

West Bengal Electronics Industry Development Corporation Limited

Webel Bhavan, Block – EP and GP, Sector V, Bidhannagar, Salt Lake, Kolkata – 700 091
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INVITATION FOR EXPRESSION OF INTEREST (EOI) FOR

Empanelment of Partner for Supply of Manpower (Software Development & Network) for Government Business Functions

EOI NO.: EOT/COM/22-23/00053 DATED 27-09-2022

GM (Commercial) on behalf of West Bengal Electronics Industry Development Corporation Limited,
Invites- EOI for the above-mentioned purpose. (To be submitted Online Only)

Brief Description of Work	Tender Document Money (TDM) (Non-Refundable)	Earnest Money Deposit (EMD) (Refundable)	Last Date and Time of Tender Submission (Online)	Date and time of opening of tender online
Supply of Manpower (Software Development & Network) for Government Business Functions	Rs.1000.00 (Rupees One Thousand Only) to be submitted online.	Rs.50000.00 (Rupees Fifty Thousand only) to be submitted online.	17/10/2022 12.00 HRS.	19/10/2022 15.00 HRS.

1. For Commercial Queries, Contact: Mr. Pratul Show, G.M. (Commercial) E Mail: pratul.show@webel-india.com & Mr. Kausik Halder, Assistant Manager (Com) Email halder.kausik@webel-india.com
2. For Technical Queries, Contact: Mr.Sanjib Banerjee, Software Delivery Manager E Mail: sanjib.banerjee@webel-india.com

1. Objective

The Government of West Bengal has been leveraging technology for real-time governance to enable effective and efficient service delivery to the citizens.

Keeping in view of the constant need of software services and products for the implementation of e-Governance and m-Governance, WEBEL intends to empanel few partners who can supply competent IT resources to get engaged for the delivery of specific software need for specific department, directorate or commissions under Govt. of WB.

WBEIDC has been entrusted upon to execute the above mentioned work and they are about to invite Expression of Interest (EOI) to empanel the Agencies who will deliver the required products and services as may be required to execute this project.

BACKGROUND & REQUIREMENTS:

For the purpose of different software development, implementation and providing maintenance services, WBEIDC intends to empanel a list of partners who can supply competent IT manpower towards the delivery of such bespoke software solutions to govt. departments. To support these business functions and frequent implementation of IT Policies, WBEIDC Office may engage contractual manpower having varying degrees of skills in IT for development/maintenance/networking/handholding etc. at various levels such as:

1. Development and maintenance of application software
2. Maintenance of Network/ VPN/LAN/Website
3. Content management & Preparation
4. Troubleshooting of IT matters
5. Support in application modules

2. Instruction to Bidders

- A. Intending bidders may download the RFP document directly from the website <https://wbtenders.gov.in>

- B. Each bidder needs to obtain a Class-II or Class-III Digital Signature Certificate (DSC) for submission of EoI from the approved service providers on payment of requisite amount.
- C. The digitally signed EoI response should be submitted in the website
- D. Submission of RFP will be done as per time schedule stated mentioned in the Table 1 of this document.
- E. For any queries regarding this RFP, please contact with WBEIDC Limited contact persons as mentioned in the Table 1 of this document on or before last date of submission of queries. No queries will be entertained after this timeframe.
- F. RFP are to be submitted online to the website before the prescribed date & time using the Digital Signature Certificate (DSC). Virus scanned and duly digitally signed copies of the documents are to be uploaded.
- G. In the event of e-filing, intending bidders may download the tender documents from the website <https://wbtenders.gov.in> directly. Necessary cost of tender documents (tender fees) of Rs. 1,000 (Rupees One Thousand Only) has to be remitted through Net banking or through RTGS NEFT through the <https://wbtenders.gov.in> portal as per G.O 3975-F(Y) dated 28th July, 2016 issued by Finance department Govt. of West Bengal.
- H. The bidder shall pay an EMD of Rs. 50,000 (Rupees Fifty Thousand only) through Net banking or through RTGS NEFT through the <https://wbtenders.gov.in> //portal as per G.O 3975-F(Y) dated 28th July, 2016 issued by Finance department Govt. of West Bengal.
- I. Exemption under NSIC/ Udyog Aadhaar/MSME: - Bidders who are registered with NSIC, UNDER SINGLE POINT REGISTRATION SCHEME/ Udyog Aadhaar/MSME for the TENDERED ITEMS are exempted from payment of bid security up to the amount equal to their monetary limit. A proof regarding current Registration with NSIC / Udyog Aadhaar/MSME for the TENDERED ITEMS will have to be attached and documented, otherwise the Bid will be treated as cancelled. In case of bidders having monetary limit as "NO LIMIT", the exemption will be limited to Rs.50, 00,000/- only as per existing policy of WBEIDC Ltd.

Important Dates & Fact Sheet

1.	Tender No. & Date	WEBEL/EOT/COM/22-23/00053 dated 27-09-2022
2.	Tender Version	1.0
3.	Brief description of project	Empanelment of Partner for Supply of Manpower (Software Development & Network) for Government Business Functions.
4.	Tender issuing entity	WBEIDCL
5.	Tender document Fee	Rs 1000 (Rupees One Thousand only) 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

3	Annual Increment(Rs.)	5% of the monthly amount at Sl. No.1 (applicable after 1 year of joining)
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Location and quantum of Deployment:

The Manpower is required to be deployed at following locations: As directed by WBEIDC Ltd. WEBEL Bhawan, Salt Lake, Sec-V, Kolkata or at Any designated client location across state of West Bengal.

Exact number of manpower required in each category would be notified to the successful bidder after the award of contract and at the specific time of demand. The present requirement may also be increased or decreased on the requirement of the Department.

Whenever a work stack is received from an end customer, the scope of work will be shared with all the empanelled partners for Software Development and the partner is expected to execute the following tasks at their end:

- Understand the given scope of work and based on well-established software estimation models like COCOMO or similar methods based on the function point analysis or starting from framing all use cases, find out the total effort needed to design, develop, test and deploy the given software
- Prepare a staffing plan as per different roles defined in this document
- For the above prepared staffing plan, find out the total estimated cost taking consideration on the declared rates for each roles
- Share the total estimated cost for the given scope of work with WBEIDC Project Manager.

3.1 TECHNICAL REQUIREMENT FOR THE BIDDER FOR “TECHNICAL BID”

The tendering Company/Firm/Agency should fulfill the following technical specifications for Technical Bid:-

- The manpower Company/Firm/Agency should be registered with the appropriate registration authority.
- The Company/Firm/Agency should have at least three years’ experience in successfully providing IT manpower (Programming, Networking etc.) to Government Departments, Public Sector Companies/Banks etc.
- Completion certificate from those companies to whom the manpower was provided.
- The Company/Firm/Agency should have its own Bank Account.
- Bidder should not sublet the contract to any other agency. An Undertaking in this regard should be submitted.

Note: No deviation from the above conditions shall be allowed

3.2 TECHNICAL REQUIREMENT FOR MANPOWER TO BE DEPLOYED BY THE SUCCESSFUL BIDDER

He/ She should possess qualification and experience as mentioned below and should be between age group of 18 years to 40 years.

Educational Qualification:

(A) PROJECT MANAGER Technical Qualifications

- a) BE/ B.Tech with specialization in Computers/ Electronics & Communications or equivalent/ MCA. Candidates having a Degree in Management will be preferred.
- b) Total Experience of 10+ years with a minimum experience of 4 years in Project Management and Planning.
- c) The candidate should have managed at least 2 projects of the similar nature.

(B) SOLUTION ARCHITECT Technical Qualifications

- a) MCA / (BE / B.Tech. with specialization in Computers/ Electronics & Communication) or equivalent OR
- b) M.Sc. in Computer Science/IT OR

- c) Master's degree Physics / Mathematics / Statistics /Operations Research /Electronics with either Post Graduate Diploma in Computer Science
 - d) Experience of 8+ years in OOAD, Java/JEE or .NET stack of technologies or LAMP stack of technologies, Concurrent programming, Distributed computing, Client -Server / Multi-tier architecture, Web-Technologies with hands-on experience with tools and related frameworks.
- (C) TEAM LEAD:Technical Qualification**
- a) MCA / (BE / B.Tech with specialization in computers/ Electronics & Communication) or equivalentOR
 - b) M.Sc. in Computer Science/IT OR
 - c) Master's degree Physics / Mathematics / Statistics /Operations Research/ Electronics with either Post Graduate Diploma in Computer Science.
 - d) Experience of 6+ years as a programmer in software development and independent handling of projects using .NET technologies, SQL server, Oracle, open source technologies.
- (D) SENIOR PROGRAMMER: Technical Qualification**
- a) MCA / (BE / B.Tech) with specialization in computers/ Electronics & Communication) or equivalent OR
 - b) M.Sc. in Computer Science/IT OR
 - c) Master's degree Physics / Mathematics / Statistics /Operations Research /Electronics with either Post Graduate Diploma in Computer Science
 - e) Experience of 4+ years as a programmer in software development using .NET technologies, SQL server, Oracle, open source technologies.
- (E) PROGRAMMER: Technical Qualification**
- a) MCA / (BE / B.Tech)with specialization in computers/ Electronics & Communication) or equivalent OR
 - b) M.Sc. in Computer Science/IT OR
 - c) Master's degree Physics / Mathematics / Statistics /Operations Research /Electronics with either Post Graduate Diploma in Computer Science.
 - d) Experience of 2+ years as a programmer in software development using .NET technologies, SQL server, Oracle, open source technologies.
- (F) Database Administrator:**
- a) Technical Qualifications -Bachelor's degree or higher qualification in any discipline from a recognized Indian University. However preference will be given to those who possess degree in science.
 - b) Must be Certified Microsoft Database Administrator having 4+ years working experience of Database Administrator on MS SQL Server and related tools. Or Oracle database certified professional having 4+ years working experience of Database Administrator on Oracle and related tools.
- (G) Network Administrator:**
Technical Qualifications
- a) BE/B.Tech/Diploma in networking with CCNA
 - b) Experience of 4+ years in independent management of enterprise network.
- (H) Network Operator cum Field Engineer:**
Technical Qualifications
- a) Diploma in Computer Hardware/ Network Maintenance from a recognized institute.
 - b) Experience of 2+ years in IT infrastructure and network troubleshooting.
- (I) Web Designer / Content Manager:**
Technical Qualifications
- a) B.E./ B.Tech./MCA/ Graduate in Science with knowledge of web technologies and website management.
 - b) Experience of 3+ years in content management of websites of reputed organizations.

(J) Content / Document Writer:

Technical Qualifications

- a) MCA / Graduate in Science with knowledge of web technologies and website management.
- b) Experience of 3+ years in system study and documentation of projects and software including experience in preparing the Users requirement specifications (URS), System Requirement Specifications (SRS) and design documents.

3.3 JOB PROFILE OF TECHNICAL PROFESSIONALS

1. Project Manager

- Thorough understanding of both the theoretical and practical aspects of project management phases, techniques and tools.
- Ability to initiate the project, determining the scope and requirements of the project.
- Ability to plan and execute the project as per the scope, work plan, deliverables testing Q/A, assessment and completion of the project.
- Independently handling application architecture, design methodologies and well versed with all stages of Project Management Life Cycle
- Should have the ability to understand the client's need

2. Solution Architect

- Ability to understand the general technological functions and problems.
- Ability to gather the business requirements of the users and be able to prepare the requirement document
- Ability to lay out and implement the system architecture of the overall solution of the project.
- Convert the approved architecture into details design document.

3. Team Lead

- Independently handling of system design, software development modules allocation and integration of the modules.
- Keeping abreast of the technological advances and application of latest technology tools for software development.
- Overall responsibility of a user's application.
- Guiding teams of Sr. Programmers and Programmer in meeting the above job profiles.
- Overall responsibility of meeting the project timelines.

4. Senior Programmer:

- Software maintenance of the existing applications and developing new applications.
- Guidance to programmer on project operations and software development.
- Maintaining user defined time schedules of software development.
- Preparation of system and operations manuals for the application software.
- Preparation of training manuals and scheduling user's training.
- Act as a system administrator by allocating/removing redundant user-id and passwords.
- Ensuring strict compliance to the back-up schedules.
- Day to day coordination with the user for software maintenance.
- Responsibility for meeting the timelines.

5. Programmer:

- Independently handling the software project operations on the client machines.
- Front-end application software development.
- Update the front-end software using the patches supplied by the project in charge.
- Scheduled report generation.

- Supervision of Input/output to the projects being handled.
- Coordination with maintenance agencies and providing first line of maintenance.
- Net browsing to address subject specific queries of the users.
- Project training and computer basics training to user officials.

6. Database Administrator:

- The DBA shall be responsible for backup of storage as per the policies of IPO/NIC at the Data Centre. These policies would be discussed with The DBA at the time of installation and configuration. It should be noted that the activities performed by the DBA will be under the supervision of NIC.
- The DBA shall be responsible for monitoring and enhancing the performance of scheduled backups, schedule regular testing of backups and ensuring adherence to related retention policies.
- The DBA shall be responsible for prompt execution of on-demand backups of volumes and files whenever required by NIC or in case of upgrades and configuration changes to the system.
- The DBA shall be responsible for real-time monitoring, log maintenance and reporting of backup status on a regular basis. The DBA shall appoint administrators to ensure prompt problem resolution in case of failures in the backup processes.
- The administrators shall undertake media management tasks, including, but not limited to, tagging, cross-referencing, storing, logging, testing, and vaulting in fire proof cabinets (onsite and offsite).
- The DBA shall also provide support for file and volume restoration requests at the Data Centre.
- Coordination with maintenance agencies to handle situations like network choking, network viruses, hard disk crashes etc.

7. Network Administrator:

- Independently monitoring the performance of the intranet and implementation of the security policies, firewall management.
- Administering network port management, new installations, etc.
- Management of Intranet IP addresses.
- Liaising with external agencies for network support and troubleshooting.
- Overall responsibility of network availability and uptime.
- Coordination with field engineers for timely troubleshooting of field requests.

8. Network Operator cum Field Engineer:

- Assisting the network administrator for maintaining the network IT infrastructure.
- Troubleshooting the escalations received from the field or as directed by the network administrator/ system administrator / senior officials.
- Responsibility for maintaining virus free intranet and proactive escalations for the same.
- Any other duty assigned by the Network administrator/ system administrator.

9. Website Manager/ Content Manager:

- Writing web content for websites /portals
- Regular updation/content management of the website as and when received from the system administrator.
- Creating provisions for adding new web pages / new links for displaying the required information.
- Creation and regular updation of the news items and links as and when received from the system administrator.
- Designing of the user interfaces.
- Monitoring of the broken links and load on the website.

10. Content/ Document Writer:

- Designing of the user manuals, Annual reports.
- Documentation of available software modules.
- Versioning of the user manuals.
- System study for new requirements, designing of the user interfaces as per the requirement of the User requirements Specifications (URS).
- Preparation of the User Requirement specifications (URS) and System Requirement Specification (SRS).
- Compilation of statistical reports based on the inputs from various sections of the office/ branch offices.
- Editing and Proof reading content once written.
- Writing product descriptions, manuals, guides, job cards, support material etc.

3.4 Criteria for Technical Evaluation

Sr. No.	Eligibility Criteria Specification	Status M - Mandatory O - Optional
1	Average annual financial turnover of at least Rs. 10 crores during the last 3 years	M
2	IT firm with 3 years of experience	M
3	CMMi level 4 company (Level 4=1 mark, Level 5= 2 Marks)	O
4	ISO 9001:2008, ISO 20000:2011 & ISO 27001 certified company (Marks will be awarded if having 2 or more certification)	O
5	Requisite EMD enclosed	M
6	Registered with the Service Tax department and carry a valid PAN from the Income Tax department	M
7	Registered with the Employees Provident Fund Organization (EPFO) on the date of bid submission	M
8	Employees State Insurance Corporation (ESIC) on the date of bid submission	M
9	Undertaking (self-certificate)	M

4. Eligibility Criteria

Sl. No.	Eligibility Criteria	Documents to be submitted
1	The Bidder must submit detail profile of the company and Articles of Association in the specified area of the job mentioned in this tender.	Memorandum of Articles of Association has to be Submitted
2	The bidder should provide the certificate of incorporation under Company Act 1956.	Certificate of Incorporation has to be Submitted
3	Turnover of the last Financial Year (2021 - 2022) should be Rs. 03 Cr. or above (Copy of audited Balance Sheet & P/L A/c duly certified by CA is required as proof).	Certificate from Auditor and Audited Balance Sheet & Profit & Loss statement has to be submitted.
4	Aggregate of Turnover of last 3 Financial Years (01-04-19 - 31-03-22) should be Rs. 10 Cr. or above (Copy of audited Balance Sheet & P/L A/c duly certified by CA is required as proof).	Certificate from Auditor and Audited Balance Sheet & Profit & Loss statement has to be submitted.
5	Agencies providing only Data Entry Operators, HR staffing companies, providers of placement and security personnel services and non-IT firms are not eligible for this tender.	Attach relevant documents
6	The bidder should have executed 1 single order of similar nature of jobs, particularly in themselves supported the services and supplied computer professionals to software projects of Rs. 1,00,00,000.00 each or more at any or The bidder should have executed 2 single order of similar nature of jobs, particularly in themselves supported the services and supplied computer professionals to software projects of Rs. 50,00,000.00 each or more at any or The bidder should have executed 3 single order of similar nature of jobs, particularly in themselves supported the services and supplied computer professionals to software projects of Rs. 35,00,000.00 each or more at any Govt. Department / Quasi Govt. Dept / PSU / Board / Council/ Large corporate or similar organization in last 3 financial years. Govt. Department / Quasi Govt. Dept / PSU / Board / Council or similar organization in last 3 financial years. Work Order copies along with job completion certificate from the customer duly self-attested are to be submitted. In case of non-availability of attestation from Gazetted Officer, the bidder will have to produce original document for verification, without which the bid will be treated as non-responsive and summarily rejected.	Work order along with Completion Certificate has to be submitted.
7	The bidder should be registered with the Employees Provident Fund Organization (EPFO) and Employees State Insurance Corporation (ESIC) on the date of bid submission.	Attach relevant documents

8	Tenderer shall also submit attested copy of valid labour license from the Regional Labour Commissioner for specific number required for the contract under Contract Labour (Regulation & Abolition) Act, 1970.	Copy of Labor License to be submitted
9	The bidder should be ISO 9001:2008, ISO 20000:2011 & ISO 27001 certified company	Attach relevant documents
10	Bidder should have valid GSTIN registration number, PAN	Attach relevant documents
11	Copies of valid PAN along with I-T return documents, for Financial Year 2018 2019, 2019-2020, 2020-2021 are to be enclosed with the bid	Copies of valid PAN along with I-T return documents submitted
12	Copy of valid Trade License is to be enclosed with the bid.	Copy of Trade License to be submitted
13	The bidder shall be required to give a declaration in their letter head that they have not been banned by any Government Agencies / Govt. Department / Quasi Govt. Dept / PSU / Board / Council or similar organization. If any Government Agencies / Govt. Department / Quasi Govt. Dept / PSU / Board Council or similar organization has banned the bidder and later on lifted the ban, the fact must be clearly stated.	Self-declaration regarding the same on the bidder's Letterhead
14	The Bidder must have a local office in Kolkata, operational for the last 3 years to render timely local support.	Copy of Trade License to be submitted

The bidder will be evaluated based on the past experience, readiness of the solution which will be decided by WBEIDC, and will be considered to be final.

5. Terms & Condition

- A. Intending Bidders to download the tender documents from the Website <https://wbtenders.gov.in>
- B. The applicant should submit all the necessary documents / proofs / self-declaration as mentioned in the table above to record their participation.
- C. After submission of all necessary documents as mentioned, WBEIDC will carry out an evaluation process in order to shortlist the eligible applicants.
- D. The bidder will be evaluated based on the past experience, readiness of the solution which will be decided by WBEIDC, which will be considered to be final.
- E. After the evaluation of the technical proposal, the Empanelled members will be informed by WBEIDC via a Letter of Empanelment/ Letter of Award.

- F. The bidders will be empanelled for a period of three (3) years from the date of empanelment. The contract may be renewed based on satisfactory performance of the bidder(s).
- G. Job will be entrusted to the bidders through limited tendering process within the empaneled bidders.
- H. Tender committee reserves the right to cancel the EOI process without assessing any reason to any respondent.
- I. Tender committee reserves the right to ask for any document found deficient or additional as mentioned in this EOI.
- J. Tender committee reserves the right to assign a successful bidder a particular geographical territory or customer.

6. Covering Letter for submission of RFP

(To be submitted on the letterhead of the bidder)

(Date)

To,

General Manager (Commercial),

WBEIDC,

Webel Bhavan, Block-EP & GP, Sector-V,

Salt Lake, Bidhan Nagar, and Kolkata:-700091

Ref: WEBEL/EOT/COM/22-23/00053 Dated 27-09-20222

Sub:

Dear Sir/Madam,

We have examined the RFP document, we, the undersigned, herewith submit our RFP in response to your RFP no. _____ for

“

_____”, in full conformity with the said RFP document.

- i. We have read the provisions of the RFP document and confirm that these are acceptable to us. We further declare that additional conditions, variations, deviations, if any, found in our RFP shall not be given effect to.
- ii. We agree to abide by this RFP, consisting of this letter, the detailed response to the RFP and all attachments, for a period of 180 days from the date of submission of the bid.
- iii. We would like to declare that we are not involved in any major litigation that may have an impact of affecting or compromising the delivery of services as required under this assignment and we are not under a declaration of ineligibility for corrupt or fraudulent practices
- iv. We would like to declare that there is no conflict of interest in the services that we will be providing under the terms and conditions of this RFP.
- v. We hereby declare that all the information and statements made in this RFP are true and accept that any misrepresentation contained in it may lead to our disqualification.

vi. We understand you are not bound to shortlist / accept any RFP you receive

Sincerely,

Signature of Authorized Signatory and Seal of the bidder

Name:

Designation:

Date:

7. Details of the Responding Bidder

To,

The General Manager (Commercial)

WBEIDC Ltd

WebelBhavan, Block-EP & GP, Sector-V,

Salt Lake, Bidhan Nagar, and Kolkata:-700091

Bidder information Format

#	Description	Details (to be filled by the responder to the RFP)
1.	Name of the company	
2.	Official address	
3.	Phone No. and Fax No.	
4.	Corporate Headquarters Address	
5.	Phone No. and Fax No.	
6.	Web Site Address	
7.	Details of Company's Registration (Please enclose copy of the company registration document)	
8.	Name of Registration Authority	
9.	Registration Number and Year of Registration	
10.	GST registration No.	
11.	Permanent Account Number (PAN)	
12.	Corporate Identity Number (CIN)	