performance, redundancy, and scalability.
Development, Testing, Staging, and Production Requirements	

1. Appropriate development, test, and staging hardware environments should be provided and explained how they are related to production environment. This must be supported by explanations on how the development, test, and staging environment support the implementation activities of the Solution.
2. Development and test environment should include configuration management capabilities and tools for system configuration, versioning scheme, documentation, change control processes and procedures to manage deployment of solution deployment.
3. The test, development, and staging environment should include required workstations, desktops, and tools appropriate to support development, testing, and staging, and deployment tasks.
4. The development, test, and staging hardware environments must include similar operating systems, software components, products, and tools to those of production environment.
5. The development, test, and staging environments should be independent logically and physically from the production environment and of each other.
6. The development environment should be used for development and should be configured to allow access for developers' workstations.
7. The staging environment should be used for functional and user acceptance testing, stress testing, and performance benchmarking.
8. The test environment should be used as a testing environment of for the applications and its software components and products. The test environment should be a scaled-down configuration of the production environment.
Security Requirements
1. A secure solution should be provided at the hardware infrastructure level, software level, and access level.
2. Authentication, Authorization & Access Control 3 factors (User ID & Password, and Digital Signature) security mechanisms should be implemented to enable secure login and authorized access to portal information and services.
3. Encryption Confidentiality of sensitive information and data of users and portal information should be ensured.
4. Appropriate mechanisms, protocols, and algorithms necessary to protect sensitive and confirmation data and information both during communication and storage should be implemented.
Monitoring and Management Requirements
1. The proposed Solution should provide monitoring and management of the entire Solution including all software components and Application.

2. The monitoring and management should monitor health of software and hardware infrastructure running the Solution covering operating system, database, software components, Applications, servers, and other related software and hardware components. It should provide proactive monitoring, alerting and reporting.

Performance and Scalability Requirements

1. The design of the proposed Solution should be scalable to handle increasing number of users.
2. The proposed Solution should provide measurable and acceptable performance requirements for users, for different connectivity bandwidths.
3. The proposed solution should provide optimal and high performance Portal Solution satisfying response time for slow Internet connections and different browsers.

Implementation Requirements

The SI will be required to deploy manpower and other project resources as per the terms & conditions of the Contract

The SI will be required to work closely with Silpasathi Single Window authority and other State Departments and perform detailed functional requirements and analysis of the proposed Solution to confirm and document functional / system requirement specifications for the portals and its Applications to fulfil its objectives.

The SI will be expected to carry the complete implementation and deployment of the proposed online solution within the timelines specified in the RFP.

The SI is expected to develop, test, stage, and deploy all functional modules of the proposed online solution and any hardware components of technical & functional requirements

Project Management

1. SI is required to provide an implementation plan illustrating all functional analysis, development, testing, staging, and deployment activities
2. SI is required to specify and describe the different phases and activities of the project. It is very important that the SI provide a quality implementation plan covering all aspects of the project. The plan shall clearly specify the start and end dates (relative to contract signing) of each of the project phases specifying key milestones allowing visibility of project progress.
3. SI is required to use standard project management tools such as precedence diagrams, critical path charts, etc. to create and manage implementation plan and schedule. The table below shows the minimum stages and deliverables:

Stage	Activities	Deliverables
Functional &	Understand the Functional	Software Requirements

Requirements Analysis	Requirements Requirements amazement Prototyping Documentation	and Specifications Document Detailed Scope of Work Work Breakdown Structure Detailed Project Schedule
Design	Detailed Software Solution Architecture design Detailed Hardware Solution Architecture Design Data Schema design User Interface Design Integration & Interfaces Design Prototyping design Validation Documentation	Design Specifications Documents of Software solutions Design Specifications Documents of Hardware solutions User Interface Design Specifications Integration Design Specifications Data design
Development	Software installation, configuration and customization Hardware installation and configuration Development Unit Testing Documentation	Development Plan Updated Design Document Installed software and hardware Functional modules & Portal Solution Problem reporting
Testing	System Testing Integration Testing Stress Testing User Acceptance Test Results Completed Test Cases Documentation	Complete Test Cas Test Plan User Acceptance Criteria Problem reporting Problem resolution testing
Deployment	Training courses and sessions Operations Planning User Manual Operations Manuals	Knowledge Transfer and training plan Operations Plan Operations Policies and Procedures

4. SI is required to describe in detail project management processes, methodologies and procedures.

5. Describe what Silpasathi Single Window authority resources will be necessary for the project to succeed.
6. Describe how Silpasathi Single Window authority will receive up-to-date reports on project status.
7. Describe the change management procedures to handle such things as “out-of-scope” requests or changing business needs of Silpasathi Single Window authority while the project is underway.
8. Describe what procedures will be used to keep the project on track, and what escalation procedures will be employed to address any problems with project progress.
9. Describe what quality assurance processes, procedures, formal reviews, etc. will be in place.
- 10 Describe the proposed conflict resolution / escalation process between the Bidder and Silpasathi Single Window authority to handle project or contractual disputes.
- 11 SI is required to describe the proposed project structure identifying all project individuals including project manager, business analysts, software developers, QA engineers, hardware / network engineers, administrators, Change Management experts, and others.
- 12 SI shall provide a comprehensive warranty that covers all components after the issuance of the final acceptance. The warranty should cover all materials, licenses, services, and support for both hardware and software. SI shall administer warranties with serial number and warranty period. Upon final acceptance of Silpasathi Single Window authority, all OEM warranties will be transferred to Silpasathi Single Window authority at no additional charge. All warranty documentation (whether expired or not) will be delivered to Silpasathi Single Window authority at the issuance of the final acceptance certificate.
- 13 SI is required to provide Premium Level warranty and support through the vendor for all hardware and software used for the project. SI's warranty must cover all equipment and work activities contained in the contract against all design, manufacturing, and environment faults until the issuance of the final acceptance.
- 14 SI is required to commit to the following warranty terms:
All products / components / parts shall be covered under OEM warranty up to the Implementation Phase and AMC support shall commence after successful implementation.

The warranty shall include the repair or replacement of the products / components / parts during the warranty period by the bidder. The replacement products / components shall meet the related specifications without further repair

or modification.

SI shall be liable for all costs including, but not limited to, the costs of material, labour, travel, transport and living expenses associated with the collection and return of the units covered by the warranty.

The date of manufacture or assembly of any equipment, parts or consumables, shall not be more than six months before delivery.

SI shall State the location of his repair Centre(s) for all items not being repaired onsite.

SI ensures that replacement components shall be available for any failed component during the warranty period.

SI shall guarantee the availability of spare parts and technical assistance for all components (or appropriate alternatives) to ensure the equipment would run for at least five (5) years, without major changes, at the completion of final acceptance. Six months advance notice is required on any discontinued part(s) with a suggestion for alternatives.

SI needs to define the process & methodology in their proposal, for achieving the response time of engineers to respond to an incident and also for resolving such incidents as per the SLA.

SI is required to provide additional training if the satisfaction levels/ learning does not reach 75% in evaluation/feedback from trainees, and expected to provide additional training, if required.

The Application & infrastructure being provisioned by the bidder shall be insured. The Goods supplied under the Contract shall be fully insured against loss or damage incidental to manufacture or acquisition, transportation, storage and delivery for the entire project term.

SI is required to explain their warranty, maintenance procedures, and support to meet the terms and requirements outlined above.

Operations Requirements

1. The SI is expected to provide the following in support of operations:

SI shall provide procedure documentation for all operations procedures, and SLA's (based on ITIL best practices) for all the hardware and Applications provided including backup procedures, system update procedures, security procedures, failure recovery procedures, upgrade procedures, remote access procedures, user manual, SOP's, etc.

All such procedures and documents must be submitted for review and approval by Silpasathi Single Window authority prior to adoption. Such documentation shall be updated by the during the project term by the bidder as and when required along with the necessary approval.

SI will be required to provide with weekly statistics reports on the various services provided to users a mechanism as well as track and log all related statistical reports on the various delivery channels and access patterns.

SI will be required to provide with weekly portal performance reports showing health of system operations.

SI will be required to provide with Helpdesk for recording all the day to day

problems and other technical incidents occur during the O&M phase. This shall also record the resolution of such incidents & problems.

SI will be required to commit to Service Level Agreements (SLAs) that show, among other metrics, appropriate escalation procedures and guarantee corrective actions within a pre-determined time. SI is required to respond to required levels of accuracy, quality, completeness, timeliness, responsiveness, cost-effectiveness, productivity and user satisfaction that are equal to or higher than the SLA system requirements.

Quality Assurance & Acceptance Requirements

1. SI is required to develop and implement quality assurance processes and procedures to ensure that the development and operations are performed to meet the quality standards that are relevant to each area in all project phases.
2. SI is required to use various tools and techniques that can make tests run easily and the results are automatically measured. In this way, testing tools provide a more cost-effective and efficient solution than their manual counterparts. Plus, they minimize the risk of human error during testing.
3. In order to ensure that such a QA mechanism is effective and acceptance, the following tests are required for acceptance:

Unit Testing: Basic validation of developed components by developers.

Functional / Internal Integration Testing: Validation of developed components against functional requirements and design specifications.

System Testing: Validation of both functional and technical requirements for the integrated Solution. This could include external integration if required or it can be separated into testing phases.

UAT: User Acceptance Testing (UAT) validation of the Portal Solution and assurance that it meets both functional and technical requirements

Stress and Performance Testing: Load testing enabling understanding of performance and behaviour of Portal Solution under large number of users and high-load conditions.

4. SI is required to describe their QA and testing approaches and procedures as well as testing tools for conducting various tests in support of the acceptance of the Portal Solution. SI is expected to follow CMMi level 5 processes.
5. Furthermore, SI to describe their documentation standards e.g. Documentation description, documentation identification, content, nomenclature etc. as well. Sample documents to be enclosed as part of the technical proposal.

Functional Requirement Specification for Workflow Engine

Application should have a generic workflow engine. This generic workflow engine will allow easy creation of workflow for new services with minimum technical programming support and thus enable the Department to create new services as and when required by the various Departments without creating a change request. Also enable business process change at any

time without affecting the operation of end users. At the minimum, the workflow engine should have the following features:

1. Feature to use the master data for the auto-populating the forms and dropdowns specifically with reference to :
 - a. Name of Departments, services etc.
 - b. Designation of officials involved in the processing of the application
2. Creation of application form, by “drag & drop” feature using meta data standards
3. Defining the workflow for the approval of the form, by providing various options like:
 - a. First in First out
 - b. Defining a user charter/delivery of service in a time bound manner
4. Creation of the “output” of the service, i.e. Certificate etc.
5. Automatic reports
 - a. Towards the compliance to user charter on delivery of services
 - b. Delay reports, etc.
6. Functionality for design, implementation, simulation, optimization and re-deployment of business processes.
7. Functionality for systematic version control processes.
8. Functionality for simulation and analysis of business processes.
9. Should support active content, where content is made available to users at the right time in the right context without them having to search for it. Need smooth integration with content management.
10. Tool for modeling the process, allowing end users to design processes without the need for programming.
11. Able to react to system events such as timers or entering a new document in the system.
12. Inclusion of Business Rule Management System with collaborative rule management for business teams and robust, scalable and precise rule execution.
13. Possibility of conditional branching in business processes.
14. Parallel routing functionality in business processes.
15. Route tasks to multiple users and systems simultaneouslyStore all user actions undertaken in processing tasks (audit log).
16. React to system events such as timers or entering a new document in the system.
17. Easier to handle following:
 - a. Change Request / New Reports / New Service Creation / New Form creation
 - b. SI shall also provide training to the officials nominated by Silpasathi Single Window authority, on addition of new service in the application.

High Level Functional Requirement/ regarding workflow engine:

1. The workflow engine must have the functionality to view statistical reports on work assignments.
2. Should have the functionality to automatically initiate business processes based on system events such as receipt of content.
3. Should support multiple documents/folder attachments in the process.

4. Should have procedural points that have the functionality for content management.
5. Should have the functionality for processing the tasks to the next step in the business process.
6. Should have a tool to monitor who and what is done in a particular item of business process and when the task is completed.
7. Should have the functionality that enables business process change at any time without affecting the operation of end user.
8. Should have the functionality to systematic version control processes.
9. Should have a graphical interface for modelling business processes.
10. Should ensure that tasks can be seen only by those users/ groups who do have security rights.
11. Should allow users to make check in/out documents that were attached to the process.
12. Should have the functionality to end-user displays instructions on how to perform a specific task.
13. Should have the functionality that the user can see which are the key point is reached in a particular process.

Web based Content Management System features:

Development of Role based, workflow driven Web based Content Management System (CMS) for contribution of any type of Content to the Application including the metadata as specified in RFP. Should support open standards such as CMIS, HTML5, HTTP, XML, J2EE, and WebDAV to provide maximum flexibility, scalability and ease of deployment. Should also have the feature like:

1. Electronic authoring, Versioning, Lifecycle, Review/approval, Publish
2. Document metadata, document versioning, document approval, searching, folders, compound documents, lifecycle management, publishing
3. Content federation, security and auditing, retention management, geographical optimization
4. Functionality that the content is stored in their original file format and / or a picture
5. Enable the storage of content in various formats including text files, spreadsheet files, video, audio, binary and other
6. Content manager should support versioning
7. Provide a unified, template based solution designed environment
8. Should include business rule management and collaboration capabilities to help optimize workload & outcomes
9. The proposed solution should support for the communication protocols such as Lightweight Direct Access Protocol (LDAP), Hypertext Transport Protocol (HTTP), SOAP, WSDL, XPD, BPMN, IIOP, Web2.0 etc.
10. Content Manager should have in built or downloadable image applet viewer which can open electronic and image file formats without the native application installed on the machine like MS word, Excel, Powerpoint, PDF, all image file formats including TIFF, JPEG, GIF BMP etc.

11. Should preferably support de-duplication, in which only 1 copy of the document file will be saved, in the situation that the user file into a duplicate copy of the exact document

The Solution should be capable to integrate and able to deliver following features:

The application should also be capable to integrate with key initiatives of MeitY, GoI and under ease of doing business.

Mobile Application Framework for the Project

1. Complete mobile enablement of the applications and services including all appropriate channels such as SMS / USSD / IVRS and development of corresponding mobile applications to the applications and services.
2. Should Support common protocol adapters for connection to back office systems (i.e. HTTP, HTTPS, SOAP, XML for format).
3. Should support encrypted messaging between server and client components.
4. Application platform should supports all the smart phone mobile OS (Android, iOS, Windows Phone, Mobile Web App etc.).
5. Should support integration with native device API.
6. Should support utilization of all native device features.
7. Should support encrypted messaging between server and client gateways.
8. Should support the ability to log all messages that pass through the server.
9. Support an app store to distribute mobile apps to be authenticated and authorized users.
10. Should support encrypted storage of application and application data.
11. The application should be capable to work with MS SQL server.
12. Support the target packaging components like (Mobile Website, Hybrid App, Native App, Web App and Application Development)
13. Operation and Maintenance of Application.
14. Implement / add any additional forms of State Departments as and when the departments are ready for delivering.
15. The IPR and the Source Code of the Application shall be with the WBIDC.
16. The SI shall indicate the type of services to be made available using IVRS, SMS, and Helpdesk.
17. Detailed User and Operational Manual to be provided to each department, whose services will be hosted on Application.
18. The application should have a web interface and should publish online transaction volume data.
19. Should Support browser simulator for quick preview of mobile apps in the absence of a physical device.
20. Development of Mobile Application.
21. Indicative High Level Functional Requirements of Mobile Application to be developed by SI
 - a. Development of lighter webpage for access through mobile phones.
 - b. Key Functional Requirement of Mobile application of Software

- i. About the Single Window Portal suite
It will display the details List of Services and Documents required
 - It will display the list of services link providing Single Window System
 - After clicking on the service link, it will display the prerequisite document required to avail the services under the project
- ii. Government Orders/Guidelines - It will display the government orders issued under project.
- iii. Verification Status of the issued documents - It will be used to display the verification status of Application.
- iv. Status Tracker of application submitted - It will be used to display the status of Application through application number provided to Business.
- v. Feedback - It will be used to enter the feedback.
- vi. Departmental officials' login access for checking MIS reports,Pendency etc.
- vii. Contact Details of Concerned officials/Helpdesks
- viii. Apart from these points, other functionalities related to user interface for service delivery will be included in the scope of the work.

Reporting & Analysis

1. The system must provide MIS Reports in an easy to use Excel-Pivot table format, allowing analysis capabilities like Drill Down.
2. Proposed tool should provide the ability to define unlimited real-time KPI dashboards that provides insight into multiple levels of service operations so that support staff, managers and executives can monitor role-based key performance indicators using an intuitive, graphical display from any Web-based client. It should allow us to include any no. of KPI graphs within the single dashboard depending upon our requirements.
3. System should provide dashboard view to various officials on different aspects like:
 - a. Number of services
 - b. Status
 - c. Fees received, etc.
4. More importantly, the Solution should be able to monitor in REALTIME, the number of Investors and businesses touched through application each day, month and year, through appropriate tools and MIS reports.
 - a. The Dash Board should provide Real Time Pendency Reports for all services across state
 - b. Real time view of the status of the services under consideration at every stage and alerts should be generated
 - c. Online configurable dashboards, reports, data analysis for decision support system
 - d. Inclusion of content based analytics with the scale of enterprise search. It should help to derive trends, patterns and relationships from unstructured data and related structured data
 - e. Dashboard shall be configurable service wise

Technical Requirements for Integrated Framework for Delivery of Services

The following technical requirement is an indicative list but not limited to for the Integrated Framework for Delivery of Services.

Solution & Platform

The Integrated Framework for Delivery of Services solution should be implemented and complied with the industry open standards based and should be platform independent.

System Architecture

- ✓ The Integrated Framework for Delivery of Services encompasses people, process and content; hence it is implicit to use the Integrated Framework for Delivery of Services solution approach. The Integrated Framework for Delivery of Services should uniquely integrate process with content to provide a unified, template based case solution designed environment. It should also include business rule management and collaboration capabilities to help optimize case workloads & outcomes. This should help application users and back office operation in agile application development (zero coding).
- ✓ The Integrated Framework for Delivery of Services platform should have the functionality of the distributed repository (object stores) to manage objects - documents, directories and special facilities.
- ✓ The Integrated Framework for Delivery of Services platform should support integration with systems for data storage and content including WORM.
- ✓ The Integrated Framework for Delivery of Services platform should have a central repository for storing all kinds of content and functionality must have access to the repository via a web user interface.
- ✓ The Integrated Framework for Delivery of Services platform should have the functionality of the distributed storage of content in memory to accelerate access - distributed cache service.
- ✓ The Integrated Framework for Delivery of Services platform should be flexible and object-oriented data model
- ✓ The Integrated Framework for Delivery of Services platform should have the functionality of version management for objects that are organized and stored in the Integrated Framework for Delivery of Services repository.
- ✓ The Integrated Framework for Delivery of Services platform should have the functionality of managing relationships between related objects that are stored in the repository.
- ✓ The Integrated Framework for Delivery of Services platform should have a graphical interface to manage and configure events that can trigger business processes (e.g. an event when the document is updated).
- ✓ The Integrated Framework for Delivery of Services platform should have the functionality of the automatic classification of XML content.
- ✓ The Integrated Framework for Delivery of Services platform must have the functionality of the rendering of various types and formats of content in PDF and HTML formats.
- ✓ The Integrated Framework for Delivery of Services platform should have the functionality of a document lifecycle management.

- ✓ The Integrated Framework for Delivery of Services platform should have the functionality to create customized searches through a graphical interface. Also The Integrated Framework for Delivery of Services platform should support the full-text search by content.
- ✓ The Integrated Framework for Delivery of Services platform should have the functionality to define authorization for access to facilities to the level of object attribute values.
- ✓ The Integrated Framework for Delivery of Services platform should have the functionality of logging and logging of events (event logging) for the content and processes managed by the Integrated Framework for Delivery of Services platform.
- ✓ The Integrated Framework for Delivery of Services platform should have the functionality of XML-based import and export (XML based import and export).
- ✓ The Integrated Framework for Delivery of Services platform should have the functionality that the module for managing business processes that are based on the server architecture.
- ✓ The Integrated Framework for Delivery of Services platform should have the functionality of individual and group work management tasks.
- ✓ The Integrated Framework for Delivery of Services platform should have the functionality of web services - consistent with the orchestration process
- ✓ The Integrated Framework for Delivery of Services platform should have the functionality of inheritance definition of business processes.
- ✓ The Integrated Framework for Delivery of Services platform should have the functionality of the detection limits for processing tasks, and depending on the deadline must be able to make exceptions to the process - send notification to the user, run an extra process.
- ✓ The Integrated Framework for Delivery of Services platform should have the functionality to define the limits and timers for individual tasks, group tasks, and the whole process.
- ✓ For analysis of business processes the Integrated Framework for Delivery of Services platform should have the functionality of the collection and organization of statistical data.
- ✓ The Integrated Framework for Delivery of Services platform should have the functionality of integration with other information systems using XML web services.
- ✓ The Integrated Framework for Delivery of Services platform should have interfaces for integration with the system for managing business rules (rule engine).
- ✓ The Integrated Framework for Delivery of Services platform should have the functionality of input and export configuration.
- ✓ The Integrated Framework for Delivery of Services platform must have a functional organization of business processes in a subfolder.
- ✓ The Integrated Framework for Delivery of Services platform must be able to monitor business processes in real time and the option of reporting the key points (Milestone).
- ✓ The Integrated Framework for Delivery of Services platform will be a tool for process simulation.
- ✓ The Integrated Framework for Delivery of Services platform should have the functionality of managing on-line forms.

- ✓ The Integrated Framework for Delivery of Services platform should support distribution to multiple servers.
- ✓ The Integrated Framework for Delivery of Services platform must support high availability (High Availability) configuration and disaster recovery configurations.
- ✓ The Integrated Framework for Delivery of Services platform should provide authentication services using directory services by industry standards.
- ✓ Applications that will be developed for the Integrated Framework for Delivery of Services platforms should not use "own" programming language - should use the standard.
- ✓ The Integrated Framework for Delivery of Services platform must support the localization of the user interface.
- ✓ The Integrated Framework for Delivery of Services platform should support XML-based architecture for creating and rendering content.

Administration

- ✓ The Integrated Framework for Delivery of Services platform should have a graphical user interface for the administration user interface.
- ✓ The Integrated Framework for Delivery of Services platform should have a graphical user interface for administration of business processes.
- ✓ The Integrated Framework for Delivery of Services platform should have a graphical interface for administration modules for content management.
- ✓ The Integrated Framework for Delivery of Services platform should support the generation of reports using 3rd. party tools to generate reports that are compatible with the database The Integrated Framework for Delivery of Services platform.
- ✓ The Integrated Framework for Delivery of Services platform must have the functionality to update security policies, while the system is used (real time).
- ✓ The Integrated Framework for Delivery of Services platform should have the functionality of monitoring systems in real time.

Security

- ✓ The Integrated Framework for Delivery of Services platform must support authentication using industry standards.
- ✓ The Integrated Framework for Delivery of Services platform should support the SSO (Single Sign On).
- ✓ The Integrated Framework for Delivery of Services platform must have the functionality to deny access to documents and folders based on user names or belonging to a group of users.
- ✓ The Integrated Framework for Delivery of Services platform should have the functionality to define the security rights at the document using access control lists for each object.
- ✓ The Integrated Framework for Delivery of Services platform should have the functionality to define the security rights at the directory by using access control lists for each object.
- ✓ The Integrated Framework for Delivery of Services platform should provide an explicit exclusion of users and / or groups with access to the list of required documents and / or directory.

- ✓ The Integrated Framework for Delivery of Services platform must allow access to documents only through the Integrated Framework for Delivery of Services interface.
- ✓ The Integrated Framework for Delivery of Services platform should have the functionality of the control of security policy document with regard to the version of the document.
- ✓ The Integrated Framework for Delivery of Services platform must have the ability to administer users directly in LDAP and not rely on periodic batch import the Integrated Framework for Delivery of Services system.
- ✓ The Integrated Framework for Delivery of Services platform should have the functionality for user authentication using SSL (Secure Sockets Layer) encryption

Data Storage

- ✓ The Integrated Framework for Delivery of Services platform must have the functionality that the content stored in their original file format and / or a picture.
- ✓ The Integrated Framework for Delivery of Services platform should enable access to content without having to be the physical location of content on the site from which you access the content.
- ✓ The Integrated Framework for Delivery of Services platform should enable the storage of content in various formats including text files, spreadsheet files, video, audio, binary and other.
- ✓ The Integrated Framework for Delivery of Services platform must support a variety of systems to store content, including file systems, databases and archive systems. Attach a list with the options that the system supports.

Version Management

- ✓ The Integrated Framework for Delivery of Services platform must support version control - major and minor versions must be supported.
- ✓ The Integrated Framework for Delivery of Services platform must automatically generate the next available version.
- ✓ The Integrated Framework for Delivery of Services platform must provide access to all versions of the document.
- ✓ The Integrated Framework for Delivery of Services platform should support check in / check out the version control document
- ✓ The Integrated Framework for Delivery of Services platform should have the functionality to two users at the same time can make a check out of the same document.
- ✓ The Integrated Framework for Delivery of Services platform should have functionality that allows "read only" access to the document which is in the check-out.

Manage metadata

- ✓ The Integrated Framework for Delivery of Services platform should have the functionality of storing metadata on documents and directories.
- ✓ The Integrated Framework for Delivery of Services platform should have the functionality to create user metadata.
- ✓ The Integrated Framework for Delivery of Services platform must support multiple types of metadata.

- ✓ The Integrated Framework for Delivery of Services platform should support a class hierarchy that supports inheritance.
- ✓ The Integrated Framework for Delivery of Services platform must support metadata that can have multiple values.
- ✓ The Integrated Framework for Delivery of Services platform should support the object metadata, for example, document metadata can be a document or folder.
- ✓ The Integrated Framework for Delivery of Services platform should support the functionality to create your own classes that allow defining the object as an "object".
- ✓ The Integrated Framework for Delivery of Services platform should support the functionality to define a default attribute value.
- ✓ The Integrated Framework for Delivery of Services platform will be automatically assigned a unique global identification number of the document.
- ✓ The Integrated Framework for Delivery of Services platform should have the functionality to monitor content that is not physically stored in the Integrated Framework for Delivery of Services system.

Search

- ✓ The Integrated Framework for Delivery of Services platform should have the functionality of search content including "full-text" search by content.
- ✓ Describe the functionality of modules for the "full text" search by content.
- ✓ Attach a list of file formats that are supported module for the "full text" search. The Integrated Framework for Delivery of Services platform must support the
- ✓ search of objects according to attribute values.
- ✓ The Integrated Framework for Delivery of Services platform should have the functionality to index the multiple versions of a document for the "full text" search.
- ✓ The Integrated Framework for Delivery of Services platform should have the functionality to automatically index the document after check in for purposes of "full text" searches.
- ✓ The Integrated Framework for Delivery of Services platform should have the functionality to crawl the content attribute for the "full text" indexing.

Integration

- ✓ The Integrated Framework for Delivery of Services platform should have an XML Web Services API.
- ✓ Web Services API should have the functionality to multiple objects (and their contents) can be downloaded in one operation, and also that multiple updates can be done in one pass.
- ✓ Web Services API should have the functionality that each request is independent of each other so that they can distribute load among multiple servers.
- ✓ Web Services API should have the functionality of replication on multiple servers so that client requests can be directed to different instances of web services.
- ✓ The Integrated Framework for Delivery of Services platform should have a COM API.
- ✓ The Integrated Framework for Delivery of Services platform should have an API that can be used by applications running on the Integrated Framework for Delivery of Services platform.

- ✓ The Integrated Framework for Delivery of Services platform must have a WebDAV service.
- ✓ The Integrated Framework for Delivery of Services platform must have the functionality to integrate with other departmental systems.

Business Process Management

- ✓ The Integrated Framework for Delivery of Services platform should have the functionality of the design, implementation, simulation, optimization and re-deployment of business processes.
- ✓ The Integrated Framework for Delivery of Services platform should have the functionality of public mailboxes allocation and management of group work tasks.
- ✓ The Integrated Framework for Delivery of Services platform should have the functionality of the private boxes for the award and manage individual work tasks.
- ✓ The Integrated Framework for Delivery of Services platform must support the collection and storage of data and statistics in OLAP cubes for analysis of business processes.
- ✓ The Integrated Framework for Delivery of Services platform should be supported to carry out simple (review, approve) the business processes.
- ✓ The graphical interface should have the option interface for analysts of business process (easy) and designers of business processes (with the functionality to implement).
- ✓ The Integrated Framework for Delivery of Services platform should have the functionality to escalation and prioritization of tasks.
- ✓ The Integrated Framework for Delivery of Services platform should have the functionality to automate tasks using XML Web Services.
- ✓ The Integrated Framework for Delivery of Services platform should have the functionality of tracking the status of active tasks.
- ✓ The Integrated Framework for Delivery of Services platform should have the functionality to store all user actions undertaken in processing tasks (audit log).
- ✓ The Integrated Framework for Delivery of Services platform must have the functionality to view statistical reports on work assignments.
- ✓ The Integrated Framework for Delivery of Services platform must be able to react to system events such as timers or entering a new document in the system.
- ✓ The Integrated Framework for Delivery of Services platform must have the possibility of conditional branching in business processes.
- ✓ The Integrated Framework for Delivery of Services platform must have a parallel routing functionality in business processes.
- ✓ The Integrated Framework for Delivery of Services platform should have the functionality to automatically initiate business processes based on system events such as receipt of the content (objects).
- ✓ The Integrated Framework for Delivery of Services platform must have the functionality to hold the events in the process for synchronizing the activities of the external systems.
- ✓ The Integrated Framework for Delivery of Services platform must support the design and organization process with sub process.
- ✓ The Integrated Framework for Delivery of Services platform must support multiple document attachments in the process.

- ✓ The Integrated Framework for Delivery of Services platform must support multiple attachments folder in the process.
- ✓ The Integrated Framework for Delivery of Services platform must have procedural points that have the functionality for content management.
- ✓ The Integrated Framework for Delivery of Services platform must have poured process that can access and update data in the database.
- ✓ The Integrated Framework for Delivery of Services platform must have support for manual and automated processing point.
- ✓ The Integrated Framework for Delivery of Services platform must have the functionality to route tasks to multiple users and systems simultaneously.
- ✓ The Integrated Framework for Delivery of Services platform should have the functionality for processing tasks to the next step in the business process.
- ✓ The Integrated Framework for Delivery of Services platform should have a tool to monitor who and what is done in a particular item of business processes and when the task completed.
- ✓ The Integrated Framework for Delivery of Services platform should have the functionality that allows messages from external systems can run the business process.
- ✓ The Integrated Framework for Delivery of Services platform must support the functionality to integrate with tools for managing the rules.
- ✓ The Integrated Framework for Delivery of Services platform should have the functionality that enables business process change at any time without affecting the operation of end users.
- ✓ The Integrated Framework for Delivery of Services platform should have the functionality to the systematic version control processes.
- ✓ The Integrated Framework for Delivery of Services platform should support the ballot (voting) more users to make decisions that affect the routing process.
- ✓ The Integrated Framework for Delivery of Services platform should have the functionality to send e-mail alert users to predefined events: reminders of deadlines, exceptions in the process, reaching a critical point (milestone)
- ✓ The Integrated Framework for Delivery of Services platform should be out of the box functionality for simulation and analysis of business processes.
- ✓ The Integrated Framework for Delivery of Services platform should have the functionality to easily design and use of Web 2.0 user interface for processing tasks.
- ✓ The application should have a graphical interface for modeling business processes.
- ✓ Applications for modeling and simulation of business processes to be thin clients. Tool for modeling the process should have functionality that they have the ability to reuse the defined process clause or sub-process.
- ✓ Tool for modeling the process should allow end users to design processes without the need for programming.
- ✓ The application should have the functionality to view the mailbox with working tasks to carry out specific user (Inbox) or groups of users (Queue).
- ✓ The application should ensure that tasks can be seen only by those users / groups who do have security rights.
- ✓ The application should have the functionality so users can view all active processes that he started.

- ✓ The application should have the functionality of the monitoring tasks to the processes for which the user has defined specific security rights. The application process should be presented graphically with a history of tasks and worked with the current status.
- ✓ The application should allow users to view documents and / or directories that are attached to the process.
- ✓ The application should allow users to make check in / out documents that were attached to the process.
- ✓ The application should provide an overview and update fields that are defined for the task.
- ✓ The application should have the functionality to end-user displays instructions on how to perform a specific task.
- ✓ The application should have the functionality that the user can see which are the key point is reached in a particular process.
- ✓ Application should be able to end-user task refocus on someone else.
- ✓ The application should have the functionality that users can work assignments from the public to switch to a private compartment tray.
- ✓ The application should have the functionality for adding and changing participants of the process until the process is active.
- ✓ Applications must have tool for simulation of business processes using the same graphical interface as a tool for process modeling.
- ✓ Simulator should support the use of real data stored in the database for the analysis process, should also support the simulated data or data that defines the user.
- ✓ WEB 2.0 (or latest) user interfaces should have the functionality of the automatic linking of independent components of the user interface.

Real Time Monitoring (RTM)

- ✓ The RTM component should provide for complex event pattern recognition
- ✓ The live environment business reporting tool should provide functionality to respond to alert conditions as defined in the process definition tool and take the appropriate action, either by triggering another internal process or sending a message via a prescribed interface, e.g., e-mail
- ✓ The system should provide capability to monitor the strategic Key Performance Indicators (KPIs) in real time through a web based visually intuitive dashboard
- ✓ The business users should be able to specify thresholds for the KPIs they wish to monitor
- ✓ The business users should be notified of threshold violations both passively, through the dashboard, and actively, via alerts. Please specify the notification mechanisms
- ✓ The system should provide the capability for automatic escalation and resolution mechanism to be initiated based on breach of KPIs
- ✓ The RTM component should make use of in Memory Database to provide true real-time monitoring since the latency associated with disk based databases is avoided
 - Does the RTM component provide configurable rule and alert creation
 - Does the RTM component provide ability to create graphical watch points
 - Does the RTM component provide personalized Consoles by role, function or individual - with central control

- Does the RTM component provide Role based security

Mobile Application Platform Capabilities:

Platform Support

Application platform should supports the latest smart phone mobile OS versions Supports the following desktop interfaces and widgets (Adobe AIR, Windows 8 and 10, Max OS X Dashboard, latest interfaces

- ✓ Supports the following web interfaces and widgets (Google, Facebook and Embedded web page)
- ✓ Supports the target packaging components like (Mobile Website, Hybrid App, Native App, Web App and Application Development, Eclipse tooling platforms)
- ✓ Supports the ability to write code once and deploy on multiple mobile operating systems
- ✓ Supports drag-and-drop editor for building mobile UI applications
- ✓ Supports generation of native application packages for multiple mobile operating systems
- ✓ Supports integration with 3rd party UI and form-based libraries Supports integration with native device API
- ✓ Supports utilization of all native device features
- ✓ Supports development of applications in a common programming language
- ✓ Supports integration with mobile vendor SDKs for app development and testing Supports tooling environment on (Windows and Macintosh environments)
- ✓ Supports HTML5, CSS3, JS features for Smartphone devices (mainly applicable for hybrid framework since they have a browser of their own)
- ✓ Supports browser simulator for quick preview of mobile apps in the absence of a physical device
- ✓ Supports shell-based development approach to ensure that the HTML code in the browser can only access sanctioned services
- ✓ Supports common protocol adapters for connection to back office systems (i.e. HTTP, HTTPS, SOAP, XML for format)
- ✓ Supports JSON to XML or provide XHTML message transformations
- ✓ Supports runtime skinning and optimization to align to different mobile device specifications
- ✓ Supports native push notifications for multiple mobile service providers Supports encrypted messaging between server and client gateway
- ✓ Supports the ability to log all messages that pass through the server
- ✓ Supports the collection of usage statistics and reports that are accessible over Eclipse using Eclipse's BIRT plug-in
- ✓ Supports integration with backend server components on standard protocols like REST, SOAP, Web Services
- ✓ Supports data XSL transformation techniques through light-weight protocols to minimize data transfer to mobile device
- ✓ Supports multi-lingual and language internalization
- ✓ Supports an app store to distribute mobile apps to authenticated and authorized users
- ✓ Supports clustering at the application level for high-availability and load-balancing

- ✓ Supports disaster recovery mechanisms for data recovery and business continuity Mobile Security
- ✓ Supports encrypted messaging between server and client components Supports encrypted storage of applications and application data
- ✓ Supports flexible API framework to build offline apps and enable offline usage Supports APIs for connection failure and exception handling for offline apps Supports APIs for customizable heartbeat mechanism with middleware server
- ✓ Supports APIs for tracking foreground events i.e. when an offline app is brought back into the foreground
- ✓ Should have application centre to distribute mobile applications for Android and iOS devices.

Functional Requirement Specifications

This section presents the key functional requirements for the scope of the proposed solution

- a) Development, implementation and maintenance of new single window portal
- b) Development, implementation and maintenance of central inspection scheme portal
- c) Automation of Silpasathi Single Window authority Processes

The Functional Requirement Specifications (FRS) presented below are indicative and high level requirements and the detailed requirement will be finalized in the requirement study and Software Requirement Specification (SRS) document which will form the basis of development of the new system.

Overview of the Single Window Portal

The new single window portal will be the revamped version of the existing single window portal (<https://Silpasathi.in>) which shall serve as the single point for investors to submit applications and electronically distributing applications to the respective competent authorities pertaining to 55 services. It provides a host of services to the investors to cater to their investment needs at various stages of the business- right from its establishment through its operation and closure (if applicable).

The proposed portal must be compliant to the following:

- (i) To support State in implementing the Business Reform Action Plan (BRAP) to improve Ease of Doing Business (EoDB)
- (ii) District Reform Plan (DRAP) of DPIIT to improve EoDB in the Districts of the State and

The broad services to be offered through the Single Window Portal for complying with the requirements as per the relevant act and regulations are detailed in the following sections.

S.No	Functional Area	Brief Description of Functional Area
1	Investor Registration and Profile Management	Investor Registration & Profile Management will be based on the proposed financial investment of the investor, thereby demarcating MSMEs and Large Enterprises. Thereafter the portal will facilitate online registration, allocation of unique

			identification number, profile management etc. Investor registration will ensure unique identification of investors and provides an integrated view to the investors including profile of investment, application status etc.
2	Information Wizard, “Know your Clearances”		“Know your clearances” lets investors to answer a set of questions and based on the requirements/ information provided by the investor, a customized list of licenses/ permits required by the investor to start the business along with the list of regulations they need to be complied with, timelines, application processing procedure and online links will be provided. There should be provision for the applicant to save the list of clearances generated by the wizard and view it later in the login. Also, the user should have the provision to save the list as pdf.
3	CAF Application		An investor has to fill multiple application forms to avail various services from government agencies. There is a significant overlap in terms of data sought such as identity of applicant, location of industry, employment details etc. In order to address the above, a Combined Application Form (CAF) will be used during pre-establishment stage and pre-operation stage for filing the application and providing various Services. SWP shall disseminate information to the respective Departments.
4	Payment of Processing fees		This will facilitate the investors to make a single electronic payment at the time of submitting pre-establishment CAF for availing the SWS services The SWP should automatically calculate the fee applicable for the applicant based on the investment value entered in CAF. Different payment options available to users are debit/credit card, net banking etc.
5	Apply for clearances		Investors shall apply for licenses, permits, certificates etc. required during pre-establishment, pre-operation and post operation. Additionally, investors who are operating a business/ industry

		are required to renew licenses, permits etc. at regular interval as prescribed by the regulations. The information stored in the portal will be reused for the investors who had availed the service of SWS earlier, and also facilitate investors who have not used SWS in the past for licenses, permits etc. to apply for renewals.
6	Application tracking	This shall facilitate the investors to track the status of the application. Investor shall get access to details such as the department with which the application is pending, stage of application, officer responsible, no. of days, and actions pending.
7	Third party validation	This area shall facilitate other departments, agencies, banks, etc. to validate the information provided by the investors during the application process by being able to download the approval document, certificate, etc. Any agency/individual should be able to verify the authenticity of the certificate/document issued through SWP.
8	Management Information	MIS system shall provide analytical data/results to Silpasathi Single Window Authority and the departments on industry established sector wise, department wise status of applications at various stages i.e.
	System (MIS)	pending, approved, and in-process. The internal dashboard should help Single Window Authority track the applications and prioritize approvals.

The functional requirements for each of the above functions has been explained in detail below:

Investor Registration and Profile Management

The table below details the high level functional requirements of the SWP to have provisions for registration of users and profiles for officials of various competent authority.

S. No	Functional Requirement
1	The user registration and profile creation must be facilitated only through a secured channel to ensure non-repudiation of the data submitted by the users

	(through https).
2	<p>Upon accessing the SWP, the portal should clearly guide a user to the registration module/service based on the investment value to differentiate MSMEs and Large Enterprises.</p> <p>Separate workflows for different categories of investment profiles as given below:</p> <ul style="list-style-type: none"> o Large Enterprises- Investments greater than Rs. 10 crore in case of manufacturing and Rs. 5 crore in case of services <p>MSMEs- Investments up to Rs. 10 crore in case of manufacturing and Rs. 5 crore in case of services</p>
3	System should display minimum required information for successful registration with the portal.
4	Upon initiation of registration process, system shall display and seek acceptance from user on standard terms & conditions for registration with the portal and usage.
5	The system should provide online forms for filling and submission by prospective users for enabling registration with the SWS system. Some of the basic information to be captured for registration includes Name of Entity/ Person, e-mail id, verified mobile number, PAN number etc.
6	The online forms should clearly indicate which are mandatory fields and shall implement the validation controls to ensure that all the mandatory fields are filled by the user
7	The system should inform user of a failure in case the user enters username, e-mail address, mobile number, PAN number etc. which already exists. In case, the same user is already registered in the system, inform the user of the failure through an appropriate message and propose alternative Usernames
8	System should also facilitate sending validation code through SMS to the entered mobile number or validation link to the email indicated during the request submission process for validation and registration of users.
9	Department level users need not register through the Single Window portal.

	The login credentials will be provided to the relevant officers
10	User credentials (e.g. passwords) must be stored in an encrypted format and access to such information must be restricted from all categories of users.
11	The system should support single/ two level authentication mechanism i.e. User id+ Password and Digital Signature Certificate/ secure token (optional) based authentication for all registered users.
12	System should support DSC or secure token based authentication of the users. User category for DSC based authentication and privileges for the same will be decided by WBIDC.
13	The system should restrict programmed attempts to create user ids in the system through implementation of techniques such as 'captcha'.
14	Each user should be associated to a unique identification number, which can be used by the audit trailing facility of the system, in order to record all user activities, and to identify the initiator/actor of each activity.
15	The system should facilitate secure login for the users. Post-login, the users should be presented a different dashboard for different category of users (investors, department officials etc.)
16	The system should provide relevant notifications generated for different category of user on their dashboard.
17	The system should put in place mechanisms, based on industry standards, to assist the users in retrieving the forgotten credentials (e.g. passwords). Such process shall be fool proof to ensure no misuse of user credentials takes place.
18	System should check for the expiry date of a user's DSC at each time the user carries out a transaction on the portal. In case of an expired DSC the system should not allow the user to transact on the portal. In case of a soon-to-be expiring DSC, the system should warn the user as to the impending expiry of

	his/her DSC.
19	System should implement detailed audit trails for the changes made to the user profiles including the approvals (if any) provided for such changes.
20	System should perform virus-checks/scans for the documents uploaded into the system, before the document saved in the SWC system
21	Upon upload of any document, the system must perform following minimum validation like virus check, corruption check etc. in order to ensure the documents compliance with the system specifications.
22	A Digilocker / document vault has to be developed to facilitate investors for uploading common documents (PAN cards, Aadhaar card Certificate of incorporation, Project details, Land Title Deeds etc.) which will be used by all the departments for approving applications.
23	If the document validation fails, system automatically displays appropriate notification to user. System should display appropriate error message to user and reject the document submission by the user.
24	Support the analysis of the log information, so that the full audit trail of a particular transaction or a user's activities can be generated.
25	<p>System should implement password management controls to ensure that the passwords created/defined by the users adhere to the standard information security requirements. Such controls shall include:</p> <ul style="list-style-type: none"> a. Password composition shall be alphanumeric characters with minimum eight character length b. Password shall not be same as user name c. Password must be changed at regular intervals d. Restrict using the same password using the password reset etc. e. Restriction on reusing the password for period and time <p>Restrict maximum unsuccessful login attempts for locking the user IDs etc.</p>
26	Antivirus gateway for scanning the communication and all the documents to and from the system

27	Data Backup & Recovery systems has to be in place to ensure real-time data backup for the system
28	The system should provide online and intuitive help/instructions for registration of users in the SWP.
29	SWP should provide the list of the authorized Certifying Agencies, their contact information for obtaining the Digital Signature Certificates and along with the application forms and processes for obtaining the DSCs
30	SWP should provide online Help section for the users for all online modules / services through videos, and documents for each services. The videos and documents shall be updated by the SI as and when there is a change/ update in the service. The SI is required to give a quarterly report in this regard
31	SWP should provide online FAQ section and the section has to be updated on a need basis to reflect queries and guidance related to new features/updates in the system.
32	The SWP shall have provision to send email alert to registered investors regarding new legislations and amendments to existing rules.
33	SWP should provide online FAQ section and the section has to be updated on a need basis to reflect queries and guidance related to new features/updates in the system.
34	The SWP shall have provision for an investor to schedule virtual meeting with WBIDC and Nodal officer from competent authority to clarify queries regarding submission of CAF and department specific application form, checklist, fee, procedure, timeline etc.
35	The SWP shall have chatbot facility to answer queries of investors regarding single window system.

Information Wizard, “Know your Clearances”

The table below details the high level functional requirements of the information wizard module that shall help the investors to identify the various licenses/permits/clearances required to set up business in the state based on the value of investment, nature of investment, industry sector etc.

S. No	Functional Requirement
1	SWP should facilitate users in generating a customized list of licenses, permits and the associated procedure, timelines, department responsible etc. based on the inputs provided by the user.
2	SWP should have well defined logic based on the regulatory requirement and user requirement to generate the list of licenses, permits etc.
3	SWP should generate list of licenses, permits etc. for different phases of setting up of business based on the input provided by the user i.e. (i) Pre-Establishment Phase, (ii) Pre-Operation Phase, and (iii) Running the business including regular renewals of licenses, permits etc.
4	SWP should facilitate capturing information from the user related to generating the list of licenses, permits etc. required in the above mentioned phases.
5	SWP should provide an option/link for the users to apply for various licenses identified using this wizard for various phases of establishing the business.
6	SWP should have provision to save the information wizard along with option to edit the information provided by the investor. The list of licenses/ permits shall automatically change based on the edits by the user.

CAF Application Processing

The table below details the high level functional requirements of the Combined Application Form that captures some of the basic details of the investor and the enterprise so as to avoid duplication of data entry by Applicants during different license / permit application.

S. No	Functional Requirement
1	SWP should allow to define the list of licenses/permits/clearances in the master database. An indicative list of clearances to be covered for implementation is provided

2	SWP should facilitate operationalization of CAF based on the pre-defined business rules, logics etc.
3	SWP should facilitate users to apply for licenses/permits/clearances from the Information Wizard which provides the list of clearances required at pre-establishment and post-establishment phase.
4	A Digilocker / document vault has to be developed to facilitate investors for uploading common documents which will be used by all the departments for approving applications.
5	SWP should facilitate users to save the CAF as an investor fills it, download the CAF in the PDF, Excel format etc.
6	SWP should facilitate Add/Edit option for the Combined application form post submission.
7	SWP should facilitate users to apply online for licenses/permits/clearances (for different phases of the businesses) from the customized list of licenses/clearances generated through the Information Wizard.
8	A customized dashboard should be made available to the user based on the information Provided earlier and the customized list of licenses/permits/clearances required. The customized dashboard should present the summary of application and the next steps/action to be taken.
9	SWP should allow the applicant to submit the application online. System should allow the applicant to submit/upload the scanned copy of the supporting documents along with the application.
10	SWP should facilitate necessary validation checks for different data fields as defined before user can move to the next step. System should not allow user to move to the next step if the validation rules fail. System should display appropriate error message.
11	SWP should support in saving partially filled in application which can be retrieved later by the user for completion.
12	SWP should display the supporting documents to be submitted along with the

	CAF application.
13	SWP should allow the applicant to submit the application after application form is complete and all the supporting documents have been submitted.
14	SWP should facilitate necessary validation checks for different data fields as defined before user can move to the next step. System should not allow user to move to the next step if the validation rules fail. System should display appropriate error message.
15	SWP should have provision for Silpasathi Single Window authority to approve / raise query / reject the CAF.
16	The SWP shall be able to seamlessly integrate with external department's application such as but not limited to, Survey & Land Records, MCI (PAN), UIDAI (AADHAR), etc.

Payment of processing fees

The table below details the high level functional requirements for collection of fees of CAF application and various other license/ permit application through the Single Window Portal.

S. No	Functional Requirement
1	The SWP should have provision for payment of CAF application processing fees. The system should generate total payable amount based on the business rules defined in the system and the existing regulations.
2	SWP should be able to handle different type of payments based on the application type including different mode of payment i.e. credit/ debit cards, net banking, UPI etc. In case the applicant is returning after completing the application earlier, applicant selects the application from the dashboard to retrieve the application details from the database. Applicant selects the online payments option to complete the payment processing.
3	SWP should direct the applicant to the payment gateway for making necessary payment. System should process the payment based on the inputs received by the applicant through the payment gateway.
4	SWP should generate an acknowledgment receipt after successful completion

of payment. Acknowledgement receipt will reflect important information from the application along with processing fees paid. The acknowledgement receipt will have a unique reference number and bar code which can be used to retrieve the application from the database. System should allow the applicant to save/print the receipt in pdf, image and other formats.

Apply for clearances

The table below discusses the key functional requirement of the SWP to support the user is applying for clearances across the lifetime of the investment such as pre-establishment, pre-operation and post operation.

S. No	Functional Requirement
	General
1	SWP to provide a one-stop shop experience to the investors by providing access to applying for clearances, permits, licenses, etc..
2	<p>SWP to integrate with the existing online systems of the respective departments to leverage the existing level of automation. The details of the existing online system is provided</p> <p><u>Key Features of System Integration</u></p> <p>The SWP will provide front end to the applicant based on the business logic/ rules defined in the original system for submission of application form.</p> <p>The completed application form data will be pushed to the respective IT system and an application will be registered in the respective</p> <p>Department's system for processing.</p> <p>Processing of application will happen at the respective Department's IT system, where they have their own standalone system or use other system. In case of departments that do not have IT system and procedures are manual, the application processing will be done through SWP.</p> <p>Any status update in the original system will be reflected accordingly in the SWP including dashboard of the visitor.</p> <p>In case of any queries, there will be a provision to update the status with the reason of inadequacies (or non-compliances) in their respective Department's system which will be automatically reflected in the SWP.</p>

	<p>The SWP should be able to generate the output (certificates, licenses etc.) in the required format as prescribed in the Department's format by fetching the data from the respective system.</p> <p>In order to integrate SWP with the systems deployed by departments for provisioning clearances, the portal of these systems (hosted by other departments) must expose required web-services for consumption. In case, this could not be undertaken by the respective department, SWP should make necessary provision to enable such data exchanges and minimize the development effort in other system.</p>
3	SWP to send SMS/E-mail to investors/officers of respective departments during various stages of workflow; submission of application, change in status of application, acknowledgement of payment of fees, during query, final approval/rejection, etc.
4	<p>SWP to follow a standard workflow for various services/transactions which shall be developed during the SRS stage.</p> <p>Details such as users, steps/processes, tasks, sub-tasks, deadlines, priorities, etc. will be included in the workflow design.</p>

	Issuance of Licenses, permits, clearances
5	SWP should list all the clearances, licenses, permits, etc. required based on the inputs provided by the investors in information wizard, and list the other clearances in a separate tab for application by the investor in future, if required.
6	SWP should facilitate investors to remove/add any licenses/ permits/ clearances from the system generated licenses for submission of the application.
7	SWP should auto populate the application forms based on the CAF details filled by the investor. System should allow modification in the auto-populated data.
8	Investor should be able to access the document repository from which the required documents can be shared with the application.
9	SWP should allow uploading of scanned copy of additional documents, if required.

10	In case of licenses which has dependency on approvals from other departments, the investor should be able to simultaneously apply for such approvals from the required departments.
11	In such cases (S.No. 10), system should automatically send alerts to the competent department and investor as and when the approval from the external departments are obtained. The competent department should also be able to view and download the approval certificate.
12	Investor should be able to view the status of the approval in the license/permit/clearance application form. In case of approval, the status should be “approved” with an option to view and download the approval certificate. In case of rejection, the status should be “rejected” with a message on the reason for rejection.
13	SWP should allow the investor to submit the application once the necessary documents are obtained and uploaded.
14	SWP should reflect the new applications on the dashboard of investor and that of the officers in the competent department based on the workflow that will be developed during the SRS stage.
15	SWP should allow payment of license fees/processing fees etc. after all the necessary documents are uploaded. The system should generate total payable amount with the breakdown details based on the business rules defined in the system and the existing regulations.
16	SWP should be able to handle different type of payments i.e. credit/ debit cards, net banking etc. as discussed under the functional area, “Payment of Processing Fees”.
17	If the payment is accepted, system should display the message that payment has been accepted and redirects the applicant to the application page indicating the payment has been completed.
18	SWP should generate the acknowledgement receipt after the payment is completed. System should allow the applicant to save/print the payment receipt. System should allow applicant to generate the payment receipt on a later date on the basis of the application reference number generated earlier.
19	If the payment is not accepted, system should display the failure message

	that payment has not been accepted with the reason for failure. System should redirect the applicant to the application page. System should also allow user to make multiple payment attempts for processing of payment.
20	After the payment processing has been completed, the request is forwarded to the official/user/Department IT system based on the workflow defined in the IT system for different categories of investment proposal.
21	The licenses/ permits/ clearances will be processed by the respective agency as per the internal workflow configured in the respective system.
22	In case of requirement of additional documents or payment, the system should allow the officers of the competent authority to send query to the investor within the timelines as prescribed in the regulations.
23	SWP will interface with the corresponding IT system to update the status of the application based on the input/ request received from the respective Department. (As discussed in “Key Features of System Integration”)
24	SWP should allow the competent authority to generate the digitally signed license/approval letter for issuance to the applicant after all the necessary payment has been made.
25	SWP should allow the investor to generate, save and print the license/approval letter.
26	SWP should allow the user to track the application status.
	Renewal of Licenses, permits, clearances
27	SWP should allow existing users of SWP and enterprises that have obtained licenses/permits directly from the respective departments in the past, should also be able to apply for renewals.
28	SWP should allow users to define licenses/permits etc. which requires renewal for regular operation.
29	SWP should allow user to define the renewal period of such licenses
30	SWP to generate the date of expiry of the clearance/license/permit based on the date of approval and validity period of the respective

	certificate/license/permit.
31	SWP should generate automatic reminders to the investors for renewal of licenses, permits etc. at least 1 month before the expiry of such licenses, permits etc.
32	An information/alert should be sent to the applicant over their registered email id and through SMS as well in the required format (as finalized by client)
33	SWP should allow send multiple reminders based on the frequency defined by the user in the system.
34	SWP should allow the investor to generate and print the reminder notice for renewal.
35	SWP should also allow registered investor to set his own reminder in the system which will send him alerts based on his defined schedule.
36	SWP should show alerts on the user dashboard which summarizes important information including renewal date of licenses
37	System should auto populate the renewal forms based on the license application details once the investor inputs the Application Reference Number. System should ask for minimal information for renewal of licenses. System should allow modification in the filled in data.
38	Investor should be able to access the document repository from which the required documents can be shared with the application.
39	SWP should allow uploading of scanned copy of additional documents for renewal if required.
40	In case of renewals which have dependency on approvals from other departments, the investor should be able to simultaneously apply for such approvals from the required departments.
41	In such cases (S.No. 39), system should automatically send alerts to the competent department and investor as and when the approval from the external departments are obtained. The competent department should also be able to view and download the renewal certificate.

42	<p>Investor should be able to view the status of the approval in the renewal application form.</p> <p>In case of approval, the status should be “approved” with an option to view and download the approval certificate.</p> <p>In case of rejection, the status should be “rejected” with a message on the reason for rejection.</p>
43	SWP should allow the investor to submit the renewal application once the necessary documents are obtained and uploaded.

44	SWP should reflect the new renewal applications on the dashboard of investor and that of the officers in the competent department based on the workflow that will be developed during the SRS stage.
45	SWP should allow payment of renewal, processing fees etc. after all the necessary documents are uploaded. The system should generate total payable amount with the breakdown details based on the business rules defined in the system and the existing regulations.
46	<p>SWP should be able to handle different type of payments i.e. credit/ debit cards, net banking etc.</p> <p>In case the applicant is being directed to this page after completing the online application form, applicant may choose the online payments option to complete the processing of payment. In case the applicant is returning after completing the application earlier, applicant enters the application reference number to retrieve the application details from the database. Applicant selects the online payments option to complete the payment processing.</p> <p>System should direct the applicant to the payment gateway for making necessary payment. System should allow the applicant to choose different options for payment such as credit card/debit card/internet banking. System should process the payment based on the inputs received by the applicant through the payment gateway.</p>
47	If the payment is accepted, system should display the message that payment has been accepted and redirects the applicant to the application page indicating the payment has been completed.
48	SWP should generate the acknowledgement receipt after the payment is completed. System should allow the applicant to save/print the payment receipt. System should allow applicant to generate the payment receipt on a later date on the basis of the application reference number generated earlier.

49	If the payment is not accepted, system should display the failure message that payment has not been accepted with the reason for failure. System should redirect the applicant to the application page. System should also allow user to make multiple payment attempts for processing of payment.
50	After the payment processing has been completed, the renewal request is forwarded to the official/user/Department IT system based on the workflow defined in the IT system for different categories of investment proposal.
51	The renewal application will be processed by the respective agency as configured in the system.
52	In case of requirement of additional documents or payment, the system should allow the officers of the competent authority to send query to the investor within the timelines as prescribed in the regulations.
53	SWP will interface with the corresponding IT system to update the status of the renewal application based on the input/ request received from the respective Department. (As discussed in “Key Features of System Integration”)
54	SWP should allow the competent authority to generate the digitally signed renewal letter for issuance to the applicant after all the necessary payment has been made.
55	SWP should allow the investor to generate, save and print the renewal letter.
56	SWP should allow the user to track the renewal status.
57	SWP should have provision to issue deemed approval for certain clearances. The draft work flow for the same is given in Annexure-A.

Application tracking

The table below details the high level functional requirements of the SWP to support the investor in tracking the status of the application.

S. No	Functional Requirement
1	Investor should be able to track the status of the application via SWP
2	The status of applications for all the license/permits should be provided

	separately in a tabular column. Some of the possible application statuses are: Application Not Submitted Payment to be done Application Submitted Application Under Progress Application Approved Application Rejected Clarification Requested Additional Documents Requested, Additional Payment Requested
3	There should be a dashboard view for the investor to have a quick status of the application with the next set of actions
4	System should allow investor to enter the application reference no. on the portal to check the status of the application. System should retrieve the status and the next step of actions. If the application is approved, the system should display the next set of actions such as payment of additional fees, generation of certificates etc. If the status of application is pending, the system should display details such as with which department and officer the application is pending and for how many days. Next set of actions required from the applicant such as submission of additional document, additional payment etc. should be displayed. If the application is rejected, the system should display appropriate reason for rejection.
5	System should provide an option to save and print the status of application

Third party validation

The table below details the high level functional requirements of the SWP to support the third party in validating the licenses, permits, etc.

S. No	Functional Requirement
1	SWP should have a provision to validate the authenticity of all licenses/permits/ approvals/clearance etc. issued to the investor by registered users/users not logged into the system
2	SWP should support validation based on the combination of user input such as (i) Investor ID, (ii) Application No. (iii) License/ Permit/ Certificate Reference No., (iv) Name of investor etc.
3	Based on the user input, system should present a tabular view of all the licenses/ permits/ clearances issued to the investor along with the summary of the information such as issue date, validity, expiry date etc.

4	Users should be able to generate, save and print a copy of the licenses, permits, certificate
---	---

Management Information System (MIS)

The table below details the high level functional requirements of the SWP to support MIS reporting requirement as required by the user.

S. No	Functional Requirement
1	SWP should have a real-time dashboard that must display department wise services, total number of applications, pending applications, approved along with the timelines
2	There should be a department log-in allowing departments to track the single window applications based on the time limits, so that the departments can prioritize the approvals
3	SWP should display charts with the details on the number of applications at different stages of approval; submitted, approved, under-progress, rejected, withdrawn. There should be provision to generate graphs/ reports with details such as year-wise details of time taken for various clearances, average time taken by a department for processing a particular clearance etc.
4	SWP should display charts with the details on the number of applications approved/rejected within SLA and over SLA.
5	SWP should display department-wise charts with the details on the number of applications at different stages of approval.
6	SWP should display department-wise charts with the details on the number of applications approved/rejected within SLA and over SLA.
7	Feature to send automated e-mail/SMS to departmental HoD whenever 90% of SLA is crossed.
8	SWP should display services-wise charts with the details on the number of applications at different stages of approval.
9	SWP should display services-wise charts with the details on the number of applications approved/rejected within SLA and over SLA.

10	Automatically generates reports as may be required by the department including as to which issues are pending and where.
11	SWP should provide a rating for the departments based on time taken by them to process single window clearances.
12	In order to have an overview of the efficiency of the single window system, the progress/status of the permits, clearances, licenses etc. provided to the investors should be available for the officers in the dashboard with periodic audit trails.
13	Department admin user should have the provision to furnish the details of the Department to Silpasathi Single Window authority. The formats, fields, etc. to be captured in the Single window portal will be shared with the successful bidder during the requirement study.
14	SWP should have analytics facility to generate reports and graphs based on the details entered by applicant in the pre-establishment CAF and pre-operation CAF.
15	SWP should have provision to generate real-time reports regarding payment made by investors (remittance details) towards single window processing fee (applicable for Large Enterprises).

Overview of Central Inspection System

The CIS module is proposed to be developed by integrating the web based online inspection systems of a few departments viz.

- i) Labour Department
- ii) WBPCB

The following are the objectives of Central Inspection System:

Streamline the inspection procedures of select departments in West Bengal.
Ensure timely and synchronized inspections between various departments

Clarity in inspections, its frequency and reduce duplications, where applicable
Improve cooperation and coordination between inspection authorities

The key functional requirements of the Central Inspection System are as follows:

- 1. Schedule of Inspections:** CIS dashboard shall generate computerized list of units to be inspected based on risk levels of the enterprise as defined by the concerned department.
- 2. Allocation of the inspection resources:** CIS dashboard should display the computerized allocation of staff for inspection as determined by the concerned department's online system. This is based on a risk assessment done by the department

based on analysis of industries data and/ or predefined parameters. CIS shall also display the Inspection forms/ templates/ notice sent by department to concerned industry before the inspection process.

3. **Inspection Reports:** CIS should make available the inspection reports prepared and uploaded by Inspection Officer of concerned department as per the timelines defined by concerned department and shall be made available for other department. In case of non-compliance identified during inspection, the Central Inspection System shall trigger an alert email along with the inspection report substantiating the same to all the other departments that are part of the Central Inspection System.

User Logins and Dashboards: The CIS should have separate logins/accounts for the four departments Officers at state/ district/ regional/ zonal/ circle level and Silpasathi Single Window authority officials in order to view the progress of inspections. The dashboard shall display overall consolidated data of inspections as per the data collated from the individual department portals and display the time/ days taken for concerned department officials to complete inspection and upload report on their department portal from the inspection allocation time. Additionally, the dashboard should highlight departments that have completed inspections with the defined timeline and cases that are beyond timeline. Provision for departments to view district and industry-wise inspection reports, inspection dates, inspecting officer details shall also be developed.

Overview of Silpasathi Single Window authority

Process Automation Module

The office automation module is proposed to be implemented for Silpasathi Single Window authority with an objective to increase the efficiency of the processes and service delivery mechanism. The system will help in effective management of internal operations of the department. An overview of this Module is given below:

S.No	Functional Area	Brief Description of Functional Area
1.	File management	This function will help Silpasathi Single Window authority in efficient management of the Note Files and Current Files. It will streamline the day to day movement of the files and provide easy access to the files.
2.	Knowledge management	The knowledge management function will help in easy management of various documents such as acts, policies, and guidelines.
3.	Collaboration and messaging	This module will help the officials within the department to communicate instantly.

4.	Personnel information management	This module will help in easy management of employee Records and performance management.
5.	Attendance, Payroll and Leave management	This module will help in record keeping of attendance and ease the process of leave application and its approvals.
6.	Tour management	The tour management software will help in easy management of travels and cab bookings.
7.	Works and project management	The works and project management will help in the management of the projects i.e. investment proposals, and events. This will help in monitoring the lifecycle of projects i.e. from lead generation to commencement of commercial production.
8.	Appointment management	This module will aid the management of appointments The assistants can view and schedule appointments.
9.	Contact management	Since Silpasathi Single Window leverages on its vast network of existing and new contacts, this will help in maintaining an up to date record of contact information of companies / individuals.
10.	Correspondence Management	This module should help the department in easy management of the correspondences on a daily basis. This will ensure the timely delivery of the communication to the concerned person.
11.	Financial Management, Asset accounting, Grants & Investments	This module should help in automating all Finance and Accounting aspects such as general ledger, accounts payable, accounts receivable, cash and bank management, taxation, costing, budgeting, fixed assets, travel & expenses, payroll integration, and financial reporting.

12.	Procurement Management	This module should help in material requirement planning, procurement process, inventory management and vendor management.
13.	Committee Management	This module should help Silpasathi Single Window authority to constitute committees with its members and convener details, scheduling meetings of constituted committees, keeping track of decisions taken, distribution of minutes, and tracking deadlines on responses.
14.	Document Management System	This module should help to create, modify, store, share, collaborate, securely manage department's level documents
15.	Work flow management	This module should help to automatically create, modify, monitor work-flow process GUI based work-flow engine. This would enable work process, MIS, visualizations development / modifications envisaged by the department.

An indicative high-level functional requirements of the above functions is given in the table below. The SI is required to prepare SRS for the processes to be automated in Silpasathi Single Window, and obtain sign-off from Silpasathi Single Window authority.

S.No	Requirement
1.	File Management
i.	The system should allow the department users for automated processing of files and receipts
ii.	The system should allow creation of electronic files
iii.	The system should allow the department to move the files between different officials with ease. The workflow for each type of file has to be developed to ensure smooth movement of file.
iv.	The system should allow for tracking of files and its management

v.	<p>Scanning & Marking the inward to the respective department.</p> <p>Capturing of Paper based communications/posts/letters using inbuilt scanning solution.</p> <p>Capturing of Fresh applications & Appeals</p> <p>Tracking of the Inward and outward correspondence</p> <p>File Closure to be carried out as per the final decision of respective authorities.</p>
----	---

S.No	Requirement
	<p>Paper based communications/posts/letters and File Management system should build using robust Enterprise Document Management and Workflow Management and should comply with the Manual of Office Procedure (MOP), published by the Department of Administrative Reforms and Public Grievances (DARPG).</p> <p>Shall have an In-built Web based Text Editor with basic functionalities such as bold, alignment, font, color etc. for writing the notes.</p> <p>The system shall provide a facility to view correspondences (DAKs) on RHS and indexing fields on LHS.</p> <p>Shall support the Whitehall view of the file. The system shall replicate the Present file handling in the same manner as followed i.e. electronic files shall give the same look and feel of Physical file with documents on the right hand side and green note sheet on the left hand side</p>
2.	Knowledge Management
i.	The system should have provision for a central repository of various documents such as acts, policies, and guidelines
ii.	The system should have large storage space to store the documents (past and latest)
iii.	<p>Common Knowledge Management solution for the department, to create their knowledge repositories.</p> <p>a) Archival of Knowledge Content</p> <p>Allow creation of a central knowledge repository of documents that can be accessed by all officials based on their roles and privileges.</p>

Allow to add description with the uploading documents / knowledge content.

Should have a well-defined workflow that allows processes for knowledge creation, approval and archival for re-use.

Should allow multiple / bulk file upload

Should have folder wise categorization

Should allow to upload and archive documents of any format including tiff, jpeg, pdf, pdf/a, audio, video etc.

Should allow categorization of Knowledge into different categories like personnel, financial, legal etc.

Should allow multimedia content archiving / sharing.

b) Knowledge Content Collaboration

Should allow only authorized employees to locate, update and share documents

Should allow authorized users to post questions / answers.

Should provide an online discussion forum to hold conversation on posted topics.

Should allow documents to be stored and modified with proper versioning.

Should support Individual/group/section/office specific centralized information repository to store knowledge content.

Should allow collaborative working on the knowledge content.

Should keep a track of different document versions modified by different users

Should have an add-on feature of rating the content.

Should have capability to attach citations and synopsis with the respective knowledge content.

Should provide the capability to subscribe for the knowledge content, category, so that the users get notifications once any new document, content is getting uploaded for the respective category or knowledge source.

Should allow users to share the documents on Social media platforms such as Facebook, Twitter etc.

Should have online chat facilities, where users can initiate a discussion with concerned expert or group of users and can send

messages, documents and interact on common platform.

Discussion forum should have an administrator who can add, edit and delete discussions post.

Should have functionality to define the To-Do list for the tasks to be done.

Strong Searching Capabilities

Provides facility for index based content search

Support content searching using content categories, sub categories, Title, author, File/Content types

Should allow to search for contents based on Keywords, Tags, From/To Date etc.

Supports automatic full text indexing for Text based search

Notification & Messaging

Should allow users to mail knowledge content to users / departmental officials.

Should have feature to send the notifications to a user about his/her content being approved /rejected.

Should have an intelligent feature to either email knowledge content on a specific date and time.

Should have a built in alert mechanism (Email and SMS) for subscribed documents.

Architecture & Scalability

Should be built using Enterprise Content Management framework
Should be COTS based solution and platform independent and support for all major operating systems such as Windows, Linux

etc. on server side with or without virtualization.

Multi-tier architecture having web-based solution and support for clustering

Supports separate Document/Image server for better management of documents and store only metadata information in database.

Proven Scalability for thousands of users

Support for de-centralized/distributed architecture

Store billions of documents in repository

Viewing & Annotations

Support for viewing and annotating on image documents through inbuilt viewer through web and mobile devices

Inbuilt viewer for viewing scanned documents and facilitates zoom-in/zoom-out, zoom percentage and other image operations like Invert, rotate etc.

Support view of multipage document having capability to download and view document page by page

Support view & annotation of PDF/A format documents using inbuilt viewer (open ISO standard for long term archival of documents)

Provides facility of putting text and image annotations on scanned document.

Reporting & Dashboards

Should have dashboard and reporting capability for viewing the reports such as knowledge content added by users, number of documents per category, content pending to be approved etc.

Compliance with Open Standards

Should compliant to ODMA and WebDAV standards

Supports interoperability through CMIS compliance

Workflows of the proposed Knowledge Management System should compliant to open standards such as BPMN, BPEL, WFMC.

Should compliant to records and metadata management standards such as DoD 5015.15, ISO 15489, Dublin Core

Document Management Security

Knowledge Management system should allow for multiple permission levels such as:

At Folder level – All rights (system, group, and user) are assigned at folder level.

At system level – Set global access rights at the overall system level.

At the group level – The most efficient way to manage security rights is defining the access rights at group level wherein users who are part of the specific groups will be able to perform operations

accordingly.

At the user level – Set permissions for Individual users.

Apart from this, Knowledge Management System should also have various other key security features having support for:

Defining multiple levels of access rights (Delete/ Edit/ View/ Print/ Copy or Download).

Define system privileges like Create/Delete Users, Define indexes etc.

Support for Digital certificate

Facility to define password policy with extensive password validations like passwords must be of minimum 8 characters which shall be alphanumeric, locking of user-id after three un-successful attempts, password expiry, password history so that passwords are not same as previous passwords etc.

Extensive Audit-trails at document, Folder and for highest levels for each action done by user with user name, date and time

Encryption of documents and metadata

Application Integration Capability

Support for web services, Java based API, and URL-based integration

Integration based on standards such as XML Active Directory/LDAP integration

3	Collaboration and Messaging
---	------------------------------------

S.No	Requirement
i.	The system should allow the officials to communicate with ease on real time basis.
ii.	The system should allow the officials to share the documents and files.
4.	Personnel Information Management
i.	The system should allow management of permanent, contract employees, and employees appointed through third party entities.

ii.	The system should have provision to search employee details by: Employee Number, Last Name & First Name, Organizational Level, Department, Location, Status, Reporting officer etc.
iii.	The system should display an on-line organization chart with hierarchies.
iv.	The system should have ability to maintain unit wise approved position list and current status.
v.	System should maintain common employee database with personal, educational, professional information, personal details such as address, family, working hours, work schedule rules, pay grades, tax data, pension data, bank account details etc.
vi.	System should have provision for making On-line request for updating / changes. Accordingly, data gets updated after proper approval using workflow.
vii.	Provision to maintain issuance records of asset like Laptop, SIM Card etc.
viii.	The system should be able to generate forms required under various labour laws, and for pension and other settlements.
5.	Attendance, Payroll and Leave Management
i.	System to have provision to define and maintain a variety of leave types and associated application rules
ii.	The system should support on-line Leave application processing
iii.	The System should integrate Leave module with Payroll
iv.	System to have provisions to make leave amendments and adjustments by designated authority
v.	The system should retain all leave history (approved, rejected, adjusted) based on user defined criteria
vi.	The system should have provision to maintain leave ledger
vii.	The system should be able to generate the monthly attendance/ absence sheet integrated with biometric devices

viii.	The payroll system should be linked to the bio-metric attendance system to track the attendance of the employees.
S.No	Requirement
ix.	The system should have provision for payroll computation based on leave, tax computation, deductions, adjustments etc.
x.	The system to calculate statutory deduction for each employee based on deduction rules.
xi.	The system should have provision to levy deduction on items issued to employee e.g. advance
xii.	The system should be able to define different salary structures, handle multiple pay commission guidelines, and internal pay increment rules
6.	Tour Management
i.	This system should allow the officials to plan the travels.
ii.	The system should allow the officials make request for cab, travel tickets, and hotels.
7.	Works and Project Management
i.	The system should have provision for creation of projects for effective management and monitoring
ii.	The system should help the management to track the progress of various projects in a single platform
iii.	The system should have provision to monitor the lifecycle of the projects i.e. from lead generation to commencement of commercial production by enterprise, and highlight the ones which are behind the deadlines

iv.	The draft functional specifications for this module will be provided at the time of responding to pre-bid queries.
8.	Appointment Management
i.	The system should help in easy management of appointments on a day to day basis.
ii.	The system should allow the investors to view the availability of the higher officials (Managing Director, Executive Director etc.). Further, the system should have the provision to seek and fix appointments.
9.	Contact Management
i.	The system should allow the officials to enter and manage the contacts of various stakeholders
10.	Correspondence Management
i.	This system should allow for managing the incoming and outgoing physical communications of the department
11.	Financial Management, Asset accounting
i.	General requirements:

S.No	Requirement
------	-------------

ii.	<p>The system should support multiple Entities / Departments / Branches / Offices.</p> <p>Ability to generate an output of all accounting entries for a user specified period (daily/weekly/ Monthly etc.).</p> <p>System should record the Dates of the event, accounting, preparation of the voucher, authorization of the voucher, changes, if any, reference document, reversal, if any etc. on each voucher.</p> <p>Ability of system to integrate with various other modules such as Procurement, Human resources, Projects etc.</p>
iii.	<p>General Ledger (G/L):</p> <p>Ability to create & maintain Ledger Account codes</p> <p>Ability to integrate G/L, accounts payable, accounts receivable with all the sub-ledgers and synchronize with the G/L in on-line, real-time manner</p> <p>Ability to consolidate information within and across general ledgers for month end reporting purposes</p> <p>Ability to maintain approval hierarchy and competent authority approval before the release of payment above the specified amount through journals</p> <p>Ability to automatic deduction of TDS or Work contract tax on predefined percentages while passing voucher entry</p> <p>Ability to print work contract Tax certificates & TDS / TCS certificates & e-TDS/TCS returns</p> <p>Ability to automatic carry forward of balances for balance sheet accounts during a year-end closing.</p>

iv.	<p>Accounts Payable:</p> <p>Ability to create Vendor master record along with functionality to capture various mandatory details such as PAN, TIN, Bank Details, GST details, etc.</p> <p>Ability to check duplicate master data creation & linkage of other vendor or customer accounts</p> <p>Ability to provide options to enter vendor invoices through various options such as Interfaces, Manual Vouchers etc.</p> <p>Ability to fully integrate the Accounts payables system with other financial sub modules like general ledger, cash book, accounts receivable, fixed asset, purchasing, inventory, projects etc.</p> <p>Ability to provide different types of transaction processing like supplier Invoice, Advances, Adjustment JVs, Payments etc.</p> <p>Ability of system to support debit/ credit note for Vendors</p> <p>Ability of the system to generate ageing analysis for the outstanding invoices</p>
-----	--

S.No	Requirement
	<p>Ability to release part payment against an invoice and balance payment process on a subsequent date</p> <p>Ability to block invoices and vendors for payment</p>
iv.	<p>Accounts Receivables:</p> <p>Ability of the Accounts receivables system to be fully integrated to the other modules like general ledger, the cash & bank book etc.</p> <p>Ability to generate credit/debit notes to customers based on different credit criteria.</p> <p>System should support item based credit and debit notes, Interest Calculation, Fines & charges on late payments etc.</p> <p>Ability of the system to generate an ageing analysis at the overall balance level and also at the individual account level.</p>
v.	<p>Cash and Bank Management:</p> <p>Ability to create Cash / bank transactions like Cash receipt, Cash</p>

	<p>Advance, Employee reimbursement, miscellaneous payment, Office expenses etc.</p> <p>Ability to Control and monitor Earnest Money Deposit/ Bank Guarantee for the various contracts</p> <p>Ability to interface with finance module for auto generation of Bank Payment Voucher, Bank Receipt Vouchers, and Journal Vouchers</p> <p>Ability to generate a projected monthly cash flow statement</p> <p>Ability to perform automatic bank reconciliation</p> <p>Ability to interface with various banks for the purpose of payments & bank reconciliation</p> <p>Ability to capture funding requirements for new projects.</p>
vi.	<p>Taxation:</p> <p>Ability for generation and reconciliation of TDS certificates (Customers wise/ Monthly / Yearly)</p> <p>Ability of system to comply with the e-TDS / e-filing requirements</p>
vii.	<p>Project Costing:</p> <p>Ability to facilitate creating work breakdown structure of a project plan in the project costing</p> <p>System should be tightly integrated with Purchasing module for raising work orders for materials and service procurement, and other modules like payments etc.</p>
viii.	<p>Budgeting:</p> <p>The system should support in Budget Preparation & Control</p> <p>Ability to store the previous budgeted data (About 5 years)</p> <p>Ability to flag budget if they exceed actual amounts utilized by specific percentage or amounts</p> <p>Ability to manage Funds & track expenses incurred against it</p>

S.No	Requirement
ix.	<p>Fixed assets:</p> <p>Ability of the system to support fixed asset classification by Asset category, Asset type, Asset ID, Physical ID, Asset location, Asset Value, Units (Departments/Section/Office.), Cost center, Put to use date, Any other user defined field etc.</p> <p>Ability of system to allow recording of the disposal or scrapping of Assets</p> <p>Ability of system to support depreciation rates, schedules and terms</p>

	<p>for each asset as per statutory requirements</p> <p>The system should automatically post depreciation entries based on calculated depreciation</p>
x.	<p>Travel & Expenses / Payroll integration:</p> <p>Ability to manage employee advances, and travel reimbursement</p> <p>Ability to provide detailed report on Employee travels which are in progress, overdue & paid trips</p> <p>Ability to integrate personnel information module with accounting</p>
xi.	<p>Reports:</p> <p>Ability to generate financial statements such as Trial Balance, Income and Expenditure, Balance Sheet etc.</p> <p>Ability to support the generation of internal reports and transactional reports for each of the organizational units by selecting revenue/expense heads, Asset/liability head, projects, Funds ,grants etc.</p> <p>Ability to print / publish reports; and save them as viewable files in PDF, TXT, MS-Excel, and XML formats.</p> <p>Ability to support customizations of any exiting report or new reports as per requirements.</p>
1	
2.	Procurement Management
i.	<p>Vendor Master:</p> <p>Facility to enter online vendor registration request with details vendor profile like Name, address, work location, items / service supplied, business history, contact details, payment profile, bank details, registration details etc.</p> <p>Ability to blacklist, block / unblock a vendor for further processing of any transaction. Also, ability to capture reasons for blocking / unblocking of vendor</p>
ii.	<p>Requisition & Quotations:</p> <p>Ability of raising indent, routing via various levels of online approvals before it can be converted into a requisition or order</p> <p>Ability of converting indent directly into a purchase order if there exists a contract or purchase schedule</p>

S.No	Requirement
------	-------------

	<p>Facility to send multiple tenders against single requisition</p> <p>Facility to compare Supplier Quotations</p> <p>Ability to generate requisitions automatically for items replenished frequently like Consumables, based on re-order level</p> <p>Ability of the system to receive EMD from and refund EMD to suppliers participating in bidding process.</p> <p>Ability of have two stage bidding un-priced techno-commercial bid and priced commercial bid in the system</p> <p>Ability to approve quotation of the recommended vendor in the system and add reason for approval</p> <p>Ability to automatically create a Purchase/ Work Order in the system after quotation approval.</p> <p>Ability to define and configure the work flow for approval of amendments to the contract terms.</p>
13.	Committee Management
i.	The system should have the capability to constitute the committee with its members and their representatives, and convener details.
ii.	The system should have the capability to define the committee members from Silpasathi Single Window authority as well as external departments along with required details.
iii.	The system should have the capability of User Inbox where committee members/representatives/approvers can view the pending request for approval.
iv.	The system should have the capability to define the meeting details such as Agenda, date, time, venue, priority etc. along with the required documents.
v.	The system should have the capability to capture the Minutes of Meeting (MoM)
vi.	The system should have the capability to assign the actionable to the respective committee members/representatives based on meeting

	decisions.
vi i.	The system should provide the capability to designing the template for circulating the MoM.
vi ii.	The system should provide the capability to send the MoM notification through email.
ix .	The system should provide the capability to track the actionable assigned to the respective committee members. Notifications/ tracking facility to be given to respective departments tracking expiry and renewal dates of Committees.

S.No	Requirement
x.	The system should be able to automatically send invites, actionables, reminders etc. to the concerned officers through bulk SMS, email, WhatsApp etc.
14 14	<p>Document Management System</p> <p>1. All departments should have an access of this module. The system should be linked with all Smart Governance applications where there is a functionality to upload while processing and submission of application. It should also aid users to refer any document related to that functional activity on the repository on which they are working.</p> <p>2. The DMS will facilitate the system to maintain the details/report about, Document creation date, creator name, access rights, subject, description, department details etc. DMS should have capability of:</p> <p>Categorization of documents in folders-subfolders Document Version Management</p> <p>Extensive document and folder level operation such as move / copy, email, download, delete</p> <p>Repository should be format agnostic which can archive documents of any format</p> <p>Indexing of the documents on user defined parameters Association of the key words with the documents</p> <p>The system should have minimum of the following: Assign unique id to every document uploaded</p> <p>Have the facility to create, store, view and update the document.</p> <p>Have the facility to assign the view and edit rights for existing document by the</p>

	<p>creator</p> <p>Have the facility to scan upload the documents</p> <p>Have the facility to index the submitted documents for referencing the file no and transactions</p> <p>Store the index such that data can be easily converted into logical file/ set</p> <p>Have the facility to store different pages of the document as a single set. It should assign the image no to the pages of the single document. However system should be able to retrieve the complete document as a single set.</p> <p>Assign note and annotation to the uploaded document for further reference of any other documents if required</p> <p>Allow the documents to be referenced to the concerned file number</p> <p>Have the facility of archiving the document with time and date stamp</p> <p>Have the facility to import and export email, print and encrypt the document</p> <p>Have the facility to group the documents in a docket and unique id should be assigned to the docket</p> <p>Have the facility to manage the version of the documents and dockets by means of time, user and date stamps</p> <p>Allow the user to search information (within document) by keying keywords, and page no#.</p> <p>Have the search facility to locate documents or Folders</p> <p>Have the combined search facility on Profile, Indexed and Full Text</p> <p>Have the facility to search document or folder profile information such as name, created, modified or accessed times, keywords, owner etc.</p> <p>Support the view of thumbnails for the pages in the documents</p> <p>Maintain extensive Audit-trails at user and folder levels.</p> <p>Maintain Audit trails on separate actions, and between specific date/times</p> <p>Document Repository for managing information</p> <p>Organizing documents into hierarchical storage like Folders and Subfolders for management and classification of information</p> <p>Provide easy filing and indexing for quick retrieval</p> <p>System should support the storing of document (Image & Metadata)</p> <p>Support for archiving a large number of file formats. The system should support</p>
--	---

	<p>all commonly used file formats as MSOffice, Acrobat, TIF, JPEG, GIF, BMP, etc.</p> <p>Provision for an integrated scanning engine with capability for centralized and decentralized Scanning & Document Capturing. The scanning solution should directly upload documents in Document management system.</p> <p>Association of the document with Workflow Management System</p> <p>Movement of the document based on selected parameters Provision to edit the document Metadata</p> <p>Versioning of the document</p> <p>Provision for marking comments</p> <p>Archival of data on pre-defined parameters Role based access to the documents</p> <p>Final Decision by the Decision Authority</p>
	<p>Should be platform independent and should support both Linux and Windows both with and without virtualization. It should support multiple databases i.e. MSSQL, Oracle and Postgres.</p> <p>The inbuilt image viewer shall support comprehensive annotation features like highlighting, marking text, underlining putting sticky notes on documents, and support for text and image stamps etc.</p> <p>Should include record management to manage lifecycle of documents through record retention, storage, retrieval and destruction policies and should be certified for record management standard like DoD 5015.02/ISO 15489.</p>
15	Workflow Management
	<p>Movement of Proposals on various parameters</p> <p>Facility to mark the application to pre-defined hierarchy Inbox for officers (listing applications received)</p> <p>FIFO principle for taking action on application</p> <p>Creation of a Note Sheet for Scanned Documents Alerts for delay in action</p> <p>Compliance to workflow standards: BPMN, BPEL and WFMC</p> <p>Shall support Inbuilt Graphical workflow designer for modelling complex Business Processes using drag and drop facilities.</p> <p>Information/Alert to be sent to higher authority in case of delay in action by specific employee of the department</p> <p>Pre-defined scrutiny for applications</p> <p>Display of all application data during scrutiny process Check-list for</p>

	<p>rejection</p> <p>Should have inbuilt Rule Engine for defining rules Facility to mark the application to other officer</p> <p>Facility to mark the application to other department for their NOC / Comments / Input Final Decision by the Decision Authority</p> <p>Shall provide graphical and tabular tools to create reports and view progress of each individual process.</p>
--	---

Other deliverable

1. After implementation & customization of CAF based Online Single Window System Software & all other software deliverables in accordance with the approved requirements specifications, WBIDC will be the absolute owner (proprietor) of the “CAF based Online Single Window System Software & all other software deliverables” and Source code of the “CAF based Online Single Window System Software & all other software deliverables” will be delivered to WBIDC. WBIDC will have sole right to maintain and use of the “CAF based Online Single Window System Software & all other software deliverables” forever. The bidder is required to hand over source code for CAF based Online Single Window system including Central Inspection System to WBIDC after 6 months from the date of successful implementation of entire system.
2. Dashboard should have online tracking of application that includes every event update from submission of application up to sanction stage. It is aligned with WBRTPS act.
3. Provision for Consolidated Demand and payment for all stakeholders along with external and internal agency for CAF
4. Change request resolution matrix table should be included.
5. Medium and minor Change Request (CR) must be taken care by Bidder during maintenance period. All modification, CR's are to be incorporated in technical document like SRS, process flow etc. Source will be updated accordingly.
6. Bidder is required to hand over source code to WBIDC after 6 months from the date of successful implementation of entire system.

SECTION – B

ELIGIBILITY CRITERIA

The Bidder must possess the requisite experience, strength and capabilities in providing the services necessary to meet the requirements as described in the RFP document. Keeping in view the complexity & volume of the work involved, the following criteria are prescribed as pre-qualification criteria for Bidder interested in undertaking the project. The Bidder must also possess the technical know-how and the financial wherewithal that would be required to successfully provide the system implementation and support services sought by the State for the entire period of the contract. The bids must be complete in all respect and should cover the entire scope of work as stipulated in the tender document. The invitation to bid is open to all Bidders who qualify the eligibility criteria as given below:

Table 3: Eligibility criteria

S. No.	Clause	Documents required
1.	The bidder (prime) should furnish, as part of its bid, an Earnest Money Deposit (EMD) of Rs 10 lakhs (Rupees Ten Lakhs only).	The EMD amount to be deposited through online during bidding
2.	The bidder should be a company registered under the Companies Act, 1956 since last 3 years as on 31.03.2020	Certificate of incorporation
3.	Bidder should have experience (i)atleast 1 project of Micro service architecture based Application Software development on Containerized application as on 31.03.2020. (ii) at least one credential of successfully design, development, implementation & Operation and Maintenance Support of Web based Common Application Form (CAF) enabled Online Single Window System implemented during the last 3 yearsto facilitate investors in obtaining services required for setting up and operate business in the State in a smooth and time bound manner in India .	A. Work Orders confirming year and area of activity. B. Memorandum and Articles of Associations. C. Relevant legal documentation confirming the acquisition/merger. Supporting document from Clients for each category
4.	Bidder should be in the business as IT System Integrator for more than 3 years as of 31.3.2020. SI Services should include “Application Development” along with any 3 of the following services through a single project with the same client: i)Application Support & Maintenance ii)Installation & commissioning of IT Compute Infrastructure(Data Centre Infrastructure)	Work orders confirming year and area of activity

S. No.	Clause	Documents required
	iii) Maintenance of IT Compute Infrastructure (Data Centre Infrastructure) iv) Help Desk Services v) Training, Hand holding and Capacity Building	
5.	<p>Bidder should have IT system Integrator Turnkey project experience in India to any City/State Government/PSU with a minimum project value of Rs 5 Crores and the scope including at least any 3 of the following:</p> i)Application Development ii)Application Support & Maintenance iii)Installation & commissioning of IT Compute Infrastructure(Data Centre Infrastructure) iv) Maintenance of IT Compute Infrastructure (Data Centre Infrastructure) v) Help Desk Services vi) Training,Handholding and Capacity Building All the projects should have been successfully implemented (the solution implemented should be operational) in last 3 years as on 31.3.2020	Relevant documents are to be submitted
6.	<p>Bidder should possess any two of the below certifications (valid on the date of submission)</p> *ISO 9001:2008 or above for Quality Process *ISO 20000:2011 or above for IT Service Management *ISO 27001:2005 or above for Information Security Management System	Valid Copy of Certificate
7.	The bidder should have a CMMi level 5 Certificate	Valid CMMi Level 5 certificate
8.	The bidder should have an average annual turnover of more than Rs. 50 Crores for the last three financial years 2017-18, 2018-19, 2019-20.	Copy of the audited profit and loss account of the company showing turnover of the company for last three years.
9.	The Bidder should have positive net worth as per the audited consolidated financial statements for last three financial years 2017-18, 2018-19, 2019-20.	Audited and Certified Balance Sheet and Profit/Loss Account of last 3 Financial Years should be enclosed clearly specifying the net worth of the firm. a) Certificate from the Statutory auditor/ CA

S. No.	Clause	Documents required
10.	The bidder must have on its roll at least 60 technically qualified professionals in development of applications and database and be-spoke systems as on 31-03-2020.	Certificate from bidders HR Department for number of Technically qualified professionals employed by the company.
11.	The Bidder shall not be under a Declaration of Ineligibility for corrupt or fraudulent practices or blacklisted with any of the Government agencies, as on Bid Submission date.	Declaration in this regard by the authorized signatory of the prime bidder
12.	The bidder should have an office in the state. However, if the local presence is not there in the state, the bidder should give an undertaking for establishment of an office, within two months of award of the contract and the local office should be equipped with the adequate resource to provide L2/ L3 level support as and when would be required.	Relevant Documents or Undertaking signed by the Authorized Signatory
13.	The bidder should submit an acceptance of Terms and Conditions contained in the RFP document.	Declaration in this regard by the authorized signatory of the prime bidder should be attached.
14.	The bidder should submit valid GST registration certificate and Permanent Account Number (PAN) issued by income Tax department.	Copy of each registration should be provided.
15.	The bidder should submit a copy of the entire RFP document alongwith digitally signed by an authorized signatory of the Bidder	Digitally Signed RFP copies (both volumes)
16.	The bidder should submit power of attorney certifying the authorized signatory.	Power of Attorney executed by the Bidder in favor of the Principal Officer or the duly Authorized Representative, certifying him as an authorized signatory for the purpose of this Tender. as per format Section - Q
17.	The bidder shall submit Bid Form (Section – E) duly signed by the authorized signatory of the company as per the format enclosed. Deviation in format may not be accepted.	Submitted as per format Section - E

SECTION – C

(DATE AND TIME SCHEDULE)

Table: Time Schedule

Sl. No.	Particulars	Date & Time
1	Date of uploading of N.I.T. & other Documents (online)(Publishing Date)	10.02.2021 at 11.00 hour
2	Documents download/sale start date (Online)	10.02.2021 at 11.00 hour
3	Last Date and time of sending the queries (Offline)	16.02.2021 at 12.00 hour
4	Pre Bid Meeting	18.02.2021 at 15.00 hours
5	Corrigendum, if any will be published (On Line)	27.02.2021 till 10.00 hours
6	Bid Submission start date & time (On line)	27.02.2021 at 10.00 hour
7	Bid Submission closing date & time (On line)	08.03.2021 at 15.00 hour
8	Technical Bid opening date & time (Online)	10.03.2021 at 15.00 hour
9	Date for opening of Financial Bid (Online)	Will be notified online afterwards

SECTION – D

INSTRUCTION TO BIDDER

1. DEFINITIONS

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

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

“Agreement” means the Agreement to be signed between the successful bidder and Department of Par& e-Governance 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 Department of Par& e-Governance signs the agreement for supply, install, commission and render services for the systems.

“Contract” is used synonymously with Agreement.

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

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

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

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

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

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

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

“GoI” shall stand for the Government of India.

“GoWB” means Government of West Bengal

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

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

“Similar Nature of Work” means job related to Video Conferencing facility and other Networking.

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

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

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

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

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

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

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

“PAR” mean Department of Par& e-Governance

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

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

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

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

2. BID PRICE

We declare that our Price is for the entire scope of the work as specified in the RFP document. We agree that there can be an increase or decrease of 20% in the overall scope of work or any stream of scope of work. Any increase of up to 20% in the scope of work shall not warrant a change order and shall be done by us without any additional cost to Client. We agree that except for the prices quoted, no other payment, charges, fees, costs etc. shall be payable by the Client. The prices quoted by the bidder are all inclusive of other taxes and levies except GST. GST will be added extra as per the applicable norms. Bidder also confirms that, unless otherwise agreed, none of the stakeholders (officers, citizens, etc.) will have to pay any charges, fees, costs etc. to use the system developed under this RFP

3. PRE BID MEETING

3.1 Pre Bid Meeting will be held on 18.02.2021 at 15.00 hrs.

3.2 A prospective Bidder requiring any clarification of the bidding documents may raise the query/queries at the Pre-bid Meeting. Copies of the Employer's response will be uploaded to the website, including a description of the inquiry, but without identifying its source.

3.3 The bidder or his authorized representative is invited to attend the pre-bid meeting on 18.02.2020 at WBIDCL office at 15:00 Hours.

3.4 Bidder can send their queries as per format (Section - M) to *the following e-mail ids* :

- i. silpasathi@wbidc.com
- ii. mdoffice@wbidc.com

Only the queries received within the stipulated date (16.02.2021 at 15.00 Hrs.) prior to the Pre Bid Meeting will be answered.

3.5 The purpose of the meeting will be to clarify issues and to answer questions on any matter that may be raised at that stage.

3.6 Minutes of the meeting, including the text of the questions raised (without identifying the source of the enquiry) and the responses given will be uploaded. Any modifications of the bidding documents, which may become necessary as a result of the pre-bid meeting shall be made by the Employer exclusively through the issue of an Addendum or through the minutes of the pre-bid meeting.

3.7 Non-attendance at the pre-bid meeting will not be a cause for disqualification of a bidder.

4. COST OF BIDDING

The bidder shall bear all costs associated with the preparation and submission of the bid and WBIDC 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, WBIDC reserves the right to add/modify/delete any portion of this document by issuance of an Corrigendum, which would be published on the website and will also be made available to the all the Bidder who have been issued the tender document. The Corrigendum shall be binding on all bidders and will form part of the bid documents.

7. MODIFICATION AND WITHDRAWAL OF BID

As per the bidding process available in the tender.

8. LANGUAGE OF BID & CORRESPONDENCE

The proposal will be prepared by the Bidder in English language only. All the documents relating to the proposal (including brochures) supplied by the firm should also be in English, and the correspondence between the Bidder &WBIDC 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 bidder shall furnish EMD of Rs. 10,00,000.00 (Rupees Ten lakhs only) through online during bid submission. The bidder shall also upload the details of EMD submission in the bid document. For successful bidder, the EMD will become a part of Performance Guarantee.

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

12. FORMS AND FORMATS

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

13. LACK OF INFORMATION TO BIDDER

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

14. CONTRACT EXECUTION

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

15. INFORMATION PROVIDED

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

16. FOR RESPONDENT ONLY

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

17. COSTS BORNE BY RESPONDENTS

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

18. NO LEGAL RELATIONSHIP

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

19. ERRORS AND OMISSIONS

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

20. ACCEPTANCE OF TERMS

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

21. TIME SCHEDULE FOR COMPLETION

Project Timeline.

Sl No	Stage	Primary Deliverables	Timeline	Payment Schedule
1	System Study: Conduct System Study, Gap Analysis and BPR required, Preparation of SRS, FRS and finalizations of SRS, Sign off Software Requirement. Submit the SRS (Software Requirement Specification) document to WBIDC for a signoff	SRS,FRS and System Study Report	4 (Four) weeks after receipt of Work Order	10% of the quoted price
2	Revamping, Designing & Development, Customization & and Development of the Software & Deployment in Staging Environment : Includes Customization, Configuration, Designing & Development, Deployment of Software in Staging Environment, integration with Payment Gateway (Single Debit-Multiple Credit),Digital Signature integration, SMS & Email Gateway integration, integration with other <u>selected</u> applications through webservices (for authorities having existing workflow based online application)	Design,Development , Customization, deployment, Integration ,Test Cases	10 (ten) weeks after the signoff of SRS	20% of the quoted price
3	UAT & UAT Sign-off	UAT Sign-off	01 (one) week after	20% of the quoted price

			deployment in Staging Environment	
4	Security Audit through Cert-In empanelled Security Auditor & Closure of all Vulnerabilities /open issues	Completion of Security Audit & submission of Safe-to-Host certificate by Cert-In empanelled Security Auditor	02 (two) week after UAT Sign-off	5% of the quoted price
5	Integration with all other remaining applications through web services (REST/SOAP) (for authorities having existing workflow based online application), Data Migration (Structured & Unstructured) from existing Silpasathi Application & successfully testing of data(Structured & unstructured) from revamped application	Successfully completion of integration of other applications, data migrations	02 (two) week after Security Audit & UAT Sign-off	5% of the quoted price
6	Training & Hand holding	Successfully completion of training & handholding	02 (two) week after UAT Sign-off	5% of the quoted price
7	Go-live of application including completion of all integration with other application	Go-live		5% of the quoted price
8	Operation & Maintenance Support including Application level support and incorporation of change request for the 1 st year from the date of go-live ..(includes product upgrades and maintenance, hosting support and dedicated manpower support)	On completion of 1st year of operation from the date of go-live and submission of quarterly progress report		10% of the quoted price payable in 4 quarter on completion of every quarter (proportionate equated installment)
9	Operation & Maintenance Support including Application level support and incorporation of change request for the 2nd year .(includes product upgrades and maintenance, hosting support and dedicated manpower support)	On completion of 2 nd year of operation and submission of quarterly progress report		10% of the quoted price payable in 4 quarter on completion of every quarter (proportionate equated installment)

10	Operation & Maintenance Support including Application level support and incorporation of change request for the 3rd year .(includes product upgrades and maintenance, hosting support and dedicated manpower support)	On completion of 3 rd year of operation and submission of quarterly progress report		10% of the quoted price payable in 4 quarter on completion of every quarter (proportionate equated installment)
----	--	--	--	---

22. LIQUIDATED DAMAGE

The job includes the Operation & Maintenance support including Application level support as 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 that item/job 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, WBIDC reserves the right to terminate the contract and WBIDC will get the job completed by any other competent party. The difference of cost incurred by WBIDC will be recovered from the contractor and PBG will be invoked.

23. LIABILITY

In case of a default on bidder's part or other liability, WBIDC shall be entitle to recover damages from the Contractor. In each such instance, regardless of the basis on which WBIDC is entitled to claim damages from the Contractor (including fundamental breach, negligence, misrepresentation, or other contractor to 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.
- In case of any other actual damage arising in any situation involving non-performance by Contractor pursuant to or in any way related to the subject of this Agreement, the charge paid by the Contractor for the individual product or Service that is the subject of the Claim.
- For any indirect, consequential loss or damage, lost profits, third party loss or damage to property or loss of or damage to data.
- For any direct loss or damage that exceeds the total payment for Contract Price made or expected to be made to the Contractor hereunder.

24. PATENTS & COPYRIGHT

If a third party claims that a product delivered by the Contractor to WBIDC infringes that party's patent or copyright, the Contractor shall defend WBIDC 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 WBIDC.

- 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, WBIDC would permit Contractor to enable WBIDC 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, WBIDC agrees to return the product to Contractor on Contractor's written

request. Contractor will then give WBIDC a credit equal to for a machine. WBIDC's net book value (provided WBIDC has followed generally accepted accounting principles for a generally available software product produced by Contractor (Program) the amount paid by WBIDC or 12 months charges (which ever is lesser) and for materials the amount paid by WBIDC for the materials. These will be Contractor's entire obligation regarding any claim of infringement.

25. SUSPENSION OF WORK

WBIDC 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 WBIDC. The Contractor shall recommence work immediately after receiving a notice to do so from WBIDC. The whole or any part of the time lost for such delay or suspension shall, if WBIDC in its absolute discretion thinks fit, but not otherwise, be added to the time allowed for completion.

26. TERMS OF PAYMENT& MILESTONE BASED PAYMENT

Payment Milestones against each stage of deliverables are stated as under

Sl No	Stage	Primary Deliverables	Timeline	Payment Schedule
1	System Study: Conduct System Study, Gap Analysis and BPR required, Preparation of SRS, FRS and finalizations of SRS, Sign off Software Requirement. Submit the SRS (Software Requirement Specification) document to WBIDC for a signoff	SRS,FRS and System Study Report	4 (Four) weeks after receipt of Work Order	10% of the quoted price
2	Revamping, Designing & Development, Customization & and Development of the Software & Deployment in Staging Environment : Includes Customization, Configuration, Designing & Development, Deployment of Software in Staging Environment, integration with Payment Gateway (Single Debit-Multiple Credit),Digital Signature integration, SMS & Email Gateway integration, integration with other <u>selected</u> applications through webservice (for authorities	Design,Development , Customization, deployment, Integration ,Test Cases	10 (ten) weeks after the signoff of SRS	20% of the quoted price

	having existing workflow based online application)			
3	UAT & UAT Sign-off	UAT Sign-off	01 (one) week after deployment in Staging Environment	20% of the quoted price
4	Security Audit through Cert-In empanelled Security Auditor & Closure of all Vulnerabilities /open issues	Completion of Security Audit & submission of Safe-to-Host certificate by Cert-In empanelled Security Auditor	02 (two) week after UAT Sign-off	5% of the quoted price
5	Integration with all other remaining applications through web services (REST/SOAP) (for authorities having existing workflow based online application), Data Migration (Structured & Unstructured) from existing Silpasathi Application & successfully testing of data(Structured & unstructured) from revamped application	Successfully completion of integration of other applications,data migrations	02 (two) week after Security Audit & UAT Sign-off	5% of the quoted price
6	Training & Hand holding	Successfully completion of training & handholding	02 (two) week after UAT Sign-off	5% of the quoted price
7	Go-live of application including completion of all integration with other application	Go-live		5% of the quoted price
8	Operation & Maintenance Support including Application level support and incorporation of change request for the 1 st year from the date of go-live.(includes product upgrades and maintenance, hosting support and dedicated manpower support)	On completion of 1 st year of operation from the date of go-live and submission of quarterly progress report		10% of the quoted price payable in 4 quarter on completion of every quarter (proportionate equated installment)
9	Operation & Maintenance Support including Application level support and incorporation of change request for the 2nd year .(includes product upgrades and	On completion of 2 nd year of operation and submission of quarterly progress report		10% of the quoted price payable in 4 quarter on completion of every quarter

	maintenance, hosting support and dedicated manpower support)			(proportionate equated installment)
10	Operation & Maintenance Support including Application level support and incorporation of change request for the 3rd year .(includes product upgrades and maintenance, hosting support and dedicated manpower support)	On completion of 3 rd year of operation and submission of quarterly progress report		10% of the quoted price payable in 4 quarter on completion of every quarter (proportionate equated installment)

The payment terms will be as per milestone based achieved within the life cycle and AMC phase of the project. Payment will be made from WBIDC, Government of West Bengal.

27. GOVERNING LAWS

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

28. CORRUPT OR FRAUDULENT

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

The Applicants and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the Selection Process. Notwithstanding anything to the contrary contained in this RFP, the Client will reject a Proposal without being liable in any manner whatsoever to the Applicant, if it determines that the Applicant has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice (collectively the "Prohibited Practices") in the Selection Process. In such an event, the Client will, without prejudice to its any other rights or remedies, forfeit and appropriate the Bid Security, as mutually agreed genuine pre-estimated compensation and damages payable to the Client for, inter alia, time, cost and effort of the Client, in regard to the RFP, including consideration and evaluation of such Applicant's Proposal.

Without prejudice to the rights of the Client under this Clause, hereinabove and the rights and remedies which the Client may have under the LOA or the Agreement, if an Applicant or System Integrator, as the case may be, is found by the Client to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the Selection Process, or after the issue of the LOA or the execution of the Agreement, such Applicant or System Integrator shall not be eligible to participate in any tender or RFP issued by the Client during a period of 2 (two) years from the date such Applicant or System Integrator, as the case may be, is found by the Client to have directly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, as the case may be.

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

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

29. BIDDING CLAUSE

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

The Tender Committee reserves the right:

- To vary, modify, revise, amend or change any of the terms and conditions mentioned above and,
- To reject any or all the Tender/s without assigning any reason whatsoever thereof or to annul the bidding process and reject all bids at any time prior to award of contract,

without thereby incurring any liability to the affected bidder(s) or any obligation to inform the affected bidder(s) of the grounds for such decision.

30. WORKMEN'S COMPENSATION

In every case in which by virtue of the provision of the workmen's compensation Act 1923 or any other relevant acts and rules, compensation to a workmen employed by the contractor, is payable, then this should be done by the Contractor. If WBIDC 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. WBIDC shall not be bound to contest any claim made against the Contractor in respect of workmen's compensation.

31. CONTRACTOR'S EMPLOYEES

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

32. SAFETY MEASURES

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

33. EQUIPMENT

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

34. SUB-CONTRACT

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

35. TERMINATION FOR DEFAULT

WBIDC 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 WBIDC in writing and fails to remedy its failure within a period of thirty days after receipt of default notice from WBIDC. If the project (development, implementation/deployment, training and delivery, commissioning as

well as warranty maintenance support and post AMC support viz.) is not carried out according to scope & specification due to deficiency in service as per terms of the contract. In such case WBIDC will invoke the amount held back from the contractor as PBG.

36. BANKRUPTCY

If the contractor becomes bankrupt or have a receiving order made against him or compound with his creditors or being a corporation commence to be wound up, not being a voluntary winding up for the purpose only or amalgamation or reconstruction, or carry on their business under a receiver for the benefit of their creditors or any of them, WBIDC 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 WBIDC

37. FORCE MAJEURE

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

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

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

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

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

- Constitute a default or breach of the contract.

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

38. 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.

39. WARRANTY

The Contractor will warranty that products (i.e. Hardware / System Software) supplied under the contract are newly made and are free from defects in the design, engineering and workmanship. The Contractor would be responsible for the upkeep and maintenance of the infrastructure and necessary deliverables under the scope of work during the entire warranty period, i.e. 36 months from the date of final acceptance of the system by the customer. The Contractor shall not, without the express prior written consent of WBIDC, assign to any third party of the contractor part thereof. Service support for the entire warranty period will be onsite and comprehensive (including spares) and free of cost for the entire warranty period. The Selected Bidder would also be responsible for the up keep, maintenance; rectifications of defects, wear and tear of the infrastructure procured from the OEM during the entire period of contract and provide WBIDC with copies of warranty and AMC certificates for all equipment, valid for the entire period of the contract. The selected bidder will also ensure that license of any third party application, if supplied by the bidder will be given to the Government of West Bengal in perpetuity

40. WARRANTY SUPPORT

The total system will be warranted against bad workmanship and manufacturing defects from the date of acceptance of the system whole or part. Service support for the entire warranty period will be onsite and comprehensive (including spares and all other support) and free of cost for the entire warranty period. The bidder should have a call centre in Kolkata. The contact details of the call centre must be furnished along with the bid. Any call logged with the service centre must be given a running docket number to the person reporting the call. Maximum response time – Next Business day. Call resolution time – 48 hrs maximum. If the uptime goes below the prescribed limit in any quarter, the same will be noted. At the scheduled end of the warranty period the total of such deviation will be done and the contractor will have to extend the warranty support by the default time. Penalty shall be deducted for deviation of warranty support.

41. 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 (after adjustment of Earnest Money Deposit) as security in the form of Performance Bank Guarantee from any nationalized bank as per format enclosed.

WBIDC will require the selected bidder to provide a Performance Bank Guarantee, within <15> days from the Notification of award, for a value equivalent to <10%> of the total contract price

(after adjustment of Earnest Money Deposit). The Performance Guarantee should be valid for a period of <42 months>. The Performance Guarantee shall be kept valid till completion of the project and Warranty period. The Performance Guarantee shall contain a claim period of three months from the last date of validity. The selected bidder shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account of non-completion of the project and Warranty period. In case the selected bidder fails to submit performance guarantee within the time stipulated, WBIDC at its discretion may cancel the order placed on the selected bidder without giving any notice. WBIDC shall invoke the performance guarantee in case the selected Vendor fails to discharge their contractual obligations during the period or WBIDC incurs any loss due to Vendor's negligence in carrying out the project implementation as per the agreed terms & conditions.

42. CONTRACTOR'S RESPONSIBILITIES

Refer Section – A (Introduction and Detailed Scope of Work with Technical Specification)

43. NO WAIVER OF RIGHTS

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

44. 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 WBIDC 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 WBIDC resulting from any cancellation. WBIDC shall then be entitled to deduct the amount so payable from any monies otherwise due to the contractor under contract.

45. 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.

46. 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, WBIDC may ask for extension of the period of validity and such a request shall be binding on Bidders. WBIDC'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.

47. TAXES & DUTIES

- The prices shall be inclusive of all taxes & levies excluding GST and other statutory duties as applicable. Rate of taxes should be indicated separately in the Price Bid.
- Contract Price specified in Price Bid should be based on the taxes & duties and charges prevailing at the date one day prior to the last date of Bid submission.
- Statutory deduction, wherever applicable, shall be made from invoice as per government rules. Necessary certificate will be issued for such deductions.
- Bidder submitting a bid shall produce valid statutory documents / certificates with respect to GST, Income Tax, ROC, Prof. Tax, Trade Licence, etc. All such documents / certificates shall remain valid on the last date of tender submission.
- In case of inter-state transaction, WBIDC will provide "Waybill". However, statutory charges, if any will be borne by the bidder.
- GST component of the invoice of the bidder may be kept on hold in case there is any mismatch / irregularity in GST return filing on the part of the bidder.

48. 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.

49. BID DUE DATE

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

50. LATE BID

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

51. OPENING OF BID BY WBIDC

Bids shall be opened and downloaded by WBIDC online.

52. CONTACTING WBIDC

Bidder shall not approach WBIDC officers beyond office hours and/or outside WBIDC office premises from the time of the Bid opening to the time of finalization of successful bidder. Any effort by bidder to influence WBIDC 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 WBIDC, it should be in writing.

53. WBIDC'S RIGHT TO REJECT ANY OR ALL BIDS

WBIDC 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.

54. BID CURRENCIES

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

55. PRICE

- Price should be quoted in the BOQ format only. No deviation is acceptable.
- Price quoted should be firm, inclusive of packing, forwarding, insurance and freight charges.
- Percentage/specified amount of taxes & duties should be clearly mentioned otherwise WBIDC reserves the right to reject such vague offer.
- Price to be quoted inclusive of delivery/supply, installation & commissioning charges.
- The rate quoted will be exclusive of GST. GST will be added extra as applicable as per norms.

56. 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.

57. NON-TRANSFERABILITY OF TENDER

This tender document is not transferable.

58. 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.

59. WITHDRAWAL OF BID

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

60. 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.

61. SPLITTING OF THE CONTRACT AND CURTAILMENT OF WORK

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

62. PREPARATION OF TENDER

Tender shall be submitted in accordance with the following instructions:

- a) Tenders shall be submitted in the prescribed forms. Digital signatures shall be used. Where there is conflict between the words and the figures, the words shall govern.

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

63. 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 WBIDC.

64. FINAL INSPECTION

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

65. LOCATION OF DELIVERY, INSTALLATION & COMMISSIONING

West Bengal State Data Centre (SDC), 2nd Floor, Monibhandar, Webel, EP&GP Block, SaltLake City, Sec-V, Kolkata-91.

66. MERASURES 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.

67. 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.

68. 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.

69. QUALITY CONTROL

- The contractor is obliged to work closely with WBIDC act within its authority and abide by directive issued by them on implementation activities.
- The contractor will abide by the safety measures and free WBIDC 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 WBIDC 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 WBIDC.
- WBIDC reserves the right to inspect all phases of contractor's operation to ensure conformity to the specifications. WBIDC 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 WBIDC 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.

70. DEEMED ACCEPTANCE

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

71. CONFIDENTIALITY

Information relating to evaluation of proposals and recommendations concerning awards of contract shall not be disclosed to the System Integrator who submitted the proposals or to other persons not officially concerned with the process, until the winning firm has been notified that it has been awarded the contract.

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 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 WBIDC reserves the full right to take action as may be deemed fit including rejection of the offer and such case is to be kept recorded for any future dealing with them.
- c) No Technical/Commercial clarification will be entertained after opening of the tender.
- d) Overwriting and erasures may make the tender liable for rejection if each of such overwriting/erasures/manuscript is not only signed by the authorized signatory of the bidder. All overwriting should be separately written and signed by the authorized signatory of the bidder.
- e) Quantity mentioned in the tender document is indicative only and orders shall be placed subject to actual requirement. WBIDC reserve the right to increase or decrease the quantity specified in the tender.
- f) WBIDC reserve the right to reject or accept or withdraw the tender in full or part as the case may be without assigning the reasons thereof. No dispute of any kind can be raised the right of buyer in any court of law or elsewhere.

- g) WBIDC reserve the right to ask for clarification in the bid documents submitted by the bidder. Documents may be taken if decided by the committee.
- h) No dispute by the bidders in regard to Technical/Commercial points will be entertained by WBIDC and decision taken by the Tender Committee will be final.
- i) Discrepancy in the amount quoted by the bidder due to calculation mistake, the unit rate shall be regarded as firm and the totaling or carry in the amount quoted by the bidder shall be corrected accordingly.
- j) The price offers shall remain firm within the currency of contract and no escalation of price will be allowed.
- k) The acceptance of the tender will rest with the accepting authority who is not bound to accept the lowest or any tender and reserves the right to reject in part or in full any or all tender(s) received and to split up the work among participants without assigning any reason thereof.
- l) The customer/WBIDC at its discretion may extend the deadline for the submission of Bids.

73. MISCELLANEOUS

The Selection Process shall be governed by, and construed in accordance with, the laws of India and the Courts at Kolkata shall have exclusive jurisdiction over all disputes arising under, pursuant to and/or in connection with the Selection Process.

The Client, in its sole discretion and without incurring any obligation or liability, reserves the right, at any time, to:

- (i) suspend and/or cancel the Selection Process and/or amend and/or supplement the Selection Process or modify the dates or other terms and conditions relating thereto;
 - (ii) consult with any Applicant in order to receive clarification or further information;
 - (iii) retain any information and/or evidence submitted to the Client by, on behalf of and/or in relation to any Applicant; and/or
 - (iv) Independently verify, disqualify, reject and/or accept any and all submissions or other information and/or evidence submitted by or on behalf of any Applicant.
- It shall be deemed that by submitting the Proposal, the Applicant agrees and releases the Client, its employees, agents and advisers, irrevocably, unconditionally, fully and finally from any and all liability for claims, losses, damages, costs, expenses or liabilities in any way related to or arising from the exercise of any rights and/or performance of any obligations hereunder, pursuant hereto and/or in connection herewith and waives any and all rights and/or claims it may have in this respect, whether actual or contingent, whether present or future.
 - All documents and other information provided by Client or submitted by an Applicant to Client shall remain or become the property of Client. Applicants and the System Integrator, as the case may be, are to treat all information as strictly confidential. Client will not return any Proposal or any information related thereto. All information collected, analysed, processed or in whatever manner provided by the System Integrator to Client in relation to the project shall be the property of Client.
 - The Client reserves the right to make inquiries with any of the clients listed by the Applicants in their previous experience record.

SECTION – E

BID FORM

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

To
West Bengal Industrial Development Corporation Limited (WBIDC),
“Protiti”, 23, Abanindranath Thakur Sarani (Camac Street)
Kolkata-700017

Sub: _____.

Dear Sir,

1. We the undersigned bidder/(s), having read and examined in details the specifications and other documents of the subject tender no. WBIDC/_____/_____ dated _____.2021, do hereby propose to execute the job as per specification as set forth in your Bid documents.
2. The prices of all items stated in the bid are firm during the entire period of job irrespective of date of completion and not subject to any price adjusted as per in line with the bidding documents. All prices and other terms & conditions of this proposal are valid for a period of 180 (one hundred eighty) days from the date of opening of bid. We further declare that prices stated in our proposal are in accordance with your bidding.
3. We confirm that our bid prices include all other taxes and duties and levies applicable on bought out components, materials, equipment and other items and confirm that any such taxes, duties and levies additionally payable shall be to our account.
4. Earnest Money Deposit: We have submitted EMD Rs._____-/-through online during bid submission (Transaction details/UTR details, amount transferred with date of transfer).
5. We declare that items shall be executed strictly in accordance with the specifications and documents irrespective of whatever has been stated to the contrary anywhere else in our proposal. Further, we agree that additional conditions, deviations, if any, found in the proposal documents other than those stated in our deviation schedule, save that pertaining to any rebates offered shall not be given effect to.
6. If this proposal is accepted by you, we agree to provide services and complete the entire work, in accordance with schedule indicated in the proposal. We fully understand that the work completion schedule stipulated in the proposal is the essence of the job, if awarded.
7. We further agree that if our proposal is accepted, we shall provide a Performance Bank Guarantee of the value equivalent to ten percent (10%) of the Order value as stipulated in Financial Bid (BOQ).

8. We agree that WBIDC 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 of2021

Thanking you, we remain,

Yours faithfully

.....
Signature

.....
Name in full

.....
Designation

Signature & Authorized Verified by

.....
Signature

.....
Name in full

.....
Designation

.....
Company Stamp

SECTION – F

TECHNO COMMERCIAL EVALUATION & AWARDING OF CONTRACT

1. Technical Qualification Criteria

- ✓ Technical proposal of the bidders will be opened and evaluated who meets all the qualification criteria.
- ✓ The evaluation committee will evaluate the Technical Proposals on the basis of the technical evaluation criterion as provided below

1.1. Criteria for Evaluation of Bids

- A two-stage procedure will be adopted for evaluation of proposals. The Technical Proposal will be opened and after scrutiny, the technically qualified organizations will be screened.
- WBIDC will review the technical bids of the short-listed Bidders to determine whether the technical bids are substantially responsive. Bids that are not substantially responsive are liable to be disqualified.
- WBIDC will assign points (quality of services score) to the technically qualified Bidders based on the technical evaluation criterion as mentioned in this section. The commercial bids for the technically qualified Bidders scoring minimum 70 out of 100 will then be opened and reviewed to determine whether the commercial bids are substantially responsive.
- WBIDC will select the successful bidder as Least Cost Basis (LCB) method.
- The date of opening of Financial Proposal will be informed online.

1.1.1. Criteria for Evaluation and Comparison of Technical Bids

- Technical proposal of the bidders will be opened and evaluated.
- The evaluation committee will evaluate the Technical Proposals on the basis of the technical evaluation criterion as provided below.
- Technical bids will be reviewed for determining the technical capability of the Bidder for the Project and to ascertain Compliance of the Technical bids with the RFP terms and conditions, technical requirements and scope of work as defined in this RFP.

1.1.2. Scoring Criteria and evaluation parameters:

Table: Evaluation Parameters

SL. No.	Criteria	Max Criteria / Sub Criteria Marks
1	Organizational Capability	25
2	Past Experience of the responding firm	35
3	Approach and proposed methodology	25
4	Adequacy and Quality of Resources proposed for Deployment	15
	Total Points	100

SL. No.	Criteria/Sub Criteria	Description	Point System	Marks	Form to be used / Documents to be attached
1	Organizational Capability			25	
A	Turnover of the firm	Bidder Average Annual Turnover generated from IT System Integration (SI) services during the last three (3) audited Financial Years(FY 17-18, FY 18-19, FY 19-20)	The marks would be provided based on the following : a. 50+ cr –75 cr – 1 Mark b. 75+ cr –100 cr – 2 Marks c. 100+ cr – 150 cr - 3 Marks d. 150 cr –200 cr - 4 Marks e. 200+ cr – 250 cr - 5 Marks f. 250+ cr – 300 cr - 6 Marks g. 300+ cr – 350 cr - 7 Marks h. 350+ cr – 400 cr- 8 Marks i. 400+ cr –450 cr- 9 Marks j. >450+ cr - 10 Marks	10	Certificate from Statutory Auditor / CA ascertaining Turnover from IT System Integration (SI) services in the last 3 financial years
B	Net-worth	Firm's Net-worth in the last Audited FY	The marks would be provided based on the following : a. 5.1 cr – 10 cr – 2 Marks b. 10+ cr – 20 cr – 4 Marks c. 20+ cr – 30 cr – 6 Marks d. 30+ cr – 40 cr – 8 Marks e. 40+ cr – 10 Marks	10	Certificate from the Statutory Auditor / CA ascertaining Net worth for the last audited Financial Year
C	Professionally Qualified Full Time Employees	Professionally Qualified Full Time Employees in ICT related fields	The marks would be provided based on the following : a. 61- 150 employees – 1 Mark b. 150 – 300 employees – 2	03	Signed Letter from the HR Dept (with company seal) stating the number of professionally

SL. No.	Criteria/Sub Criteria	Description	Point System	Marks	Form to be used / Documents to be attached
			Marks c. > 300 employees – 3 Marks		qualified resources on their roles
D	CMMI certification	Valid CMMI certification	The marks would be provided based on the following : a. CMMi V – 2 Marks	02	Relevant valid on Tender due date

Note :

For all projects cited for the above mentioned criteria the bidder must ensure to comprehensively establish the scope, project value & project break-up

SL. No.	Criteria/Sub Criteria	Description	Point System	Marks	Form to be used / Documents to be attached
---------	-----------------------	-------------	--------------	-------	--

In case of PPP projects, the bidder should furnish the necessary supporting documents (Work Orders / Certificates from the clients) to enable the evaluation committee to ascertain the project value lest such projects shall not be considered for evaluation.

2	Past Experience of the responding firm			35	
A	System Integration projects	Prior Project Experience in implementing eGovernance solution as a System Integrator for any Government / Public Sector client/PSUs/Boards/ Local Bodies/Undertakings with at least THREE of the following components with value More than INR 5 Crores: Microservice Architecture based Application software development and Maintenance Supply & Commissioning of IT Compute	The marks would be provided based on the Evaluation based on Number of Projects : a. 1 Project – 2 marks b. 2 Projects – 4 marks c. 3 Projects – 6 marks d. 4 Projects – 8 marks e. >4 projects – 10 marks	10	supported by documentary evidence

SL. No.	Criteria/Sub Criteria	Description	Point System	Marks	Form to be used / Documents to be attached
		Infrastructure (Data Centre Infrastructure) Hardware supply & commissioning O&M phase for maintaining all of the above			
B	Software Solutions	<p>Prior Project Experience in implementing similar Microservice Architecture based Software Development Projects with value more than INR 2 Crore for software development and management component only for any Government / Public Sector Client. Such projects should have at least TWO of the following components:</p> <p>Portal Web based Application Services Electronic Forms</p>	<p>The marks would be provided based on the following :</p> <p>a. 1 Project – 2 marks b. 2 Projects – 4 marks c. 3 Projects – 6 marks d. 4 Projects – 8 marks e. >4 projects – 10 marks</p>	10	supported by documentary evidence
C	Operations & Maintenance Services	<p>Prior Project Experience in providing Operations & Maintenance Services for application/ IT Compute Infrastructure services of value more than INR 3 Crores for any Government / Public</p>	<p>The marks would be provided based on the following :</p> <p>a. 1 Project – 2 marks b. 2 Projects – 4 marks c. 3 Projects – 6 marks d. 4 Projects – 8 marks e. >4 projects – 10 marks</p>	10	supported by documentary evidence

SL. No.	Criteria/Sub Criteria	Description	Point System	Marks	Form to be used / Documents to be attached
		Sector Client	marks		
D	EoDB Domain Experience	Prior domain experience in designing and implementing CAF based single window system with respect to EoDB for any State Government in India	The Evaluation will be based on Number of Projects. a. 1 Project – 1 marks b. 2 Projects – 2 marks c. 3 Projects – 3 marks d. 4 Projects – 4 marks e. >4 projects – 5 marks	5	supported by documentary evidence
Note: For all projects cited for the above mentioned criteria the bidder must ensure to comprehensively establish the scope, project value & project break-up. In case of PPP projects, the bidder should furnish the necessary supporting documents (Work Orders / Certificates from the clients) to enable the evaluation committee to ascertain the project value lest such projects shall not be considered for evaluation.					
3	Proposed Approach & Methodology			25	
A	Requirement understanding	The overall requirement understanding to be looked into	Project Understanding, Demonstration of understanding of the Department's requirements.	02	Detailed in Approach & Methodology
B	Microservice Architecture based Solution Envisaged & Technical Architectural Soundness	The Solution Envisaged & Technical Architectural Soundness to be looked into	Solution Envisaged: Will be evaluated based on the below criteria: -Overall system architecture and integration approach -Technology Stack on which the platform will be built. -scalability and flexibility of the proposed solution to add/modify new modules in the future. -ability and flexibility of the platform to	11	Detailed in Approach & Methodology

SL. No.	Criteria/Sub Criteria	Description	Point System	Marks	Form to be used / Documents to be attached
			integrate with other IT systems -proposed cloud hosting infrastructure & approach -turnaround time to design, develop and launch new features/module on the platform -designing and creative capabilities. -innovative features to increase user engagement on the portal. Module evaluation: -Overall Portal UI/UX -Know your Approval (KYA) module -Configuration Module -Common Application Form(CAF) and document repository - Integration/Communication Module. -Quality Assurance & Automation Testing -Artificial Intelligence -DevOps and Cloud Infrastructure		
C	Project Risks & Mitigation	Identification of Project Risks & Mitigation	Implementation plan (with Gantt week-wise Resource Loading)	02	Detailed in Approach & Methodology
D	Detailed Project Plan with Project work break down structure	The description and quality of the work plan to be looked into.	a. Evaluation will be based on the detailed Project Plan including day wise, week wise activities	02	Tech Form 11 Concurrence-cum-declaration to achieve

SL. No.	Criteria/Sub Criteria	Description	Point System	Marks	Form to be used / Documents to be attached
			<p>with Work Breakdown Structures, Project estimates, milestones etc. = 1 marks</p> <p>Agree to achieve the implementation in less 75% of the implementation time-frame as per the specified timelines = 0.5 marks</p> <p>Agree to achieve the implementation in 90% to 75% of the implementation time-frame as per the specified timelines = 0.5 marks</p>		implementation (without any compromise in quality) as specified in the marking schema
E	Live Prototype Demonstration and Value added features	The live prototype demonstration and value added feature proposition to be looked into.	<p>Each of the following components of the solution demonstrated by the bidder will be evaluated:</p> <p>Use of technologies such as AI for MIS and analysis – 3 Marks</p> <p>Interoperability different Database and current versions – 2 Marks</p> <p>Ease of use for the workflow engine – 3 Marks</p>	08	Detailed in Approach & Methodology and Live Demonstration
4	Project Team (Compliance with respect to the section A			15	
A	Project Manager	1. Qualification 2. Relevant years of Experience	Compliance to 1. Qualification -1 mark	4	

SL. No.	Criteria/Sub Criteria	Description	Point System	Marks	Form to be used / Documents to be attached
		3. Certification 4. Bengali Proficiency (Speaking) 5. Similar Domain (EoDB /SWP) 6. Should be a full time employee of the bidder	2. Relevant years of Experience – 2 marks 3. Certification – 1 mark 4. Bengali Proficiency (Speaking) – 1 mark 5. Similar Domain (EoDB /SWP)- 1 Mark		
B	Technical Expert (Solution Architect)	Compliance to 1. Qualification 2. Relevant years of Experience 3. Certification 4. Bengali Proficiency (Speaking) 5. Similar Domain (EoDB /SWP)	Compliance to 1. Qualification - 1 mark 2. Relevant years of Experience – 1 marks 3. Certification – 1 mark 4. Bengali Proficiency (Speaking) – 1 mark 5. Similar Domain (EoDB /SWP) – 1 Mark	5	
C	Capacity Building Expert	Compliance to 1. Qualification 2. Relevant years of Experience 3. Bengali Proficiency (Speaking)	Compliance to 1. Qualification - 1 mark 2. Relevant years of Experience – 1 marks 3. Bengali Proficiency (Speaking) – 1 mark	2	
D	Database Administrator	Compliance to: 1. Qualification 2. Relevant years of Experience 3. Certification	Compliance to: 1. Qualification -1 mark 2. Relevant years of Experience – 1 marks 3. Certification – 1 mark	2	
E	System Administrator	Compliance to: 1. Qualification 2. Relevant years of Experience	Compliance to: 1. Qualification -1 mark 2. Relevant years of	2	

SL. No.	Criteria/Sub Criteria	Description	Point System	Marks	Form to be used / Documents to be attached
		3. Certification	Experience – 1 marks 3. Certification – 1 mark		
	Total Points			100	

1.2. Financial Bid Evaluation

- i. The Financial Bids of technically qualified bidders (i.e. above 70 marks) will be opened on the prescribed date in the presence of bidder representatives.
- ii. Only fixed price financial bids indicating total price for all the deliverables and services specified in this bid document will be considered.
- iii. The bid price should be in Indian Rupees and will be exclusive of GST. GST will be added extra as applicable as per norms.
- iv. Any conditional bid would be rejected.
- v. Errors & Rectification: Arithmetical errors will be rectified on the following basis: “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. If there is a discrepancy between words and figures, the amount in words will prevail”.
- vi. If there is no price quoted for certain material or service, the same shall be considered as zero.

1.3. Total Bid Evaluation

- a. WBIDC will select the successful bidder on Least Cost Basis (LCB) method
- b. The selected bidder shall be the one which meets all eligibility criteria, technically qualified and with lowest financial quote.
- c. The bidder with lowest financial quote shall be invited for negotiations for awarding the Contract.
- d. In case of a tie where two or more bidders achieve the same lowest financial quote, the bidder with the higher Technical Score will be invited for negotiations for awarding the Contract.

1.4. Appointment of bidder

1.4.1. Award Criteria

WBIDC will award the Contract to the successful bidder whose financial proposal is the lowest and would consider it as substantially responsive as per the process outlined above.

1.4.2. Right to Accept Any Proposal and To Reject Any or All Proposal(s)

WBIDC reserves the right to accept or reject any proposal, and to annul the tendering process / Public procurement process and reject all proposals at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for WBIDC action.

1.4.3. Notification of Award

Prior to the expiration of the validity period, WBIDC will notify the successful bidder in writing or by fax or email, that its proposal has been accepted. In case the tendering process / public procurement process has not been completed within the stipulated period, WBIDC, may like to request the bidders to extend the validity period of the bid.

The notification of award will constitute the formation of the contract.

1.4.4. Contract Finalization and Award

WBIDC shall reserve the right to negotiate with the bidder(s) whose proposal has been most responsive. On this basis the draft contract agreement would be finalized for award & signing.

WBIDC may also like to reduce or increase the quantity of any item in the Scope of Work defined in the RFP. Accordingly total contract value may change on the basis of the rates defined in the financial proposal.

1.4.5. Signing of Contract

After WBIDC notifies the successful bidder that its proposal has been accepted, WBIDC shall enter into a contract, incorporating all clauses, pre-bid clarifications and the proposal of the bidder between WBIDC and the successful bidder. The Draft Legal Agreement is provided as a separate document as a template.

1.4.6. Failure to Agree with the Terms and Conditions of the RFP

Failure of the successful bidder to agree with the Draft Legal Agreement and Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which event WBIDC may award the contract to the next best value bidder or call for new proposals from the interested bidders.

In such a case, WBIDC shall invoke the PBG of the most responsive bidder.

1.4.7. Confidentiality of the Document

This Tender Document is confidential and the Bidder shall ensure that anything contained in this Tender Document shall not be disclosed in any manner, whatsoever.

1.5. Rejection Criteria

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

1.5.1. Pre-Qualification Rejection Criteria

- Bids submitted without or with improper EMD.
- Bids which do not conform to unconditional validity of the bid as prescribed in the Tender.

- If the information provided by the Bidder is found to be incorrect / misleading at any stage / time during the Tendering Process.
- Any effort on the part of a Bidder to influence the bid evaluation, bid comparison or contract award decisions.
- Bids received by WBIDC after the last date prescribed for receipt of bids.
- Bids without signature of person (s) duly authorized on required pages of the bid
- Bids without power of authorization and any other document consisting of adequate proof of the ability of the signatory to bind the Bidder.

1.5.2. Technical Rejection Criteria

- Technical Bid containing commercial details.
- Revelation of Prices in any form or by any reason before opening the Commercial Bid.
- Failure to furnish all information required by the RFP Document or submission of a bid not substantially responsive to the Tender Document in every respect.
- Bidders not quoting for the complete scope of Work as indicated in the Tender documents, addendum (if any) and any subsequent information given to the Bidder.
- Bidders not complying with the Technical and General Terms and conditions as stated in the RFP Documents.
- The Bidder not conforming to unconditional acceptance of full responsibility of providing services in accordance with Scope of work and Service Level Agreements of this tender.
- If the bid does not confirm to the timelines indicated in the bid.

1.5.3. Commercial Rejection Criteria

- Incomplete Price Bid
- Price Bids that do not conform to the Tender's price bid format.
- Total price quoted by the Bidder does not include all statutory taxes and levies applicable.

1.6. Concessions permissible under statutes

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

1.7. Income Tax Liability

The Bidder will have to bear all Income Tax liability both corporate and personal tax.

SECTION – G

GUIDANCE FOR E-TENDERING

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

1. Registration of Bidder:

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

2. Digital Signature Certificate (DSC):

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

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

4. Participation in more than one work:

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

5. Submission of Tenders:

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

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

Techno Commercial Cover:

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

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

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

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

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

1. Technical & Compliance Statement (Section – I)

Financial Cover:

BOQ will be downloaded and same will be uploaded with quoted rates. The rate quoted will be exclusive of GST. GST will be added extra as applicable as per norms. While uploading BOQ file name shall remain unchanged. Absence of this document shall lead to summary rejection of the bid.

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

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

Table 17: Document List

Sl. No.	Category Name	Sub Category Name	Sub Category Description
A	CERTIFICATES	A1. CERTIFICATES	<ul style="list-style-type: none">• GST Registration Certificate• Service Tax Registration Certificate• PAN
B	COMPANY DETAILS	B1. COMPANY DETAILS 1	<ul style="list-style-type: none">• Document supporting company profile
		B2. COMPANY DETAILS 2	<ul style="list-style-type: none">• Company Profile (Not more than 3 pages)• ISO Certificate as required
C	CREDENTIAL	CREDENTIAL 1	6. Order copies
		CREDENTIAL 2	<ul style="list-style-type: none">• Product brochure• Other documents, if any
D	DECLARATION	DECLARATION	<ul style="list-style-type: none">• List of Clients as per format• Financial Capability of Bidder as per format
F	FINANCIAL INFO	P/L & BALANCE SHEET	P/L & BALANCE SHEET for 2017-2018, 2018-2019 & 2019-2020

SECTION – H

BILL OF MATERIAL

Table -(A) CAF enabled Single Window System Portal Development			
Sr. No	Head	Approx. Req.	Unit
1)	<p>Design, development, customization, deployment, integration, commissioning of web based Common Application Form (CAF) enabled Single Window System Portal with Central Inspection System(CIS) portal, Silpasathi Single Window Facilitation Online Portal developed on open API compliant ready framework-based platform agnostics solution and customized with features as stated in the scope of work supporting integration using all standard integration models supporting REST API and SOAP API based integration with Microservice Architecture based platform including provisioning of Server Side Digital Signature (Signing & Authentication of Digitally signed document) & its integration , Security Audit (Application Security Audit & VA/PT) and Performance Audit of the entire system during the contract period, payment gateway integration(Single Debit, Multiple credit),SMS Gateway integration ,email gateway integration, Digital Locker Integration,MIS reports & Dashboards (It will cover all the work mentioned in the scope of work excluding Online service development/ integration)</p> <p>(All other cost components essentially required to complete successfully implementation of the Online Single Window System are required to be factored into the above cost by the bidder)</p>	one	Lumpsome
2)	<p>Application Maintenance ,operation & Support, System administration & Database Administration of the application infrastructure (using Cloud Enabled Platform),Training and handholding charges ,data migration (structured & unstructured),tool based helpdesk management & support for applicants (entrepreneur) & Departmental actors for Web based CAF enabled Single Window System Portal during the 3 years contract period from the date of Go-live</p>	3	Per year

Table-(B) Online Services Development / Integration					
3)	Workflow based Online Service Development& ImplementationCost including all integrationasper requirementmentioned inScopeofWork. (Each Online Service means entire life cycle of the respective service e.g. issuance ,renewal,cancellationetc)	27 Services	Per Services		
4)	Integration of Single Window System with external workflow based services through web services using REST/SOAP API	28 Services	Per Services		

**Aboveunits areforevaluationpurposeonly.Actualfiguresmayvarybasedonrequirement*

**AboveChargesare inclusive of GST*

SECTION – I

Technical qualification Compliance

S. No.	Clause	Documents required	Compliance(Y/N)	Reference in the proposal
1	The bidder (prime) should furnish, as part of its bid, Tender fee of Rs 6,000.00 & an Earnest Money Deposit (EMD) of Rs10 lakhs (Rupees Ten Lakhs only).	The Tender Fee & EMD amount to be transferred electronically as per the details given in Clause – 10, Section - D..		
2	The bidder should be a company registered under the Companies Act, 1956 since last 3 years as on 31.03.2020	Certificate of incorporation		
3	Bidder should have experience (i)atleast 1 project of Micro service architecture based Application Software development on Containerized application as on 31.03.2020. (ii) at least one credential of successfully design, development, implementation & Operation and Maintenance Support of Web based Common Application Form (CAF) enabled Online Single Window System implemented during the last 3 years to facilitate investors in obtaining services required for setting up and operate business in the State in a smooth and time bound manner in India .	A. Work Orders confirming year and area of activity. B. Memorandum and Articles of Associations. C. Relevant legal documentation confirming the acquisition/merger. Supporting document from Clients for each category		

S. No.	Clause	Documents required	Compliance(Y/N)	Reference in the proposal
4	<p>Bidder should be in the business as IT System Integrator for more than 3 years as of 31.3.2020. SI Services should include “Application Development” along with any 3 of the following services through a single project with the same client:</p> <p>i) Application Support & Maintenance ii) Installation & commissioning of IT Compute Infrastructure (Data Centre Infrastructure) iii) Maintenance of IT Compute Infrastructure (Data Centre Infrastructure) iv) Help Desk Services v) Training, Handholding and Capacity Building</p>	<p>Work orders confirming year and area of activity</p>		
5	<p>Bidder should have IT system Integrator Turnkey project experience in India to any City/State Government/PSU with a minimum project value of Rs 5 Crores and the scope including at least any 3 of the following:</p> <p>i) Application Development ii) Application Support & Maintenance iii) Installation & commissioning of IT Compute Infrastructure (Data Centre Infrastructure) iv) Maintenance of IT Compute Infrastructure (Data Centre Infrastructure) v) Help Desk Services vi) Training, Handholding</p>	<p>Relevant documents are to be submitted</p>		

S. No.	Clause	Documents required	Compliance(Y/N)	Reference in the proposal
	and Capacity Building All the projects should have been successfully implemented (the solution implemented should be operational) in last 3 years as on 31.3.2020			
6	Bidder should possess any two of the below certifications (valid on the date of submission) *ISO 9001:2008 or above for Quality Process *ISO 20000:2011 or above for IT Service Management *ISO 27001:2005 or above for Information Security Management System	Valid Copy of Certificate		
7	The bidder should have a CMMi level 5 Certificate	Valid CMMi Level 5 certificate		
8	The bidder should have an average annual turnover of more than Rs. 50 Crores for the last three financial years 2017-18, 2018-19, 2019-20.	Copy of the audited profit and loss account of the company showing turnover of the company for last three years.		
9	The Bidder should have positive net worth as per the audited consolidated financial statements for last three financial years 2017-18, 2018-19, 2019-20.	Audited and Certified Balance Sheet and Profit/Loss Account of last 3 Financial Years should be enclosed clearly specifying the net worth of the firm. a) Certificate from the Statutory auditor/ CA		

S. No.	Clause	Documents required	Compliance(Y/N)	Reference in the proposal
10	The bidder must have on its roll at least 60 technically qualified professionals in development of applications and database and be-spoke systems as on 31-03-2020.	Certificate from bidders HR Department for number of Technically qualified professionals employed by the company.		
11	The Bidder shall not be under a Declaration of Ineligibility for corrupt or fraudulent practices or blacklisted with any of the Government agencies, as on Bid Submission date.	Declaration in this regard by the authorized signatory of the prime bidder		
12	The bidder should have an office in the state. However, if the local presence is not there in the state, the bidder should give an undertaking for establishment of an office, within two months of award of the contract and the local office should be equipped with the adequate resource to provide L2/ L3 level support as and when would be required.	Relevant Documents or Undertaking signed by the Authorized Signatory		
13	The bidder should submit an acceptance of Terms and Conditions contained in the RFP document.	Declaration in this regard by the authorized signatory of the prime bidder should be attached.		
14	The bidder should submit valid GST registration certificate and Permanent Account Number (PAN) issued by income Tax department.	Copy of each registration should be provided.		

S. No.	Clause	Documents required	Compliance(Y/N)	Reference in the proposal
15	The bidder should submit a copy of the entire RFP document with every page signed by an authorized signatory of the Bidder	Signed RFP copies (both volumes)		
16	The bidder should submit power of attorney certifying the authorized signatory.	Power of Attorney executed by the Bidder in favor of the Principal Officer or the duly Authorized Representative, certifying him as an authorized signatory for the purpose of this Tender.		
17	The bidder shall submit Bid Form (Section – E) duly signed by the authorized signatory of the company as per the format enclosed. Deviation in format may not be accepted.	Submitted as per format Section - E		

SECTION – I

TECHNICAL CAPABILITY OF BIDDER

E-RFP No: WBIDC/SWS /20-21/01 Dated 10.02.2021

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

Authorized Signatory (Signature In full): _____

Name and title of Signatory: _____

Stamp of the Company: _____

Note:

- A. Type of Project shall indicate the implementation of services (Revamping, Designing, Development, Web Service Integration, Data Entry, Uploading, Data Migration and Maintenance & Support of API ready Online Application Software).
- B. Scope of work shall indicate whether it is implementation, Operation or maintenance.
- C. Submit Customer Order Copy details of the order indicating the project value, customer contact details.

SECTION – K

FINANCIAL CAPABILITY OF BIDDER

E-RFP No: WBIDC/SWS /20-21/01 Dated 10.02.2021

FINANCIAL INFORMATION

Sl. No.	Name of the Bidder	Turnover (Rs. / Crores)		
		2017-18	2018-19	2019-20
1				

Authorized Signatory (Signature In full): _____

Name and title of Signatory: _____

Stamp of the Company: _____

Note:

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

SECTION – L

BIDDERS'S DETAILS

E-RFP No: WBIDC/SWS /20-21/01 Dated 10.02.2021

1	Name of the Firm	
2	Registered Office Address	
	Contact Number	
	Fax Number	
	E-mail	
3	Correspondence / Contact address	
	Name & Designation of Contact person	
	Address	
	Contact Number	
	Fax Number	
	E-mail	
4	Is the firm a registered company? If yes, submit documentary proof	
	Year and Place of the establishment of the company	
6	Former name of the company, if any	
7	Is the firm <ul style="list-style-type: none">▪ a Government/ Public Sector Undertaking▪ a propriety firm▪ a partnership firm (if yes, give partnership deed)▪ a limited company or limited corporation▪ a member of a group of companies, (if yes, give name and address and description of other companies)▪ a subsidiary of a large corporation (if yes give the name and address of the parent organization). If the company is subsidiary, state what involvement if any, will the parent company have in the project.	
8	Submit valid GST Registration certificate with upto date tax clearance.	
9	Total number of employees. Attach the organizational chart showing the structure of the organization.	
10	Are you registered with any Government/ Department/ Public Sector Undertaking (if yes, give details)	
11	How many years has your organization been in business under your present name? What were	

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

Authorized Signatory (Signature In full): _____

Name and title of Signatory: _____

Company Rubber Stamp: _____

SECTION – M

FORMAT FOR PRE-BID MEETING QUERY

E-RFP No: WBIDC/SWS /20-21/01 Dated 10.02.2021

Name of the Bidder:

Queries

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

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

Authorized Signatory (Signature In full): _____

Name and title of Signatory: _____

Company Rubber Stamp: _____

SECTION – N

LIST OF CLIENTS OF SIMILAR ORDERS

E-RFP No: WBIDC/SWS /20-21/01 Dated 10.02.2021

Sl. No.	Name of the Client	Address	Contact Person	Designation	Contact Numbers

Authorized Signatory (Signature In full): _____

Name and title of Signatory: _____

Company Rubber Stamp: _____

SECTION – O

PROFORMA FOR PERFORMANCE BANK GUARANTEE

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

PROFORMA OF BANK GUARANTEE FOR SECURITY DEPOSIT –CUM-PRFORMANCE GUARANTEE

Ref Bank Guarantee no.....

Date.....

PROFORMA OF BG FOR SECURITY DEPOSIT

KNOW ALL MEN BY THESE PRESENTS that in consideration of WEST BENGAL INDUSTRIAL DEVELOPMENT CORPORATION (WBIDC), a Government of West Bengal Undertaking incorporated under the Companies Act, 1956 having its Registered office at “Protiti”, 23, Abanindranath Thakur Sarani (Camac Street), Kolkata-700017

(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 Performance Guarantee 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 WBIDC in line with Purchase Order /LOI/ Work Order etc. and must contain all factual details.
8. Any correction, deletion etc. in the B.G. should be authenticated by the Bank Officials signing the B.G.
9. In case of extension of a Contract the validity of the B.G. must be extended accordingly.
10. B.G. must be furnished within the stipulated period as mentioned in Purchase Order / LOI / Work Order etc.
11. Issuing Bank / The Bidder are requested to mention the Purchase Order / Contract / Work Order reference along with the B.G. No. For making any future queries to WBIDC.

SECTION –P

RFP DECLARATION

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

To
West Bengal Industrial Development Corporation Limited (WBIDC),
"Protiti", 23, Abanindranath Thakur Sarani (Camac Street)
Kolkata-700017

Sub:

Dear Sir,

We the undersigned bidder/(s) declare that we have read and examined in details the specifications and other documents of the subject RFP no. _____ for " _____ " published by West Bengal Industrial Development Corporation Limited (WBIDC) in e-Tender website.

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

Thanking you,
Yours faithfully

.....
Signature

.....
Name in full

.....
Designation

.....
Company Stamp

Dated, this.....day of.....2021

SECTION-Q

FORMAT FOR POWER OF ATTORNEY FOR AUTHORISED REPRESENTATIVE

E-RFP No: WBIDC/SWS /20-21/01 Dated 10.02.2021

Know all men by these presents, We, [name of organization and address of the registered office] do hereby constitute, nominate, appoint and authorize Mr / Ms [name], son/ daughter/ wife of [name], and presently residing at [address], who is presently employed with/ retained by us and holding the position of [designation] as our true and lawful attorney (hereinafter referred to as the "Authorised Representative"), with power to sub- delegate to any person, to do in our name and on our behalf, all such acts, deeds and things as are necessary or required in connection with or incidental to submission of our Proposal for and selection as System Integrator for [name of assignment], to be developed by West Bengal Industrial Development Corporation (the "Authority") including but not limited to signing and submission of all applications, proposals and other documents and writings, participating in pre-bid and other conferences and providing information/ responses to the Authority, representing us in all matters before the Authority, signing and execution of all contracts and undertakings consequent to acceptance of our proposal and generally dealing with the Authority in all matters in connection with or relating to or arising out of our Proposal for the said Project and/or upon award thereof to us until the entering into of the Contract with the Authority.

AND, we do hereby agree to ratify and confirm all acts, deeds and things lawfully done or caused to be done by our said Authorised Representative pursuant to and in exercise of the powers conferred by this Power of Attorney and that all acts, deeds and things done by our said Authorised Representative in exercise of the powers hereby conferred shall and shall always be deemed to have been done by us.

IN WITNESS WHEREOF WE, [name of organization], THE ABOVE NAMED PRINCIPAL HAVE EXECUTED THIS POWER OF ATTORNEY ON THIS [date in words] DAY OF [month] [year in 'yyyy' format].

For [name and registered address of organization]

[Signature]

[Name]

[Designation]

Witnesses:

1. [Signature, name and address of witness]

2. [Signature, name and address of witness]

Accepted

Signature]

[Name]

[Designation]

[Address]

Notes:

- 1) The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the

executant(s) and when it is so required the same should be under seal affixed in accordance with the required procedure.

- 2) Wherever required, the Applicant should submit for verification the extract of the charter documents and other documents such as a resolution/power of attorney in favour of the person executing this Power of Attorney for the delegation of power hereunder on behalf of the Applicant.
- 3) For a Power of Attorney executed and issued overseas, the document will also have to be legalised by the Indian Embassy and notarised in the jurisdiction where the Power of Attorney is being issued. However, the Power of Attorney provided by Applicants from countries that have signed The Hague Legislation Convention, 1961 are not required to be legalised by the Indian Embassy if it carries a conforming Apostille certificate.

SECTION – R

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

E-RFP No: WBIDC/SWS /20-21/01 Dated 10.02.2021

A: On the Scope of Work

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

C: On Technical Proposal

D: General Comments

Authorized Signatory (Signature In full): _____

Name and title of Signatory: _____

Company Rubber Stamp: _____

SECTION – S

PROPOSED SOLUTION ARCHITECTURE

E-RFP No: WBIDC/SWS /20-21/01 Dated 10.02.2021

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

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

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

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

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

Authorized Signatory (Signature In full): _____

Name and title of Signatory: _____

Company Rubber Stamp: _____

SECTION – T (I)

DESCRIPTION APPROACH, METHODOLOGY AND WORK PLAN FOR PERFORMING THE ASSIGNMENT

E-RFP No: WBIDC/SWS /20-21/01 Dated 10.02.2021

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

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

Authorized Signatory (Signature In full): _____

Name and title of Signatory: _____

Company Rubber Stamp: _____

SECTION – T (II)

CURRICULUM VITAE (CV) FOR PROPOSED PROFESSIONAL STAFF
(with one page of summary of experience)

E-RFP No: WBIDC/SWS /20-21/01 Dated 10.02.2021

1.	Proposed position	
2.	Name of firm	
3.	Name of staff	[First] [Middle] [Surname]
4.	Date of birth	[March 20, 2013]
5.	Nationality	
6.	Education	[Indicate college/university and other specialized education of staff member, giving names of institutions, degrees obtained, and year of obtainment starting from the latest degree]
7.	Membership of Professional Organizations	
8.	Training & Publications	[Indicate significant training since education degrees (under 5) were obtained]
9.	Project Name, Description and Locations	List relevant projects

10.	Languages	Language	Proficiency (good/ fair/ poor)		
			Speaking	Reading	Writing
		Bengali			
		English			
		Hindi / Other			

11.	Employment record [Starting with present position, list in reverse order every employment held by staff member since graduation]	Name of Organization	Position held	Duration
				YYYY to present
12.	Details of tasks assigned			
13.	Work Undertaken that Best Illustrates Capability to Assigned Handle the Tasks Assigned	<p>[Among the assignments in which the Staff has been involved, indicate the following information for those assignments that best illustrate staff capability to handle the tasks assigned]</p> <p>Name of assignment or project:</p> <p>Year:</p> <p>Location:</p> <p>Client:</p> <p>Project Cost:</p> <p>Main project features:</p>		

		Positions held: Activities performed:
14.		Name of assignment or project: Year: Location: Client: Project Cost: Main project features: Positions held: Activities performed:
15.	Certification	I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes me, my qualifications, and my experience. I understand that any wilful misstatement described herein may lead to my disqualification or dismissal, if engaged.

Signature	Signature
Date: [dd/mm/yyyy]	Date: [dd/mm/yyyy]
Name of staff member:	Name of Authorized Signatory:

Authorized Signatory (Signature In full): _____

Name and title of Signatory: _____

Company Rubber Stamp: _____

Note:

Please strictly restrict the number of pages per CV to four (04) pages (two sheets if printed both sides). The one-page summary shall be over and above the four (04) page CV. Pages in the CV greater than these limits shall not be considered for evaluation. Please strictly follow the above template for the key staff CV since any deviation may lead to deduction in marks.

SECTION – T (III)

STAFFING SCHEDULE

E-RFP No: WBIDC/SWS /20-21/01 Dated 10.02.2021

S.No.	Name of key staff	Staff input (in the form of a bar chart)							Total staff input (months)
		M1	M2	M3	M4	M5	M6	N	
	Name of support staff								
	Total								

Authorized Signatory (Signature In full): _____

Name and title of Signatory: _____

Company Rubber Stamp: _____

ANNEXURE-I

E-RFP No: WBIDC/SWS /20-21/01 Dated 10.02.2021

Undertaking for setting up the local office in West Bengal

<To be printed on the company letter head>

<Location, Date>

To:

West Bengal Industrial Development Corporation Limited (WBIDC),
“Protiti”, 23, Abanindranath Thakur Sarani (Camac Street)
Kolkata-700017

.

Sub: Declaration for setting up a local office in West Bengal Sir,

I, **<Name>**, **<Designation>** authorized representative of **<Name of the Bidder>**, hereby solemnly confirm that the Company is a registered office in **<Address>**. I hereby declare that we do not have local office in West Bengal. However, we agree to set up a local office in the State of West Bengal in the event of being declared the successful bidder within 2 months from the Date of signing of the Contract.

In the event of not setting up a local office within 2 months, WBIDC reserves the right to terminate the Contract without any compensation to the Company.

Thanking you,

Yours faithfully,

Authorized Signatory

Name:

Designation:

Date:

Seal:

ANNEXURE-II

E-RFP No: WBIDC/SWS /20-21/01 Dated 10.02.2021

Format for EODB Domain Experience

Project (sequence)

S. No.	Description	Criteria	Details	Compliance (Yes / No)	Page No. reference in the proposal	Page No. reference in the respective work order / Client Certificate
1	<i>Name of the project</i>					
2	Name of the client					
3	Value of the project					
4	Status of the project	Completed/ ongoing				
5	Project Location					

Authorized Signatory

Name:

Designation:

Date:

Seal:

ANNEXURE-III

E-RFP No: WBIDC/SWS /20-21/01 Dated 10.02.2021

Proposed work plan

No	Activity	Month 1				Month 2				Month 3			Month n
1		W1	W2	W3	W4	W5	W6	W7	W8	W9	W10	...	Wn
2													
3													
4													
5													

Authorized Signatory

Name:

Designation:

Date:

Seal:

ANNEXURE-IV

E-RFP No: WBIDC/SWS /20-21/01 Dated 10.02.2021

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																

Authorized Signatory

Name:

Designation:

Date:

Seal:

ANNEXURE-V

E-RFP No: WBIDC/SWS /20-21/01 Dated 10.02.2021

Undertaking on Exit Management and Transition

<Location, Date>

To:

West Bengal Industrial Development Corporation Limited (WBIDC),
“Protiti”, 23, Abanindranath Thakur Sarani (Camac Street)
Kolkata-700017

Sub: Undertaking on Exit Management and Transition

Dear Sir,

- o I/We hereby undertake that at the time of completion of our engagement with the WBIDC, either at the End of Contract or termination of Contract before planned Contract Period for any reason, we shall successfully carry out the exit management and transition of this Project to the WBIDC or to an agency identified by WBIDC to the satisfaction of the WBIDC.
- p I/We further undertake to complete the following as part of the Exit management and transition:
 - We undertake to complete the updation of all Project documents and other artefacts and handover the same to WBIDC before transition.
 - We undertake to design standard operating procedures to manage system (including Application and IT systems), document the same and train WBIDC/ any other agency as nominated by personnel on the same.
 - If WBIDC decides to take over the operations and maintenance of the Project on its own or identifies or selects any other agency for providing operations & maintenance services on this Project, then we shall provide necessary handholding and transition support, which shall include but not be limited to, conducting detailed walkthrough and demonstrations for the IT Infrastructure, handing over all relevant documentation, addressing the queries/clarifications of the new agency with respect to the working / performance levels of the infrastructure, conducting Training sessions etc.
- q I/We also understand that the Exit management and transition will be considered complete on the basis of approval from WBIDC.

Yours faithfully,

Authorized Signatory

Name:

Designation:

Date:

Seal: