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## West Bengal Electronics Industry Development Corporation Limited

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CIN : U52209WB19745GC029237

**Request for Proposal for Selection of  
System Integrator to install, configure and implement  
Enterprise Resource Planning (ERP)  
Solution at  
West Bengal Electronics Industry  
Development Corporation Limited**

**2<sup>nd</sup> Call**

Tender No. WEBEL/EOT/COM/21-22/00023R

Dated: 28-10-2021

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

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## NOTICE INVITING E-TENDER

Tender Reference Number: WEBEL/EOT/COM/21-22/00023R

West Bengal Electronics Industry Development Corporation Limited (WEBEL) invites e-tender through e-procurement portal of Government of West Bengal for the work mentioned in the table1. E-Tenders are invited from eligible, reputed, qualified Information Technology (IT) organizations (as System Integrator) having sufficient technical experience and financial capabilities for successful design, implementation, operation and maintenance of an end to end Enterprise Resource Planning (ERP) solution as detailed out in the scope of work.

**Table 1: Detail of the Scheme**

Name of the Project	Period of Completion	Tender Document Cost in INR ( Non-Refundable)	Earnest Money Deposit in INR (Refundable)
Installation, Configuration Implementation and Maintenance of Enterprise Resource Planning (ERP) solution for West Bengal Electronics Industry Development Corporation Limited (WEBEL) including migration of data from existing ERP and hosting of application at West Bengal State Data Centre cloud environment.	Implementation (Estimated) Timeline - 6 Months from date of issuance of LOI	Rs. 2,000/-	Rs. 2,50,000/-

## IMPORTANT DATES & INFORMATIONS

**Table 2: Fact Sheet**

1.	Tender No. & Date	WEBEL/EOT/COM/21-22/00023R dated 28-10-2021
2.	Brief description of project	Installation, Configuration Implementation and Maintenance of Enterprise Resource Planning (ERP) solution for West Bengal Electronics Industry Development Corporation Limited (WBEIDCL) including migration of data from existing ERP / Tally or other accounting software.
3.	Tender document Fee	Bidder should submit Tender Document Fee of Rs. 2,000 (Rupees two thousand only) through net banking or through RTGS/NEFT in the portal of the website: <a href="https://wbtenders.gov.in">https://wbtenders.gov.in</a> as per G.O 3975-F(Y) dated 28th July 2016 issued by Finance Department, Govt. of West Bengal. For details regarding payment procedure & guideline on the same, bidders are advised to follow the mentioned order and portal.
4.	Earnest Money Deposit	Bidder should submit Earnest Money Deposit of Rs. 2,50,000.00 (Rupees Two Lakhs fifty thousand only) through net banking or through RTGS/NEFT in the portal of the website: <a href="https://wbtenders.gov.in">https://wbtenders.gov.in</a> as per G.O 3975-F(Y) dated 28th July 2016 issued by Finance Department, Govt. of West Bengal. For details regarding payment procedure & guideline on the same, bidders are advised to follow the mentioned order and portal.
5.	Date of uploading of N.I.T. & other Documents (online) (Publishing Date)	Date: 28-10-2021
6.	Last Date and time of sending the queries	Date: 08-11-2021; 15:00 Hrs.
7.	Pre Bid Meeting at Microsoft Teams (Online)	Date: 12 - 11 - 2021 14:00 Hrs. Queries will be sent to

		<ul style="list-style-type: none"> <li>• Shri Ashis Sasmal, GM (Finance), e-mail: <a href="mailto:ashis.sasmal@webel-india.com">ashis.sasmal@webel-india.com</a></li> <li>• Shri Pratul Show, GM (Commercial &amp; HR), e-mail: <a href="mailto:pratul.show@webel-india.com">pratul.show@webel-india.com</a></li> <li>• Shri Sourav Guha Thakurta, GM (CIO), e-mail: <a href="mailto:sourav.thakurta@webel-india.com">sourav.thakurta@webel-india.com</a></li> </ul>
8.	Pre Bid Meeting Link	<a href="#">Click here to join the Pre-Bid Meeting</a>
9.	Bid Submission start date & time (On line)	Date: 16-11-2021; 17:00 Hrs.
10.	Bid Submission closing date & time (On line)	Date: 26-11-2021; 12:00 Hrs.
11.	Bid opening date & time for Technical Proposals (Online)	Date: 29-11-2021; 15:00 Hrs.
12.	Date of Technical Presentation (Online)	To be notified later on.
13.	Date for opening of Financial Bid (Online)	To be notified later on.
14.	Method of Bidder Selection	<p>The method of selection is: Quality-cum-Cost Based Selection (QCBS)</p> <p>Bidders, whose bids are responsive, based on minimum qualification criteria / documents as in Pre-Qualification Criteria and score at least 50% in the (given) defined scoring mechanism would be considered technically qualified.</p> <p>The Bidder shall be selected on the basis of QCBS Method, whereby technical proposal will be allotted weightage of 80% and financial proposal will be allotted weightage of 20%.</p>

## **SECTION-A: INTRODUCTION & BRIEF SCOPE OF THE PROJECT**

### **1. Introduction**

The West Bengal Electronics Industry Development Corporation Limited (WBEIDC), incorporated on 4<sup>th</sup> February, 1974, is the nodal agency of the Government of West Bengal (GoWB) for developing Information Technology (IT), Electronics and Information Technology enabled Services (ITeS) industries in the State of West Bengal. It is under the administrative control of Department of Information Technology and Electronics (DoITE), Government of West Bengal.

WBEIDCL is currently using **Microsoft Dynamics NAV 2009 Service Pack 1** as ERP package since April 2010 with the following business functions:

- Financial Management
- Sales and Marketing
- Purchase Management
- Realty Management
- Payroll Management

It had five Subsidiary Units which are now merged with WBEIDC. These units maintained their accounts in Tally and ACE accounting system.

### **2. Scope of The Project**

- A. WEBEL intends to implement an Integrated ERP system and is looking to select a capable Bidder for implementing the following brief scope of work.
- a. Preparation of project charter including project management plan, project governance structure, resource deployment plan, communication matrix, project risks, mitigation plans and dependencies etc.
  - b. Presentation to WEBEL management on the functionality of the ERP system on the following business verticals:
    - i. Finance & Accounts
    - ii. Sales & Order Management
    - iii. Purchase & Inventory Management
  - c. Initial training to the WEBEL team on the ERP product, implementation plan, tasks to be carried out and roles & responsibilities of various stake holders
  - d. Detailed As-is study of all the business processes of WEBEL
  - e. Preparation and finalization of To-Be processes to be implemented in ERP system
  - f. Gap-analysis and change management.
  - g. Finalization of business blueprint / solution design with required process re-engineering.

- h. Supply, installation, configuration & commissioning of ERP licenses as well as ERP related software in the cloud environment.
- i. Data collection, cleaning & preparation of migration strategy along with templates
- j. Quality Check & audit of application and hosting infrastructure
- k. Migration of legacy data (only open transactions) to the ERP system
- l. Operational training to the WEBEL team on Operation & Maintenance of hosting environment.
- m. Functional training to the WEBEL team on the Module wise ERP functions



## SECTION-B: INSTRUCTION TO BIDDER

### 1. Submission of BID

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

### 2. Query

The last date of submission of queries is Date: 08-11-2021; 15:00 Hrs. The queries shall be submitted in the format as provided below. Queries will be sent to the following persons:

- Shri Ashis Sasmal, GM (Finance), [ashis.sasmal@webel-india.com](mailto:ashis.sasmal@webel-india.com)
- Shri Sourav Guha Thakurta, GM (CIO), [sourav.thakurta@webel-india.com](mailto:sourav.thakurta@webel-india.com)
- Shri Pratul Show, GM (Commercial & HR), [pratul.show@webel-india.com](mailto:pratul.show@webel-india.com)

Each Bidder shall send only one e-mail containing the Pre-Bid Queries, as per format (mentioned in Table 3). In case of more than one e-mail, only the queries provided in the first e-mail shall be considered.

### 3. Pre-Bid Meeting

- i. WEBEL will host an online Pre-Bid Meeting for queries (if any) by the prospective bidders. 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 persons as mentioned above via email. The queries should necessarily be submitted in the following format:

**Table 3: Format of Prebid queries**

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

2					
3					

#### 4. Amendment of Bid Document

At any time prior to the deadline for submission of proposals, WEBEL 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 an integral 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.

#### 5. Earnest Money Deposit (EMD)

The Bidder shall pay EMD of Rs. 2,50,000 (Rupees two lakh fifty thousand only) through net banking or through RTGS/NEFT in the portal of the website: <https://wbtenders.gov.in> as per G.O 3975-F(Y) dated 28th July 2016 issued by Finance Department, Govt. of West Bengal. For details regarding payment procedure & guideline on the same, bidders are advised to follow the mentioned order and portal.

#### FORFEITUE OF EMD

EMD/ BG submitted 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 bidding/ evaluation process.
- 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 WEBEL regarding forfeiture of EMD/ BG shall be final and shall not be called upon to question under any circumstances. In addition to forfeiture of EMD/ BG, even the Bidder may be debarred from participating in any job for a period of one year.

## 6. Evaluation Procedure

- Bidders who have submitted the valid Bid Security, i.e., EMD/ BG, Tender Document Fee & NIT Declaration (Part - I) as per requirement shall be considered for further evaluation. Absence of these documents may lead to summarily rejection of the bid.
- The Eligibility Criteria (Part - II) will be evaluated by Tender Committee and only 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)**”. That is the bidder with the highest total score will be declared successful bidder and will be allowed for implementation of the solution and operations and maintenance as per the scope of work.
- The quoted cost will be firm for the entire duration of the project which is three years from the date of expiry of warranty period. On expiry of the contract period, the bidder will hand over (and transfer ownership of) the application software and other related documents to WEBEL

## 7. 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) from an Indian nationalized bank, as per Annexure-13, amounting to the 3 % of the total bid value for the entire contract period as its commitment to perform services under the contract.

PBG should be valid for the contract period and 90 days beyond the contract end date. Bidder may be asked to extend the PBG according to project progress.

Failure to comply with the requirements shall constitute sufficient grounds for the forfeiture of the PBG. The PBG shall be released 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.

#### **8. 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 WEBEL will proceed to the next evaluated bidder to make a similar determination of that bidder's capability to perform satisfactorily. WEBEL will award the contract to the successful bidder whose bid has been determined to be substantially responsive after final negotiation (if required) with the successful bidder.

#### **9. Contract Execution**

The project is to be executed as per the time schedule specified in the bid document. Non-adherence to timeline may result in cancellation of the order and forfeiture of the PBG. If L1 Bidder fails to execute the contract for whatever reason, in that case WEBEL shall have the right to place award to L2 Bidder on the same terms and conditions of L1 or WEBEL shall have the right to , go for fresh bid.

#### **10. Liquidated Damage**

The job includes the supply and installation of application software mentioned in the tender document. In the event of failure to meet the job completion in stipulated date/time liquidated damage will be imposed on the contractor for sum equivalent to 0.5% of the contract value for each week or part thereof, subject to a ceiling of 10% of the total contract value but not exceeding the value of the payments made to the SI (including all taxes & duties and other charges). If the Liquidated Damage exceeds 10% of the order value, WEBEL reserves the right to terminate the contract and WEBEL will get the job completed by any other competent party. The difference of cost incurred by WEBEL will be recovered from the PBG deposited by the vendor.

#### **11. Force Majeure**

It is hereby defined as any cause, which is beyond the control of the Contractor or WEBEL 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.

## **12. 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.

## **13. 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.

## **14. 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.

## **15. Taxes & Duties**

- The prices to be quoted as per e-Tender format.
- 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 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.

#### **16. WBEIDCL's Right to Reject any or all Bids**

WEBEL 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.

#### **17. Preparation of Tender**

Tender shall be submitted in accordance with the following instructions:

- a) Tenders shall be submitted in the prescribed forms. All signatures shall be in longhand. Where there is conflict between the words and the figures, the words shall govern.
- b) All notations must be in ink or type written. No erasing or overwriting will be permitted. Mistakes may be crossed out and corrections typed or written with ink adjacent thereto and must be initialled in ink by the person or persons signing the tender.
- c) Tenders shall not contain any recapitulation of the work to be done. Alternative proposals will not be considered unless called for. No written, oral, telegraphic or telephonic proposals for modifications will be acceptable.
- d) Tenders subject to any conditions or stipulations imposed by the bidder are liable to be rejected.
- e) Each and every page of the tender document must be signed with company seal by the bidder.
- f) Any bidder may withdraw his tender by written request at any time prior to the scheduled closing time for receipt of tenders and not thereafter.

#### **18. General Terms**

- a) All the pages of the bid document including documents submitted therein must be duly signed and stamped, failing which the offer shall be liable to be rejected.
- b) All pages of Bid submitted by the bidder should have serial number with proper indexing.
- c) All the documents to be submitted by the bidder along with their offer should be duly authenticated by the person signing the offer and if at any point of time during procurement process or subsequently it is detected that documents submitted are forged/tampered/manipulated in any way, the total responsibility lies with the bidder

and WEBEL reserves the full right to take action as may be deemed fit including rejection of the offer and such case is to be kept recorded for any future dealing with them.

- d) Details of the enclosures should be clearly mentioned in the forwarding letter in your letter head along with the bid.
- e) No Technical/Commercial clarification will be entertained after opening of the tender.
- f) Quantity mentioned in the tender document is indicative only and orders shall be placed subject to actual requirement. WEBEL reserve the right to increase or decrease the quantity specified in the tender.
- g) WEBEL reserve the right to reject or accept or withdraw the tender in full or part as the case may be without assigning the reasons thereof. No dispute of any kind can be raised the right of buyer in any court of law or elsewhere.
- h) WEBEL reserve the right to ask for clarification in the bid documents submitted by the bidder. Documents may be taken if decided by the committee.
- i) The customer at its discretion may extend the deadline for the submission of Bids.
- j) No dispute by the bidders in regard to Technical/Commercial points will be entertained by WEBEL and decision taken by the Tender Committee will be final.
- k) Discrepancy in the amount quoted by the bidder due to calculation mistake, the unit rate shall be regarded as firm and the totalling or carry in the amount quoted by the bidder shall be corrected accordingly.
- l) Bidder must submit a separate sealed envelope containing a letter of complying the eligibility criteria otherwise the bid of the bidder will not be accepted.
- m) The price offers shall remain firm within the currency of contract and no escalation of price will be allowed.
- n) The acceptance of the tender will rest with the accepting authority and reserves the right to reject in part or in full any or all tender(s) received and to split up the work among participants without assigning any reason thereof.
- o) The bidder will automatically be informed at the time of opening of the price bid from e-tender portal.
- p) No variation in or modification of the terms of the Agreement shall be made except by written amendment signed by the parties.

## **19. Confidential Information, Security and Data**



- A. The Bidder will promptly on the commencement of the exit management period supply to the WEBEL or its nominated agency the following:
  - i. Information relating to the current services rendered and customer and performance data relating to the performance of bidder in relation to the services;
  - ii. Documentation relating to Project's **Intellectual Property Rights (IPR)** ;
- B. All current and updated data in whatever format as is reasonably required for purposes of WEBEL or its nominated agencies transitioning the services to its Replacement Bidder in a readily available format nominated by the WEBEL, its nominated agency;
- C. All other information (including but not limited to documents, records and agreements) relating to the services reasonably necessary to enable WEBEL to carry out due diligence in order to transition the provision of the Services to WEBEL
- D. Before the expiry of the exit management period, the Bidder shall deliver to the WEBEL all new or up-dated materials from the categories set out in Schedule above and shall not retain any copies thereof, except that the Bidder shall be permitted to retain one copy of such materials for archival purposes only.
- E. Before the expiry of the exit management period, unless otherwise provided under the MSA, the WEBEL or its nominated agency shall deliver to the Bidder all forms of Bidder confidential information, which is in the possession or control of MD, WEBEL

## **20. General Obligations of the Bidder**

- I. 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 WEBEL and which the Bidder has in its possession or control at any time during the exit management period.
- II. 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.
- III. The Bidder shall commit adequate resources to comply with its obligations under this Exit Management Schedule.

## SECTION - C: ELIGIBILITY CRITERIA

### ELIGIBILITY CRITERIA FOR BIDDER (SYSTEM INTEGRATOR)

Table 4: Eligibility Criteria

#	Basic Requirement	Eligibility Criteria	Document Proof
1.	Annual Sales Turnover	Average Annual Turnover from ERP & related business in last three (3) financial years ending 31.03.2021 should be minimum INR 50 Crores per year and must have been a profit-making organisation for last 3 financial years ending 31.03.2021.	Extracts from the Balance sheet and Profit & Loss and Certificate from the statutory auditor /Chartered Accountant
2.	Work Experience	The bidder should have executed 1 single order of similar nature of jobs, particularly in Implementation COTS ERP hosted in Cloud Infrastructure solutions of Rs.3.00 Crores or more at any or The bidder should executed 2 (Two) single order of similar nature of jobs, particularly in Implementation COTS ERP hosted in Cloud Infrastructure solutions of Rs.1.50 Crores each or more at any or The bidder should have executed 3(Three) single order of similar nature of jobs, particularly in Implementation COTS ERP hosted in Cloud Infrastructure solutions of Rs.1.00 Crores each or more at any Govt. Department / Quasi Govt. Dept. / PSU / Board / Council/ corporate / Bank or similar organization in last 10 (Ten) financial years.	Work Order issued by the client & Completion Certificate issued by the Customer.
3.	Technical Capability - Experience in	The bidder should have implemented at least 01 (One) ERP COTS solutions hosted in Cloud Infrastructure in India as System	Work Order issued by the client & Completion

	ERP implementation (Part-I)	Integrator with the following modules ( <b>any two</b> ) in last 10 years for 50 users: I. Finance & Accounts II. Sales Order Management III. Procurement & Inventory Management	Certificate issued by the Customer.
4.	Technical Capability - Experience in ERP implementation (Part-III)	The bidder must have successfully implemented at least one ERP solution of the same version or one version lower of the ERP product offered in this tender within India.	Job Completion certificate issued by the client
5.	Technical Capability - Experience in ERP implementation (Part-IV)	The bidder should have successfully implemented at least one ERP solutions in India in Govt./PSU/Large Corporate (having Turn over > 1000 Cr) as System Integrator in last 5 years.	Work Order issued by the client & Completion Certificate / self-certificate from authorized signatory of the organization.
6.	Cloud Hosting	<ul style="list-style-type: none"> <li>• The Cloud infrastructure should be provided by the same ERP OEM.</li> <li>• The Cloud Infrastructure should be MeitY certified.</li> <li>• Both DC &amp; DR should be located in India.</li> </ul>	Undertaking from the OEM
7.	Quality Certification	The bidder must have valid certification (any two) of the following: <ul style="list-style-type: none"> <li>• ISO 9001:2015</li> <li>• ISO/IEC 20000-1:2018</li> <li>• ISO/IEC 27001:2013</li> <li>• CMMi Level 3</li> </ul>	Copies of the valid certificates from authorized agencies

8.	Consortium	The Bids shall be submitted only by the Bidder; no consortium is allowed in this Bid. Declaration in this regard needs to be submitted.	Copy of declaration
9.	Legal Entity	<ul style="list-style-type: none"> <li>• Bidder may be a Company, Partnership Firm or Sole Proprietorship Firm.</li> <li>• The bidder should have existence in India for last ten (10) years at the end of 31<sup>st</sup> March 2021.</li> <li>• The bidder should be into the business of IT/ITeS for the last ten (10) years at the end of 31<sup>st</sup> March, 2021.</li> <li>• The bidder shall be solvent at the date of bidding</li> </ul>	<ul style="list-style-type: none"> <li>• Certificates of incorporation for Company/ Partnership Deed / Proprietorship firm self-declaration</li> <li>• Certificate from Statutory auditor / Chartered Accountant for existence of firm for last three years</li> <li>• Certificate from Statutory auditor / Chartered Accountant for IT/ITeS related business for last three years</li> <li>• Certificate from Statutory auditor / Chartered Accountant for Solvency declaration</li> </ul>
10.	Other legal documents	<ul style="list-style-type: none"> <li>• Trade License</li> <li>• GST Certificate</li> <li>• Income Tax Return ( Latest 5 years )</li> <li>• Copy of PAN</li> <li>• Articles of Association/ Company Registration (depending on company type)</li> </ul>	Copy of the valid documents

11.	Blacklisting	The responding firm must not be blacklisted by any Central/any State Department/establishments in India at any point of time 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 Central/any State Department/establishments in India, the work order will be cancelled.
12.	Power of Attorney	The bidder shall submit the Power of Attorney of Authorization for signing the bid in Rs.100.00 Non Judicial Stamp Paper.	Scanned copy of Power of Attorney needs to be uploaded
13.	Submission of EMD	The Bidder shall pay EMD of Rs. 2,50,000 (Rupees two lakh fifty thousand only) through net banking or through RTGS/NEFT in the portal of the website: <a href="https://wbtenders.gov.in">https://wbtenders.gov.in</a> as per G.O 3975-F(Y) dated 28th July 2016 issued by Finance Department, Govt. of West Bengal. For details regarding payment procedure & guideline on the same, bidders are advised to follow the mentioned order and portal.	
14.	Submission of Tender Document Fee	Bidder should submit Tender Document Fee of Rs. 2,000 (Rupees two thousand only) through net banking or through RTGS/NEFT in the portal of the website: <a href="https://wbtenders.gov.in">https://wbtenders.gov.in</a> as per G.O 3975-F(Y) dated 28th July 2016 issued by Finance Department, Govt. of West Bengal. For details regarding payment procedure &	

		guideline on the same, bidders are advised to follow the mentioned order and portal. Digitally signed Technical Bid and Financial Bid, to be submitted through the website <a href="https://wbtenders.gov.in">https://wbtenders.gov.in</a> .	
15.	Submission of MAF's authorisation	Manufacturer's tender specific authorizations for Software License must be submitted. Bidder has to quote the latest available version GST compatible ERP product in India.	Scan copy of the letter
16.	Submission of authorisation from OEM	OEM has to authorize the bidder as an implementation partner mentioning the type/category of partnership with validity period.	Scan copy of the letter
17.	Resource Deployment	The core implementation team (Project Manager, Solution Architect, Functional Lead, Technical Lead, and Techno-Functional Consultants) has to be in the payroll of the bidder.	Undertaking from the Signing Authority/ HR Head to this effect.
18.	Product / Solution Conformance	<ul style="list-style-type: none"> <li>• The proposed product has to be hosted in OEM's cloud environment.</li> <li>• The proposed solution must be compliant with Indian statute.</li> <li>• The proposed solution must have the capability to integrate with mobile app for MIS reporting &amp; workflow management</li> <li>• The proposed solution should be capable to integrate with digital signature for workflow management</li> </ul>	Undertaking from the Signing Authority of OEM.

19.	Local Office	The bidder should have a local office in Kolkata. If not, they have to setup a local office within 2 weeks from the date of receipt of the LOI from Webel.	Undertaking from the Signing Authority of Bidder.
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**Note:** In absence of any of the above, the bid will be treated as non-responsive and summarily rejected.

## ELIGIBILITY CRITERIA FOR OEM

Original Equipment Manufacturer (OEM) is defined as the developer of Commercial off-the-shelf or commercially available off-the-shelf (COTS) packaged Enterprise Resource Planning software who hold the intellectual property rights for the same. The following are the eligibility criteria that needs to be followed:

#	Criteria	Detail	Documentary Evidences to be submitted
1.	Profile of ERP Product Vendor (OEM)	<ul style="list-style-type: none"> <li>• The company must have average revenue of Rs.3000 crores per year worldwide in last 3 completed financial years and profit making business in last 3 completed financial years.</li> <li>• The ERP should be listed in Gartner's Latest Leaders Quadrant.</li> <li>• Should be registered as a company in India</li> <li>• The proposed solution by the OEM must have India Localization features such as taxation, employee related rules &amp; regulations (such as Form 16, PF etc.) to meet Government / Statutory compliances, Indian languages, etc. and must also capable of incorporating future changes therein.</li> <li>• The OEM has to provide the life cycle of the proposed solution (i.e. expected time-line of the product to be declared as out of support).</li> </ul>	<ul style="list-style-type: none"> <li>• Attach Copies of printed audited Balance sheet and P/L statement for the last 3 completed financial years</li> <li>• Copy of Certificate of Incorporation from Registrar of Companies (ROC)</li> <li>• List of authorized implementation partners in India duly self-certified by the authorised signatory</li> <li>• List and address of authorized training centres in India duly self-certified by the authorised signatory</li> <li>• Certificate from OEM for development and support centre details in India, Product Life-Cycle, Indian localisation etc.</li> </ul>
2.	Customer Base	<ul style="list-style-type: none"> <li>• Must have installed across its ERP deployed for 10 customers in India.</li> <li>• Must have nationwide more than 10K unique user base</li> </ul>	<ul style="list-style-type: none"> <li>• Self-certificate from OEM along with customer list</li> <li>• Certificate from OEM</li> </ul>



#	Criteria	Detail	Documentary Evidences to be submitted
3.	Implementation in Government sector in India	<ul style="list-style-type: none"> <li>The OEM must have their ERP implemented in Govt. Sector</li> </ul>	<ul style="list-style-type: none"> <li>Duly signed Copies of Work order and stamped Completion Certificate with details</li> </ul>
4.	Customer Support in India	<ul style="list-style-type: none"> <li>The OEM must have customer support centre in India</li> </ul>	<ul style="list-style-type: none"> <li>Certificate from ERP Product Vendor / OEM - Support</li> </ul>
5.	Non Blacklisting Criteria	<ul style="list-style-type: none"> <li>The OEM must neither have been Debarred and / or blacklisted by any Central / State Govt. Department / Universities / schools /Organization etc. nor should have any litigation enquiry pending and / or initiated by any of these Department or Court of Law.</li> </ul>	<ul style="list-style-type: none"> <li>The bidder shall furnish an undertaking duly attested by notary in a non-judicial stamp paper of value Rs. 100/-</li> </ul>
6.	Offered Product	<ul style="list-style-type: none"> <li>The offered product has to be the latest version available in India.</li> <li>The offered product has to be GST compliant.</li> <li>The offered product has to be platform independent</li> </ul>	<ul style="list-style-type: none"> <li>Certificate from ERP Product OEM</li> </ul>

## SECTION - D: TECHNICAL EVALUATION CRITERIA

### 1. Evaluation of Technical Bids

- i. The Technical Evaluation shall be initiated for only those Bids who qualify in the Pre-Qualification stage and will be evaluated as per the evaluation criteria in this clause.
- ii. Tender Evaluation Committee (TEC) may require written clarifications from Bidders to clarify ambiguities / uncertainties arising out of the evaluation of Bid documents.
- iii. Technical Evaluation of the bids would be carried out on following criteria of the Bidder as given below:
  - A. Bidder's Past Experience (25 Marks)
  - B. Bidder's Technical Proposal (30 Marks)
  - C. Technical Presentation (20 Marks)
  - D. Resource Deployment (25 Marks)
- iv. For each of the citations that the bidder will furnish to support the criteria mentioned in the table below, bidder is required to submit the relevant supporting documents (work orders / client certificates / completion certificate / payment certificate / statutory auditor's certificate / invoices etc.).
- v. Above mentioned evaluation criteria would be divided into various sub-criteria, mentioned as follows.

#### A. Bidder's Past Experience (25 Marks)

#	Tech Evaluation Criteria	Description	Max Marks
A1	Experience in ERP implementation project (completed) in India including (any two modules) Finance & Accounts, Sales & Order Management and Procurement & Inventory Management)	>= 1 but less than 3 ERP Implementation projects costing not less than the amount equal to 50 lacs each = <b>5 marks</b> >= 3 but less than 5 ERP Implementation projects costing not less than the amount equal to 50 lacs each = <b>10 marks</b> . >=5 ERP Implementation projects costing not less than the amount equal to 50 lacs each = <b>12 marks</b>	12

		(Customer's order copy / Go-Live Certificate / Completion Certificate issued by Customer has to be produced as evidences)	
A2	Experience in ERP implementation (Completed) in India	<ul style="list-style-type: none"> <li>• Implementation of Finance &amp; Accounts Module In Government/PSU (<b>Max 7 Marks</b>) <ul style="list-style-type: none"> <li>○ 1 - 3 Projects = <b>3 Marks</b></li> <li>○ 4 - 7 Projects = <b>5 Marks</b></li> <li>○ &gt; 7 Projects = <b>7 Marks</b></li> </ul> </li> <li>• Intelligent reporting with predictive analytics (i.e., Business Intelligence and Business Analytics)= <b>1 Mark</b></li> </ul>	8
A3	Experience in quoted product of ERP implementation (Completed)	<p>ERP implementation projects using the same version or one version lower as quoted in this tender.</p> <p>5 implementations = <b>3 Marks</b></p> <p>&gt; 5 implementations = <b>5 Marks</b></p>	5

**B. Bidder's Technical Proposal (30 Marks)**

#	Technical Evaluation Criteria	Description	Max Marks
B1	Bidder's Understanding of the Project requirements	<p>To be evaluated from the technical proposal documentation and technical presentation to the TEC. Following parameters will be examined for evaluation:</p> <ul style="list-style-type: none"> <li>• Clarity and depth of understanding of the project's objectives, scope and requirements</li> <li>• Bidder's understanding of business processes of WEBEL and strategy for ERP Implementation and how the project components would be delivered to meet the project objectives</li> </ul>	5

B2	Approach & Methodology (A& M)	To be evaluated from the technical proposal documentation and technical presentation to the TEC. TEC shall evaluate the Approach and Methodology for the Implementation & Post-Implementation proposed by bidder and evaluate the same on the following parameters: <ul style="list-style-type: none"> <li>▪ Solution Architecture <ul style="list-style-type: none"> <li>✓ Solution Design</li> <li>✓ Solution Scalability</li> </ul> </li> <li>▪ Project Management Methodology &amp; plan with detailed timeline</li> <li>▪ Completeness of the A&amp;M to meet the requirements of the RFP</li> <li>▪ Any unique project implementation strategy (ies) proposed, which can impact projects outcomes in positive manner</li> <li>▪ Risks identification and proposed mitigation plan</li> <li>▪ Testing Approach</li> </ul>	10
B3	Certification	Valid ISO/IEC 27001:2013 certificate = <b>5 Marks</b> Valid CMMi Level 3 certificate = <b>5 Marks</b>	10
B4	Local Office Setup	Bidder has an office in Kolkata from where the ERP division functions	5

### C. Technical Presentation (20 Marks)

The eligible bidders will be asked to give a live demonstration on the proposed ERP solution. The Proof of Concept should depict how it proposes to handle various module as mentioned in the BOQ. The bidder's technical proposal will be evaluated on the basis of the documents submitted along with this presentation.

### D. Resource Deployment (25 Marks)

The Consultant should deploy a “core project execution team” with a Project Manager, Solution Architect and Lead Consultant (Functional & Technical). The team will be based out of Kolkata during project execution till project Go-Live. As the project moves into execution phase, the

Project Manager will maintain a monthly review with the WEBEL authorities plus ad-hoc meetings for planning / stakeholder alignment / issue resolution etc.

Sl. No.	Criteria / Sub criteria	Minimum Requirements	Form to be used / Documents to be attached
D1	Project Manager	<ul style="list-style-type: none"> <li>• MBA / B.Tech / B.E/ CA/MCA</li> <li>• Experience - At least 10 years with 5+ Years of ERP implementation experience</li> <li>• Past experience in implementation of at least 5 ERP solution in Government / PSU unit/ large organisation in India</li> </ul> <p><u>Good To Have -</u></p> <ul style="list-style-type: none"> <li>• Prince /PMP/Scrum Master Certified</li> </ul>	Relevant CVs certified by the bidder
D2	Solution Architect	<ul style="list-style-type: none"> <li>• B.Tech / B.E / MCA</li> <li>• Experience - At least 10 years total experience incl. 8 yrs. Of ERP implementation experience</li> <li>• Involved in at least 4 successful full life cycle implementation(s) of ERP</li> <li>• Involved in solution design, business blueprinting in similar assignments in past.</li> </ul>	Relevant CVs certified by the bidder
D3	Functional Lead	<ul style="list-style-type: none"> <li>• Provide resumes per module like Finance &amp; Accounting, Project Management, Procurement, and Real Estate Management etc.)</li> <li>• Qualification - BE/B.Tech/MBA/MCA/CA</li> <li>• Experience - At least 7 Yrs. Of total experience including 5 Yrs. Of ERP implementation.</li> <li>• At least 3 successful Full cycle ERP implementations</li> </ul>	Relevant CVs certified by the bidder
D4	Technical Lead	<ul style="list-style-type: none"> <li>• B.Tech / B.E/MCA</li> <li>• At least 7 years of experience incl. 5 yrs. of ERP implementation projects.</li> <li>• Must have been involved in installation of ERP application on Cloud, Operating system installation, configuration, system and database administration for at least 3 ERP Projects.</li> <li>• Should have experience in gap-fit analysis jointly with functional consultants and provide necessary solution.</li> <li>• Experienced in performing data migration activities.</li> </ul>	Relevant CVs certified by the bidder

D5	Techno-Functional Consultants	<ul style="list-style-type: none"> <li>• Qualification BE/B.Tech/MCA/MBA/CA/ICWA</li> <li>• Minimum 3 Yrs. Of experience with at least 2 end-to-end ERP project implementation</li> </ul>	Relevant CVs certified by the bidder
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Note:

- ✓ Named resources are to be proposed along with their CV and the key resources (D1, D2, D3 & D4) cannot be changed at the time of deployment or till project Go-Live.
- ✓ The Bidder is required to provide a phase-wise (monthly) manpower deployment plan as part of the response to this bid document. The prescribed format for providing the Resource Deployment plan is enclosed in Annexure 9
- ✓ The Bidder is required to provide CVs of team members proposed to be deployed on the said project as part of the response to this bid document. The prescribed format for providing the CVs is enclosed in Annexure 9
- ✓ The final proposed team shall be interviewed and duly approved by Project Steering Committee/Project Management Committee of WEBEL before deployment.
- ✓ The SI may position other additional consultants other than mentioned in annexure 9 as may be required to complete the work as per schedule. The additional consultants may be deployed by the SI through a mix of onshore/offshore scheduling as required at no additional cost to WEBEL.
- ✓ The proposed project team cannot be changed by SI till Go-Live of the project. If required it should be mutually agreed by both SI & WEBEL and the proposed resources should be of same or higher qualification than the resource to be replaced.
- ✓ In any case, except key resources as mentioned above, at most 20% of the other resources will be allowed to be replaced till Go-Live.

## 2. Selection Method

The evaluation committee will evaluate each of the bids on the basis of Technical Evaluation criteria. At the stage of technical evaluation, WEBEL 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 80:20 ratio, where the weightage on the Technical part will be 80 percent and the 20 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 0.80:0.20.

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

## **SECTION-E: SCOPE OF WORK**

The entire scope of work is related with installation of ERP solution at the WEBEL (including customisation, testing, integration, audit & training).

ERP will be implemented in the Head Office of Webel (WBEIDCL). It is imperative upon the SI to follow the Best Practice Method as related to ERP product and industry standard. SI will undertake following project activities as part of Project Implementation Services. Before submission of any deliverables, the format needs to be approved by WEBEL

Business Design Objective, approach and methodology should ensure the following steps:

- **Simplification and Standardization of Processes:** The processes of all divisions need to be studied and simplified into logical steps at first from the perspective of standard integrated ERP processes. All processes need to be depicted into simple flow diagrams with clear linkages. This will help in reviewing some of the old manual practices in view of the integrated system scenario of the future. SI also needs to explore the standardization of processes across all lines of businesses/divisions.
- **ERP capability:** To ascertain adoption of ERP functionality by WEBEL the principle to be applied is that if ERP offers a particular functionality relevant to WEBEL's processes, those set of processes will move to ERP platform irrespective of whether they are currently manual or enabled through current applications.
- **Elimination of redundant and non-value adding processes:** After simplifying the processes, all processes are to be reviewed to eliminate the redundant steps and practices. Non availability of information across the departments results in repetitive and redundant activities in a manual work environment.
- **Leading Practices:** After eliminating the redundant processes, reengineering of processes need to be done keeping in view the standard best available processes/practices available in the proposed enterprise solution software. The primary objective of this step is to enhance functional efficiency and process performance, and minimize requirement of customization of the product. This is the most important phase which will have a strong bearing on the overall performance of the final solution.



## 1. Organizational Scope

- SI will prepare, submit and walkthrough an Integrated Project Plan for the entire project that covers detailed tasks which are intended to be performed as part of the project.
- SI needs to prepare, submit & walkthrough an Inception Report, which will serve as the foundation document for all activities related to the project. Additionally, the Inception Report must cover the risks that the SI will anticipate and the plans to mitigate those risks.
- SI must visit all the office locations as part of As-Is study so that proper homogeneity can be achieved and buy-in can be obtained from all the stakeholders. Please note the locations that is needed to be visited for AS-IS & TO-BE study:
  - Webel Bhavan, Sector-V, Kolkata
  - Moni Bhandar, Sector - V, Kolkata
  - SDF Building, Sector-V, Kolkata
- SI will perform a business process analysis and prepare two Business Blueprint ('As Is', 'To be' and Gap Analysis) Reports (One for WBEIDCL and another for WTL) with required process definition and flow diagrams, process enhancements and gap-fitment analysis to map all business requirements of WEBEL in the ERP solution as per the functional scope. SI is expected to conduct workshops, give detailed presentations on the Business Solution Design, which will include the gap analysis, way forward to fill the gap and specific recommendations for adoption of new improved business processes by WEBEL.
- SI must map the Functional Requirements to the proposed ERP system and analyse the existing gaps between the Functional Requirements and the functionalities provided by the ERP system.
- Necessary business reengineering plan to be proposed by the SI and they will submit a Business Process Procedure (BPP) blueprint document to WEBEL
- SI will submit a To-Be report based on the assessment to WEBEL
- SI should identify the customization requirements for the proposed ERP implementation.
- After completion of Business Blueprinting, OEM will perform an audit activity on the final TO-BE document and will submit a report to WEBEL. SI has to comply all non-conformances before proceeding with the next phase.

Business Design Objective, approach and methodology should ensure the following steps:

- **Simplification and Standardization of Processes:** The processes of all divisions need to be studied and simplified into logical steps at first from the perspective of standard integrated ERP processes. All processes need to be depicted into simple flow diagrams with clear linkages. This will help in reviewing some of the old manual practices in view of the integrated system scenario of the future. SI also needs to explore the standardization of processes across all lines of businesses/divisions.
- **ERP capability:** To ascertain adoption of ERP functionality by WEBEL the principle to be applied is that if ERP offers a particular functionality relevant to WEBEL processes, those set of processes will move to ERP platform irrespective of whether they are currently manual or enabled through current applications.
- **Elimination of redundant and non-value adding processes:** After simplifying the processes, all processes are to be reviewed to eliminate the redundant steps and practices. Non availability of information across the departments results in repetitive and redundant activities in a manual work environment.
- **Leading Practices:** After eliminating the redundant processes, reengineering of processes need to be done keeping in view the standard best available processes/ practices available in the proposed enterprise solution software. The primary objective of this step is to enhance functional efficiency and process performance, and minimize requirement of customization of the product. This is the most important phase which will have a strong bearing on the overall performance of the final solution.

The business blueprint document shall include the following:

**The TO-BE process design shall include but not limited to**

- Overall Organization design
- Process charts / flow diagrams outlining broad processes and sub-processes for each function (including reversal cycles and process variants)
- Codification system
- Procedure for key structure allocation
- Checks and controls for processes
- Roles and responsibilities for processes
- Business process improvement planned through new process design
- Integration with existing systems which are to be retained
- Required report formats (Both Statutory & MIS)
- Management dashboards for various levels

### 1.1.1. ERP User Type

Type of user	No. of users*
Operational User	50 (Fifty)

\*Note: It is an tentative estimation and may change at the time of contract finalisation

## 2. User Acceptance Testing (UAT)

- SI will provide Plans for User Acceptance Tests (UAT) and System Integration Tests (SIT) including Performance Tests (PT) to WEBEL and make the necessary changes to the ERP configuration to optimize performance.
- SI must ensure that granularity is built in the ERP application modules, sub-modules and individual functionalities so that these functionalities can be enabled or disabled through the application administrator as per requirement.
- There are two separate server require to run for Application and production on parallel basis for few period of times as a part of UAT.
- The system must possess easy-to-use user interfaces, able to perform tasks with minimum of clicks, maximum select options and provide suitable short-cuts wherever possible and guided through screens.
- SI will create and manage all necessary master files for the proposed ERP solution.

## 3. Compliance to Standards

- The output reports must be in English. The display in the solution (i.e., ERP product) should be in English only.
- SI will ensure adherence to all relevant standards as defined and notified by Government of India (Gol) and Government of West Bengal (GoWB) from time to time.

## 4. Cutover and Go-Live

The SI would be responsible for ensuring that the switchover period from existing systems to ERP is as minimal as possible, as it will hamper critical business operations of WEBEL. The entire data set (i.e., all open transactions with master data) to be transferred to the new System should be ready in terms of comprehensiveness, correctness and accuracy, before the start of data migration activities, against an approved data migration strategy to be submitted by the SI.

The SI shall ensure that all the data to be transferred is migrated during the switchover period before cutover and new System is released forthwith to WEBEL for resuming 'business as usual' (BAU) operations.

The scope of cutover shall cover all the business processes implemented in ERP. The cutover strategy must contain detail of the sequence of activities, schedule for the activities/tasks, data conversion and the data migrations of the necessary balances and open items before Go-Live.

The key requirements of cut over plan are as follows:

- It should detail the data migration strategy mentioning the nature and volume of backlog transactions and the specified forms/formats/templates to capture the data.
- It should detail the strategy of handling data elements and open items used for planning cut over before Go-Live.
- It should describe the various pre-requisites and assumptions used for each of the data elements before uploading in the live system.
- It should detail the various business decisions to be taken collaboratively by WEBEL management and SI for finalizing the cut over strategy.

The SI is required to undertake the following to review "Go Live" readiness:

- Raising any queries with OEM support team for issue resolution.
- Review the health, usage and performance of the system till the stabilization of the system.
- Ensure resolution and documentation of all issues raised during implementation
- Complete the final configuration/ integration, load and stress testing, before switch over to production environment.

Declaration of "Go Live" - the system will be declared "Go Live" when the above tasks/activities are accomplished satisfactorily and approved by WEBEL

## 5. Audit

- Upon successful UAT and prior to the Go Live, WEBEL shall undertake testing and certification of the Software by any CERT-in empanelled security auditor. SI will be required to provide necessary support to the certification agency and carry out necessary updates to the system to meet the compliance requirements. The cost for obtaining the certification from CERT-in empanelled security auditor will be borne by the SI.
- The CERT-in empanelled security auditor will also conduct Vulnerability Assessment and Penetration Testing of the ERP system before Go-Live and hosting of the application in

the West Bengal State Data Centre. If any deviation is observed it has to be complied as per the standard by The SI.

## **6. Hosting the ERP System**

- The ERP solution will be hosted in the OEM's cloud environment.
- SI will submit validation/ audit statement from OEM as part of their bid for the products that have been proposed in the ERP system certifying that solution proposed by the SI is relevant and adequate with respect to their product.

## **7. Data Migration of Legacy Data**

- SI will finalize the requirements for data migration and prepare the strategy for building the Master Data schema. WEBEL will define the data to be migrated. Data cleansing will be done by WEBEL in the agreed format but porting has to be done by the SI. WEBEL will only validate the data before migration.
- SI will migrate all open transactions from existing ERP database/ Tally / Ace / manual system to the database implemented for the proposed ERP Solution.
- SI will provide interface in new ERP environment to access legacy data/closed transaction from the existing ERP environment for reference.
- The tool/ utility for performing data migration must be designed by the SI after adequate study of the data to be migrated.
- SI will identify all risks associated with the data migration and enumerate mitigation measures and prepare a Risk Identification and Mitigation plan for Data Migration. The plan must address the contingency measures to be adopted during the event of a data migration failure. It must also clearly specify measures to be taken to prevent data loss. It may be preferable to consider migration of data to a backup system at the same time as the new system to address data loss due to system failures.
- Data digitization is out of the scope for this project.
- A tentative time frame for developing the necessary scripts, testing the same and eventual execution on the production environment should also be indicated. To ensure that the SI gets adequate time to validate the data, the activities related to data preparation and conversion should commence during early stage of the Project. Confirmation of Data integrity will be done by the SI.

## 8. Integration with existing system

- SI has to develop & implement necessary Application Programme Interfaces (APIs) to integrate with the existing application systems. (i.e., RMC portal, Website, GoWB procurement portal , Bank Portal, WEBEL’s portal, GST Portal etc.). SI has to provide proper documentation for this integration.
- SI has to integrate with existing Biometric attendance system of WEBEL for attendance management of the employee.

## 9. Operation & Maintenance

- Operation and maintenance wherever referred in this document includes “comprehensive onsite trouble shooting support” with total responsibility to guarantee uptime as per SLA of OEM’s cloud environment.
- The scope also includes but is not limited to provision of new releases, patches, versions of software including middleware, firmware, RDBMS, testing tools and bug correction.
- The SI is required to provide Operations and Maintenance support as per the details below:-

Description	Duration
Warranty Period of the ERP Solution	6 (Six) months from the date of official Go-Live date

## 10. Maintenance Support

The SI will provide the Operations and Support Team for Maintenance support phase, for supporting the ERP solution. SI should propose appropriate manpower to cover L1, L2 and L3 activities. The support (L1, L2, and L3) shall include technical expertise, process implementation, policies compliance, governance and reporting.

The SI Support Team shall provide below mentioned services:

- Physical Onsite helpdesk to support and facilitate resolution of Incidents and Problems.
- The SI will deploy a team providing support for both functional as well as technical issues. The functional and technical issues in the implemented system resulting in disruption of day to day activities of end users shall be referred to as ‘Incidents’.

These incidents shall be assigned a 'priority' which will be on the basis of the urgency/criticality and impact on WEBEL's business.

- The SI shall provide and implement from time to time the Updates/New releases/New versions of the software and operating systems as required. The SI shall provide updates & patches of the ERP software and tools to WEBEL as and when released by OEM without any additional cost to WEBEL
- The nature of support would be 24X7. The normal technical support hours would be 10:00AM to 6:00PM from Monday to Saturday every week. However after that time and on Sunday (24X7 hrs), the nature of support would be on On-Call basis only for critical high priority incidents. For On-Call support, SI shall nominate one person per module and names of these nominated resources should be available for WEBEL
- If the system is inaccessible, the SI has to work 24X7 till system availability.
- Any change in resource should be intimated at least 2 weeks in advance. WEBEL would conduct formal interview before deployment of resources after stabilization period and/or during change of resource due to any reason after initial deployment.
- The onsite and offsite functional/technical support team shall be bound by a predefined service level agreement (SLA) designed around priority and criticality of reported incidents.
- SI would deploy its support resources along with required logistics like Laptop, Mobile, Data Card, External Hard Disk for onsite support.
- The scope of work during functional and technical support shall entail the following:
  - Providing complete resolution to all incidents reported by the end user at WEBEL while adhering to the SLA as per OEM's cloud environment.
  - Complete configuration requests, development requests, testing tasks as and when required.
  - Tuning of ERP, databases, third party software, integration and any other components provided as part of the business solution.
  - Apply updates & patches of both hardware and software infrastructure of WEBEL associated with ERP project as and when released.
  - Technical updates of the installation to the new version, as and when required.
  - SI shall incorporate technological changes, and provide enhancements as per the requests made by WEBEL. SI shall perform minor changes, bug fixes, error

resolutions and minor enhancements that are incidental to proper and complete working of the application.

The specific requirements for each of Service Desk, Incident management and Problem management have been defined below:

### 10.1 Service Desk

The SI will provide a Service Desk which will serve as a Single Point of Contact (SPOC) for all incidents, problems, Changes and service requests related to ERP solution at WEBEL

- The SI will have to provide Service Desk function (Physical onsite Helpdesk support) providing support from 10:00 AM to 6.00PM Monday to Saturday.
- Minimum requirement of Helpdesk resource:
  - No. of Resources: 1 (One) Techno-Functional Consultant as Resident Engineer
  - Educational Qualification: BE / B.Tech / MCA
  - Experience: At least 5 Yrs. in maintenance or development of ERP and at least 2 Yrs. of experience in the proposed ERP solution
- WEBEL expects the SI to provide on call support in fluent English and Hindi / Bengali with excellent communication skill.
- Act as First Point of Contact for all the service support activities pertains to ERP Project.
- SI to provision support for required L1 / L2 / L3 activities covering ERP solution / software and Cloud.
- The SI needs to implement an ITSM compliant Service Desk tool, which will leverage automated mechanism to facilitate ticket logging, ticket tracking, and communication with requestor, ticket follow ups, audit trails, ticket assignation and ticket closure without any additional cost.
- Solution should comprise of a completely automated system of raising issues on a portal through call logging, ticket generation, sending alerts on email and requestors.
- It must also present and capture the service SLA's along with incident SLAs.
- The following ticket logging mechanisms need to be provisioned by SI for the Service Desk:
  - Phone Calls
  - E-Mail and
  - Self-Help web based tool
- Provide excellent customer service demonstrating patience while effectively dealing with client problems. SI shall ensure,
  - Solutions requiring specific support are assigned to the appropriate group(s).
  - Call follow-up on open/unassigned requests.
- The Service Desk shall log user calls for all in scope services and assign an incident/ call ID number. Priority shall be assigned to each call as per the agreed SLAs.



- Creation of knowledge base / SOPs on frequently asked questions to assist in resolving basic issues themselves.
- Review the existing SOPs / FAQ available for relevant services.
- Track each incident / call to resolution; escalate the calls to the appropriate levels, if necessary as per the escalation matrix agreed between the SI and WEBEL. The escalation matrix shall be developed by the SI in discussion with WEBEL during the transition phase.
- Close the call / incident post confirmation from the user.
- Coordinate and act as a conduit with respective product OEM/Supplier/internal teams for managing incidents and drive towards closure of tickets as per their signed SLA/Support-Contract with WEBEL. These follow ups must be done rigorously depending on issue priority until resolution.
- Analyse the incident / call statistics and provide monthly reports including but not limited to:
  - Type of incidents / calls logged
  - Incidents / calls resolved
  - Incidents / calls open

## 10.2 Incident Management

Incident management is a term describing the activities of an organization to identify, analyse, and correct hazards to prevent a future re-occurrence. These incidents within organization are normally dealt with by either an Incident Response Team (IRT), or an Incident Management Team (IMT).

Incident Management Services are the activities associated with restoring normal Service Operation as quickly as possible and to minimize the adverse impact on WEBEL's business operations, thus ensuring that the best possible levels of Service Quality and Availability are maintained. The SI needs to cover following listed responsibilities as part of this process:

- Regular monitoring and reporting of component performance, availability, utilization and efficiency.
- Monitor lifecycle of incident/service request ticket and follow escalation matrix to ensure SLA compliance.
- Manage end user communication
- Create and use SOPs for common / reoccurring service requests and incidents.
- Support to all end user devices available in the current setup for the proposed solution
- Establish Incident Management process and tool to automate the process workflows.
- Interface and coordinate with the WEBEL and Third Parties for effective closure of Incidents.
- Establish process / procedures for workflow, escalation, communication and reporting processes that help to achieve and improve SLAs; WEBEL will review and approve Incident workflow, escalation, communication and reporting processes.

- Engage in entire Incident lifecycle support including detection, escalation, diagnosis, status reporting, repair and recovery.
- WEBEL will authorize closure of all Critical and Major Incidents.
- Utilize and update known-error database and Knowledge articles.

A Crisis Management process shall be defined by the SI to manage Critical and Major incidents, related to ERP solution.

- This process will include the workflow and escalation matrix that needs to be followed for all Major Incident.
- Such incidents need to be dealt with urgency and taken on priority for resolution.
- All major incident tickets will require a confirmation from WEBEL SME for closure.
- It is a mandate to create a Problem ticket for Major incidents.
- The SI is expected to manage and drive the Major Incident Management process for WEBEL across various vendors/OEMs as well.

## **11. Change Management and Capacity Building**

### **11.1. Change Management**

In the event of any proposed change to the ERP application during the contract period after Go-Live, the SI will follow the procedure as mentioned below:

- If WEBEL wants any modification/change in any feature, interface, function, etc. of the ERP solution, it will raise Change Request in the format as prescribed by SI.
- SI will study the Change Request and submit Change Request to Change Control Board (CCB). CCB will consists of 5 members, three from WEBEL (HOD of the requesting department, HOD of finance department, ERP Project Manager) two from SI team (Project Manager, Technical Expert). CCB will give approval/ rejection of the Change Request
- After receiving approval from CCB, SI will complete the changes desired by WEBEL and tested it properly in the staging environment before place it to the operational environment.
- The change will be verified by CCB on implementation of the change request to the operational environment. Proper impact analysis and estimation of the changes will be done by the SI
- After implementation of changes, it is observed that the changes are found not appropriate as per requirements or does not work properly; in that case, SI will provide rollback mechanism without any interruption of regular operation of application.

- Even if there is no change request, any statute changes (releases of patches/fixes or change in taxes etc.) have to be installed & configured by the SI until the contract period.

## **12. Documentation of the ERP Project**

SI will provide documentation, which should follow the IEEE standards. This documentation should be submitted as the project undergoes various stages of implementation. Indicative list of documents include:

- Manuals from OEMs.
- Training Material: Training Material will include the presentations used for trainings and also the required relevant documents for the topics being covered.
- User Manuals: For all the Application Software Modules, required for operationalization of the system.
- System Manual: For all the Application Software Modules, covering detail information required for its administration.
- Installation Manual
- Source Code document

**Note:** The successful bidder will ensure upkeep & updating of all documentation and manuals.

## **13. Application Security**

- The system must provide an end-to-end security solution to protect the ERP applications, services, data and the infrastructure from malicious attacks or theft from external (through internet) hackers.
- Using Firewalls and Intrusion Detection Systems such attacks and theft should be controlled and well supported (and implemented) with the security policy.
- The security implementation shall cover all three layers namely physical, network and transport layer.
- The SI shall deploy the application only after it is security audited and certified. Any module added or changed shall have to be audited further.
  - ✓ Tool-based Static Analysis (Source Code scanning) of code for critical applications
  - ✓ Black-box scanning of applications for vulnerabilities and their subsequent patching

- ✓ Testing for vulnerabilities through manual audits based on the Open Web Application Security Project (OWASP) Top 10, subsequently code is hardened to remove the vulnerabilities found. This process performed iteratively shall certify the application to be safe for hosting
- System should have proper authorization mechanism in place to give only the designated users viewing or changing permissions.
- System should have the ability to perform password management functions including controlled password expirations, minimum password length and enforcement of alphanumeric password standards, password history logging and user locking for failed login attempts.
- Should maintain an audit trail of all the transactions and all entries into the system

#### **Server Security**

- ✓ Vulnerability Assessment of the Server shall be carried out
- ✓ Servers shall be hardened regularly
- ✓ Additional Layer of Security shall be provided to applications by deploying these behind the Firewall

**Note: Please note that the project scope mentioned here are indicative in nature and may vary/change depending upon the situation and requirement from WEBEL**

## SECTION - F: PROJECT TIMELINE & PAYMENT SCHEDULE

### 1. TIME SCHEDULE FOR IMPLEMENTATION

WEBEL intends to complete the implementation and Go-Live by six (6) months.

The SI shall submit a schedule for the below mentioned deliverables (but not limited to) that would be delivered during the course of the project plan. The proposed timeline of submission of the deliverable should also be mentioned in “T+W” format wherein “T” shall specify the day on which Minutes of kick-off meeting would be issued. This activity would be completed within 2 weeks from the date of signing of contract by both parties. ‘W’ shall specify the number of weeks after the kick-off meeting when the deliverable would be submitted.

Following are the list of key deliverables (but not limited to) and timelines for the proposed project stages as a part of ERP Solution implementation at WEBEL:

Number	Description of Deliverables	
Project Stage: Project Initiation		T+4W
PI1	Project Kick-off meeting	
PI2	Preparation of Project Charter	
PI3	Project Plan, including Work Breakdown Structure, communication / coordination procedure, deliverable submission schedule and detailed implementation schedule	
PI4	Document standards and templates for deliverables and reports	
PI5	Resource Mobilization Plan	
PI6	Initial workshop on overview of ERP & functionality of various modules	
PI7	Project Risk, Assumption, Issue and Dependency (RAID) log	
Project Stage: Software Licenses delivery		T+4W
SL1	Delivery confirmation for purchase of software licenses and initiation of installation in the staging environment	
Project Stage: Business Blueprint Design		T+12W
BB1	Detailed Plan for Business blueprint design	
BB2	Report on Validation of AS-IS processes	
BB3	TO-BE processes Report / Blueprint design document	
BB4	Gap Assessment Report	
BB5	ERP Change Management plan and implementation schedule	
Project Stage: Technical Solution Design		T+12W

Number	Description of Deliverables	
TS1	Solution Design Document	
TS2	Solution Architecture & Deployment Architecture	
TS3	Transport Request release strategy with approval mechanism	
Project Stage: Data Migration		T+16W
DM1	Data Collection Templates	
DM2	Data Migration Strategy Report	
DM3	Data Migration Tools & Conversions	
DM4	Data migration completion report	
Project Stage: System Development		T+18W
SD1	Configuration documents for all processes and modules	
SD2	Design, Development and Technical documents	
SD3	Customized detail document capturing the customizations for different components like Reports, Forms/Layouts, Enhancements, Workflows, Interfaces, etc.	
Project Stage: Testing		T+20W
TT1	Testing Strategy document, including Test Plan and schedule, acceptance criteria etc.	
TT2	Baseline Testing Report	
TT3	Development Testing Report	
TT4	Integration Testing Report	
TT5	User Acceptance Testing Report	
TT6	Load Testing and performance Report	
TT7	Defect, Issue and Resolution Log for all testing	
TT8	CAPAT (Corrective and Preventive Action Taken) Report	
Project Stage: Training and Change management		T+22W
TC1	Training Plan with schedules and training content	
TC2	ERP Change Management and Readiness Assessment Report	
TC3	User Manuals and Quick Reference guides	

Number	Description of Deliverables	
TC4	Regular emailers, design of flyers/ posters etc. for ERP awareness & adoption as captured in the Change Management plan	
TC5	Delivery of User Training	
TC6	User Training Evaluation Report / feedback	
Project Stage: Cut-over and Go-Live		T+24W
GL1	Cut-Over Strategy	
GL2	Go-Live Plan	
GL3	Log of Defects, Issues and Changes	
GL4	Resolution Report	
Project Stage: Acceptance		T+24W
AC1	Acceptance report of ERP solution from WEBEL sign-off	
Project Stage: Post Go-Live		T+52W
PG1	Incident and Problem Management Report (weekly)	
PG2	Change Log (weekly)	
PG3	Monitoring and health status reports (Monthly)	
PG4	Status report for defect fixes categorized by priority and completion (Weekly)	
PG5	Root cause analysis report (Quarterly)	
PG6	System availability and Backup report (Monthly)	
PG7	SLA Adherence report (Monthly)	
PG8	Post Go-Live Stabilization completion report	
Project Stage: Warranty Period Post Go-Live Support		T+52W
WP1	Incident and Problem Management Report (weekly)	
WP2	Change Log (weekly)	
WP3	Monitoring and health status reports (Monthly)	
WP4	Status report for defect fixes categorized by priority and completion (Monthly)	
WP5	Root cause analysis report (Quarterly)	
WP6	System availability and Backup report (Monthly)	

Number	Description of Deliverables	
WP7	SLA Adherence report (Monthly)	
WP8	System Performance Report (Monthly)	
Project Stage: Project Governance and Reporting		Ongoing
PG1	Project Status Report to PM (weekly)	
PG2	Presentation to ERP PM and Core Team (Weekly)	
PG3	Presentation to ERP Project Management Committee (Fortnightly)	
PG4	Presentation to ERP Steering Committee (Monthly) and at the end of each phase or on need basis	
PG5	Updated baseline of Project plan (fortnightly)	
PG6	Updated Resource deployment plan baseline (monthly)	
Project Stage: Maintenance Support after Warranty Period		Ongoing
MS1	Incident and Problem Management Report (weekly)	
MS2	Change Log (weekly)	
MS3	Monitoring and health status reports (Monthly)	
MS4	Status report for defect fixes categorized by priority and completion (Monthly)	
MS5	Root cause analysis report (Quarterly)	
MS6	System availability and Backup report (Monthly)	
MS7	SLA Adherence report (Monthly)	
MS8	Load & Regression Testing Report (Quarterly)	
MS9	System Performance Report (Monthly)	

The timelines are indicative. Bidders may suggest deliverable timelines as per their methodology by keeping overall Go live timeline within T+24 W.

Note:

- The Template of all the documents needs to be pre-approved by WEBEL
- Delay in any deliverables would lead to the violation of SLA
- Weekly Project Progress reports to be submitted in an approved format.

## 2. PAYMENT MILESTONE

Payments for the project shall be released after the stage-wise completion of each milestone.



Phase	Project Activity		Deliverables	Payment Milestone (Will be applicable against acceptance of the deliverables by both WEBEL)
Zero (0)	General & System Requirement Study (SRS)	General	<ul style="list-style-type: none"> <li>• Kick Off Meeting Minutes</li> <li>• Project Management Plan with Work Breakdown Structure &amp; Schedule</li> <li>• Project Roles &amp; Responsibilities document</li> <li>• Resource Finalization &amp; Mobilization Plan</li> <li>• Standardization of templates for deliverables &amp; reports</li> </ul>	NA (% of total implementation cost)
		Requirement Document Preparation	<ul style="list-style-type: none"> <li>• Completion of workshop on overview of ERP &amp; its various modules to all stake holders</li> <li>• Project Risk, Assumption, Issue &amp; Dependency (RAID) log document</li> <li>• Business Requirement Specifications (AS-IS validation) document</li> <li>• Technical details of hosting platform</li> </ul>	10% (% of total implementation cost)
			<ul style="list-style-type: none"> <li>• Requirement Review and Gap Analysis &amp; Fitment</li> <li>• Software Requirement Specification document</li> <li>• Functional Requirement Specification document</li> </ul>	10% (% of total implementation cost)
One (1)	Design	Design and Development of Solution blueprinting	<ul style="list-style-type: none"> <li>• Approved To-Be document / Business Blueprint document</li> <li>• Gap Assessment Report</li> <li>• Business Process Re-engineering document (BPR)</li> </ul>	5% (% of total implementation cost)
	Infrastructure	Software Licensing	Successful installation of Software Licenses at the cloud environment	<ul style="list-style-type: none"> <li>• 90% payment of the total software license value will be made after successful delivery of software with proper</li> </ul>

				<p>documentation</p> <ul style="list-style-type: none"> <li>• 10% payment of the total software license value will be made after Go-live of application.</li> </ul>
<b>Two (2)</b>	<b>Implementation</b>	Solution Designing & Initiation of Data Migration	<ul style="list-style-type: none"> <li>• Solution Design Document</li> <li>• Solution Architecture &amp; Deployment Architecture</li> <li>• Submission of Data Collection templates</li> <li>• Data Migration Strategy report</li> </ul>	5% (% of total implementation cost)
		Data Migration Completion & Testing	<ul style="list-style-type: none"> <li>• Data Migration Completion Report</li> <li>• Testing Strategy Document incl. test plan, test cases, schedule &amp; acceptance criteria</li> <li>• Baseline testing report</li> <li>• Development Testing Report</li> <li>• Integration Testing</li> <li>• Load Testing &amp; Performance Report</li> </ul>	5% (% of total implementation cost)
		Completion of UAT	<ul style="list-style-type: none"> <li>• User Acceptance Testing Report</li> <li>• Defect, Issue &amp; Resolution Log for all testing</li> <li>• Corrective and Preventive Action Taken report</li> </ul>	15% (% of total implementation cost)
		Completion of User training	<ul style="list-style-type: none"> <li>• Training Plan with schedules &amp; training content</li> <li>• ERP Change Management &amp; User Readiness Assessment Report</li> <li>• User (Operator, Management User, Administrator, Developer etc.) Manuals &amp; Quick Reference Guides</li> <li>• User Training Evaluation Report/Feedback</li> </ul>	10% (% of total implementation cost)

		Go-Live	<ul style="list-style-type: none"> <li>• Cut-over Strategy Report</li> <li>• Go-Live Plan</li> <li>• Migration plan to Live environment</li> <li>• Safe to host certificate from Cert-In empaneled auditor</li> <li>• Log of Issues, defects and changes</li> <li>• Resolution Report</li> <li>• Unencrypted Source Code</li> <li>• Provisional Solution Acceptance Report from both WEBEL</li> </ul>	30 (% of total implementation cost) (Payout would be tagged to SLA).
Three (3)	Warranty Support	Post Go-Live Support	<ul style="list-style-type: none"> <li>• Incident &amp; Problem Management Report - (Weekly)</li> <li>• Change Log - (Weekly)</li> <li>• Report for defect fixes, categorized by priority and completion - (Weekly)</li> <li>• Health Status Report (Application, Network &amp; Hosting Environment) - (Monthly)</li> <li>• SLA Adherence Report - (Monthly)</li> <li>• System Availability &amp; Backup Reports - (Monthly)</li> <li>• Root Cause Analysis Report - (Quarterly)</li> <li>• Post Go-Live ERP stabilization report</li> <li>• Final Acceptance Report from WEBEL</li> </ul>	10 (% of total implementation cost) after completion of warranty period.

In addition to the above mentioned deliverables, the following reports/documents have to be submitted as Project Governance Reports in the noted frequency.

#	Deliverables	Frequency
1.	Project Status Report submission & presentation to Project Management Committee (PMC) & Core Team	Fortnightly
2.	Project Status Report submission & presentation to Project Steering Committee	Quarterly
3.	Updated baseline of Project Plan	Fortnightly
4.	Updated Resource Deployment Plan	Fortnightly
5.	Post Go-Live Change request, need & impact analysis, effort estimation	Weekly

## **SECTION- G: FORMATS FOR ELIGIBILITY CRITERIA**

### **Annexure-1: Declaration for Eligibility Criteria**

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

(Tender No. WEBEL/EOT/COM/21-22/00023R)

#### **ELIGIBILITY CRITERIA FOR BIDDER (SYSTEM INTEGRATOR)**

#	Basic Requirement	Eligibility Criteria	Document Proof Submitted (YES/NO)
1.	Annual Sales Turnover	Average Annual Turnover from ERP & related business in last three (3) financial years ending 31.03.2021 should be minimum INR 50 Crores per year and must have been a profit-making organisation for last 3 financial years ending 31.03.2021.	
2.	Work Experience	The bidder should have executed 1 single order of similar nature of jobs, particularly in Implementation COTS ERP hosted in Cloud Infrastructure solutions of Rs.3.00 Crores or more at any or The bidder should executed 2 (Two) single order of similar nature of jobs, particularly in Implementation COTS ERP hosted in Cloud Infrastructure solutions of Rs.1.50 Crores each or more at any or The bidder should have executed 3(Three) single order of similar nature of jobs, particularly in Implementation COTS ERP hosted in Cloud Infrastructure solutions of Rs.1.00 Crores each or more at any Govt. Department / Quasi Govt. Dept. / PSU / Board / Council/ corporate / Bank or similar organization in last 10 (Ten) financial years.	
3.	Technical Capability - Experience in	The bidder should have implemented at least 01 (One) ERP COTS solutions hosted in Cloud Infrastructure in	

	ERP implementation (Part-I)	India as System Integrator with the following modules (any two) in last 10 years for 50 users: I. Finance & Accounts II. Sales Order Management III. Procurement & Inventory Management	
4.	Technical Capability - Experience in ERP implementation (Part-III)	The bidder must have successfully implemented at least one ERP solution of the same version or one version lower of the ERP product offered in this tender within India.	
5.	Technical Capability - Experience in ERP implementation (Part-IV)	The bidder should have successfully implemented at least one ERP solutions in India in Govt./PSU/Large Corporate (having Turn over > 1000 Cr) as System Integrator in last five years.	
6.	Cloud Hosting	The Cloud infrastructure should be provided by the same ERP OEM. The Cloud Infrastructure should be MeitY certified. Both DC & DR should be located in India.	
7.	Quality Certification	The bidder must have valid certification (any two) of the following: <ul style="list-style-type: none"><li>• ISO 9001:2015</li><li>• ISO/IEC 20000-1:2018</li><li>• ISO/IEC 27001:2013</li><li>• CMMi Level 3</li></ul>	
8.	Consortium	The Bids shall be submitted only by the Bidder; <b>no consortium is allowed</b> in this Bid. Declaration in this regard needs to be submitted.	
9.	Legal Entity	<ul style="list-style-type: none"><li>• Bidder may be a Company, Partnership Firm or Sole Proprietorship Firm.</li></ul>	

		<ul style="list-style-type: none"> <li>• The bidder should have existence in India for last ten (10) years at the end of 31<sup>st</sup> March 2021.</li> <li>• The bidder should be into the business of IT/ITeS for the last ten (10) years at the end of 31<sup>st</sup> March, 2021.</li> <li>• The bidder shall be solvent at the date of bidding</li> </ul>	
10.	Other legal documents	<ul style="list-style-type: none"> <li>• Trade License</li> <li>• GST Certificate</li> <li>• Income Tax Return ( Latest 5 years )</li> <li>• Copy of PAN</li> <li>• Articles of Association/ Company Registration (depending on company type)</li> </ul>	
11.	Blacklisting	The responding firm must not be blacklisted by any Central/any State Department/establishments in India at any point of time for breach of ethical conduct or fraudulent practices.	
12.	Power of Attorney	The bidder shall submit the Power of Attorney of Authorization for signing the bid in Rs.100.00 Non Judicial Stamp Paper.	
13.	Submission of EMD	The Bidder shall pay EMD of Rs. 2,50,000 (Rupees two lakh fifty thousand only) through net banking or through RTGS/NEFT in the portal of the website: <a href="https://wbtenders.gov.in">https://wbtenders.gov.in</a> as per G.O 3975-F(Y) dated 28th July 2016 issued by Finance Department, Govt. of West Bengal. For details regarding payment procedure & guideline on the same, bidders are advised to follow the mentioned order and portal.	
14.	Submission of Tender Document Fee	Bidder should submit Tender Document Fee of Rs. 2,000 (Rupees two thousand only) through net banking or through RTGS/NEFT in the portal of the website: <a href="https://wbtenders.gov.in">https://wbtenders.gov.in</a> as per G.O 3975-F(Y) dated 28th July 2016 issued by Finance Department, Govt. of West Bengal. For details regarding payment procedure &	

		guideline on the same, bidders are advised to follow the mentioned order and portal. Digitally signed Technical Bid and Financial Bid, to be submitted through the website <a href="https://wbtenders.gov.in">https://wbtenders.gov.in</a> .	
15.	Submission of MAF's authorisation	Manufacturer's tender specific authorizations for Software License must be submitted. Bidder has to quote the latest available version GST compatible ERP product in India.	
16.	Submission of authorisation from OEM	OEM has to authorize the bidder as an implementation partner mentioning the type/category of partnership with validity period.	
17.	Resource Deployment	The core implementation team (Project Manager, Solution Architect, Functional Lead, Technical Lead, Techno-Functional Consultants) has to be in the payroll of the bidder.	
18.	Product / Solution Conformance	<ul style="list-style-type: none"> <li>• The proposed product has to be hosted in OEM's cloud environment.</li> <li>• The proposed solution must be compliant with Indian statute.</li> <li>• The proposed solution must have the capability to integrate with mobile app for MIS reporting &amp; workflow management</li> <li>• The proposed solution should be capable to integrate with digital signature for workflow management</li> </ul>	
19.	Local Office	<ul style="list-style-type: none"> <li>• The bidder should have a local office in Kolkata. If not, they have to setup a local office within 2 weeks from the date of receipt of the LOI from Webel.</li> </ul>	



## ELIGIBILITY CRITERIA FOR OEM

#	Criteria	Detail	Submitted (Yes / No)
1.	Profile of ERP Product Vendor (OEM)	<ul style="list-style-type: none"> <li>• The company must have average revenue of Rs.3000 crores per year worldwide in last 3 completed financial years and profit making business in last 3 completed financial years.</li> <li>• The ERP should be listed in Gartner's Latest Leaders Quadrant.</li> <li>• Should be registered as a company in India</li> <li>• The proposed solution by the OEM must have India Localization features such as taxation, employee related rules &amp; regulations (such as Form 16, PF etc.) to meet Government / Statutory compliances, Indian languages, etc. and must also capable of incorporating future changes therein.</li> <li>• The OEM has to provide the life cycle of the proposed solution (i.e. expected time-line of the product to be declared as out of support).</li> </ul>	
2.	Customer Base	<ul style="list-style-type: none"> <li>• Must have installed across its ERP deployed for 10 customers in India.</li> <li>• Must have worldwide more than 10K unique user base</li> </ul>	
3.	Implementation in Government sector in India	The OEM must have their ERP implemented in Govt. Sector	
4.	Customer Support in India	The OEM must have customer support centre in India	
5.	Non Blacklisting Criteria	<ul style="list-style-type: none"> <li>• The OEM must neither have been Debarred and / or blacklisted by any Central / State Govt. Department / Universities / schools / Organization etc. nor should have any litigation enquiry pending and / or initiated by any of these Department or Court of Law.</li> </ul>	
6.	Offered Product	<ul style="list-style-type: none"> <li>• The offered product has to be the latest version available in India.</li> <li>• The offered product has to be GST compliant.</li> <li>• The offered product has to be platform independent</li> </ul>	

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Signature of Authorized Signatory (with official seal)

Name :

Designation :

Address :

Telephone& Fax :

Mobile Phone No :

E-mail address :

**Annexure-2: Format for Bidder's Particulars**

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

(Tender No. WEBEL/EOT/COM/21-22/00023R 2<sup>nd</sup> Call)

Date: dd/mm/yyyy

To  
The General Manager (Commercial)  
WBEIDC Ltd  
Webel Bhavan  
Block EP & GP, Sector-V  
Salt Lake Electronics Complex  
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)	

Contact Details of officials for future correspondence regarding the bid process:

Details	Authorized Signatory	Secondary Contact
Name		
Title		
Company Address		
Mobile		
Fax		
Email Id		

Yours Sincerely,

\_\_\_\_\_  
Signature of Authorized Signatory (with official seal)

Name :

Designation :

Address :

Telephone& Fax :

E-mail address:

**Annexure-3: 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

(Tender No. WEBEL/EOT/COM/21-22/00023R 2<sup>nd</sup> Call)

To,  
The General Manager (Commercial)  
WBEIDC Ltd  
Webel Bhavan  
Block EP & GP, Sector-V  
Salt Lake Electronics Complex  
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 2018-19 (in Crores) (a)	FY 2019-20 (in Crores) (b)	FY 2020-21 (in Crores) (c)	Average Turnover [(a+b+c)/3]
1	Overall Annual Turnover				
2	Sales turnover from ERP Business				

Yours Sincerely,

\_\_\_\_\_  
Signature of Statutory Auditor (with official seal)

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

**Annexure-4: Declaration for not being blacklisted**

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

(To be submitted on the Letterhead of the responding firm)

(Place)

(Date)

To,

The General Manager (Commercial)

WBEIDC Ltd

Webel Bhavan

Block EP & GP, Sector-V

Salt Lake Electronics Complex

Kolkata-700091

**Ref:** RFP for Implementation of an Integrated Enterprise Resource Planning (ERP) solution for West Bengal Electronics Industry Development Corporation Limited (WEBEL) - Tender No. WEBEL/EOT/COM/21-22/00023R (2<sup>nd</sup> call) dated 28-10-2021

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-5: Format for Manufacturer's Authorisation Form**

(To be submitted on the Letterhead of the Manufacturer and duly signed by an authorized signatory)

Date:

To,

The General Manager (Commercial)

WBEIDC Ltd

Webel Bhavan

Block EP & GP, Sector-V

Salt Lake Electronics Complex

Kolkata-700091

Ref: Tender No.: WEBEL/EOT/COM/21-22/00023R (2<sup>nd</sup> call) dated 28-10-2021

WHEREAS \_\_\_\_\_ who are official producers of \_\_\_\_\_ and having production facilities at \_\_\_\_\_ do hereby authorize \_\_\_\_\_ located at \_\_\_\_\_ (hereinafter, the "Bidder") to submit a bid of the following Products produced by us, for the Supply Requirements associated with the above Invitation for Bids.

When resold by \_\_\_\_\_, these products are subject to our applicable standard end user warranty terms till the end of contract period by the SI/bidder.

We assure you that in the event of any failure/issue, not being able to fulfil its obligation as our Service Provider in respect of the warranty we would continue to meet our warranty through alternate arrangements.

We also confirm that \_\_\_\_\_ is our authorized service provider/system integrator and can hence provide maintenance and upgrade support for our products.

We also confirm that the products quoted are on our current product list and are not likely to be discontinued within 5 years from the day of this letter. We assure availability of spares for the products for the next five years.

We also confirm that the License will be delivered within scheduled delivery dated as per the tender terms from the date of placement of confirmed order.

The Toll free number, ticketing website and escalation matrix with the mail Id and fixed mobile number are as follows. In case of any change it will be intimated to you immediately by us.

Name \_\_\_\_\_ In the capacity of \_\_\_\_\_

Signed \_\_\_\_\_

Duly authorized to sign the authorization for and on behalf of \_\_\_\_\_

Dated on \_\_\_\_\_ day of \_\_\_\_\_ 2021

### Annexure-6: 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		
2.	Power of attorney / board resolution to the authorized Signatory of the Bid		
3.	Bidder's particulars		
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)		
5.	Declaration for not being black-listed		
6.	Formats for Technical bid		
7.	NIT Declaration		
8.	Certified copies of valid PAN document/ CMMi Level 3 or above certification/ ISO 27001 Certification/ ISO 20000-1 Certification/ ISO 9001 Certification/ GST registration		
9.	Technical Capability / Past Projects		
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.		



## **SECTION- H: FORMATS FOR TECHNICAL BID**

### **Annexure-7: NIT Declaration**

(To be submitted on the Letterhead of the bidder)

(Place)

(Date)

To,

The General Manager (Commercial)

WBEIDC Ltd

Webel Bhavan

Block EP & GP, Sector-V

Salt Lake Electronics Complex

Kolkata-700091

**Ref:** Tender No. WEBEL/EOT/COM/21-22/00023R (2<sup>nd</sup> call) dated 28-10-2021

**Sub:** Submission of proposal in response to RFP for Implementation of an Integrated Enterprise Resource Planning (ERP) solution for West Bengal Electronics Industry Development Corporation Limited (WEBEL).

Dear Sir,

- i. We have examined the RFP document, we, the undersigned, herewith submit our proposal in response to your RFP no. \_\_\_\_\_ dated \_\_\_\_\_ for “Implementation of an Integrated Enterprise Resource Planning (ERP) solution for West Bengal Electronics Industry Development Corporation Limited (WEBEL)”, in full conformity with the said RFP document.
- ii. 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.
- iii. In the event of acceptance of our bid, we do hereby undertake:-
  - a. To commence services as stipulated in the schedule of delivery forming a part of the attached proposal.
  - b. We affirm that the price quoted are inclusive of all charges and all taxes.
- iv. 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.

- v. The EMD as given in Notice Inviting Tender Section is attached with this proposal.
- vi. The EMD of INR 2, 50,000 (Rupees Two Lakhs Fifty 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.
- vii. 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.
- viii. 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.
- ix. 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.
- x. 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-8: Technical Capability/ Past Projects

#### **General Instructions on Preparation of the Technical Proposal**

Bidders have to submit a very structured and organized technical bid, which will be analysed by the Technical Evaluation Committee for different compliances with regards to the requirements of the project. The document submitted must be searchable and well indexed without any handwritten material. Quality and completeness of the information submitted by the Bidder will matter a lot for carrying out fair evaluation of the bidder's capability.

**The past experience in several projects is to be submitted in the format mentioned below:**

#	Criteria	Details
	<b>Client Information</b>	
1	Name of the Client	
2	Name of the person who can be referred to from Clients' side, with name, designation, postal address, contact phone, fax number, email id)	
3	Nature of Business / operation of Client	
	<b>Project Details</b>	
4	Brief description of the Project	
5	Version of ERP Product Implemented	
6	ERP Modules implemented	
7	Number of Users of the ERP solution	
8	Date of Contract Award	
9	Date of ERP Go-Live	
10	Functional areas of business covered in the project	
11	Location of ERP implementation in India	
12	Work Order value	
	<b>Supporting Documents</b>	
13	Copies of Work Order issued by the Customer detailing scope of work and values of project incl. taxes	
14	Work completion certificate by the Customer	

Signature with Official Stamp:

Name of Authorised Signatory:

Designation:

## Undertaking on Total Responsibility

Date:

(Tender No. WEBEL/EOT/COM/21-22/00023R 2<sup>nd</sup> Call)

To,

The General Manager (Commercial)

WBEIDC Ltd

Webel Bhavan

Block EP & GP, Sector-V

Salt Lake Electronics Complex

Kolkata-700091

Dear Sir,

Sub: Self-certificate regarding Total Responsibility

This is to certify that we undertake total responsibility for the successful and defect free operation of the proposed implementation of Integrated ERP solution, as per the requirements of the RFP.

Thanking you,

Yours faithfully

(Signature of the Authorized signatory of the Bidding Organisation)

Name :

Designation :

Date :

Time :

Seal :

Business Address:

### Annexure-9: Schedule of Delivery

The ERP Implementation project at WEBEL is expected to be completed within 9 months of initiation date of the project. The Bidder is expected to furnish the details of the milestone dates as per below format in line with WEBEL's implementation plan.

Sl. No.	Activity Title	Schedule Date of Start Of Activity	Schedule Date of Delivery Completion of Activity
1.	Project Initiation		
2.	Software Licenses delivery		
3.	Business Blueprint Design		
4.	Technical Solution Design		
5.	Data Migration		
6.	System Development		
7.	Testing		
8.	Training and Change management		
9.	Cut-over and Go-Live		
10.	Project Warranty Support		
11.	Post Go-Live Stabilization Support		

Signature:

Name of Authorised Signatory:

Designation:

### Annexure - 10: Resource Deployment

#### Format: Month -wise Resource Deployment Plan

Bidder should provide a breakup of hours per month and per project phase for each of the role that will be deployed across the ERP solution implementation and stabilization.

Sl. No.	Role	<Project Phase>				Total
		Month 1	Month 2	...	Month n	
1	Project Manager	<No. of Hours>	<No. of Hours>		<No. of Hours>	
2	Solution Architect					
3	Functional Lead					
4	Technical Lead					
5	Techno-Functional Consultant					

Signature :

Name :

Designation :

Date :

Time :

Seal :

Business Address:

**Annexure-11: Format of Curriculum Vitae (CV) for proposed Professional Staff**

#	Description	To be filled by the bidder for each resources
1.	Name of the person	
2.	Role in the Project	
3.	Educational Qualification	<Photo copies of certificates to be provided>
4.	Total number of years of experience	
5.	Number of years with the current company (the Bidder)	<To be certified by the HR Dept. with employee ID>
6.	Functional area / expertise	
7.	Certification	<Photo copies of certificates to be provided>
8.	Number of complete life cycle ERP implementations carried out (provide details)	
9.	The names of customers for which the person was a Project Manager/Technical/Domain consultant(Please provide the relevant names)	
10.	The functional areas /processes implemented under ERP	

Signature :

Name :

Designation :

Date :

Time :

Seal :

Business Address:

## SECTION- I: BILL OF QUANTITIES / SERVICES

### Annexure-12: BOQ

#	Description	Quantity	UOM
1.	License cost for implementation of the following modules in the proposed ERP COTS package hosted in the OEM's cloud environment: <ul style="list-style-type: none"><li>• Finance &amp; Accounts (25 Nos.)</li><li>• Sales Order Management (15 Nos.)</li><li>• Procurement &amp; Inventory Management (10 Nos.)</li></ul>	50 Nos.	Per User
2.	Implementation cost of the following modules including dashboard, MIS Reporting and Statutory reporting: <ul style="list-style-type: none"><li>• Finance &amp; Accounts (25 Nos.)</li><li>• Sales Order Management (15 Nos.)</li><li>• Procurement &amp; Inventory Management (10 Nos.)</li></ul>	1 Job	Lump Sum

- **Prices to be quoted in e-Tender portal only and not in physical bid. If it has been found that the bidder has mentioned the price anywhere in the physical tender, the bid will summarily be rejected.**
- All Price quoted shall be made in Indian Rupees only. The parameter will be used to determine the successful bidder. The price quoted should be exclusive of applicable taxes, duties, fees, levies, and other charges as may be applicable.
- During the payment stage, WEBEL reserves the right to ask the Bidder to submit proof of payment against any of the taxes, duties, levies indicated.
- WEBEL reserves the right to increase/decrease the line item & quantity at the time of placement of Letter of Intent/Purchase Order as mentioned in the BOQ.



**Annexure-13: 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 WEBEL, a Government of West Bengal Undertaking incorporated under the Companies Act, 1956 having its registered office at Webel Bhavan, Block EP & GP, Sector-V, Salt Lake Electronics Complex, Kolkata-700091(hereinafter called "The Purchaser") having agreed to accept from \_\_\_\_\_(hereinafter called "The Contractor") Having its Head Office at \_\_\_\_\_, a Bank guarantee for Rs. \_\_\_\_\_ in lieu of Cash Security Deposit for the due fulfilment by the Contractor of the terms & conditions of the Work Order No. \_\_\_\_\_ dated \_\_\_\_\_ issued by the Purchaser for \_\_\_\_\_(hereinafter called "the said work order \_\_\_\_\_ dated \_\_\_\_\_)". We \_\_\_\_\_ (Name & detailed address of the branch) (hereinafter called "the Guarantor") do hereby undertake to indemnify and keep indemnified the Purchaser to the extent of Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_) only against any loss or damage caused to or suffered by the Purchaser by reason of any breach by the Contractor of any of the terms and conditions contained in the said Work Order No. \_\_\_\_\_ dated \_\_\_\_\_ of which breach the opinion of the Purchaser shall be final and conclusive.

(2) AND WE, \_\_\_\_\_ DO HEREBY Guarantee and undertake to pay forthwith on demand to the Purchaser such sum not exceeding the said sum of \_\_\_\_\_ Rupees \_\_\_\_\_) only as may be specified in such demand, in the event of the Contractor failing or neglecting to execute fully efficiently and satisfactorily the order for \_\_\_\_\_ Work Order no. , \_\_\_\_\_ dated \_\_\_\_\_

(3) WE \_\_\_\_\_ further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said order as laid down in the said Work Order No. \_\_\_\_\_ dated \_\_\_\_\_ including the warranty obligations and that it shall continue to be enforceable till all the dues of the Purchaser under or by virtue of the said Work Order No. \_\_\_\_\_ dated \_\_\_\_\_ have been fully paid and its claims satisfied or is charged or till the Purchaser

or its authorized representative certified that the terms and conditions of the said Work Order No. \_\_\_\_\_ dated \_\_\_\_\_ have been fully and properly carried out by the said contractor and accordingly discharged the guarantee.

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

(5) The liability under the Guarantee is restricted to Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_) only and will expire on \_\_\_\_\_ and unless a claim in writing is presented to us or an action or suit to enforce the claim is 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 Contractor.

(7) The executants has the power to issue this guarantee on behalf of Guarantor and holds full and valid power of Attorney granted in his favour by the Guarantor authorizing him to execute the Guarantee.

(8) Notwithstanding anything contained herein above, our liability under this guarantee is restricted to Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_) only and our guarantee shall remain in force up to \_\_\_\_\_ and unless a demand or claim under the guarantee is made on us in writing on or before \_\_\_\_\_ all your rights under the guarantee shall be forfeited and we shall be relieved and discharged from all liabilities there under.

WE, \_\_\_\_\_ lastly undertake not to revoke this guarantee during the currency except with the previous consent of the Purchaser in writing. In witness whereof we \_\_\_\_\_ have set and subscribed our hand on this \_\_\_\_\_ day of \_\_\_\_\_.

SIGNED, SEALED AND DELIVERED

\_\_\_\_\_  
(Stamp of the executants)

WITNESS

1) \_\_\_\_\_

2) \_\_\_\_\_

(Name & address in full with Rubber Stamp)

### **INSTRUCTIONS FOR FURNISHING BANK GUARANTEE**

1. 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 WEBEL 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 WEBEL