

**INVITATION FOR EXPRESSION OF INTEREST (EOI) FOR EMPANELMENT  
OF VENDORS FOR PREPARATION OF SWASTHYA SATHI SMART CARD  
ACROSS WEST BENGAL.**

**EOI No. : EOT/COM/20-21/00044    Date 08-12-2020**

**Due Date of Submission: 14-12-2020**

**WEST BENGAL ELECTRONICS INDUSTRY DEVELOPMENT  
CORPORATION LTD.**

**(A Govt. of West Bengal Undertaking)**

**Webel Bhavan, Block-EP & GP, Sector-V, Salt Lake, and Kolkata:-  
700091**

EOI NO. : EOT/COM/20-21/00044

Dated 08-12-2020

**INVITATION FOR EXPRESSION OF INTEREST (EOI) FOR EMPANELMENT OF VENDORS FOR PREPARATION OF SWASTHYA SATHI SMART CARD ACROSS WEST BENGAL.**

**Instruction to bidders:-**

**Date & Time Schedule:-**

ACTIVITY	DATE/ DETAILS
<b>Publish date</b>	08-12-2020
<b>Last Date For Sending Queries</b>	10-12-2020,4:00 PM
<b>Last date and time of EOI submission</b>	14-12-2020, 12:00 PM
<b>Date of opening of EOI</b>	14-12-2020, 2:00 PM
<b>Earnest Money Deposit(EMD) [Refundable]</b>	Rs 10,000.00 (Rupees Ten Thousand only) In the form of a DD (Demand Draft) Drawn in favor of WBEIDC Limited, payable at Kolkata.
<b>Bid Submission &amp; Opening Venue</b>	GM(Commercial) WEST BENGAL ELECTRONICS DEVELOPMENT CORPORATION LIMITED (A Govt. of West Bengal Undertaking) Webel Bhavan, Block-EP & GP, Sector-V, Salt Lake, Bidhannagar Kolkata – 700091

The bidder can download the EOI documents from WBEIDC's website [www.webel-india.com](http://www.webel-india.com) and submit the bid.

For queries regarding this tender please contact Sri Pratul Show, G.M (Commercial) by phone 033 2339-2270 e-mail at mail ID: [pratul.show@webel-india.com](mailto:pratul.show@webel-india.com) on or before 10-12-2020, 4:00 PM. No queries will be entertained after this time frame. If tender committee feels, suitable corrigendum will be hosted in our web site before 11-12-2020, 12:00 PM for the information of all prospective bidders.

Canvassing by Bidder in any form shall be liable for disqualification.

WBEIDC Limited reserves the right to accept or reject any or all the tenders without assigning any reason thereof.

**Bid Documents should contain the following:**

- a. Necessary EMD (Earnest Money Deposit) (refundable) shall be submitted along with the bid by Demand Draft drawn in favour of “WBEIDC Limited” from any Schedule Bank payable at Kolkata.
- b. Interested Bidders are required to submit their proposal in a sealed envelope as per instructions given below: - The firm shall seal & mark various parts of the proposal as follows: The EOI document in one envelope super-scribed with words: - “INVITATION FOR EXPRESSION OF INTEREST (EOI) FOR EMPANELMENT OF VENDORS FOR PREPARATION OF SWASTHYA SATHI SMART CARD ACROSS WEST BENGAL.”. “EOI NO.: EOT/COM/20-21/00044 DATE 08-12-2020 “& “Do Not Open Before 14-12-2020, at 2.00 PM”.

This envelope will also contain the EMD (if the tender document is downloaded from the website) in separate small envelope inside it. The sealed envelope containing the sealed Technical Bid should be addressed to the General Manager (Commercial), WBEIDC Limited, Block-EP & GP, Sector –V, Salt Lake, Kolkata -700 091, through post / speed post / Courier or dropped personally within the stipulated time in the tender box kept with WBEIDC. No other mode of delivery shall be accepted. WBEIDC Ltd will not be responsible for any postal delay. Late submission of Bid will not be accepted.

**Scope and Deliverables of the project:** - Scope and Deliverables of the project will be ***“Guidelines for Smart Card and other IT Infrastructure under SWASTHYA SATHI”*** attached as Appendix 4 along with the EOI document.

**ELIGIBILITY CRITERIA FOR PARTICIPATION IN THE EoI**

1. The bidder should have experience in executing Digital Smart Card project.
2. Must have average minimum annual turnover of at least Rs. 10 Lakh for last three financial years as on 31st March 2020 (i.e. FY 2017-18, 2018-19 & 2019-20). Submit the Audited Balance sheet with the details as per format provided in Appendix-2. CA Certificate is must without which the bid shall be treated as cancelled.
3. Bidder should be in business for minimum 3 years and must be profit making for last 3 years with positive Net worth. Submit Profit & Loss statement for last 3 years along with statement on Net worth.
4. Bidder should be registered under Indian Companies Act (Give details). Kindly attach the following documents :-
  - Latest IT return ( last 3 Years)
  - Certificate of Incorporation
  - GST registration Certificate
  - Valid PAN, Professional Tax & Trade License.
  - Certificate of Incorporation
5. Bidder should have their presence in West Bengal and have minimum infrastructure to support run Smart Card Project. Kindly attach documents with address for the same.
6. Bidder should have capability to handle the Project effectively, efficiently and in a time bound manner.
7. Bidder should have experience to execute similar type of Projects as detailed in Appendix-4 in the EOI document. Work order copy along with completion certificate to be submitted with the bid as per format in Appendix-3.
8. Bidder should not be Blacklisted or involved in any Corrupt & Fraudulent Practices by any Central/ State Government ministry/affiliate or Public sector undertaking. Undertaking need to be submitted by the bidder in their official letter head.
9. Kindly provide company profile with contact detail of the person concerned as per Appendix-5.
10. No consortium and no sub-contracting would be allowed.

### GENERAL TERMS AND CONDITIONS

1. **Schedule of the EOI:** -The EOI document shall be submitted on or before 14-12-2020 , 12:00 PM in sealed envelope addressed to General Manager (Commercial), WBEIDC Limited, Block-EP & GP, Sector –V, Salt Lake Electronics Complex, Kolkata -700 091
2. **Amendment of Invitation:-**At any time 2 days prior to the deadline for submission of proposals, WBEIDC reserves the right to add / modify / delete any portion of this document by issuance of a Corrigendum, which would be published on the website and will also be made available to all the Bidders who have been issued the EOI document. The Corrigendum shall be binding on all bidders and will form part of the bid documents.
3. **Clarification Regarding EOI Document:** - A prospective Bidder requiring any clarification about the EOI document and scope of work may contact the person through e-mail / letter as mentioned above in EOI.
4. **Amendment of Proposals:** - In order to afford prospective Bidder reasonable time to make amendment in their proposals, WBEIDC may, at its discretion, extend the deadline for the submission of proposals. However, no such request in this regard shall be binding on WBEIDC.
5. **Disputes and Arbitrations:** - In case of any dispute or differences, breach and violation relating to the terms of this agreement, the said dispute or difference shall be referred to the sole arbitration of Managing Director, WBEIDC Ltd. or any other person appointed by him. The award of the arbitrator shall be final and binding on both the parties. In the event of such arbitrator to whom the matter is originally referred to vacates his office on resignation or otherwise or refuses to do works or neglecting his work or being unable to act as arbitrator for any reason whatsoever, the Managing Director shall appoint another person to act as arbitrator in the place of outgoing arbitrator and the person so appointed shall be entitled to proceed further with the reference from the stage at which it was left by the predecessor. The Contractor will have no objection in any such appointment that arbitrator so appointed is employee of WBEIDC Ltd. The adjudication of such arbitrator shall be governed by the provision of the Arbitration and Conciliation Act, 1996, or any statutory modification or re-enactment thereof or any rules made thereof. The arbitration shall be held in Kolkata only.
6. **Governing Laws:-**This EOI Document and the 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.
7. **Force Majeure Condition:-**If the execution of the contract/supply order is delayed beyond the period stipulated in the supply order as result of outbreak of hostilities, declaration of an embargo or blockade of road, fire, flood or any such act of nature, then WBEIDC LTD may allow such additional time by extending the project execution time frame as considered to be justified by the circumstances of the case and its decision will be final. If additional time is granted by the WBEIDC LTD, the supply order shall be read and understood as if it had contained from its inception the execution date as extended. During evaluation of the bids, WBEIDC Ltd. Will have the right to ask the bidders to submit the original certificates, if any bidder fails to submit the requirements, its bid to be treated as cancelled. If any information submitted by the bidder proves false, penal action to be taken against them and EMD submitted by them will be forfeited.

8. Intending Bidders to download the tender documents from the Website <https://www.webel.in>.
9. After submission of all necessary documents as mentioned, WEBEL will carry out an evaluation process in order to shortlist the eligible applicants.
10. The bidder will be evaluated based on the past experience, readiness of the solution which will be decided by WEBEL, which will be considered to be final.
11. After the evaluation of the bids, the Empaneled members will be informed by WEBEL via a Letter of Empanelment/ Letter of Award.
12. Empanelment will be valid for a period of six (6) months from the date of empanelment. This may be subjected to extension for future period.
13. The validity period of the D.D shall not be less than 90 days from the Bid due date. The EMD amount shall be returned to the unsuccessful bidders without any interest in the form of account payee cheque only.
14. Tender committee reserves the right to cancel the EOI process without assigning any reason to any respondent.
15. Tender committee reserves the right to ask for any document found deficient or additional as mentioned in this EOI.

**Appendix -1**

**Standard Form Expression of Interest (EOI) for Empanelment of vendors for preparation of Swasthya Sathi Smart Card across West Bengal.**

**1. Application (Sample below)**

Date:

To

**General Manager (Commercial)  
West Bengal Electronics Industry Development Corpn. Ltd.  
Webel Bhavan, Block-EP&GP  
Salt Lake, Sector\_V  
Salt Lake, Kolkata – 700 091.**

**Sub: Expression of Interest (EOI) for Empanelment of vendors for preparation of Swasthya Sathi Smart Card across West Bengal.**

Dear Sir/Madam,

This is in response to your EOI published in [.....] on [.....], inviting expression of interest for empanelment of vendors for preparation of Swasthya Sathi Smart Card across West Bengal, we hereby submit our expression of interest. We have attached necessary information according to the standard form. The information furnished by us in this expression of interest is correct to the best of our knowledge. We understand that if at a later date it is revealed that any declaration made by us is false/ incorrect, our EOI bid would automatically stand cancelled. Based on these information, we understand you would be able to evaluate our proposals in order to pre-qualify for the above mentioned assignment. We, however, understand that WBEIDC Ltd. reserves the right to decide whether or not to pre-qualify our firm without disclosing the reason whatsoever.

We remain,

Sincerely yours,

**On behalf of the  
firm:**

**Signature: .....**

**Name of  
signatory:**

**Designation:**

**Company Seal:**

**Appendix -2**  
**TO WHOM IT MAY CONCERN**

**1. Turnover**

Year	Turnover (Rs. In Lakhs)
2017-18	
2018-19	
2019-20	

**2. Net worth**

<b><u>Year</u></b>	<b><u>Net Worth</u></b> (Rs. In Lakhs)
2017-18	
2018-19	
2019-20	

**AUDITORS CERTIFICATE**

I have audited the statement of Turnover, Net worth from the books and records maintained by the company and based on the information and explanations received have found the same to be agreed therewith.

**CHARTERED ACCOUNTANT**  
**MEMBERSHIP NO.:**

Date:



**Appendix -3**

**Relevant experience**

Sl. No.	Name of the client	Address of the client	Nature of the Project	Duration of the assignment			Total Cost of the assignment NRs (In Lakhs)	Remarks  Work completed/ In Progress *
				From (Date)	To (Date)	Total months		

\* If completed, please submit completion certificate from relevant authorities.

## Appendix 4

### **Guidelines for Smart Card and other IT Infrastructure**

#### **Under “SWASTHYA SATHI”**

##### **1. Introduction:**

These guidelines provide in brief the technical specifications of the smart card, devices & infrastructure to be used under “Swasthya Sathi”. The standardization is intended to serve as a reference, providing state government agencies with guidance for implementing an interoperable smart card based cashless health insurance programme.

While the services are envisaged by various agencies, the ownership of the project and thereby that of complete data – whether captured or generated as well as that of smart cards lies with the Government of West Bengal, Department of Health and Family Welfare.

In creating a common health insurance card across the State, the goals of the smart health insurance card program are to:

- Allow verifiable & non repudiable identification of the health insurance beneficiary at point of transaction.
- Validation of available insurance cover at point of transaction without any document
- Support multi-vendor scenario for the scheme
- Allow usage of the health insurance card across states and insurance providers

This document pertains to the stakeholders, tasks and specifications related to the Smart Card system only. It does not cover any aspect of other parts of the scheme. The stakeholders need to determine any other requirements for completion of the specified tasks on their own even if they may not be defined in this document.

## 2. Enrolment station

### 2.1. Components

Though three separate kinds of stations have been mentioned below, it is possible to club all these functionalities into a single workstation or have a combination of workstations perform these functionalities (2 or more enrolment stations, 1 printing station and 1 issuance station). The number of stations will be purely dependent on the load expected at the location.

The minimum requirements from each station are mentioned below:

The team should carry additional power back up in the event that electricity is not available for some time at site.

#### a. Common components

- I. Windows 7 or higher (all service packs) or above
- II. MS Sql Server
- III. Certified enrolment, personalisation & issuance software
- IV. Data backup facility

#### b. Enrolment station components

- I. Computer with power backup for at least 8 hours
- II. 1 Optical biometric scanner for fingerprint capture
- III. 1 VGA camera for photograph capture

#### c. Personalisation station components

- I. Computer with power backup for at least 8 hours
- II. 1 PCSC compliant smart card readers (for FKO card & split card)
- III. Smart card printer with smart card encoder

#### d. Issuance station components

- i. Computer with power backup for at least 8 hours
- ii. 1 PCSC compliant smart card readers (1 for FKO dongle, 1 for Beneficiary card,)
- iii. 1 Optical Fingerprint scanner (for verification of FKO & beneficiary)

### 2.2. Specifications for hardware

#### a. Computer

Windows 7 or higher (all service packs) or above [32 bit] and

Capable of supporting all devices as mentioned above

**b. Fingerprint Scanner**

The Fingerprint capture device at enrolment as well as verification should be single finger type. Kindly refer to the document “fingerprint\_image\_data\_standard\_ver.1.0 (2)” through the website [www.egovstandards.gov.in](http://www.egovstandards.gov.in). All specifications confirming to “Setting level 31” would be applicable for “SWASTHYA SATHI” related enrolment and verification. The images should be stored in png format. It is advisable that the best practices suggested in the document should be followed.

**c. Camera**

- Sensor: High quality VGA
- Still Image Capture: min 1.3 megapixels (software enhanced). Native resolution is 640 x 480
- Automatic adjustment for low light conditions

**d. Smart Card Reader**

- PCSC compliant
- Read and write all microprocessor cards with T=0 and T=1 protocols

**e. Smart card printer**

- Supports colour dye sublimation and monochrome thermal transfer
- Edge to edge printing standard
- Prints at least 150 cards/ hour in full colour and up to 750 cards an hour in monochrome
- Minimum printing resolution of 300 dpi
- Automatic and manual feeder for card loading
- USB Connectivity
- Printer Should have hardware/software protection to disallow unauthorized usage of Printer
- Inbuilt encoding unit to personalize Contact cards in a single pass
- Compatible to microprocessor chip personalization
- Smart card printing ribbon as required

**Note:** The enrolment stations due to the nature of work involved need to be mobile and work under rural & rugged terrain. This should be of prime consideration while selecting the hardware matching the specifications given above.

### 3. Smart Cards

#### 3.1. Specifications for Smart Cards

Card Operating System shall comply with SCOSTA standards ver.1.2b with latest addendum and errata (refer web site <http://scosta.gov.in>). The Smart Cards to be used must have the valid SCOSTA Compliance Certificate from National Informatics Center, New Delhi (refer <http://scosta.gov.in>). The exact smart card specifications are listed as below:

- **SCOSTA Card**

- a) Microprocessor based Integrated Circuit(s) card with Contacts, with minimum **64 Kbytes** non-volatile re-writable memory capacity as available.
- b) Compliant with **ISO/IEC 7816-1,2,3** for SCOSTA/SCOSTA-CL for contact base interface and compliant to ISO 14443 part 1, 2, 3 and SCOSTA-CL for contactless interface.
- c) Compliant to **SCOSTA v1.2b Dt. 15 March 2002** with latest addendum and errata including the latest of dated 1<sup>st</sup> July, 2006, and for SCOSTA-CL IT SHOULD BE COMPLIANT TO scosta-cl Ver. 1.2 dated 06<sup>th</sup> July, 2007, including all addenda and errata.
- d) Supply Voltage 3V nominal.
- e) T=0 or T=1 transport protocol for contact interface and ISO-14443 type A or B for contactless interface.
- f) Data Retention minimum 10 years.
- g) Min 300,000 E2PROM / Rewritable Flash write cycles.
- h) Operating ambient temperature range –25°C to +55°C.
- i) The card must be Non-initialized SCOSTA/SCOSTA-CL card.
- j) Plastic Construction PVC or Composite with ABS with PVC overlay.
- k) Surface – Glossy.

#### 3.2. Card layout

The detailed visual & machine readable card layout including the background image to be used is available on the website [www.wbhealth.gov.in](http://www.wbhealth.gov.in). It is mandatory to follow these guidelines for physical personalization of the “Swasthya Sathi” beneficiary card.

For the chip personalization, detailed specification has been provided in the “Swasthya Sathi” KMS document available on the website [www.wbhealth.gov.in](http://www.wbhealth.gov.in). Along with these SNA has issued specific component for personalization. It is mandatory to follow these specifications and use the prescribed component provided by SNA.

### 3.3. Cardholder authentication

- The cardholder would be authenticated based on their finger impression at the time of verification at the time of transaction
- The authentication is 1:1 i.e. the fingerprint captured live of the member is compared with the one stored in the smart card.
- In case of new born child, if mother is enrolled under “SWASTHYA SATHI”, the child shall be authenticated through fingerprint of any of the enrolled members on the card.
- In case of fingerprint verification failure, verification by any other authentic document or the photograph in the card may be done at the time of admission. By the time of discharge, the hospital/ smart card service provider should ensure verification using the smart card.

## 4. Software

The insurer must use only the SNA approved & certified enrolment software and Card. Software for conducting transactions at hospitals and managing any changes to the cards at the District kiosk will be the one provided/authorised by SNA, WB. In addition, the Insurer would have to provide all the hardware and licensed software (database, operating system, etc) required to carry out the operations as per requirement at the agreed points for enrolment and card issuance. For the transaction points at hospitals and District kiosk, the cost would be borne as per terms of the tender.

Any software required by the Insurer apart from the ones being provided by SNA, WB would have to be developed or procured by the Insurer at their own cost.

## 5. Mobile Handheld Smart Card Device

These devices are standalone devices capable of reading & updating smart cards based on the programmed business logic and verifying live fingerprints against those stored on a smart card. These devices do not require a computer or a permanent power source for transacting.

These devices could be used for

- Renewal of policy when no modification is required to the card
- Offline verification and transacting at hospitals or mobile camps in case computer is not available.

**The main features of these devices are:**

- Reading and updating microprocessor smart cards
- Fingerprint verification
- They should be programmable with inbuilt security features to secure against tampering.
- Memory for data storage
- Capable of printing receipts without any external interface
- Capable of data transfer to personal computers and over GPRS, phone line
- Secure Application loading – Application loading to be secure using Public KEYS
- Rechargeable batteries

### **Specifications**

- At least 2 Full size smart card reader and one SAM slot
- Display
- Keypad for functioning the application
- Integrated Printer
- Optical biometric verification capability with similar specifications as mentioned for Fingerprint scanners above in the hardware section
  - Allowing 1:1 search in the biometric module
  - Capability to connect to PC, telephone, modem, GPRS or any other mode of data transfer
  - PCI Compliance

## 6. PC based Smart Card Device

Where Computers are being used for transactions, additional devices would be attached to these computers. The computer would be loaded with the certified transaction software. The devices required for the system would be

6.1. Optical biometric scanner for fingerprint verification (specifications as mentioned for fingerprint devices in hardware section)

6.2. **Smart card readers**

2 Smart card readers would be required for each device, one each for hospital authority and beneficiary card which should be

- PCSC compliant
- Read and write all microprocessor cards with T=0 and T=1 protocols

Other devices like printer, modem, etc may be required as per software. The same would be specified by the insurance company at the time of empanelling the hospital.



Appendix-5

**ANNEX - SAO**  
**STRUCTURE AND ORGANISATION**

1) Name of Applicant	:	
2) Office Address	:	
	:	
	:	
	:	
	:	
Telephone No.	:	
Fax No.	:	
3) Name and Address of Bankers	:	
	:	
	:	
	:	
4) Attach an organization chart showing the structure of the company with names of Key personnel and technical staff with Bio-data.	:	

Note: Application covers Proprietary Firm, Partnership, Limited Company or Corporation.

---

Signature of applicant including title  
and capacity in which application is made.