

**Request for Proposal for Selection of Vendor for
Implementing Old Age Home Management System-
Snehodiya.**

Tender No. WEBEL/EOT/COM/18-19/00094, Dated 07.01.2019

Issued By:-

**West Bengal Electronics Industry
Development Corporation Limited (WBEIDCL)
Webel Bhawan, Block- EP & GP,
Sector-V, Salt Lake, Bidhan Nagar,
Kolkata-700091
West Bengal**

Disclaimer

This Notice Inviting e-Tender (NIT) contains brief information about the project, qualification requirements and the selection process for the successful applicant (bidder). The purpose of this NIT document is to provide applicants (bidders) with information to assist the formulation of their bid application (the "application").

Whilst the information in this NIT has been prepared in good faith, it is not and does not purport to be comprehensive or to have been independently verified. Neither West Bengal Electronics Industry Development Corporation Limited (WBEIDC LTD.) , nor any of its officers or employees, nor any of their advisers nor consultants accept any liability or responsibility for the accuracy, reasonableness or completeness of the information contained in the NIT, or for any errors, omissions or misstatements, negligent or otherwise, relating to the proposed project, or makes any representation or warranty, express or implied, with respect to the information contained in this NIT is based or with respect to any written or oral information made or to be made available to any of the recipients or their professional advisers and, so far as permitted by law and except in the case of fraudulent misrepresentation by the party concerned, and liability therefore is hereby expressly disclaimed.

The information ('Information') contained in this NIT document or subsequently provided to interested parties (the "applicant(s)"), in writing by or on behalf of WBEIDC LTD. is provided to applicant(s) on the terms and conditions set out in this NIT documents and any other terms and conditions subject to which such information is provided.

This NIT document is not an agreement and is not an offer or invitation by WBEIDC LTD. to any other party. The terms on which the project is to be developed and the right of the successful applicant shall be as set out in separate agreements. WBEIDC LTD. reserves the right to accept or reject any or all applications without giving any reasons thereof. WBEIDC LTD. will not entertain any claim for expenses in relation to the preparation of NIT submissions.

Abbreviation

Abbreviations	Descriptions
DSC	Digital Signature Certificate
DGM	Deputy General Manager
EMD	Earnest Money Deposit
GST	Goods & Service Tax
LOI	Letter of Intent
PBM	Pre Bid Meeting
PAN	Permanent Account Number
PBG	Performance Bank Guarantee
PSU	Public Sector Undertaking
PO	Purchase Order
NIT	Notice Inviting e-Tender
WBEIDC LTD.	West Bengal Electronics Industry Development Corporation Limited

1 Contents

GENERAL GUIDANCE FOR E-TENDERING	7
IMPORTANT DATES & INFORMATION	8
SECTION-A: INTRODUCTION & OBJECTIVE OF THE PROJECT	10
1. INTRODUCTION	10
2. OBJECTIVE OF THE PROJECT	10
THE PROJECT IS "IMPLEMENTING OLD AGE HOME MANAGEMENT SYSTEM- SNEHODIYA"	10
SECTION - C: ELIGIBILITY CRITERIA.....	23
SECTION - D: TECHNICAL EVALUATION CRITERIA.....	25
1. TECHNICAL EVALUATION	25
2. SELECTION METHODOLOGY	26
SECTION-E: SCOPE OF WORK.....	28
2.1 SCOPE AND DELIVERABLES.....	28
SECTION– I: FORMATS FOR ELIGIBILITY CRITERIA.....	48
ANNEXURE-1: NIT DECLARATION.....	48
ANNEXURE–2: DECLARATION FOR ELIGIBILITY CRITERIA.....	50
ANNEXURE–3: FORMAT FOR BIDDER’S PARTICULARS.....	53
ANNEXURE–4: BIDDER’S ANNUAL TURNOVER OVER LAST 3 FINANCIAL YEARS.....	54
ANNEXURE-5: DECLARATION FOR NOT BEING BLACKLISTED.....	55
ANNEXURE-6: CONSULTANT’S ORGANISATION & EXPERIENCE.....	56
ANNEXURE-7: TEAM COMPOSITION, ASSIGNMENT & KEY EXPERT’S INPUT.....	58
ANNEXURE-7: LIST OF DOCUMENTS SUBMITTED.....	61
ANNEXURE–8: FORMAT FOR PERFORMANCE BANK GUARANTEE.....	62

NOTICE INVITING E-TENDER

Tender Reference Number: WEBEL/EOT/COM/18-19/00094

West Bengal Electronics Industry Development Corporation Limited (WBEIDC Limited), nodal agency of Department of IT & E, Government of West Bengal (GoWB), invites e-tender on behalf of WBHIDCO for the work mentioned in the Table1. E-Tenders are invited from globally reputed software development firms. Submission of bid should be through electronic bidding process. Duration of engagement is for one year.

Table 1: Detail of the Scheme

Name of the Project	Tender Document Cost in INR (Non-Refundable)	Earnest Money Deposit in INR (Refundable)
Implementation of Old Age Home Management Software	Rs. 1,000 (Rupees one thousand only)	Rs. 15,000 (Rupees thirty five thousand only)

- a) 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) 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. //For detail payment procedure & guideline on the same bidders are advised to follow the same order. //You may find the GO by clicking the link <https://bit.ly/2zZ4i6e>.
- b) The bidder shall pay an EMD of Rs. 15,000 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. //For detail payment procedure & guideline on the same bidders are advised to follow the same order. //You may find the GO by clicking the link <https://bit.ly/2zZ4i6e>.
- c) The Technical Bid and the Financial Bid, duly digitally signed, will need to be submitted through the website <https://wbtenders.gov.in>
- d) Submission of the Bid should be done as per the stated time schedule mentioned in "IMPORTANT DATES & INFORMATIONS" section of the RFP.

- e) The Financial Bid of the prospective bidder will be considered only if the Technical Bid is found qualified by the 'Tender Evaluation Committee'. The decision of the 'Tender Evaluation Committee' will be final and absolute in this respect.

GENERAL GUIDANCE FOR E-TENDERING

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

i. Registration of Bidder:

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

ii. Digital Signature Certificate (DSC):

Each Bidder is required to obtain a Class-II or Class-III Digital Signature Certificate (DSC) for submission of tenders from the approved service provider of the National Informatics Centre (NIC) on payment of requisite amount. Details are available at the Web Site stated above. DSC is given as a USB e-Token. The Bidder can search & download N.I.T. & BOQ electronically from computer once he logs on to the website mentioned above using the Digital Signature Certificate. This is the only mode of collection of Tender Documents.

iii. 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 have applied severally in a single job, all the concerned applications shall be rejected.

iv. Submission of Tenders:

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

IMPORTANT DATES & INFORMATION

Table 2: Fact Sheet

1.	Tender No. & Date	WEBEL/EOT/COM/18-19/00094, dated 07.01.2019
2.	Tender Version	1.0
3.	Brief description of project	The Project is Implementing Old Age Home Management System- Snehodiya
4.	Tender document Fee	Rs. 1,000 (Rupees one thousand only)
5.	Earnest Money Deposit	Rs. 15,000 (Rupees Thirty five Thousand only)
6.	Tender issuing entity	West Bengal Electronic Industry Development Corporation Limited (WBEIDC LTD.)
7.	Date of uploading of N.I.T. & other Documents (online)(Publishing Date)	07.01.2019 (15.00 hrs.)
8.	Documents download /Sale start date (Online)	07.01.2019 (15.00 hrs.)
9.	Last Date and time of sending the queries	Date: 11.01.2019 (12.00 hrs.)
10.	Pre Bid Meeting at WBEIDC LTD. Office (Offline)	<ul style="list-style-type: none"> • Date: 14.01.2019 (12.00 hrs.) • The person should have proper authorization in respective company Letter Head. • Queries will be sent to Shri Prosenjit Adhya, Manager (IT) Email: prosenjit.adhya@webel-india.com •
11.	Corrigendum, if any will be published (On Line)	Date: 15.01.2019 (16.00 hrs.)
12.	Bid Submission start date & time (On line)	Date: 15.01.2019 (17.00 hrs.)
13.	Bid Submission closing date & time (On line)	Date: 22.01.2019 (12.00 hrs.)
14.	Bid opening date & time for Technical Proposals (Online)	Date: 24.01.2019 (15.00 hrs.)
15.	Date of uploading the final list of Technically Qualified	To be notified later.

	Bidder (online) after disposal of appeals (if any).	
16.	Date for opening of Financial Bid (Online)	To be notified later.
17.	Contact Persons	Shri Prosenjit Adhya, Manager (IT)

SECTION-A: INTRODUCTION & OBJECTIVE OF THE PROJECT

1. Introduction

The software system will be a Service Apartment Management System for a state of art Old Age Home with modern amenities. This system will be designed to maximize the productivity in terms of service provided to the inhabitants/tenants/guest through an automated process, which would otherwise have to be performed manually. By maximizing the work efficiency and productivity, the system will meet the requirements of the aged people which would be focused on their comfort, health and security.

More specifically, this system is designed to allow the management and staff of the Old Age Home to manage and communicate with a group of people who are in their old age where intensive care has to be provided taking into consideration their comfort level, health and security. The software will facilitate communication between via email and SMS to the stakeholders, who could be relatives, nominees, local guardians of the guests. The system also contains a relational database containing a list of all the guests with accommodation, facilities and health services provided.

2. Objective of The Project

The Project is "Implementing Old Age Home Management System- Snehodiya"

SECTION - B: INSTRUCTION TO BIDDER

1. Definitions

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

"Agreement" means the Agreement to be signed between the successful consulting firm and West Bengal Electronics Industry Development Corporation Limited (WBEIDC LTD.) 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 successful consulting firm/Prime Bidder

"Contract" is used synonymously with Agreement.

"Deliverables" means the documents as mentioned in this RFP

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

"Fraudulent Practice" means a misrepresentation of facts in order to influence a procurement process or the execution of a Contract and includes collusive practice among Bidders (prior to or after Bid submission) designed to establish Bid prices at artificial non-competitive levels and to deprive the WBEIDC LTD. and eventually Govt. of West Bengal of the benefits of free and open competition.

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

"GoI" means Government of India

"LOI" means issuing of Letter of Intent shall constitute the intention of the WBEIDC LTD. to place the Purchase Order with the successful consulting firm.

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

2. Submission of BID

Bids 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). Only the Digitally Signed documents are to be

uploaded after proper virus scanning. The documents will get encrypted (transformed into non-readable formats).

3. Pre-Bid Meeting

- i. WBEIDC LTD. will host a Pre-Bid Meeting for queries (if any) by the prospective bidders. The representatives of the bidders may attend the pre-bid meeting at their own cost. The purpose of the pre-bid meeting is to provide a forum to the bidders to clarify their doubts/seek clarification or additional information necessary for them to submit their bid.
- ii. All enquiries from the bidders relating to this Bid Document must be submitted to the designated contact person as mentioned above via email. The queries should necessarily be submitted in the following format:

Table 3: Format of Pre-bid queries

#	RFP Document Reference			Content of the RFP requiring clarification	Clarification Sought
	Section No.	Sub-Section	Page No.		
1					
2					
3					

4. Cost of Bidding

The bidder shall bear all costs associated with the preparation and submission of the bid. WBEIDC LTD shall not be responsible for these 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. No deviations will be accepted. 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, WBEIDC LTD. reserves the right to add/modify/delete any portion of this document by issuance of a Corrigendum, which would be published on the website. The Corrigendum shall be binding on all bidders and will form part of the bid documents. Corrigendum can be published at least 3 days prior to the Bid submission deal line, with extension of 4 days of Bid Submissions Deadline, such that the bidders gets at least 7 days to submit the bid after a corrigendum is published.

7. Modification and Withdrawal of Bids

The bidder may modify or withdraw its bid after submission, before the deadline prescribed for bid submission.

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 & WBEIDC LTD. will be in English language only. The correspondence by fax/E-mail must be subsequently confirmed by a duly signed formal copy.

9. Forfeiture of EMD

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

10. Forms and Formats

The various inputs for the Technical as well as Price bid 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.

11. 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 fulfil 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.

12. Evaluation Procedure

- Bidders who have submitted the valid Bid Security, i.e., EMD, Tender Document Fee & NIT Declaration (Part – I) as per requirement shall be considered for further evaluation. Absence of these documents may lead to summary rejection of the bid.
- The Eligibility Criteria (Part – II) will be evaluated by Tender Committee and those qualify will be considered for further evaluation.
- The Tender Committee would perform the Technical Evaluation for qualified bidders. In order to facilitate the evaluation, the marking scheme presented is an indication of the relative importance of the evaluation. Bidders securing a minimum of **50% marks** in the Technical Evaluation will only be considered for Price Bid evaluation.
- After qualifying in Technical Evaluation, qualified bidders will only be considered for Price Bid evaluation.
- The basis of price bid evaluation shall be **“Quality Cost Based Selection (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.
- That is the bidder with the highest total score will be declared successful bidder and will be allowed to start the engagement for a period of three years (maximum of one year for the development and two years for maintenance).
- The quoted cost will be firm for the entire duration of the project which is three years from the date of signing of contract.

13. Performance Bank Guarantee (PBG)

Within 21 days of notifying the acceptance of proposal for the award of contract, the successful bidder shall furnish a Performance Bank Guarantee (PBG), as per Annexure-10, amounting to the 10% of the total bid value for the entire contract period as its commitment to perform services under the contract.

Failure to comply with the requirements shall constitute sufficient grounds for the forfeiture of the PBG. The PBG shall be released immediately after expiry of contract provided there is no breach of contract on the part of the bidder. No interest will be paid on the PBG.

14. Awarding of Contract

An affirmative Post Qualification determination will be prerequisite for award of the contract to the overall successful bidder. A negative determination will result in rejection of bidder's bid, in which event the WBEIDC LTD. will proceed to the next evaluated bidder to make a similar determination of that bidder's capability to perform satisfactorily. WBEIDC LTD. will award the contract to the successful bidder whose bid has been determined to be substantially responsive after final negotiation may held with the successful bidder, if required. The successful bidder (s) will have to give security deposit in the form of Performance Bank Guarantee (PBG) amounting to the 10% of the total bid value for the entire contract period as its commitment to perform services under the contract.

15. Contract Execution

On receipt of the Letter of Award the consulting firm should submit a Performance Bank Guarantee within three weeks from the date of receipt of Letter of Award/Order. The PBG should be valid till the end of the project from the date of issuance of LOI, and may be extended at the discretion of WBEIDC LTD.

16. Liability

In case of a default on bidder's part or other liability, WBEIDC LTD. shall be entitled to recover damages from the Consulting firm. In each such instance, regardless of the basis on which WBEIDC LTD. is entitled to claim damages from the Consulting firm (including fundamental breach, negligence, misrepresentation, or other contract or tort claim), Consulting firm 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 Consulting firm's negligence.
- As to any other actual damage arising in any situation involving non-performance by Consulting firm pursuant to or in any way related to the subject of this Agreement, the charge paid by WBEIDC LTD. for the individual product or Service that is the subject of the Claim. However, the consulting firm shall not be liable for
- For any indirect, consequential loss or damage, lost profits, third party loss or damage to property or loss of or damage to data.
For any direct loss or damage that exceeds the total payment for Contract Price made or expected to be made to the Consulting firm hereunder.

17. Patents & Copyright

If a third party claims that a product delivered by the Consulting firm to WBEIDC LTD. under this project, infringes that party's patent or copyright, the Consulting firm shall defend WBEIDC LTD. against that claim at Consulting firm'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 Consulting firm.

18. Governing Laws

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

19. Termination for Default

In case the performance of consultant is deemed unsatisfactory (manifested in delays, lack of quality, unavailability of resources, lack of results/outcomes as expected and agreed) the client reserves right to issue letter of dissatisfaction to the consultant stating the concerns. On issuance of two or more such letter of dissatisfaction the client (WBEIDC LTD.) reserves right to terminate the contract by issuing a 30 day notice period to the consultant. In such eventuality WBEIDC LTD. will invoke the amount held back from the consulting firm as PBG. Decision

from WBEIDC LTD. in this regard will be final and abiding without any prejudice to any other remedy or right of claim for breach of contract for the consultant.

20. Force Majeure

It is hereby defined as any cause, which is beyond the control of the Consulting firm or WBEIDC LTD. 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 fulfil its or their obligation under the Contract but without prejudice to either party's right to terminate the Contract.

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

- Constitute a default or breach of the contract.

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

21. Corrupt or Fraudulent Practices

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

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

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

22. Binding Clause

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

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

23. Grafts, Commissions, Gifts, etc.

It is the Purchaser's policy to require that bidders, consulting firm 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 consulting firm 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 WBEIDC LTD. shall in addition to any criminal liability which it may incur, subject the consulting firm to the cancellation of this and all other contracts and also to payment of any loss or damage to WBEIDC LTD. resulting from any cancellation. WBEIDC LTD. shall then be

entitled to deduct the amount so payable from any monies otherwise due to the consulting firm under contract.

24.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.

25.Period of Validity of Offer

For the purpose of placing the order, the proposals shall remain valid till 180 days from bid submission date. During the period of validity of proposals, the rates quoted shall not change.

26.Taxes & Duties

- **The prices quoted shall be inclusive of all taxes.**
- Deduction of all statutory and necessary Tax from each bill will be made as per Government Order prevailing at the time of payment. Necessary tax deduction certificate will be issued on demand by the Company.
- Bidder submitting a tender shall produce up to date VAT, Income Tax and Profession Taxes Certificate as well as the GST certificate issued by the concerned Tax Authority or a Certificate that the assessment is under consideration. All such clearance certificates shall remain valid on the last date of permission.

27.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.

28.Late Bid

Late bid shall not be accepted by WBEIDC LTD.

29.Opening of Bid by WBEIDC LTD.

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

30. Contacting WBEIDC LTD.

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

31. WBEIDC LTD.'S Right to Reject any or all Bids

WBEIDC LTD. 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.

32. Bid Currencies

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

33. Price

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

Price quoted should be firm, inclusive of all charges, taxes and duties.

34. 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 Consulting firms.

35. Non-Transferability of Tender

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

36. Formats & 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 initialled 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 & initialled with date by the authorized signatory after striking out the original words/figures completely.

37. Withdrawal of Bid

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

38. Interpretation of documents

If any bidder should find discrepancies or omission in the specifications or other tender documents, or in doubt as to the true meaning of any part thereof, it 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.

39. Compliance with Law

The consulting firm hereto agrees that it shall comply with all applicable central, 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 consulting firm 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 labour legislation.

40. 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.

41. Authentication of Bids

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

42. General Obligations of the Bidder

- The Bidder shall provide all such information as may reasonably be necessary to effect as seamless a handover as practicable in the circumstances to the WBEIDC LTD. and which the Bidder has in its possession or control at any time during the exit management period.
- For the purposes of this Schedule, anything in the possession or control of any Bidder is deemed to be in the possession or control of the Bidder.
- The Bidder shall commit adequate resources to comply with its obligations under this Exit Management Schedule.

SECTION - C: ELIGIBILITY CRITERIA

Table 4: Eligibility Criteria

#	Basic Requirement	Eligibility Criteria	Document Proof
1.	Annual Sales Turnover	Should have established offices in India and aggregated turnover of more than Rs. 50 lacs per year from software development services and must have been a profit-making organisation for last 3 financial years ending 31.03.2018.	Extracts from the Balance sheet and Profit & Loss and Certificate from the statutory auditor /Chartered Accountant. AND Declaration from authorised signatory regarding the clause of global presence
2.	Software Development experience	The bidder should have experience in at least 5 software development assignments (ongoing/ completed) in last five years in India. Value of each of the assignment must be greater than INR 10 lacs.	Completed Projects: Completion certificate + Work Order issued by the client
3.	OEM authorization	The bidder should submit authorization from OEM/s. for using the software for development/implementation.	OEM authorization certificate should be submitted
4.	Legal Entity	<ul style="list-style-type: none"> • Bidder may be a Company, Partnership Firm or Sole Proprietorship Firm. • The bidder should have existence in India for last five (5) years at the end of 31st March 2018. • The bidder should be into the business of software development for the last five (5) years at the end of 31st March, 2018. • The bidder shall be solvent at the date of bidding 	<ul style="list-style-type: none"> • Certificates of incorporation for Company/ Partnership Deed / Proprietorship firm self-declaration • Certificate from Statutory auditor / Chartered Accountant for existence of firm for last three years • Certificate from Statutory auditor / Chartered Accountant for software development business for last three years

			<ul style="list-style-type: none"> • Certificate from Statutory auditor / Chartered Accountant for Solvency declaration
5.	Other legal documents	<ul style="list-style-type: none"> • Trade License • GST Certificate • Income Tax Return (Latest 5 years) • Copy of PAN • Articles of Association/ Company Registration (depending on company type) 	Copy of the valid documents
6.	Blacklisting	The responding firm must not be blacklisted by any Department of Government of West Bengal 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 Department of Government of West Bengal, the work order will be cancelled.
7.	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 will not be allowed.
- No Sub contracting will be allowed
- In absence of any of the above, the bid will be treated as non-responsive and summarily rejected.

SECTION - D: TECHNICAL EVALUATION CRITERIA

1. Technical Evaluation

Evaluation of Technical Bids will be as follows:

A. Specific experience of the Consultant (as a firm) relevant to the Assignment: [10 marks]

Successfully completed five Software Development assignment with Government (State/ Center) in India within last five years. Two marks for each project. [Max. 10 marks]

B. Adequacy and quality of the proposed methodology, and work plan in responding to the Scope of Work [40 marks]

- a) Approach and methodology [Max. 15 marks]
- b) Work plan [Max. 25 marks]

Total Points for criteria A & B = 10+40 = 50

Note: WBEIDC LTD. will assess whether the proposed methodology is clear, responds to the SOW, work plan is realistic and implementable; overall team composition is balanced and has an appropriate skills mix; and the work plan has right input of Experts

C. Key Experts' qualifications and competence for the Assignment [50 marks]:

- a) Project Manager [Max. 10 marks]
- b) Team Members [Max. 40 marks]

Total points for criterion C = 50

Notes to Consultant:

- i. Each position number corresponds to the same for the Key Experts mentioned in Team Structure mentioned under Section-E of this RFP
- ii. The number of points to be assigned to each of the above positions shall be determined considering the following two sub-criteria and relevant percentage weights:
 - a. General qualifications (general education, training, and experience): [20%]
 - b. Adequacy for the Assignment (relevant education, training, experience in the sector/similar assignments): [80%]

Total weight: 100%

Total points for the three criteria: 100

The minimum technical score (St) required to pass is : 50 marks

2. Selection Methodology

The evaluation committee will evaluate each of the bids on the basis of Technical Evaluation criteria. At the stage of technical evaluation, 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.), WBEIDC LTD. reserves the right to ask for any additional information. Bidders that fail to submit additional information or clarification as
Page **26** of **65**

sought by evaluation committee within 10 days of the receipt of letter requesting for such additional information and/or clarification from WBEIDC LTD., their bids will be evaluated based on the information furnished along with the bid proposal.

SECTION-E: SCOPE OF WORK

2.1 SCOPE AND DELIVERABLES

The Scope of the Project is to develop an a integrated Old Age Home Management system that would carter to the management of the facilities provided to the Old Age people who would be inhabitants/tenants/guest of the Home for a short/long stay. It would be as good as a service apartment with food, lodging and health care of the Old Age people in the Old Age home. A health monitoring system would be also be there so that the health of each of the guest would be monitored.

1. ADMISSION OF GUEST:

The person who will be admitted to SNEHODIYA is called Guest.

- Two types of form for admission i) For Single Person. ii) For Double Person. (attached hard copy for Table Field Detail)

AS IS PROCESS: Steps for admission for both cases-

Step 1: Purchase application form from bank with "y" amount.

Step 2: Filled application form submit to Bank or SNEHODIYA with "x" amount of rupee.

Step 3: Within 1 month 50% amount of the total package (adjusting "x" amount) is deposited to SNEHODIA.

Step4: Rest 50% is to be paid before one month of allocating position to SNEHODIYA.

Old Age Home Management System:

Step 1: Fill the online form named- 'Form A' online by the citizen who want to take admission at SNEHADIA.

1. *First Name: Middle Name: Last Name:

2. *Sex:

3. *Father's/Husband's name (as per ID card):

4. *Religion:

5. *Caste:

6. *Full Permanent Address (as per ID card):

Road No. / Village name:

District:

State:

PIN:

7. Full Correspondence /temporary Address:

Road No. / Village name:

District:

State:

PIN:

8. *Contact No. 1:

9. Contact No. 2:

10. E-mail:

11. *Date of Birth:

12.*Local Contact:

Name:

Page **29** of **65**

Address & Contact No. & e-mail:

13.*Nominee Detail: *(Optional)*

Name of nominee:

Address:

Contact No.:

E-mail:

Relation:

Govt. I-Card scan Upload of nominee:

Add more nominee

14. *Request for single Bed/double Bed:

15. *Request for Standard/Premium membership:

16. *Guest PAN Card No.:

17. *Guest I-card (Voter/Aadhar) number:

18. *Monthly Gross Income:

19.*Guest Supporting Document to upload:

Scan copy/image of PAN/Voter/Aadhar card:

Scan copy/image of Income proof (payslip/IT return):

Scan copy/image of recent Photo of the Applicant:

20. *Health information of guest:

Blood group:

Weight:

Height:

Blood Pressure: Test on Date:

Sugar Level: Test on Date:

Any other disease (if yes, specify):

21. *Medical Insurance if any (select dropdown No/Yes: If Yes ->specify policy number: company: Amount: Expiry Date :)

22. Choice of hospital if emergency (select dropdown: 1st preference/ 2nd preference/no preference)

23. Fooding habit (Veg/Non veg):

24. Allergy on food (if any):

25. If any existing disease (select checkbox: none/diabetes/asthma/ hypertension/Alzimer/ Dimensia/Perkinsence/Cancer/ other)

For the following disease (/Alzimer/ Dimensia/Perkinsence/Cancer/) application will be cancel.

26. Preferred physician:

(No/ Yes)-> If yes Name: Contact No.: Attached with hospital:

27. Need for Car parking: (No/Yes) -> if yes: Car number:

28. Partner's Application ID:

(Who wants to stay in double bed with this applicant? The 2nd person (applicant) will have to apply the form and that application ID will be filled by 1st person (applicant). OFFICIAL CAN DO THIS ALSO LATER.)

(PREFERABLE THAT 1ST APPLICANT FILLS UP THE APPLICATION FORM OF THE SECOND APPLICANT THAT WOULD BE IN THE OPTION)

28. Room Allocated to the Guest: (TO BE FILLED BY OFFICIAL., Not to be displayed to Applicant.)

Room number:

Date:

After Application Complete: If form fill-up is done successfully (partially or completely), applicant will receive an APPLICANT-ID which is system generated and unique for each applicant. This applicant ID will be used forever.

Step2: Pay 50% of the total amount through Online or cash to SNEHODIYA office within certain days (30 days). Else application will be rejected.

Step3: SNEHODIYA Official will inform to applicant when position is available.

Step4: Applicant pays rest 50% amount to SNEHADIA online/cash.

Then final bed is allocated to applicant.

NOTE: To stay together in double bed, each person have to fill-up the form separately. Form is same for all. After fill-up the form by two applicant who wants to stay together, one of the applicant of double bed applicant will mention other applicant's ID in his/her form. This can also be done by SNEHODIYA official also after login into the system.

Functional Requirement - 'Application Form'

Functions / Method in 'Application' Form:

Stakeholder-

FOR CITIZEN:

Apply new application,
Edit,
Delete,
View Progress Status.
Payment Online.

Stakeholder-

FOR OFFICIAL:

Any application form can be edited & full control on any form. All will maintain audit trail.

Room allocation (room number, date).

[2nd person allocation at double bed with 1st person: - It's EDIT],

Edit,

Delete,

Search :(by application id, name, payment detail, address.),

Report: (who applied, who paid how much amount, who did not pay, male/female applicant, age wise, earning wise)

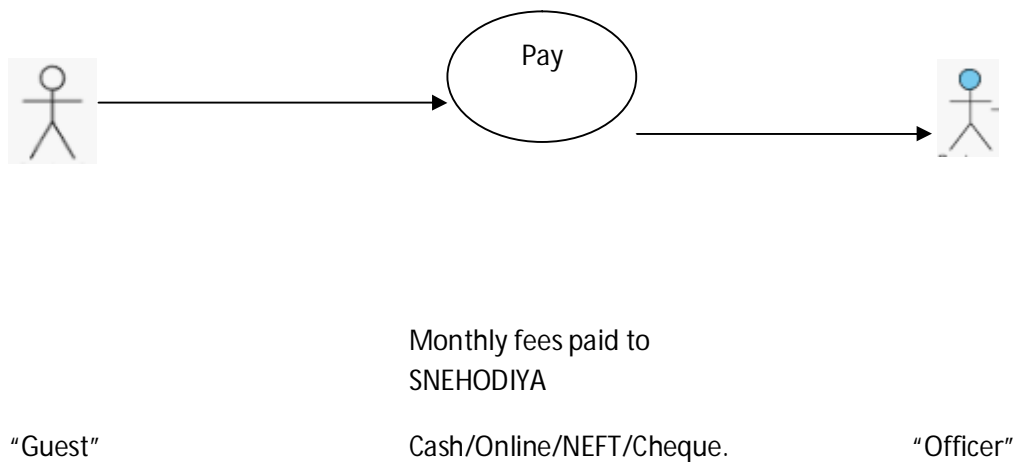
2. MONTHLY CHARGE:

Within 7th of each month the guest will have to pay monthly charge to SNEHODIYA. The charge is approx 16K but there will be option to set the charge.

Failure of three consecutive month's charge will cause the allotment cancel of the guest.

Table Fields are: i) Guest ID, ii) Payment Date, iii) Payment Amount, iv) Payment Mode, v) Payment Detail (Cheque No./NEFT/Cash etc.), vi) Remarks

UML for the monthly charge. Stakeholders: Guest, Officer.



Functional requirement 'Monthly charge'

Stackholders: "Guest" and "Officials". Official can take cash & enter the data into the system.

Functions / Method in 'Monthly Charge' Form:

Add, Edit, Delete, and Search: (by Guest ID/Name/Cheque number or NEFT number/Date of Payment). Report: (Who did not pay monthly charge in certain date,. Total Due amount in a period, Total earned amount in a period)

Data Dictionary for monthly charge			
i)	*Guest ID,	(varchar)	
ii)	*Payment Date		
iii)	*Payment Amount	(date)	
iv)	*Payment Mode	(decimal)	
v)	*Payment Detail (Cheque No./NEFT/Cash etc.),	(varchar)	
vi)	Remarks	(varchar)	
		(varchar)	

3. FOOD :

Store the record history of each day's food given to the guest.

Table Fields are: i) Date, ii) Food for (Breakfast/Lunch/Evening Tea snacks /Dinner), iii) Food details.

Functional requirement 'food history'

Functions / Method in 'food history' Form:

Data Dictionary for food history		
i)	*Guest ID,	(varchar)
ii)	*Serve Date	
iii)	* Food For(Breakfast/Lunch /Evening Tea snacks /Dinner)	(date) (varchar)
iv)	* Food detail.	
v)	Remarks	 (varchar) (varchar)

Functions / Method in 'food history' Form:

Stakeholder & role –

Stakeholder- Official:

Role: Add, Edit, Delete, Report :(View history between certain periods).

4. MONTHLY MEDICAL CHECKUP:

On each month each guest will be assigned routine check-up. This record have to be stored for reference.

Table Fields are: i) Guest ID, ii) Check-up Date & Time, iii) Check-up type (as per brochure's page 19) Weight, Pressure, Sugar

Functional requirement 'monthly medical check-up '

Functions / Method in 'monthly medical check-up' Form:

Data Dictionary for food history			
i)	*Guest ID,	(varchar)	
ii)	* Check-up Date & Time	(date)	
iii)	* Check-up type(as per brochure's page 19) Weight, Pressure, Sugar	(varchar)	
iv)	* Weight date	(varchar)	
v)	Weight		
vi)	Pressure on date	(varchar)	

vii)	Pressure		
viii)	Sugar on date	(date, time)	
ix)	Sugar		
x)	Remarks	(Decimal)	
		(date, time)	
		(Decimal)	
		(date, time)	
		(Decimal)	
		(varchar)	

Functions / Method in 'food history' Form:

Stakeholder: Official:

Stakeholder's role: Role: Add, Edit, Delete, Search: (guest ID, name) Report :(View history between certain periods).

5. EMERGENCY HEALTH SERVICE:

If there is any emergency health related issue of the guest then the record detail has to be stored in database.

Table Fields are: i) Guest ID, ii) Treatment Date & Time, iii) Admitted Hospital iv) Doctor's. Name v) Upload Scanned Medical Record vi) Treatment Cost Provided by SNEHODIYA-REIMBURSEABLE vii) Remarks.

Data Dictionary for <u>food history</u>	
Field name	Data Type
i) *Guest ID,	(varchar)
ii) *Treatment Date & Time ,	(date)
iii) *Admitted Hospital	
iv) *Dr.Name	
v) *Upload Scanned Medical Record	(varchar)
vi) * Treatment Cost Provided by SNEHODIA	(varchar)
vii) Remarks.	(varchar , image path)
	(Decimal)
	(varchar)

Functions / Method in 'food history' Form:

Stakeholder: Official:

Stakeholder's role: Role: Add, Edit, Delete, Search: (guest ID, name) Report :(View history between certain periods).

6. WEEKLY LINEN CHANGES:

Few free Linen services are given weekly, monthly, quarterly for each guest. These services are clean of pillow cover, blanket, bed sheet, cartel clean etc.) This service record will be stored.

Table Fields are: i) Guest ID, ii) Service Date & Time, iii) Linen Name (pillow, bed sheet, carrel, and blanket)

Data Dictionary for <u>weekly linen changes</u>	
Field name	Data Type
i) *Guest ID,	(varchar)
ii) *Service Date	
iii) * Linen Name(pillow, bed sheet, carrel, blanket)	(date)
iv) Remarks.	(varchar)

	(varchar)	
--	-----------	--

Functions / Method in 'weekly lilen changes' Form:

Stakeholder: Official:

Stakeholder's role: Role: Add, Edit, Delete, Search: (guest ID) Report :(View history between certain periods).

7. PERSONAL LAUNDRY FACILITY:

The guest can take paid personal laundry facility from SNEHODIYA.

Table Fields are: i) Guest ID, ii) Service Date & Time, iii) Amount paid.

Data Dictionary for <u>personal laundry facility</u>		
Field name	Data Type	
i) *Guest ID,	(varchar)	
ii) *Service Date		
iii) *amount paid	(date)	
Remarks.	(decimal)	
	(varchar)	

Functions / Method in 'personal laundry facility' Form:

Stakeholder: Official:

Stakeholder's role: Add, Edit, Delete, Search: (guest ID) Report :(View history between certain periods).

8. BREAKAGE, DAMAGE RECORD:

The guest, Visitor of guest, attendant can break some item/goods unwillingly which record must be kept.

Table Fields are: i) ID of Guest or Staff ii) Date of break. iii) Item name

Data Dictionary for <u>breakage and damage</u>	
Field name	Data Type
i) *Guest ID or staff ID,	(varchar)
ii) * damage date	
iii) *item name	(date)
iv) Remarks.	(varchar)
	(varchar)

Functions / Method in 'breakage damage' Form:

Stakeholder: Official:

Stakeholder's role: Add, Edit, Delete, Search: (guest ID/Staff ID, Item name) Report :(View history between certain periods).

9. MOVEMENT OF GUEST:

The guest can go somewhere either daily or for few days, this record will be kept. The guest needs to inform verbally and/or written to the SNEHODIYA authority in these cases.

Table Fields are: i) Guest ID, ii) Date & Time of Movement iii) Date & Time Upto Move iv) Movement type (daily/short stay/long stay) v) application letter image upload v) Remarks.

Data Dictionary for <u>movement of guest</u>		
Field name	Data Type	
i) *Guest ID	(varchar)	
ii) * move from date-time	(date,time)	
iii) * move upto date-time	(date,time)	
iv) *Movement type(daily/short stay/long stay)	(varchar, image path)	
v) application letter image upload	(varchar)	
vi) Remarks.	(varchar)	

Functions / Method in 'movement of guest' Form:

Stakeholder: Official:

Stakeholder's role: Add, Edit, Delete, Search: (guest ID, name) Report :(View history between certain periods).

10. VISITOR OF GUEST:

The guest's children/friend/relative etc. may come to visit the guest. The person(s) coming to visit the guest is called visitor, this record will be stored in database.

Table Fields are: i) Guest ID, ii) Visiting Date & Time From iii) Visiting Date & Time Up to iv) Visitor's lcard upload v) Visitor's Name, vi) Visitor's Address, vii)Visitor's Relation with guest viii) Amount Paid.

Data Dictionary for <u>visitor of guest</u>			
Field name		Data Type	
i)	*Guest ID	(varchar)	
ii)	*Visiting Date & Time From		
iii)	*Visiting Date & Time Upto	(date, time)	
iv)	* Visitor's lcard upload	(date, time)	
v)	*Visitor's Name,		

vi)	*Visitor's Address,		
vii)	*Visitor's Relation with guest	(varchar, image path)	
viii)	*Amount Paid.		
ix)	Remarks.	(varchar)	
		(varchar)	
		(varchar)	
		(decimal)	
		(varchar)	

Functions / Method in 'visitor of guest' Form:

Stakeholder: Official:

Stakeholder's role: Add, Edit, Delete, Search: (guest ID, name) Report :(View history between certain periods).

11.EMPANELLED SERVICE:

The guest may avail few paid empanelled services, such as physiotherapy /maid/nurse /councillor/driver/escort service.

Table Fields are: i) Guest ID, ii) Date iii) Amount of service iv) Service Type (physiotherapy /aya /councillor/driver/escort service)

Data Dictionary for <u>Empanelled Service</u>	
Field name	Data Type
i) *Guest ID	(varchar)
ii) Date	(date, time)
iii) Amount of service	
iv) Service Type (physiotherapy /aya /councillor/driver/ escort service)	(decimal)
v) Remarks.	(varchar)

	(varchar)	
--	-----------	--

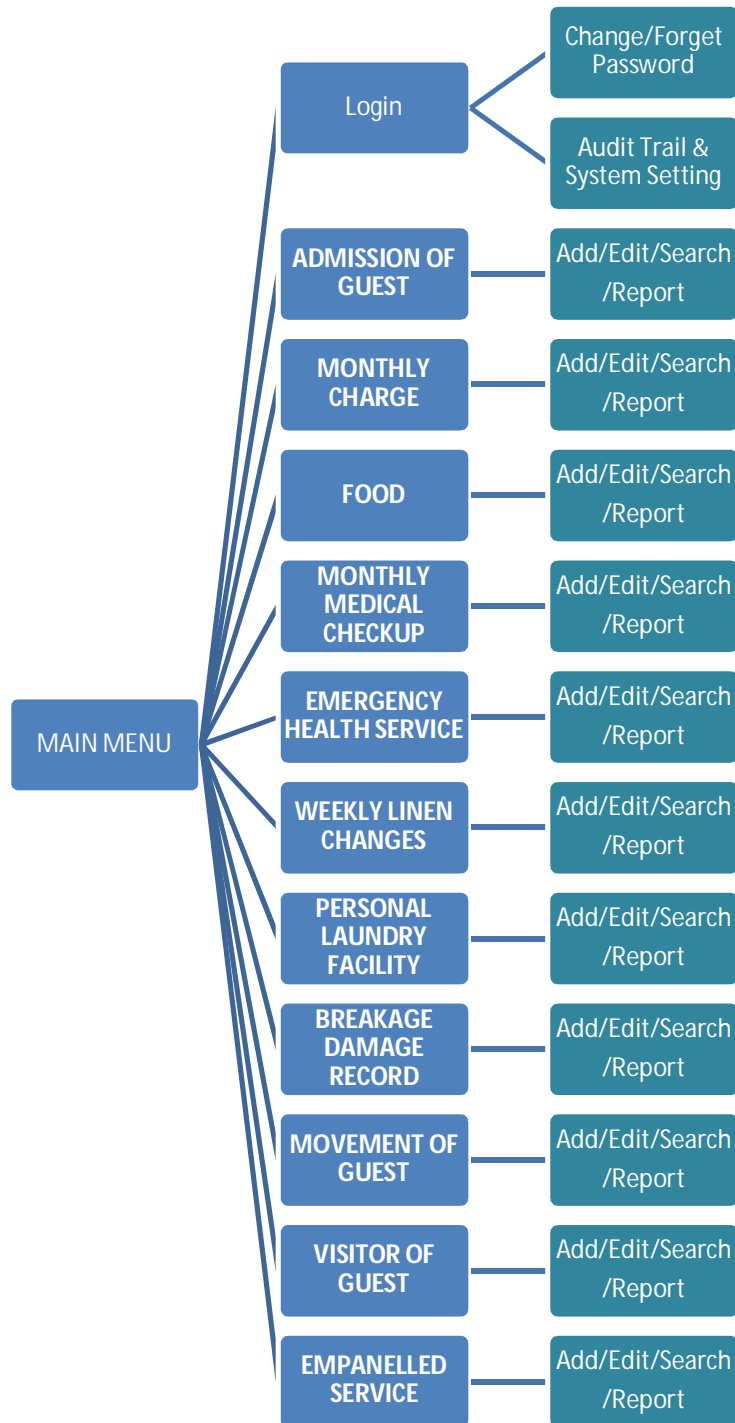
Functions / Method in 'Empanelled Service' Form:

Stakeholder: Official:

Stakeholder's role: Add, Edit, Delete, Search: (guest ID, name) Report :(View history between certain periods).

The system should have its web and mobile interfaces, it should be viewable on the web and as well as on the app (Android, iOS).

❖ WORK BREAKDOWN STRUCTURE:



SECTION– I: FORMATS FOR ELIGIBILITY CRITERIA

Annexure-1: NIT Declaration

(To be submitted on the Letterhead of the bidder)

(Place)

(Date)

To,

The Deputy General Manager (Commercial)

WBEIDC Ltd

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

Salt Lake, Bidhan Nagar, Kolkata:-700091

Ref: <.....>date:<.....>

Sub: Submission of proposal in response to RFP for Selection of Vendor for “Implementing Old Age Home Management System - Snehodiya”

Dear Sir,

- We have examined the RFP document, we, the undersigned, herewith submit our proposal in response to your RFP no. _____ dated _____ for “Selection of Vendor for “Implementing Old Age Home Management System - Snehodiya” in full conformity with the said RFP document.
- 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 proposal shall not be given effect to.
- In the event of acceptance of our bid, we do hereby undertake:-
 - To commence services as stipulated in the schedule of delivery forming a part of the attached proposal.
 - We affirm that the price quoted is inclusive of all charges and all taxes.
- We agree to abide by this proposal, 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.
- The EMD as given in Notice Inviting Tender Section is attached with this proposal.
- The EMD of INR 35,000 (Rupees thirty five thousand only) submitted by us may be encashed if we do not submit the requisite Performance Bank Guarantee within 60 days of award of contract.
- 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.

- 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.
- We hereby declare that all the information and statements made in this proposal are true and accept that any misrepresentation contained in it may lead to our disqualification.
- We understand you are not bound to shortlist / accept any proposal you receive

Sincerely,

Signature of Authorized Signatory and Seal of the bidder

Name:

Designation:

Date:

Annexure–2: Declaration for Eligibility Criteria

<<To be printed on lead bidder company's letterhead and signed by Authorized signatory>>

ELIGIBILITY CRITERIA FOR BIDDER

#	Basic Requirement	Eligibility Criteria	Document Proof
	Annual Turnover	Annual average turnover for the last three financial years (FY 15-16, 16-17, 17-18) should be at least Rs. 50 lacs (Rupees fifty lacs only) per year and must have been a profit-making organisation for last 3 financial years ending 31.03.2018.	Extracts from the Balance sheet and Profit & Loss and Certificate from the statutory auditor /Chartered Accountant
2. a	Consulting experience	The bidder should have experience in at least 3 software development assignments (ongoing/ completed) in last five years in India. Value of each of the assignment must be greater that INR 10 lacs in Public and Government sector.	Completed Projects: Completion certificate + Work Order issued by the client
2.	Software development experience	The bidder should have experience of software development, integration and maintenance and training.	Completion certificate + Work Order issued by the client
3.	OEM authorization	The bidder should submit tender specific authorization from OEM/s otherwise tender may be rejected.	OEM authorization certificate should be submitted where applicable
4.	Legal Entity	<ul style="list-style-type: none"> • Bidder may be a Company, Partnership Firm or Sole Proprietorship Firm. • The bidder should have existence in India for last five (5) years at the end of 31st March 2018. • The bidder should be into the software development services for the last five (5) years at the end of 31st March, 2018. • The bidder shall be solvent at the date 	<ul style="list-style-type: none"> • Certificates of incorporation for Company/ Partnership Deed / Proprietorship firm self-declaration • Certificate from Statutory auditor / Chartered Accountant for existence of firm for

		of bidding	<p>last three years</p> <ul style="list-style-type: none"> • Certificate from Statutory auditor / Chartered Accountant for software development business for last three years • Certificate from Statutory auditor / Chartered Accountant for Solvency declaration
5.	Other legal documents	<ul style="list-style-type: none"> • Trade License • GST Certificate • Income Tax Return (Latest 3 years) • Copy of PAN • Articles of Association/ Company Registration (depending on company type) 	Copy of the valid documents
6.	Blacklisting	The responding firm must not be blacklisted by any Government Department or PSU for breach of ethical conduct or fraudulent practices.	A self-declaration (on non-judicial stamp paper) 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 Government Department or PSU, the work order will be cancelled.
7.	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

Signature of Authorized Signatory (with official seal)

Name :
Designation :
Address :
Telephone& Fax :
Mobile Phone No :
E-mail address :

Annexure–3: Format for Bidder's Particulars

<<To be printed on bidder company's letterhead and signed by Authorized signatory>>

To,
The Deputy General Manager (Commercial)
WBEIDC Ltd
Webel Bhavan, Block-EP & GP, Sector-V,
Salt Lake, Bidhan Nagar, 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.	Quality Certificates and its validity	
11.	GST registration No.	
12.	Permanent Account Number (PAN)	
13.	Corporate Identity Number (CIN)	

Annexure-4: Bidder's Annual turnover over last 3 financial years

<<To be printed on bidder company's letterhead and signed by Authorized signatory>>

Date: dd/mm/yyyy

To,
The Deputy General Manager (Commercial)
WBEIDC Ltd
Webel Bhavan, Block-EP & GP, Sector-V,
Salt Lake, Bidhan Nagar, Kolkata:-700091

Dear Sir,

I have carefully gone through the Terms & Conditions contained in the RFP Document. I hereby declare that below are the details regarding Overall turnover over last 3 financial years for our organization.

#	Details	FY 2015-16 (in Crores) (a)	FY 2016-17 (in Crores) (b)	FY 2017-18 (in Crores) (c)	Average Turnover [(a+b+c)/3]
1	Overall Annual Turnover (in INR)				

Yours Sincerely,

Signature of Statutory Auditor (with official seal)

Name :
Designation :
Address :
Telephone & Fax :
E-mail address :

Annexure-5: Declaration for not being blacklisted

(Self-declaration for not being blacklisted by any Government Entity)

(To be submitted on the Letterhead and /or Non-Judicial Stamp Paper of the responding firm)

(Place)

(Date)

To,

The Deputy General Manager (Commercial)

WBEIDC Ltd

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

Salt Lake, Bidhan Nagar, Kolkata:-700091

Ref: RFP for Selection of Vendor for "Implementing Old Age Home Management System – Snehodiya" Ref: RFP No. <.....>

Dear Sir,

In response to the above mentioned RFP I/We, _____, as _____
<Designation> of M/s _____, hereby declare that we are not blacklisted or ineligible to participate for bidding by any State/Central Government, Semi-Government or PSU.

Sincerely,

Signature of Authorized Signatory and Seal of the bidder

Name:

Designation:

Annexure-6: Consultant's Organisation & Experience

A brief description of the Consultant's organization and an outline of the recent experience of the Consultant that is most relevant to the assignment. For each assignment, the outline should indicate the names of the Consultant's Key Experts who participated, the duration of the assignment, the contract amount, and the Consultant's role/involvement.

A - Consultant's Organization

- i. Provide here a brief description of the background and organization of your company, and – in case of a joint venture – of each member for this assignment.
- ii. Include organizational chart, a list of Board of Directors, and beneficial

B - Consultant's Experience

- i. List only software development assignments successfully completed in the last 5 years.
- ii. List only those assignments for which the Consultant was legally contracted by the Client as a company. The Consultant should be prepared to substantiate the claimed experience by presenting copies of relevant documents and references if so requested by the Client.

Duration	Assignment name/& brief description of main deliverables/outputs	Name of Client & Country of Assignment	Approx. Contract value (Amount paid to your firm in Indian Rupees in lakhs)
{e.g., Jan.2009– Apr.2010}	{e.g., "Improvement quality of ": designed master plan for	{e.g., Ministry of ... , country}	{ in Indian Rupees in lakh/crore }
{e.g., Jan-May 2008}	{e.g., "Support to sub- national government ": drafted secondary level	{e.g., municipality of , country}	{in Indian Rupees in lakh/crore }

Undertaking on Total Responsibility

Date:

To,

The Deputy General Manager (Commercial)

WBEIDC Ltd

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

Salt Lake, Bidhan Nagar, Kolkata:-700091

Dear Sir,

Sub: Self-certificate regarding Total Responsibility

This is to certify that we undertake total responsibility for the successful completion of the assignment as per the scope of work mentioned in this RFP.

Thanking you,
Yours faithfully

(Signature of the Authorized signatory of the Bidding Organisation)

Name :
Designation :
Date :
Time :
Seal :
Business Address:

Annexure-7: Team Composition, Assignment & Key Expert's Input

N°	Name	Expert's input (in person/month) per each Deliverable (listed in									Total time-input (in		
		Position	D-1	D-2	D-3	D-...				Home	Field	Total
KEY EXPERTS													
K-1	[Team Leader]	[Home]	[2 month]	[1.0]	[1.0]								
K-2		[Field]	[0.5 m]	[2.5]	[0]								
K-3													
Subtotal													

Note:

- 1) For Key Experts, the input should be indicated individually for the same positions as required under the Section E- Scope of Work
- 2) "Home" means work in the office in the expert's office. "Field" work means work carried out in the field location or area where the experts/engineers would be on the job based on the assumption that there would be a team that would be working from office/home location and the other that would be working on the field.

Curriculum Vitae (CV)

Proposed Position: <<to be inserted later>>

Name of Firm:

Name of Staff:

Date of Birth:

Nationality:

Education:

Year	Degree	Institution

Countries of Work Experience:

Languages:

Language	Speaking	Reading	Writing

Employment Record:

From [Year]	To [Year]	Employer	Position held

Certification and training:

<<to be inserted >>

Detailed Tasks Assigned:

<<to be inserted >>

Work Undertaken that Best Illustrates Capability to Handle the Tasks Assigned:

Name of

Assignment/job or project	
Year	
Location	
Client	
Main project features	
Positions held	
Activities performed	

Certification:

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes myself, my qualifications, and my experience. I understand that any wilful misstatement described herein may lead to my disqualification or dismissal, if engaged.

Date:

Place:

Signature: <<to be inserted >>

Annexure-7: List of documents submitted

Technical Solution is to be documented in a structured manner. Check-list for the mentioned documents to be included in the Technical bid in following format:

#	Documents to be submitted	Submitted (Y / N)	Documentary Proof (Page No.)
1.	Eligibility Criteria Cover letter (Annexure-2)		
2.	Power of attorney / board resolution to the authorized Signatory of the Bid		
3.	Bidder's particulars (Annexure-3)		
4.	Bidder's annual turnover for last 3 years (Enclose copy of Audited Balance Sheet for last 3 years, Copy of the audited Profit & Loss Statements for each of the last 3 financial years)(Annexure-4)		
5.	Declaration for not being black-listed (Annexure – 5)		
6.	Team Composition, Assignment & Key Experts (Annexure-7)		
7.	NIT Declaration (Annexure – 1)		
8.	Certified copies of valid PAN document/GST registration		
9.	Technical Capability / Past Projects (Annexure – 6)		
10.	Bidder's Understanding of the Project requirements		
11.	Technical Solution Proposed		
12.	Approach & Methodology		
13.	Certificate from HR department mentioning the relevant manpower strength.		

Annexure-8: Format for Performance Bank Guarantee

(On non-judicial stamp paper of appropriate value to be purchased in the name of executing Bank)
PROFORMA OF BANK GUARANTEE FOR SECURITY DEPOSIT-CUM-PERFORMANCE GUARANTEE

Ref Bank Guarantee no.....

Date.....

PROFORMA OF BG FOR SECURITY DEPOSIT

KNOW ALL MEN BY THESE PRESENTS that in consideration of WBEIDC Ltd, a Government of West Bengal Enterprise under the Department IT & Electronics, Govt. of West Bengal having its registered office at Webel Bhavan, Block-EP & GP, Sector-V, Salt Lake, Bidhan Nagar, Kolkata:- 700091, (hereinafter called "The Purchaser") having agreed to accept from

_____ (hereinafter called "The Consulting firm") Having its Head Office at _____, a Bank guarantee for Rs. _____ in lieu of Cash

Security Deposit for the due fulfilment by the Consulting firm 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 Consulting firm 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 Consulting firm 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 consulting firm and accordingly discharged the guarantee.

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

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

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

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

