

SECTION - C: ELIGIBILITY CRITERIA**Table 4: Eligibility Criteria**

#	Basic Requirement	Eligibility Criteria	Document Proof
1.	Legal Entity	Bidder may be a Company, Partnership Firm or Sole Proprietorship Firm. The bidder should have existence in India for last Ten (10) years at the end of 31st March 2019 with positive net worth at every financial year.	Certificates of incorporation for Company/ Partnership Deed / Proprietorship firm self- declaration and Profit & Loss Statement and CA Certificate with Unique Document Identification Number (UDIN)
2.	Annual Sales Turnover	The Bidder should have average annual turnover of more than Rs. 10 crores for last 3 financial years ending 31.03.2019 from IT & GIS related Sales & Services.	Balance sheet
3.	Software Development experience	The bidder should have experience in at least 1 No. GIS software development related assignments of similar nature (ongoing/ completed) of value not less than Rs. 50 Lakhs.	Work Order / Agreement Document / Completion Certificate
4	Quality Certification	ISO 9001:2015 Certification	Copy of the valid documents
5	OEM Global Presence	The OEM of the GIS and Database software shall be amongst the top 5 for World-wide Market share as per the relevant Gartner/Forrester report during last financial year OR The OEM should have experience in supplying their software to at least 3 Disaster Management Department (State/ Central) in India either directly	Gartner/ Forrester Report of the GIS Software for latest financial year and web link. OR The customer procurement certificate for the OEM GIS product from at least 3 different Disaster Management departments across

		or through a partner.	India or overseas.
6	OEM Authorization	The bidder should submit “Tender Specific” authorization from OEM/s.	Authorization from the OEM/s
7	Blacklisting	The responding firm must not be blacklisted by any Government Department for breach of ethical conduct or fraudulent practices.	A self-declaration that the bidder has not been blacklisted is to be submitted. In case it is found after issuing Work Order that the concerned organization is blacklisted by any of the Government Department the work order will be cancelled.
8	Power of Attorney	The bidder shall submit the Power of Attorney of Authorization for signing the bid in Rs.10.00 Non-Judicial Stamp Paper.	Scanned copy of Power of Attorney needs to be uploaded

Note:

- Consortium / Joint Venture bidding will not be allowed.
 - No Sub contracting will be allowed
 - Un-priced B.O.Q is to be submitted in company letterhead mentioning the name, details of all the items.
 - Bidders are expected to quote all the items mentioned in tender document. No part bid will be accepted. Otherwise, the bid(s) will be treated as cancelled.
 - In absence of any of the above, the bid will be treated as non-responsive and summarily rejected
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SECTION - D: TECHNICAL EVALUATION
CRITERIA

Evaluation of Technical Bids will be as follows:

Sl. No	Requirement	Max Marks	Documents required
1	The Bidder should have an average company Turnover for Past 3 Years 10-12 Crore – 2 Marks 12-15 Crore - 3 Marks >= 15 Crore – 5 Marks	5	Copy of Audited Balance Sheet to be provided for FY 2016-17, 2017-18 and 2018-19
2	The bidder should have experience in implementing at least 1 No. similar turn-key project comprising of Installation & supply of Physical & Virtual Servers, COTS Software, WebGIS & Application Development integrated with Mobile App Development along with Manpower support of value not less than 3 Crore in any Central / State Government Department in India.	10	Copy of Work Order/ Completion Certificate
3	Prior Experience in GIS Software Development integrated with mobile application with any Central / State Government Department in India of minimum 25 Lakhs. 1 Project – 2 Marks 2 Projects – 4 Marks 3 Projects – 6 Marks 4 Projects – 8 Marks >=5 Projects – 10 Marks	10	Copy of Work Order/ Completion Certificate
4	Experience in implementing Call Centre Setup integrated with GIS and MIS with any Central / State	10	Copy of Work Order/ Completion Certificate

	Government Department in India of minimum 15 Lakhs. 1 Project – 5 Marks >=2 Projects – 10 Marks		
5	Experience in GIS Software Development Work with any Disaster Management Department in Central / State Government Department in India of minimum 10 Lakhs. 1 Project – 5 Marks 2 Projects – 10 Marks >=3 Projects – 15 Marks	15	Copy of Work Order/ Completion Certificate
7	The bidder should have a valid SEI CMMI Level 3 Certification Yes = 5 No = 0	5	Valid Certificate on or before the date of publication of the tender.
8	The bidder should have a valid ISO 27001:2013 Certification.	5	Valid Certificate on or before the date of publication of the tender.
9	The bidder should have a local office in Kolkata.	5	Local Address with Valid Trade License
10	Approach & Methodology	15	Document covering the bidders Understanding of the Work and their Approach & Methodology
11	Technical Presentation of the proposed solution	20	MS PowerPoint presentation to be shown on the scheduled date and time as per information provided by the tendering authority.

1. Selection Methodology

The evaluation committee will evaluate each of the bids on the basis of Technical Evaluation criteria. At the stage of technical evaluation, West Bengal Electronics Industry Development Corporation Limited (WBEIDC LTD.) will assign points (quality of services score) to the pre-qualified bidders based on the technical evaluation criterion mentioned in this RFP.

To qualify the technical evaluation stage, the bidder must score a minimum of 50 marks.

The commercial bid of the technically qualified bidders will then be opened and reviewed to determine whether the commercial bids are substantially responsive in respect of commercial considerations. **The evaluation will be made on the basis of QCBS with 70:30 ratio, where the weightage on the Technical part will be 70 percent and the 30 percent weightage to be given in commercial.** The bidder with the highest total score would be declared successful.

The cost indicated in the Commercial Proposal shall be deemed as final and reflecting the total cost of services and should be stated in INR only. The lowest Commercial Proposal (Fm) will be given a score (Sf) of 100 points.

The Financial scores (Sf) of the other Commercial Proposals will be determined using the following formula:

$$Sf = 100 \times Fm/F$$

In which Sf is the Commercial score, Fm is the lowest Commercial Proposal, and F is the Commercial Proposal (in INR) under consideration.

Proposals will be finally be ranked in accordance with their combined technical (St) and financial (Sf) scores: $S = St \times Tw + Sf \times Fw$

Where S is the combined score, and Tw and Fw are weights assigned to Technical Proposal and Commercial Proposal that will be in the ratio of 70:30.

For Additional information/clarification (if reqd.), West Bengal Electronics Industry Development Corporation Limited (WBEIDC LTD.) reserves the right to ask for any additional information. Bidders that fail to submit additional information or clarification as sought by evaluation committee within 10 days of the receipt of letter requesting for such additional information and/or clarification from West Bengal Electronics Industry Development Corporation Limited (WBEIDC LTD.), their bids will be evaluated based on the information furnished along with the bid proposal.

Sl. No.	Bid Document Reference (Volume, Section No., Page No.)	Content of the Bid Document requiring clarification	Clarification Sought / Query	REPLY
1	Page No 06 (RFP) 2) Invitation for Proposal	Earnest Money Deposit (Submitted Online) :Rs. 600,000/- Bidder should submit Tender Document Fee of Rs. 2000 and EMD of Rs 600,000 through net banking or through RTGS/NEFT in the portal of the website: https://wbtenders.gov.in as per G.O 3975- F(Y) dated 28th July 2016 issued by Finance Department, Govt. of West Bengal. For details regarding payment procedure & guideline on the same, bidders are advised to follow the mentioned order and portal. Digitally signed Technical Bid and Financial Bid, to be submitted through the website https://wbtenders.gov.in .	We request you to accept the EMD in the form of Bank Guarantee also. Also please provide the specified BG format for EMD Is there any EMD exemption for MSME registered companies? Please confirm.	Please refer G.O 3975- F(Y) dated 28th July 2016 issued by Finance Department, Govt. of West Bengal for clarification
2	Page No 14 (RFP) 5.15 Supporting Documents for Bid	Pre-Qualification / Technical Folder Scanned copy of E.M.D. of Rs. 35,000/- and Online payment receipt of Tender Fee of Rs. 1000/-	We see a mismatch between EMD amount & tender fee Please Confirm what is the EMD amount and tender fee amount?	Tender Fee Rs. 2000/- & Earnest Money Deposit Rs. 600,000/-
3	Page No 02 (Technical Corrigendum 1) Table 4: Eligibility Criteria	OEM Global Presence The OEM of the GIS and Database software shall be amongst the top 5 for World-wide Market share as per the relevant Gartner / Forrester report during last financial year.	Please leave the option of choosing suitable OEM for GIS and database software meeting the requirements of the WEBEL. Hence don't make it mandatory to go by Gartner Forrester report while choosing the suitable OEM. Please confirm	Alternative Clause The OEM should have experience in supplying their software to atleast 3 Disaster Management Department (State/ Central) in India either directly or through a partner.
4	Page No 05 (Technical Corrigendum 1) Section-D 1. Technical Evaluation	Experience in GIS Software Development Works with Disaster Management Department, Govt. of West Bengal of minimum 10 Lakhs. @ 1 Project – 5 Marks @ >=2 Projects – 10 Marks	This clause is allowing unfair advantage to few companies who had earlier executed projects in West Bengal limiting the wider participation amongst prospective bidders Hence, we request you to delete this clause. Please note geography has no limits on execution of the GIS application development projects.	Clause Removed.
5	Page No 08 (Technical Corrigendum 2) Annexure-8: Compliance Matrix for COTS Software	2. Enterprise GIS application should have Integrated Rich Contents & Live Feeds for Disaster Management, several Datasets needs to be accessed and integrated. The platform should have interface to access National / International data and live feeds from disparate sources, which can be integrated with Apps and shared with different stakeholders.	All the required inputs, data content and URLs to be linked, should be provided by the WEBEL, please confirm.	Department expects Enterprise GIS application should have inbuilt functionality or capability to utilize several free national/international data and live feeds related to disaster are available from disparate sources. Department will also provide some specific data required for application mentioned in: Please refer Page No. 36 of Tender Document.
6	Page No 08 (Technical Corrigendum 2) Annexure-8: Compliance Matrix for COTS Software	3. Enterprise GIS platform Should have provision for Global Content & Feeds from USGS, NASA, NOAA, MODIS, Weather Sensors etc can be easily integrated for Disaster prediction scenario	All the required inputs, data content and URLs to be linked should be provided by the WEBEL. Please confirm	Department expects Enterprise GIS application should have inbuilt functionality or capability to utilize several free national/international data and live feeds related to disaster are available from disparate sources (USGS, NASA, NOAA, MODIS). Department will also provide some specific data required for application mentioned in: Please refer Page No. 36 of Tender Document.
7	Page No 08 (Technical Corrigendum 2) Annexure-8: Compliance Matrix for COTS Software	4. Enterprise GIS platform should have Imagery, Terrain Maps, Topography Maps, Street Map, Elevation Map (DEM), etc. supported by any leading satellite image provider, Spot, NASA, USGS etc. helpful for disaster management life cycle.	The requirement is not very clear. However, we are assuming that the requirement is that the web application should be able to load the imagery, terrain maps, topography maps, DEM. If so the same shall have the OGC compliance data like WMS, WFS, WMTS. Please confirm.	Yes. Department expect Enterprise GIS platform should have inbuilt capability to ingest Imagery, Terrain Maps, Topography Maps, Street Map, Elevation Map (DEM), etc. supported by any leading satellite image provider, Spot, NASA, USGS etc.

Sl. No.	Bid Document Reference (Volume, Section No., Page No.)	Content of the Bid Document requiring clarification	Clarification Sought / Query	REPLY
8	Page No 08 (Technical Corrigendum 2) Annexure-8: Compliance Matrix for COTS Software	5. Enterprise GIS platform should have Time Series Imagery from Landsat 7/8, Sentinel, planet can be used for disaster management life cycle	Required inputs to be provided by the WEBEL. Please confirm.	Department expect Enterprise GIS platform should have inbuilt capability to ingest free imageries from mentioned satellite image provider in tender. Also, department will provide data. Please refer Page No. 36 of Tender Document.
9	Page No 08 (Technical Corrigendum 2) Annexure-8: Compliance Matrix for COTS Software	6. Enterprise GIS Platform should have COTS based capability to integrate Hazard Information like USGS Shake maps, Weather, Earthquakes, Landslides, floods etc. from global agencies including National Contents & Feeds from IMD, ISRO, NRSC, ISRO etc. It have integrated Data repository to provide seamless access of Global contents for understanding the disaster scenario	The required input data should be provided by the WEBEL and the same data should be in OGC standard format. Please confirm.	Department expect Enterprise GIS platform should have inbuilt capability to ingest mentioned datasets from national/international providers as per available format. Also, department will provide data. Please refer Page No. 36 of Tender Document.
10	Page No 08 (Technical Corrigendum 2) Annexure-8: Compliance Matrix for COTS Software	7. Enterprise GIS platform should have integrated capability to share the relevant and authoritative data and information products with stakeholders for decision making.	Stakeholders Roles and responsibilities to be defined by the WEBEL please clarify.	Enterprise GIS platform should have inbuilt capability for data sharing to relevant stakeholders as per the roles and responsibilities will be de defined by Department/WEBEL
11	Page No 09 (Technical Corrigendum 2) Annexure-8: Compliance Matrix for COTS Software	13. Enterprise GIS platform should have integrated configurable dashboard for state EOC for Situational Awareness & Status Monitoring.	The available data should be in OGC standard. Please confirm.	Enterprise GIS platform should have inbuilt configurable dashboard for State EOC. Data can be provided by department/webel as per available format.
12	Page No 09 (Technical Corrigendum 2) Annexure-8: Compliance Matrix for COTS Software	16. Enterprise GIS platform should support unlimited number of Editing and viewing clients. It should support multi-user editing	Roles and responsibilities of various users should be defined by the client. Please clearly.	Yes. Roles and responsibilities of various users will be defined by department/webel
13	Page No 07 (RFP) 2) Invitation for Proposal	Date of submission of the tender is 28-07-2020 @ 12:00 PM	We request you to extend the bid submission date by at least 4 weeks from the release of pre bid clarifications.	Date Extended to
14	Page No. 5	Tender Fee (Submitted Online)	Our Firm / Company are an organization registered with National Small-Scale Industries Corporation Limited (NSIC) under single point registration scheme, Ref no: NSIC/KOL/GP/RS/REGN/WB/C-419/12 valid from 8/8/2018 to 7/8/2020.	Relaxation will be given as per norms
15	Page No. 5	Earnest Money Deposit (Submitted Online)	The unit registered under Single Point Registration Scheme of NSIC are eligible to get benefits under Public Procurement Policy for Micro & Small Enterprises (MSEs) order 2012 as notified by the Government of India, Ministry of Micro Small & Medium Enterprises, New Delhi vide Gazette Notification dated 23.03.2012: • Issue of the Tender Sets free of Cost • Exemption from payment of Earnest Money Deposit In e procurement portal, exemption option is available. Could be please be kind enough to consider the above clause for this tender.	Relaxation will be given as per norms
16	Page No. 47	Voice Storage The Dialer will have option to store the voice logs of the calls both in bound and out bound. The voice logs will be stored for a pre-defined period of time as instructed by the department.	We would request you kindly confirm the time period to store the voice logs.	The department will decide and instruct the implementing acengy.
17	Technical Corrigendum 2, Page No. 11, Table 1, Point 46	Server Software should run as a native 64-bit application and should support Windows 64-bit and Linux operating systems 64-bit.	We would request you to kindly confirm, it is Windows 64-bit or Linux operating systems 64-bit. We are assuming that It is windows. As per specification in tender document, it is mentioned windows. Please conform.	Server Software should be capable to run on Windows/ Linux OS

Sl. No.	Bid Document Reference (Volume, Section No., Page No.)	Content of the Bid Document requiring clarification	Clarification Sought / Query	REPLY
18		The Cost of Tender document is INR 2000/- (Rupees Two Thousand only) inclusive of GST which shall be paid online.	On page 14 it is mentioned to submit 1000 as tender fees, please clarify	Tender Fee Rs. 2000/-
19		Earnest Money Deposit (Submitted Online) Rs. 600,000/=	On page 14 it is mentioned to submit 35000 as EMD, please clarify	Earnest Money Deposit Rs. 600,000/-
20		Date & Time Schedule:- Pre-Bid Meeting: Pre Bid Meeting will be conducted through Microsoft Teams Web meeting Software Application. On 14-07-2020 at 12:00 Hrs. The link is given below for attending the Pre-Bid meeting:-	Please provide link	Provided via PRE BID Corrigendum 1EOT00017
21		The Bidder should have average annual turnover of more than Rs. 10 crores for last 3 financial years ending 31.03.2019 from IT & GIS related Sales & Services.	Page 8, Point 3 mentioned turnover of 150 lakhs, Please clarify	Please refer Technical Corrigendum 1. The Bidder should have average annual turnover of more than Rs. 10 crores for last 3 financial years ending 31.03.2019 from IT & GIS related Sales & Services.
22		The bidder should have undertaken at least one (1 no.) project of minimum value of INR 50 Lakhs involving Supply, Installation, & Maintenance of Forensic Tools Or The bidder should have undertaken at least Two (2 nos.) project of minimum value of INR 25 Lakhs each involving Supply, Installation, & Maintenance of Forensic Tools Or The bidder should have undertaken at least Three (3 nos.) project of minimum value of INR 15 Lakhs each involving Supply, Installation, & Maintenance of Forensic Tools within the last three financial years (FY 2017-18, 2018-19, 2019-20) from any Govt. Department / Quasi Govt. Dept. / PSU / Board / Council/ Large corporate or similar organization.	On page 24 Eligibility Criteria it is mentioned: The bidder should have experience in at least 1 No. GIS software development related assignments of similar nature (ongoing / completed) of value not less than Rs. 50 Lakhs. Please clarify	Please refer Technical Corrigendum 1.
23		For establishing Disaster Management & Emergency Response Platform, a number of GIS ready datasets are required. These datasets need to be integrated using Standardized Emergency Response Data Model. Hence, considering requirements of Disaster Management, The vendor will design a standardized Data Model base don global standards.	Will GIS data be provided by client?	Please refer Page No. 36 of Tender Document. "Typical list of Datasets required & proposed for stablishment of Disaster Management Platform and which is expected to be shared by WBSDMA is as follows:"
24		Experience in GIS Software Development Works with Disaster Management Department, Govt. of West Bengal of minimum 10 Lakhs.	Request you to please modify itas "Experience in Similar solution Software Development Works with Disaster Management Department or emergency dispatch service for citizen, Govt. of any State of minimum 10 Lakhs."	Clause Removed.
25		The bidder should have a local office in Kolkata.	Request you to please allow to establish office once contract is awarded	If local presence is not there the bidder should provide a declaration on company letter head to setup a facility within 1 month from the date of award of Letter of Intent.
26	Technical Corrigendum 2: Page No 16, C. Specification of COTS GIS Desktop Software with required extension	Should be able to operate on Windows Vista, and Windows 7, 8, 10.	The mainstream support has ended by Microsoft for Windows vista and Windows 7 Operating System. So could please modify the calsuse as "Should be able to operate on 8.1 and above Pls refer: https://support.microsoft.com/en-in/help/13853/windows-lifecycle-fact-sheet	Yes Confirmed.
27	14) Annexure E: Manufacturer Authorization Form; Page No: 67	Software products are not end of life and we hereby undertake to support these Software for the duration of minimum 3/5 years from the date of submission of the bid	Could you please clarify, the software end of life/support is minimum 3 years or 5 years?	3 Years

Sl. No.	Bid Document Reference (Volume, Section No., Page No.)	Content of the Bid Document requiring clarification	Clarification Sought / Query	REPLY
28	Technical Corrigendum 2, Page No. 9, Table 1, Point 20	Enterprise GIS platform should support databases containing geographic layers and Query layers - Amazon RDS for Microsoft SQL Server or Amazon RDS for PostgreSQL, IBM DB2 or Informix Microsoft Azure SQL Database or Microsoft SQL Server Oracle, PostgreSQL	Technical Specification for RDBMS has been clearly been given in specification. Hence please change to as per technical specification of the RDBMS given in the RFP.	Yes. As per Technical Specification of the RFP.
29	Technical Corrigendum 2, Page No. 9, Table 1, Point 21	Enterprise GIS platform should support Big Data File Shares like Apache Hadoop HDFS, Apache Hive, Local File Shares (CSV, Shapefile)	Technical Specification for RDBMS has been clearly been given in specification. In GIS application no requirement of specifically naming any database. Platform should be able to integrate with RDBMS.	Yes. As per Technical Specification of the RFP.
30	Technical Corrigendum 2, Page No. 12, Table 1, Point 60	Software should support connectors for a variety of third-party devices and subscription like: in vehicle GPS devices, social media feeds such as Twitter and Instagram, IoT hubs, and big data support for MongoDB and Hadoop etc.	Technical Specification for RDBMS has been clearly been given in specification. In GIS application no requirement of specifically naming any database Like Mongo DB.	This clause can be read as: Enterprise GIS platform should have inbuilt COTS based functionality to integrate live sensor feed from any third party connector in any available format.
31	Technical Corrigendum 2, Page No. 11, Table 1, Point 46	Server Software should run as a native 64-bit application and should support Windows 64-bit and Linux operating systems 64-bit.	As you have asked for Windows Server operating system in the Hardware server spec, please change it to Windows / Linux	Server Software should be capable to run on Windows/ Linux OS
32	Technical Corrigendum 2, Page No 17, Table No1, Point 29	Software should have a provision for generation of time bound geo spatial database license. This license should enforce export and time restrictions to the file geo spatial database data you send to clients or other agencies	This is a proprietary functionality. This is ESRI proprietary, https://desktop.arcgis.com/en/arcmap/10.3/tools/data-management-toolbox/generate-file-geodatabase-license.htm	The Software should have capability to have data security for the created layers in RDBMS.
33	Table 4: Eligibility Criteria, Page 24, SI No #5	OEM Global Presence The OEM of the GIS and Database software shall be amongst the top 5 for World-wide Market share as per the relevant Gartner / Forrester report during last financial year.	Attached please find recent circular No. P/45021/2/2017-PP(BE-II) dated 04 June 2020 from Department for Promotion of Industry and Internal Trade. The entire focus of the attached circular is to ensure and promote "Make In India" Products in comparison to MNC Brands specially when such products are available in the market. Kindly check point no. 10 & 10A In the attached circular which mentions that eligibility criteria which requires global/foreign experience and restrictive or discriminatory against domestic player should not be put in the bid document. In view of this circular and the current initiative by Government , we request you to kindly remove this eligibility criteria which only allows global MNC player to qualify as OEM and put domestic and "Make In India" OEM ineligible to participate.	Alternative Clause The OEM should have experience in supplying their software to atleast 3 Disaster Management Department (State/ Central) in India either directly or through a partner.