

# WEBEL TECHNOLOGY LIMITED

## NOTICE INVITING e-TENDER

Online Tender documents are invited for Up gradations of existing Call Manager (Unify EPABX) with additional features of contact Centre with network and infrastructural development in Paschim Bangla Society for Skill Development at Karigori Bhaban. Reputed System Integrators having sufficient experience and credentials for successful completion of “**Similar Nature**” of work in a Government Department/PSU/Autonomous Body or any reputed organization. Bidder must have adequate Service Engineer for providing on-site service within the stipulated time.

1.	Tender No. & Date	WTL/PBSSD/CC/21-22/022 dated 03.11.2021
2.	Tender Version No.	1.0
3.	Brief description of Job	Up gradations of existing Call Manager (Unify EPABX) with additional features of contact Centre with network and infrastructural development in Paschim Bangla Society for Skill Development at Karigori Bhaban.
4.	Tender Fee	Rs.6000.00 (Rupees Six thousand only) The amount to be transferred online through e-tender portal.
5.	Earnest Money Deposit	Rs.400000.00 (Rupees Four lakh only) The amount to be transferred online through e-tender portal.
6.	Date of Downloading	03.11.2021
7.	Pre-Bid Meeting date & time	16.11.2021 at 11.30 Hrs. (On-Line Meeting) <ul style="list-style-type: none"><li>• Pre-Bid meeting will be organizing online platform only. Only queries as per format (Section - N) reaching WTL by 12.11.2021 at 15.00 Hrs. will be taken for decision. Interest bidders are requested to send mail to purchase@wtl.co.in for participation of online pre-bid meeting. Based on request WTL will share meeting id / links for meeting. If there is any change in date and time then will inform.</li><li>• Only queries as per format (Section - N) reaching WTL by 12.11.2021 at 15.00 Hrs. will be taken for decision.</li><li>• Queries will be sent to Manager (Purchase) (purchase@wtl.co.in).</li></ul>
8.	Bid Submission Start date & time	23.11.2021 at 14.00 Hrs.
9.	Last date & time of EMD & Tender Fee submission of remittance details	Before uploading of tender
10.	Last date & time of Bid Submission	26.11.2021 at 12.00 Hrs.
11.	Date & time of Technical Bid Opening	29.11.2021 at 11.00 Hrs.
12.	WTL Address	WEBEL TECHNOLOGY LIMITED (A Govt. of West Bengal Undertaking) Plot - 5, Block – BP, Sector – V, Salt Lake City, Kolkata – 700091.
13.	WTL Contact No.	033-23673403-06

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1. Intending bidder may download the tender documents from the website **<https://wbtenders.gov.in>** directly with the help of Digital Signature Certificate. Necessary Tender fee may be remitted online through e-tender portal in favour of “Webel Technology Limited” and also to be documented through e-filing. Necessary Earnest Money Deposit (EMD) may be remitted online through e-tender portal in favour of “Webel Technology Limited” and also to be documented through e-filing.
2. Both Techno Commercial Bid and Financial Bid are to be submitted concurrently duly digitally signed in the website **<https://wbtenders.gov.in>**.
3. Tender documents may be downloaded from website and submission of Techno Commercial Bid and Financial Bid will be done as per Time Schedule stated in Section – C of this Tender Document.
4. The Financial Bid of the prospective Bidder will be considered only if the Techno Commercial Bid of the bidder is found qualified by the Tender Committee. The decision of the ‘Tender Committee’ will be final and absolute in this respect. The list of Qualified Bidders will be displayed in the website.
5. All clarifications / corrigenda will be published only on the **<https://wbtenders.gov.in>**.

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# **WEBEL TECHNOLOGY LIMITED**

## **SECTION – A**

### **SCOPE OF WORK**

**Up gradations of existing Call Manager (Unify EPABX) with additional features of contact centre with network and infrastructural development.**

#### **Present Scenario**

Government of West Bengal is Committed towards large scale Skill development for its youth population to improve the scope of gainful employment and entrepreneurial opportunities under the WBSDM (West Bengal Skill Development Mission) chaired by the Hon'ble Chief Minister of West Bengal. To ensure the above commitment is met successfully, the Department of Technical Education, Training & Skill Development; Government of West Bengal has launched the "Utkarsh Bangla", a flagship scheme on 16th February 2016 under the aegis of the PBSSD (Paschim Bangla Society for Skill Development) for placement linked short-term skill trainings across the State of West Bengal. Applicants can register here for All Short-term Skill development trainings being offered by PBSSD (Paschim Bangla Society for Skill Development), Government of West Bengal.

#### **Project Objective**

The main objective of this project is setting up of a new on premise, contact centre solution using existing Unify EPABX for PBSSD (Paschim Bangla Society for Skill Development) in Karigori Bhaban.

#### **Statement of Need**

PBSSD observed that despite significant improvement in the volume and quality and standards of the implementation of skill interventions such as Utkarsh Bangla, DDUGKY, PMKVY (CSSM), RPL & Special Projects in West Bengal, there is a need to develop an effective two-way communication platform between PBSSD and its multiple stakeholders. The major challenges are listed below:

- Selection of ideal candidate for training
- Identification of his/ her aspirations and willingness to migrate
- Linking the aspiring trainee with the correct job-role
- Linking the community with the program
- A platform to address the issues/ concerns/ challenges/ suggestions raised by the parents/ guardians of the beneficiaries
- Regular monitoring at advocacy-related activities at the grassroots level
- Lack of awareness on placement opportunities and career progression
- Single point contact is missing for corporate and industries for requirement dissemination
- Common platform of grievance redressed for all direct and indirect stakeholder is missing

#### **Objective**

The objective of setting up of a Call Centre for all schemes (STT, RPL & Special Projects) in the state of West Bengal is as follows:

- A common platform shall provide personalized assistance to the citizens on various aspects such as tele-consultation, counseling services, information about government schemes, programs and training services, grievance redressal, query resolution, etc.
- It would also allow calls to be made to beneficiaries and training providers to gather feedback on various programs and initiatives

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- Further, this would also facilitate PBSSD in taking corrective actions and strengthening their schemes/ programs based on the data generated through this platform
- To improve the outreach of the Skill Development initiatives undertaken by West Bengal government and empower the youth through skill development
- To provide all the desired information to all the stakeholders with respects to scheme, policies, guidelines and processes
- To keep the interested candidates informed about the available/ running courses by various districts
- To act as a front-line channel for addressing all the issues and concerns of the involved stakeholders
- To communicate with the candidates placed within or outside state, PIAs and employers to monitor and ascertain placement of candidates, as per guidelines of the schemes

### **Target Group**

The principal target groups for the proposed call centre are as listed below:

1. Direct beneficiaries, the youth of West Bengal aspiring to get trained and employed under various short-term training scheme such as DDUGKY, PMKVY & Utkarsh Bangla / candidates undergoing training program/ passed out candidates who are employed/ trained but not yet placed candidates
2. Parents and guardians of the aspiring trainees
3. Training Providers/ Project Implementing Agencies
4. Trainers
5. Assessment Agencies
6. Sector Skill Councils
7. Central Monitoring Agencies
8. Employers
9. Industry Associations

### **Proposed Solution**

PBSSD (Paschim Bangla Society for Skill Development), Government of West Bengal, decided to set up a 14-seater call centre at Karigori Bhaban keeping the option for work from home for some agents. The existing EPABX system (Unify make) that is already present in karigori Bhaban will be upgraded with additional card /necessary licenses and software to serve the purpose.

The on premise contact centre solution with PRI integration (PRI line shall be provided by the department) and remote access through VPN will be setup exclusively for Paschim Bangla Society for Skill Development (PBSSD), Govt. of West Bengal. The solution will have features like inbound and outbound call handling, voice logger, sms integration, WhatsApp & face book integration, CRM and email integration to name some of the features. The bidder needs to provide necessary servers and network equipments for the solution. Bidder needs to set up the LAN infrastructure along with necessary electrical works for the room earmarked for Contact Centre. Bidder will also set up the server room & NIC room along with flooring, partitioning, painting, false ceiling, lighting, AC and necessary furniture with chair and table and accessories for contact centre. False ceiling will have to be done for the server room & NIC room only.

We have not considered the PRI Link with necessary SMS, WhatsApp, Chatbot & Just Dial bundle subscriptions as these things will be taken care by the department through telecom service provider. However, it will be the responsibility of the bidder to complete that integration with contact centre solution. Department will provide the necessary API access for integration with CRM solution and necessary access to the departmental database and website [www.pbssb.gov.in](http://www.pbssb.gov.in) so that necessary integration can be done with the contact centre solution.

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Supply to the end customer to be made along with WTL challans. As per the survey, the quantity of the passive materials may get revised. The length of CAT-6 cable, electrical cable, painting, flooring, curtain etc are based on our estimation. The final invoicing to be done on the ACTUAL MATERIALS USED.

Bidder has to undertake necessary LAN and electrical cabling as per industry standard practices for installing, implementing & commissioning of LAN connectivity and electrical work.

Please note that installation and commissioning and support of solution will be with **3 years onsite comprehensive warranty** for switch, transceiver, UPS, servers, contact center software, PC, AC etc as mentioned in the BOM will be provided by the L1 bidder. Failing which the respective manufacturer must be responsible for support and software upgrades (IOS etc if available) of their products for at least 5 years.

It will be the responsibility of the L1 bidder to submit all relevant diagrams and furniture details along with software licenses. It will be the responsibility of the L1 bidder to add and or modify the features as and when required.

L1 bidder should provide a dedicated manpower from the start date of installation for atleast 2 months to provide necessary hand holding support to the customer and to resolve any issue that may arise during the initial period.

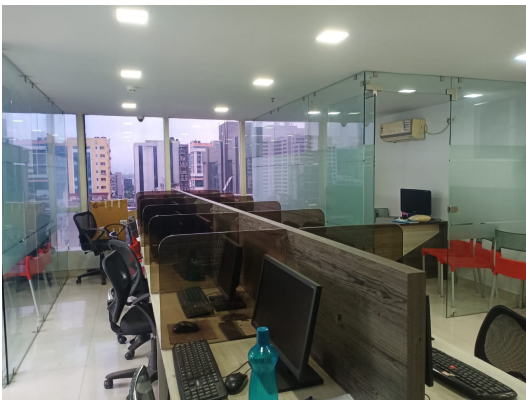
Bill of material mentioned in the RFP is the minimum requisite for setting up of contact centre in PBSSD.

PBSSD is looking for a customized and highly efficient system. Hence, minor customization of the application may be required considering requirement of the customer

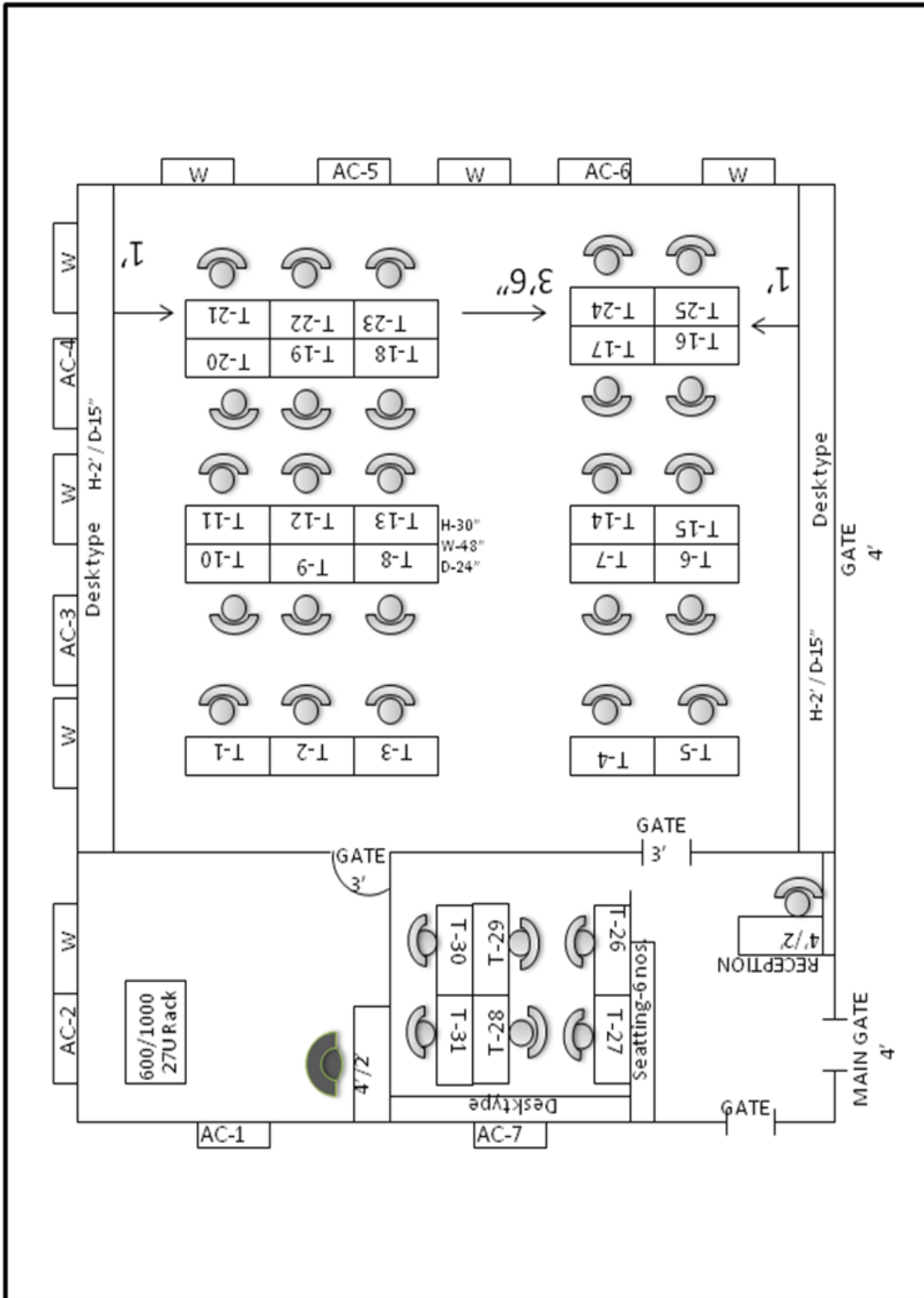
**Acceptance:** After successful installation & Commissioning, installation report prepared by WTL (Webel Technology Limited), signed and sealed by appropriate authority of concern department to be submitted.

**Bidder is advised to visit the location before submitting the bid document to evaluate proper solution components if required which is not included In the BOM and provide any additional materials, services etc. required to deliver to meet the project objectives. No further communication regarding cost involvement will be entertained at the time of implementation of the project.**

**Room layout along with sample furniture design is attached for ready reference.**



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**D.T.E.T CALL CENTRE LAYOUT**

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## **ADDITIONAL REQUIREMENT**

1. Paschim Banga Society for Skill Development (P.B.S.S.D), Karigori Bhaban is setting up a new contact centre in the building. As an additional requirement, department also wants to include the support personnel for running the contact centre. There will be mainly four categories of support staffs mainly Contact Centre Associates (CCA) – 12 nos, Senior Counseling Associates (Sr. CA) – 2 Nos, Quality Analyst Cum Trainer – 1 No and Team Leader – 1 No.

DDUGKY trainees are preferred to be recruited as a pre-requisite. PBSSD will provide the list DDUGKY trained candidates to the vendor for selection process.

The details of eligibility criteria and profile given below:

## **Manpower Profile**

### **Customer Centre Associates (CCAs) - 12 Nos**

- Mix of Graduates & Undergraduates–Minimum qualification is 12<sup>th</sup> passed.
- Able to speak, read and write in Bengali, Hindi and English.
- Should be able to communicate confidently and politely, having good speaking skills.
- Experience of at least 6 months in a Call Centre or indirect selling/ telemarketing in the service industry. However fresh candidates can be considered subject to cap (Not more than 40% can be fresh candidates).
- Awareness of basic call centre activities
- Should have knowledge about the skill sets of PBSSD.
- Min 60% of the CCAs should be women candidates who trained under DDUGKY Scheme – a Skill Development initiative of PBSSD.

**10 CCA for inbound calls and 2 will be utilized for outbound calls.**

### **Senior Counseling Associates (Sr.CAs) -- 2 Nos**

- Must be a Graduate or equivalent.
- Able to speak, read and write in Bengali, Hindi and English
- Able to communicate confidently and politely, with good listening & speaking skills.
- Experience of atleast 1 year in a Call Centre, in tele counseling (Fresh candidates CANNOT be considered).
- Awareness on career counseling.
- Knowledge of intricacies of skills ecosystem can be added advantage.

### **Quality Analyst cum Trainer --- 1 No**

- Must be a Graduate or equivalent.
- Must have experience in managing the call monitoring and providing actionable insight through call monitoring.
- Able to speak, read and write in Bengali, Hindi and English.
- Able to communicate confidently and politely with good speaking skills.
- Experience of at least 5 years in a Call Centre and out of that at least 02 years as QA in call centre, (Fresh candidates CANNOT be considered).
- Experience in coaching and developing skills of people.
- Effective problem-solving and decision-making skills.
- Complete knowledge of call centre quality analysis & related processes.



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### **Team Leader**

**--- 1 No**

- Must be a Post Graduate or equivalent.
- Must have undergone training on lines of COPC (High Performance Management Techniques) or similar training.
- Able to speak, read and write fluently in Bengali, Hindi and English.
- Able to communicate confidently and politely, with good speaking skills.  
Experience of at least 10 years in a Call Centre, or indirect selling/telemarketing, out of which at least 3 years in Managing call centre as Team Lead.

**Manpower bill to be submitted by the bidder in quarterly basis and payment will be released by WTL, once the payment is released by PBSSD, on back to back basis. It will be the responsibility of the bidder to maintain the manpower for 3 years. Necessary concurrence/approval needs to be taken from PBSSD before selection of manpower.**

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## **SECTION – B**

### **ELIGIBILITY CRITERIA**

1. The bidder must be a company registered under Companies Act, 1956/2013 or Partnership or LLP or OPC or Proprietary Firm. Documentary (Certificate of incorporation/Relevant document) evidence to be submitted.
2. The bidder should have their presence in Kolkata with own office. Valid proof should be submitted along with the bid. Or, the bidder needs to give an undertaking that they will open an office in Kolkata within 30 days from the date of award.
3. The bidder should have valid GST Registration Certificate & PAN. Bidder shall have to submit photocopy of the documents.
4. The bidder shall have executed “Similar Nature” of single order an amount not less than Rs.40.00 lakh in last three financial years and current financial year (considering FY - 2017-18, 2018-19, 2019-20 & 2020-21) in Government Department/PSU/Autonomous Body any reputed organization. References order copy for the project to be provided.
5. Bidder should have call center in India. Call Center details with number & detailed escalation matrix to be submitted.
6. The bidder should have an annual turnover of not less than Rs.10.00 Crore each year in the last three financial years (considering FY –2017-18, 2018-19 & 2019-20). Bidder shall have to submit Audited Balance Sheet / Audited Accounts / Auditor Certificate in support of their claim.
7. Manufacturer’s tender specific authorizations for the items (No. 1, 2, 3, 5, 6, 9 to 17, 21, 23 & 24) as mentioned in Bill of Material (Section – H) must be submitted as per format enclosed (Section - M).
8. The Bidder must have Support Service Center with manpower in Kolkata or any place in Eastern India. Declaration with detailed address of Support Service Center with manpower to be submitted.
9. The bidder shall have at least 5 nos. of voice engineers in West Bengal. Declaration in letterhead should be given in this regard along with documentary evidence.
10. The bidder shall have Quality Certificate (ISO 9001:2015). Copy of valid Certificate to be submitted.
11. The OEM of software shall have at least 2 nos. of engineers locally for support service. Declaration in OEM letterhead should be submitted in this regard.
12. The OEM of software should have more than 5 customers at Kolkata for similar project executed. Declaration in OEM letterhead should be submitted in this regard with name of customer.
13. The OEM of software should have more than 100 customers nationally in India. Declaration in OEM letterhead should be submitted in this regard with name of customer.

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14. The OEM of software should have R&D Centre in India. Declaration in OEM letterhead should be submitted in this regard with detailed address.
15. The OEM of software should have more than 100 employees in India. Declaration in OEM letterhead should be submitted in this regard.
16. The OEM of software should have more than 10 years presence in India. Declaration in OEM letterhead should be submitted in this regard.
17. The OEM of software should have experience of similar integration with Unify System. Declaration in OEM letterhead should be submitted in this regard.
18. The bidder shall submit Bid Form (Section – E) duly signed by the authorized signatory of the company as per the format enclosed. Deviation in format may not be accepted.
19. The bidder shall not have been blacklisted by any State/Central Government or PSU Organization or bilateral/multilateral funding agencies for breach of ethical conduct or fraudulent practices as on date of submission of the proposal (as per DIT guidance note issued on 26-Dec-2011). Declaration on bidder's letter head to be submitted.
20. The bidder shall submit NIT Declaration (Section – Q) duly signed by the authorized signatory of the company as per the format enclosed. Deviation in format may not be accepted.

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## **SECTION – C**

### **DATE AND TIME SCHEDULE**

<b>Sl. No.</b>	<b>Particulars</b>	<b>Date &amp; Time</b>
1	Date of uploading of N.I.T. & other Documents (online) (Publishing Date)	03.11.2021
2	Documents download/sale start date (Online)	03.11.2021
3	Last Date and time of sending the queries (Offline)	12.11.2021 at 15.00 hrs.
4	Pre Bid Meeting at WTL Office (On Line)	16.11.2021 at 11.30 hrs.
5	Corrigendum, if any will be published (On Line)	-
6	Bid Submission start date & time (On line)	23.11.2021 at 14.00 hrs.
7	Last Date & time of submission of Earnest Money Deposit & submission of remittance details	Before Uploading of Tender
8	Last Date & time of submission of Tender Fee & submission of remittance details	Before Uploading of Tender
9	Bid Submission closing date & time (On line)	26.11.2021 at 12.00 hrs.
10	Bid opening date & time for Technical Proposals (On line)	29.11.2021 at 12.00 hrs.
11	Date of uploading the final list of Technically Qualified Bidder (online) after disposal of appeals, if any	-
12	Date for opening of Financial Bid (Online)	-

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## **SECTION – D**

### **INSTRUCTION TO BIDDER**

#### **1. DEFINITIONS**

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

**“Acceptance Test Document”** means a document, which defines procedures for testing the functioning of installed system. The document will be finalized with the contractor with in 7 days of issuance of the Letter of Award.

**“Bidder”** means any firm offering the solution(s), service(s) and /or materials required in the RFP. The word Bidder when used in the pre award period shall be synonymous with Bidder, and when used after award of the Contract shall mean the successful Bidder.

**“Contract”** is used synonymously with Agreement.

**“Contract Price”** means the price to be paid to the Contractor for providing the Solution, in accordance with the payment terms.

**“Contractor”** means the Bidder whose bid to perform the Contract has been accepted by Tender Committee and is named as such in the Letter of Award.

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

**“Installation”** shall mean installation of supplied Hardware.

**“Fraudulent Practice”** means a misrepresentation of facts in order to influence a procurement process or the execution of a Contract and includes collusive practice among Bidders (prior to or after Bid submission) designed to establish Bid prices at artificial noncompetitive levels and to deprive the West Bengal State Beverages Corporation Ltd. and eventually Gov. of W. Bengal of the benefits of free and open competition.

**“Good Industry Practice”** shall mean the exercise of that degree of skill, diligence and prudence which would reasonably and ordinarily be expected from a reasonably skilled and experienced Operator engaged in the same type of undertaking under the same or similar circumstances.

**“Government” / “Gov. of W. Bengal”** means the Government of West Bengal.

**“GoI”** shall stand for the Government of India.

**“GoWB”** means Government of West Bengal

**“PBSSD”** means Paschim Bangla Society for Skill Development

**“Personnel”** means persons hired by the Bidder as employees and assigned to the performance of the Infrastructure Solution or any part thereof.

**“Similar Nature of Work”** means up gradation of existing Call Manager with additional features of Contact centre and infrastructural Development.

**“Project”** means Up gradations of existing Call Manager (Unify EPABX) with additional features of contact Centre with network and infrastructural development in Paschim Bangla Society for Skill Development at Karigori Bhaban.

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

**“Interest rate”** means “364 days Government of India (GoI) Treasury Bills” rate.

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

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"**LOI**" means issuing of Letter of Intent shall constitute the intention of the WTL to place the Purchase Order with the successful bidder.

"**Operator**" means the company providing the services under Agreement.

"**Requirements**" shall mean and include schedules, details, description, statement of technical data, performance characteristics, standards (Indian as well as International) as applicable and specified in the Contract.

"**Service**" means provision of Contracted service viz., operation, maintenance and associated services for DEPLOYED SYSTEMS as per Section titled "Scope of Work"

"**Termination Notice**" means the written notice of termination of the Agreement issued by WTL.

"**Uptime**" means the time period when specified services are available with specified technical and service standards as mentioned in section titled WARRANTY SUPPORT" "%**Uptime**" means ratio of 'up time' (in minutes) as mentioned in section titled "Warranty support"

"**Service Down Time**" (SDT) means the time period when specified services with specified technical and operational requirements as mentioned in section titled "WARRANTY SUPPORT"" are not available to Gov. of W. Bengal and its user departments and organizations.

"**WTL**" means Webel Technology Limited a Govt. of W. Bengal undertaking.

## 2. PRE BID MEETING

Pre Bid Meeting will be held on 16.11.2021 at 11.30 hrs. (**On-Line Meeting**). Bidder can send their queries as per format (Section - N) to Manager (Purchase) (purchase@wtl.co.in). Only the queries received within the stipulated date prior to the Pre Bid Meeting will be answered. Interest bidders are requested to send mail to (purchase@wtl.co.in) for participation of online pre-bid meeting Based on request WTL will share meeting id / links for meeting. If there is any change in date and time then will inform.

## 3. COST OF BIDDING

The bidder shall bear all costs associated with the preparation and submission of the bid and WTL will no case be responsible for those costs regardless of the conduct or outcome of the bidding process.

## 4. BID DOCUMENT

Bidder is expected to examine all instructions, forms, terms and requirement in the bid document. The invitation to bid together with all its attachment thereto shall be considered to be read, understood and accepted by the bidder unless deviations are specifically stated in the seriatim by the bidder. Failure to furnish all information required by the bid document or a bid not substantially responsive to the bid document in every respect may result of the bid.

## 5. AMENDMENT OF BID DOCUMENT

At any time prior to the deadline for submission of proposals, WTL reserves the right to add/modify/delete any portion of this document by issuance of an Corrigendum, which would be published on the website and will also be made available to the all the Bidder who have been issued the tender document. The Corrigendum shall be binding on all bidders and will form part of the bid documents.

## 6. MODIFICATION AND WITHDRAWAL OF BIDS

As per the bidding process available in the tender. The bidder cannot modify or withdraw its bid after submission.

## 7. LANGUAGE OF BID & CORRESPONDENCE

The proposal will be prepared by the Bidder in English language only. All the documents relating to the proposal (including brochures) supplied by the firm should also be in English, and the correspondence between the Bidder & WTL will be in English language only. The correspondence by fax/E-mail must be subsequently confirmed by a duly signed formal copy.

## 8. BIDDER'S SOLUTION

The bidders are requested to study the Bill of Material supplied with this document carefully. While working out the solution the bidder has to work with the broad minimum specification provided in the tender documents, conforming to the model, make and Part number (wherever provided). While submitting the bid the bidder has to detail out all components needed to complete the system BOM. The bidder is required quote for each item retaining

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all major components/sub system detailed and specified. As the contractor will be responsible for smooth functioning of the system, availability of spares during the tenure of the warranty period has to be take care by the contractor to maintain the guaranteed uptime.

## **9. EARNEST MONEY DEPOSIT (EMD) / TENDER FEE**

The bidder shall furnish Online Receipt against payment of Tender Fees and Earnest Money Deposit.

## **10. REFUND OF EMD**

EMD will be refunded to the unsuccessful bidders without interest by following guidelines of circular 3975-F(Y) dated 28/07/2016 on final selection of Successful Bidders.

## **11. FORFEITURE OF EMD**

EMD made by Bidder may be forfeited under the following conditions:

If Bidder withdraws the proposal before the expiry of validity period.

During the evaluation process, if a Bidder indulges in any such activity as would jeopardize the process, the decision of WTL regarding forfeiture of EMD shall be final and shall not be called upon question under any circumstances.

If Bidder violates any of the provisions of the terms and conditions of the proposal.

In the case of a successful Bidder, if Bidder fails to:

- a) Accept the work order along with the terms and conditions.
- b) Furnish performance security.
- c) Violates any of the work conditions of this proposal or indulges in any such activities as would jeopardize the work.
- d) Submitting false/misleading information/declaration/documents/proof/etc.

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

## **12. FORMS AND FORMATS**

The various inputs for the Techno Commercial as Financial Bids are to be submitted in the format specified. The bidder shall use the form, wherever specified, to provide relevant information. If form does not provide space for any required information, space at the end of the form or additional sheets shall be used to convey the said information. For all other cases, the bidder shall design a form to hold the required information.

## **13. LACK OF INFORMATION TO BIDDER**

The bidder shall be deemed to have carefully examined the Bid document to his entire satisfaction. Any lack of information shall not relieve the bidder of his responsibility to fulfill his obligation under the bid. If bidder has any queries relating to bid document then he can send the queries before the Pre Bid Meeting.

## **14. CONTRACT EXECUTION**

On receipt of the Letter of Award the contractor should submit a Performance Bank Guarantee (PBG) equivalent to 10% of the total contract value within three weeks from the date of receipt of Letter of Award/Order. The PBG should be valid for six months more than the warranty period. All delivery of the material will have to be completed within 45 days from the date of acceptance of contract and the contractor has to ensure all activities leading to the commissioning of the contract to be completed within 75 days from the date of award. Subsequent to the award of contract, the contractor will have to arrange for the requisite material as per BOM.

## **15. TIME SCHEDULE**

Completion of Delivery & Installation within 8 weeks after receiving of LoI / Work Order / Purchase Order.

## **16. LIQUIDATED DAMAGE / PENALTY**

The job includes the supply and installation of materials mentioned in the tender document. In the event of failure to meet the job completion in stipulated date/time liquidated damage may be imposed on the contractor for sum not less than 0.5% of the contract value for that item/job for each week or part thereof, subject to a ceiling of 10% of the total contract value (excluding all taxes & duties and other charges). In the event of LD exceeds 10% of the order

# **WEBEL TECHNOLOGY LIMITED**

value, WTL reserves the right to terminate the contract and WTL will get the job completed by any other competent party. The difference of cost incurred by WTL will be recovered from the contractor and PBG will be invoked.

## **17. LIABILITY**

In case of a default on bidder's part or other liability, WTL shall be entitled to recover damages from the Contractor. In each such instance, regardless of the basis on which WTL is entitled to claim damages from the Contractor (including fundamental breach, negligence, misrepresentation, or other contract or tort claim), Contractor shall be liable for no more than:

- Payment referred to in the Patents and Copyrights clause.
- Liability for bodily injury (including death) or damage to real property and tangible personal property limited to that cause by the Contractor's negligence.
- As to any other actual damage arising in any situation involving non-performance by Contractor pursuant to or in any way related to the subject of this Agreement, the charge paid by WTL for the individual product or Service that is the subject of the Claim. However, the contractor shall not be liable for
- For any indirect, consequential loss or damage, lost profits, third party loss or damage to property or loss of or damage to data.

For any direct loss or damage that exceeds the total payment for Contract Price made or expected to be made to the Contractor hereunder.

## **18. PATENTS & COPYRIGHT**

If a third party claims that a product delivered by the Contractor to WTL infringes that party's patent or copyright, the Contractor shall defend WTL against that claim at Contractor's expense and pay all costs, damages, and attorney's fees that a court finally awards or that are included in a settlement approved by the Contractor, provided that WTL.

- Promptly notifies Contractor in writing of the claim
- Allows Contractor to control and co-operate with Contractor in the defense and any related settlement negotiations.

Remedies: If such a claim is made or appears likely to be made, WTL would permit Contractor to enable WTL to continue to use the product, or to modify it, or replace it with one that is at least functionally equivalent. If Contractor determines that none of these alternatives is reasonably available, WTL agrees to return the product to Contractor on Contractor's written request. Contractor will then give WTL a credit equal to for a machine. WTL's net book value (provided WTL has followed generally accepted accounting principles for a generally available software product produced by Contractor (Program) the amount paid by WTL or 12 months charges (which ever is lesser) and for materials the amount paid by WTL for the materials. These will be Contractor's entire obligation regarding any claim of infringement.

## **19. SUSPENSION OF WORK**

WTL shall have the power at any time and from time to time by notice to the Contractor to delay or suspend the progress of the work or any part of the work due to any other adequate reasons and on receipt of such notice the contractor shall forthwith suspend further progress of the work until further notice from WTL. The Contractor shall recommence work immediately after receiving a notice to do so from WTL. The whole or any part of the time lost for such delay or suspension shall, if WTL in its absolute discretion thinks fit, but not otherwise, be added to the time allowed for completion.

## **20. TERMS OF PAYMENT**

Payment terms will be on back-to-back basis, i.e., payment will be made only on receipt of payment from relevant customer, i.e., Paschim Bangla Society for Skill Development.

## **21. GOVERNING LAWS**

This contract should be governed by and interpreted by Arbitration clause in accordance with Laws in force in India. The courts at Kolkata shall have exclusive jurisdiction in all matters arising under the contract. The selected vendor shall keep himself fully informed of all current national, state and municipal law and ordinances. The selected vendor shall at their own expense, obtain all necessary permits and license and pay all fees and taxes required by law. These will be selected vendor's entire obligation regarding any claim of infringement. The selected vendor hereto agrees that it shall comply with all applicable union, state and local laws, ordinances, regulations and codes in performing its obligations hereunder, including the procurement of licenses, permits certificates and payment of taxes where required. The selected vendor shall establish and maintain all proper records (particularly, but without limitation, accounting records) required by any law, code/practice of corporate policy applicable to it from time to time including records and returns as applicable under labor legislation.

## **22. CORRUPT OR FRAUDULENT PRATICES**



# **WEBEL TECHNOLOGY LIMITED**

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.

## **23. BIDDING 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.

## **24. WORKMEN'S COMPENSATION**

In every case in which by virtue of the provision of the workmen's compensation Act 1923 or any other relevant acts and rules, compensation to a workman employed by the contractor, is payable, then this should be done by the Contractor. If WTL is obliged to make any compensation under the said rules and acts, then the amount shall be recovered without prejudice, from the bills and due of the Contractor. WTL shall not be bound to contest any claim made against the Contractor in respect of workmen's compensation.

## **25. CONTRACTOR'S EMPLOYEES**

The Contractor shall comply with the provision of all labour legislation including the requirement of the payment of Wage Act 1936 and the rules framed there under and modifications thereof in respect of men employed by him in carrying out the contract. The Contractor must ensure that he complies with PF, ESI regulation for all his deployed employees. The Contractor shall see that all authorized Sub Contractors under him similarly complied with the above requirement.

## **26. SAFETY MEASURES**

The Contractor shall in the course of execution of the work take all necessary precaution for the protection of all persons and property. The Contractor shall take adequate measures to protect the work and prevent accident during the work. In the event of any accident to any person or persons or damage or injury of any description to any person or property due to failure on the part of the contractor in taking proper precautionary measures the contractor shall be responsible for and must make good the loss the damage at his own cost to the satisfaction of the department and employees of the department shall be indemnified from all claims or liabilities arising there from or any expenses incurred on account thereof.

## **27. EQUIPMENT**

All tools & tackles necessary for the work shall have to be procured by the contractor unless other wise specified elsewhere in these tender documents. The equipment used by the contractor for a particular work must be appropriate for the type of work. The contractor shall maintain the equipment used on the work properly so that they are in good working condition. In no case shall the contractor use defective or imperfect equipment in the work. The contractor shall arrange to replace or repair all defective equipment so that the progress of the work is not hampered. No defective equipment should be left at the site of work and the department shall not be responsible for any loss or damage to any of these equipments during the course of the execution of the work.

## **28. SUB-CONTRACT**

The purchaser (WTL) does not recognize the existence of Sub-Contractors. The Contractor's responsibility is not transferable. No consortium partner is allowed.

## **29. TERMINATION FOR DEFAULT**

WTL may without prejudice to any other remedy or right of claim for breach of contract by giving not less than 30 days written notice of default sent to the contractor, terminate the order in whole or in part. If the contractor materially fails to render any or all the services within the time period specified in the contract or any extension thereof granted by WTL in writing and fails to remedy its failure within a period of thirty days after receipt of default notice from WTL. If the project (delivery, commissioning as well as warranty maintenance support is not carried out according to specification due to deficiency in service as per terms of the contract. In such case WTL will invoke the amount held back from the contractor as PBG.

# **WEBEL TECHNOLOGY LIMITED**

## **30. BANKRUPTCY**

If the contractor becomes bankrupt or have a receiving order made against him or compound with his creditors or being a corporation commence to be wound up, not being a voluntary winding up for the purpose only or amalgamation or reconstruction, or carry on their business under a receiver for the benefit of their creditors or any of them, WTL shall be at liberty to terminate the engagement forthwith without any notice in writing to the contractor or to the liquidator or receiver or to any person in whom the contractor may become vested and without any compensation to give such liquidator or receiver or other person the option of carrying out the engagement subject to their providing a guarantee for the due and faithful performance of the engagement up to an amount to be determined by WTL.

## **31. FORCE MAJEURE**

It is hereby defined as any cause, which is beyond the control of the Contractor or WTL 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 upto its or their performance of the Contract and to fulfill its or their obligation under the Contract but without prejudice to either party's right to terminate the Contract.

No delay or nonperformance 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 fro damages or additional cost or expense occurred by the delay or nonperformance. If, and to the extent, that such delay or nonperformance is caused by the occurrence of an event of Force Majeure.

## **32. INSURANCE COVERAGE**

Appropriate insurance to cover all solution components for the transit period and until the time of its acceptance at the respective site is to be taken by the contractor. As the contractor will carry the risk for the material in his books during transit, the contractor should arrange insurance for the total system as period from the dispatch till Acceptance Test is successfully achieved. Further the contractor is to take all required insurance coverage in respect of all its personnel who shall be working on this engagement.

## **33. WARRANTY**

The total system will be warranted against bad workmanship and manufacturing defects for **36 months** from the date of final acceptance of the system by the user. Service support for the entire warranty period will be on site and comprehensive (including spares and all other support) and free of cost for the entire warranty period. The bidder should have a call centre in Kolkata. The contact details of the call centre must be furnished along with the bid. Any call logged with the service centre must be given a running docket number to the person reporting the call. Maximum response time – Next Business Day (NBD). Call resolution time – 48 hrs maximum. If the uptime goes below the prescribed limit in any quarter, the same will be noted. At the scheduled end of the warranty period the total of such deviation will be done and the contractor will have to extend the warranty support by the default time. Penalty shall be deducted for deviation of warranty support.

## **WEBEL TECHNOLOGY LIMITED**

The total system will be warranted against bad workmanship and manufacturing defects for 36 months from the date of final acceptance of the system by the user. Service support for the entire warranty period will be on site and comprehensive (including spares and all other support) and free of cost for the entire warranty period. The bidder should have a call centre in Kolkata. The contact details of the call centre must be furnished along with the bid. Any call logged with the service centre must be given a running docket number to the person reporting the call. Maximum response time – Next Business Day (NBD). Call resolution time – 48 hrs maximum. If the uptime goes below the prescribed limit in any quarter, the same will be noted. At the scheduled end of the warranty period the total of such deviation will be done and the contractor will have to extend the warranty support by the default time. Penalty shall be deducted for deviation of warranty support.

### **34. WARRANTY SUPPORT**

The total system will be warranted against bad workmanship and manufacturing defects from the date of final acceptance of the system by the user. Service support for the entire warranty period will be on site and comprehensive (including spares and all other support) and free of cost for the entire warranty period.

The warranty must include, if not mentioned herein otherwise, but not limited to the following on site services: -

- a) Free-of-cost all services required during the entire warranty period that should result in complete restoration of the equipment to its fully functional status.
- b) Must provide for free-of-cost complete replacement of the concerned module of the equipment, for any fault, malfunctioning or defect found in the warranty period.
- c) Provide for free-of-cost replacement of defective components/parts of the equipment for the warranty period.
- d) Provide for services of repair & maintenance for the warranty period.
- e) Provide for repetitive replacement of defective parts subject to reduction of the warranty period of the concerned new part/component to the extent of the warranty life consumed by the old replaced part, counted from the date of start of warranty period.

During the Warranty Period, the Supplier will provide at no additional cost to the Purchaser all new versions, releases, and updates for all Standard Software that are used in the System. In cases where the new version, release, or update adversely affects System operation or performance, or requires extensive reworking of the System, the Supplier shall continue to support and maintain the version or release previously in operation for as long as necessary to allow introduction of the new version, release, or update.

### **35. PERFORMANCE BANK GUARANTEE (PBG)**

As a guarantee for timely delivery, installation and commissioning of equipment as well as performance of on-site warranty support, as mentioned in Bill of Material, from the date of final acceptance of systems and pertaining to proper running of the systems, the bidder will have to submit 10% of the contract value as security in the form of Performance Bank Guarantee from any nationalized bank as per format enclosed (Section – P).

### **36. SI/BIDDER/CONTRACTOR'S RESPONSIBILITIES**

Refer Section – A (Scope of Work & Responsibility)

### **37. NO WAIVER OF RIGHTS**

Neither the inspection by WTL or any of their agents nor any order by WTL for payment of money or any payment for or acceptance of the whole or any part of the works by WTL, nor any extension of time, nor any possession taken by WTL shall operate as a waiver of any provision of the contract or of any power reserved to WTL, or any right to damages here in provided, nor shall any waiver of any breach in the contract be held to be a waiver of any other subsequent breach.

### **38. GRAFTS, COMMISSIONS, GIFTS, ETC.**

It is the Purchaser's policy to require that bidders, suppliers, contractors and consultants under contracts, observe the highest standard of ethics during the procurement and execution of such contracts. Any graft, commission, gift or advantage given, promised or offered by or on behalf of the contractor or his partner, agent, officers, director, employee or servant or any one on his or their behalf in relation to the obtaining or to the execution of this or any other contract with WTL shall in addition to any criminal liability which it may incur, subject the contractor to the cancellation of this and all other contracts and also to payment of any loss or damage to WTL resulting from any cancellation. WTL shall then be entitled to deduct the amount so payable from any monies otherwise due to the contractor under contract.

### **39. ENFORCEMENT OF TERMS**

The failure of either party to enforce at any time any of the provision of this contract or any rights in respect thereto or to exercise any option here in provided shall in no way be construed to be a waiver to such provisions, rights or

# **WEBEL TECHNOLOGY LIMITED**

options or in any way to affect the validity of the contract. The exercise by either party of any of its rights herein shall not preclude or prejudice either party from exercising the same or any other right it may have hereunder.

## **40. PERIOD OF VALIDITY OF OFFER**

For the purpose of placing the order, the proposals shall remain valid till 180 days. During the period of validity of proposals, the rates quoted shall not change. In exceptional circumstances, WTL may ask for extension of the period of validity and such a request shall be binding on Bidders. WTL's request and the response to such a request by various Bidders shall be in writing. A Bidder agreeing to such an extension will not be permitted to increase its rates.

## **41. TAXES & DUTIES**

- The prices shall be inclusive of all taxes & levies including GST and other statutory duties as applicable. Rate of taxes should be indicated separately in the Price Bid.
- Contract Price specified in Price Bid should be based on the taxes & duties and charges prevailing at the date one day prior to the last date of Bid submission.
- Statutory deduction, wherever applicable, shall be made from invoice as per government rules. Necessary certificate will be issued for such deductions.
- Bidder submitting a bid shall produce valid statutory documents / certificates with respect to GST, Income Tax, ROC, Prof. Tax, Trade Licence, etc. All such documents / certificates shall remain valid on the last date of tender submission.
- In case of inter-state transaction, WTL will provide "Waybill". However, statutory charges, if any will be borne by the bidder.
- GST component of the invoice of the bidder may be kept on hold in case there is any mismatch / irregularity in GST return filing on the part of the bidder.

## **42. DISCREPANCIES IN BID**

- Discrepancy between description in words and figures, the rate which corresponds to the words quoted by the bidder shall be taken as correct.
- Discrepancy in the amount quoted by the bidder due to calculation mistake of the unit rate then the unit rate shall be regarded as firm.
- Discrepancy in totaling or carry forward in the amount quoted by the bidder shall be corrected.

## **43. BID DUE DATE**

The online tender has to be submitted not later than the due date and time specified in the Important Dates Sheet. WTL may as its discretion on giving reasonable notice by fax, or any other written communication to all prospective bidders who have been issued the bid documents, extend the bid due date, in which case all rights and obligations of the WTL and the bidders, previously subject to the bid due date, shall thereafter be subject to the new bid due date as extended.

## **44. LATE BID**

Any proposal received by WTL after the deadline for submission of proposals may not be accepted.

## **45. OPENING OF BID BY WTL**

Bids shall be opened and downloaded electronically through operation of the process in the e-Tender portal in presence of Tender Committee. Bidders interested to remain present during electronic bid opening may attend the bid opening session at WTL premises at scheduled date & time.

## **46. CONTACTING WTL**

Bidder shall not approach WTL officers beyond office hours and/or outside WTL office premises from the time of the Bid opening to the time of finalization of successful bidder. Any effort by bidder to influence WTL office in the decision on Bid evaluation, bid comparison or finalization may result in rejection of the Bidder's offer. If the bidder wishes to bring additional information to the notice of WTL, it should be in writing following the procedure mentioned hereinabove.

## **47. WTL'S RIGHT TO REJECT ANY OR ALL BIDS**

WTL 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.

## **48. BID CURRENCIES**

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

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## **49. PRICE**

- Price should be quoted in the Price Bid format only. No deviation in any form in the Price Bid sheet is acceptable.
- Price quoted should be firm, inclusive of packing, forwarding, insurance and freight charges.
- Percentage/specified amount of taxes & duties should be clearly mentioned otherwise WTL reserves the right to reject such vague offer.
- Price to be quoted inclusive of supply, installation & commissioning charges.

## **50. CANVASSING**

Canvassing or support in any form for the acceptance of any tender is strictly prohibited. Any bidder doing so will render him liable to penalties, which may include removal of this name from the register of approved Contractors.

## **51. NON-TRANSFERABILITY OF TENDER**

This tender document is not transferable.

## **52. FORMATS AND SIGNING OF BID**

The original and all copies of the proposals shall be neatly typed and shall be signed by an authorized signatory(ies) on behalf of the Bidder. The authorization shall be provided by written Power of Attorney accompanying the proposal. All pages of the proposal, except for un-amended printed literature, shall be initialed by the person or persons signing the proposal. The proposal shall contain no interlineations, erase or overwriting. In order to correct errors made by the Bidder, all corrections shall be done & initialed with date by the authorized signatory after striking out the original words/figures completely.

## **53. WITHDRAWAL OF BID**

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

## **54. INTERPRETATION OF DOCUMENTS**

If any bidder should find discrepancies or omission in the specifications or other tender documents, or if he should be in doubt as to the true meaning of any part thereof, he shall make a written request to the tender inviting authority for correction/clarification or interpretation or can put in a separate sheet along with his technical bid document.

## **55. SPLITTING OF THE CONTRACT AND CURTAILMENT OF WORK**

WTL reserve the right to split up and distribute the work among the successful bidders and to curtail any item of work in the schedule partly or fully.

## **56. PREPARATION OF TENDER**

Tender shall be submitted in accordance with the following instructions:

- a) Tenders shall be submitted in the prescribed forms. Digital signatures shall be used. 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 initialed 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 shall be uploaded as notified on or before the date and time set for the opening of tenders in the Notice Inviting Tenders.
- e) Tenders subject to any conditions or stipulations imposed by the bidder are liable to be rejected.
- 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.

## **57. PRE-DISPATCH INSTRUCTION**

All materials / equipments supplied against the purchase order shall be subjected to Inspection, check and /or test by the authorized representative from WTL.

## **58. FINAL INSPECTION**

Final inspection will be carried by the authorized representative from WTL.

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## **59. SITE INSPECTION**

As per Section - A

## **60. ERASURES OR ALTERNATIONS**

The offers with overwriting and erasures may make the tender liable for rejection if each of such overwriting/erasures/manuscript ions is not only signed by the authorized signatory of the bidder. There should be no hand-written material, corrections or alterations in the offer. Technical details must be completely filled up. Correct technical information of the product being offered must be filled in. Filling up of the information using terms such as "OK", "accepted", "noted", "as given in brochure/manual" is not acceptable. The Customer may treat offers not adhering to these guidelines as unacceptable. The Customer may, at its discretion, waive any minor non-conformity or any minor irregularity in the offer. This shall be binding on all bidders and the Tender Committee reserves the right for such waivers.

## **61. COMPLIANCE WITH LAW**

The contractor hereto agrees that it shall comply with all applicable union, state and local laws, ordinances, regulations and codes in performing its obligations hereunder, including the procurement of licenses, permits certificates and payment of taxes where required. The contractor shall establish and maintain all proper records (particularly, but without limitation, accounting records) required by any law, code/practice of corporate policy applicable to it from time to time including records and returns as applicable under labor legislation.

## **62. CLARIFICATION OF BIDS**

During evaluation of the bids, the Customer/Tender Committee, at its discretion may ask the bidder for clarification of its bid. The request for the clarification and the response shall be in writing (fax/email) and no change in the substance of the bid shall seek offered or permitted.

## **63. DEEMED ACCEPTANCE**

Deliverables will be deemed to be fully and finally accepted by Paschim Bangla Society for Skill Development (PBSSD). in the event Paschim Bangla Society for Skill Development (PBSSD) has not submitted such Deliverable Review Statement to Bidder/Implementation Partner before the expiration of the 30-days review period, or when Paschim Bangla Society for Skill Development uses the Deliverable in its business, whichever occurs earlier ("Deemed Acceptance").

## **64. QUALITY CONTROL**

- The contractor is obliged to work closely with WTL and/or PBSSD, act within its authority and abide by directive issued by them on implementation activities.
- The contractor will abide by the safety measures and free WTL and PBSSD from all demands or responsibilities arising from accident/loss of life, the cause of which is due to their negligence. The bidder will pay all indemnities arising from such incidents and will not hold WTL and PBSSD responsible.
- The contractor will treat as confidential all data and information about the system, obtained in the execution of its responsibilities in strict confidence and will not reveal such information to any party without the prior written approval of WTL/ PBSSD.
- WTL reserves the right to inspect all phases of contractor's operation to ensure conformity to the specifications. WTL shall have engineers, inspectors or other duly authorized representatives made known to the contractor, present during the progress of the work and such representatives shall have free access to the work at all times. The presence or absence of representatives of WTL does not relieve the contractor of the responsibility for quality control in all phases.
- The Court of Kolkata only will have the jurisdiction to deal with and decide any legal matters or dispute whatsoever arising out of the contract.

## **65. SITE NOT READY**

The bidder shall not be in any manner liable for any delay arising out of Paschim Bangla Society for Skill Development (PBSSD) inability to handover the site within the stipulated period.

## **66. LOCATION**

Karigori Bhawan, B/7 Action Area – III,  
New Town, Rajarhat, Kolkata – 700160.

## **67. 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.

## **WEBEL TECHNOLOGY LIMITED**

- b) 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 WTL 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.
- c) No Technical/Commercial clarification will be entertained after opening of the tender.
- d) Overwriting and erasures may make the tender liable for rejection if each of such overwriting/erasures/manuscript is not only signed by the authorized signatory of the bidder. All overwriting should be separately written and signed by the authorized signatory of the bidder.
- e) Quantity mentioned in the tender document is indicative only and orders shall be placed subject to actual requirement. WTL reserve the right to increase or decrease the quantity specified in the tender.
- f) WTL 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.
- g) WTL reserve the right to ask for clarification in the bid documents submitted by the bidder. Documents may be taken if decided by the committee.
- h) Supporting technical brochures / catalogues indicating each feature in respect of offered model and make must be submitted along with the offer, in absence of which the offer is liable to be ignored.
- i) No dispute by the bidders in regard to Technical/Commercial points will be entertained by WTL and decision taken by the Tender Committee will be final.
- j) Discrepancy in the amount quoted by the bidder due to calculation mistake, the unit rate shall be regarded as firm and the totaling or carry in the amount quoted by the bidder shall be corrected accordingly.
- k) The price offers shall remain firm within the currency of contract and no escalation of price will be allowed.
- l) The acceptance of the tender will rest with the accepting authority who is not bound to accept the lowest or any tender 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.
- m) The customer/WTL at its discretion may extend the deadline for the submission of Bids.
- n) The Court of Kolkata only will have the jurisdiction to deal with and decide any legal matters or dispute whatsoever arising out of the contract.

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## **SECTION – E**

### **BID FORM**

(Bidders are requested to furnish the Bid Form in the Format given in this section, filling the entire Blank and to be submitted on Letter Head in original)

To  
**Webel Technology Limited**  
**Plot – 5, Block – BP, Sector - V,**  
**Salt Lake City,**  
**Kolkata – 700091.**

**Sub: Up gradations of existing Call Manager (Unify EPABX) with additional features of contact Centre with network and infrastructural development in Paschim Bangla Society for Skill Development at Karigori Bhaban.**

Dear Sir,

1. We the undersigned bidder/(s), having read and examined in details the specifications and other documents of the subject tender no. WTL/PBSSD/CC/21-22/022 dated 03.11.2020, do hereby propose to execute the job as per specification as set forth in your Bid documents.
2. The prices of all items stated in the bid are firm during the entire period of job irrespective of date of completion and not subject to any price adjusted as per in line with the bidding documents. All prices and other terms & conditions of this proposal are valid for a period of 180 (one hundred eighty) days from the date of opening of bid. We further declare that prices stated in our proposal are in accordance with your bidding.
3. We confirm that our bid prices include all other taxes and duties and levies applicable on bought out components, materials, equipments and other items and confirm that any such taxes, duties and levies additionally payable shall be to our account.
4. Earnest Money Deposit: We have transferred EMD amount online through e-Tender portal.
5. We declare that items shall be executed strictly in accordance with the specifications and documents irrespective of whatever has been stated to the contrary anywhere else in our proposal. Further, we agree that additional conditions, deviations, if any, found in the proposal documents other than those stated in our deviation schedule, save that pertaining to any rebates offered shall not be given effect to.
6. If this proposal is accepted by you, we agree to provide services and complete the entire work, in accordance with schedule indicated in the proposal. We fully understand that the work completion schedule stipulated in the proposal is the essence of the job, if awarded.
7. We further agree that if our proposal is accepted, we shall provide a Performance Bank Guarantee of the value equivalent to ten percent (10%) of the Order value as stipulated in Financial Bid (BOQ).
8. We agree that WTL reserves the right to accept in full/part or reject any or all the bids received or split order within successful bidders without any explanation to bidders and his decision on the subject will be final and binding on Bidder.

Dated, this .....day of .....2021

Thanking you, we remain,

WTL/PBSSD/CC/21-22/022



**WEBEL TECHNOLOGY LIMITED**

Yours faithfully

.....  
Signature

.....  
Name in full

.....  
Designation

**Signature & Authorized Verified by**

.....  
Signature

.....  
Name in full

.....  
Designation

.....  
Company Stamp

# **WEBEL TECHNOLOGY LIMITED**

## **SECTION – F**

### **TECHNO COMMERCIAL EVALUATION & AWARDING OF CONTRACT**

#### **1. EVALUATION PROCEDURE**

- The Eligibility Criteria (Section - B) will be evaluated by Tender Committee and those qualify will be considered for further evaluation.
- The Tender Committee shall verify the Technical Specification (Technical Specification with Compliance Statement, Section – I) Deviation in specification shall not be allowed. Bidder qualified in Technical Specification shall be considered for further evaluation.
- After qualifying in Technical Specification, qualified bidders will only be considered for Financial Bid evaluation.

#### **2. FINAL EVALUATION**

Financial Proposal of the bidders qualifying in the evaluation of technical specification will be evaluated. The bidder who has qualified in the Technical Specification evaluation and returns with lowest quote (L1) in financial bid would normally be awarded the contract subject to Post Qualification.

#### **3. AWARDING OF CONTRACT**

An affirmative Post Qualification determination will be prerequisite for award of the contract to the lowest quoted bidder. A negative determination will result in rejection of bidder's bid, in which event the WTL will proceed to the next lowest evaluated bidder to make a similar determination of that bidder's capability to perform satisfactorily. The successful bidder (s) will have to give security deposit in the form of Performance Bank Guarantee.

#### **4. POST QUALIFICATION**

The determination will evaluate the Bidder's financial, technical, design, integration, customization, production, management and support capabilities and will be based on an examination of the documentary evidence of the Bidder's qualification, as well as other information WTL deems necessary and appropriate. This determination may include visits or interviews with the Bidder's client's reference in its bid, site inspection, and any other measures. At the time of post-qualification, Directorate of es may also carry out tests to determine that the performance or functionality of the Information System offered meets those stated in the detailed Technical Specification.

# **WEBEL TECHNOLOGY LIMITED**

## **SECTION – G**

### **GUIDANCE FOR E-TENDERING**

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

- **Registration of Bidder:**  
Any Bidder willing to take part in the process of e-Tendering will have to be enrolled & registered with the Government e-Procurement System through logging on to <https://wbtenders.gov.in>. The Bidder is to click on the link for e-Tendering site as given on the web portal.
- **Digital Signature Certificate (DSC):**  
Each Bidder is required to obtain a Class-II or Class-III Digital Signature Certificate (DSC) for submission of tenders from the approved service provider of the National Informatics Centre (NIC) on payment of requisite amount. Details are available at the Web Site stated above. DSC is given as a USB e-Token.
- The Bidder can search & download N.I.T. & BOQ electronically from computer once he logs on to the website mentioned above using the Digital Signature Certificate. This is the only mode of collection of Tender Documents.
- **Participation in more than one work:**  
A prospective bidder shall be allowed to participate in the job either in the capacity of individual or as a partner of a firm. If, found to be applied severally in a single job all the applications will be rejected.
- **Submission of Tenders:**  
Tenders are to be submitted through online to the website stated above in two folders at a time, one in Techno Commercial Proposal & the other is Financial Proposal before the prescribed date & time using the Digital Signature Certificate (DSC). The documents are to be uploaded virus scanned copy duly Digitally Signed. The documents will get encrypted (transformed into non readable formats)

The proposal should contain scanned copies of the following in two covers (folders).

#### **Techno Commercial Cover:**

##### **Technical Document 1 (scanned & join in pdf format then upload)**

1. NIT Declaration duly stamped & signed in letter head of bidder (Section – Q)
2. Supporting documents of Eligibility Criteria

##### **Technical Document 2 (scanned & join in pdf format then upload)**

1. Bid Form as per format (Section – E)
2. Supporting documents of Eligibility Criteria

##### **Technical Compliance (scanned & joins in pdf format then upload)**

1. Technical Specification With Compliance Statement (Section – I)
2. Manufacturer Authorisation Form (Section – M)

#### **Financial Cover:**

BOQ will be downloaded and same will be uploaded with quoted rates. While uploading BOQ file name shall remain unchanged. Absence of this document shall lead to summary rejection of the bid.

#### **NON-STATUTARY COVER (MY SPACE) CONTAIN FOLLOWING DOCUMENT:**

**(In each folder, scanned coy will be uploaded with single file having multiple pages)**

## **WEBEL TECHNOLOGY LIMITED**

<b>Sl. No.</b>	<b>Category Name</b>	<b>Sub Category Name</b>	<b>Sub Category Description</b>
A	CERTIFICATES	A1. CERTIFICATES	<ul style="list-style-type: none"> <li>• GST Registration Certificate</li> <li>• PAN</li> <li>• Trade License</li> <li>• As required of Section – B</li> </ul>
B	COMPANY DETAILS	B1. COMPANY DETAILS 1	<ul style="list-style-type: none"> <li>• As required of Section – B</li> </ul>
		B2. COMPANY DETAILS 2	<ul style="list-style-type: none"> <li>• Company Profile (Not more than 3 pages)</li> <li>• As required</li> </ul>
C	CREDENTIAL	CREDENTIAL 1	Order copies as per Section – B
		CREDENTIAL 2	<ul style="list-style-type: none"> <li>• Product brochure</li> <li>• Other documents, if any</li> </ul>
D	DECLARATION	DECLARATION 1	List of Clients as per format (Section – P)
		DECLARATION 2	Financial Capability of Bidder as per format (Section – K)
		DECLARATION 3	Bidder's Details as per format (Section – L)
		DECLARATION 4	Details of Order Execution as per format (Section – J)
		DECLARATION 5	As required of Section – B
F	FINANCIAL INFO	P/L & BALANCE SHEET 2015-2016	P/L & BALANCE SHEET 2017-2018
		P/L & BALANCE SHEET 2016-2017	P/L & BALANCE SHEET 2018-2019
		P/L & BALANCE SHEET 2017-2018	P/L & BALANCE SHEET 2019-2020

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## SECTION – H

### **BILL OF MATERIAL FOR CONTACT CENTRE SOLUTION**

<b>SI No</b>	<b>Item description</b>	<b>Unit</b>	<b>QTY</b>
<b>A)</b>	<b><u>Call Centre Solution with Networking &amp; integration</u></b>		
1	30 channel PRI based call routing of call center in existing Openscape Business X8 system (Unify OSB X8 v2 System)	No	1
2	Contact centre solution with below following features with ((Telesoft/Genesys/C-Zentrix or Equivalent) 3 years warranty	No	1
a)	Inbound and Outbound features		
b)	Voice Logger		
c)	Dialler		
d)	Sms web API service for bulk sms or one to one after agent confirmation, along with special customization for feedback sms services and MIS		
e)	required Whatsapp web API service for bulk message or one to one after agent confirmation, along with feedback customization and response Analysis-special customization with feed back MIS		
f)	Just Dial Integration		
g)	Email Integration		
h)	CRM Integration		
i)	Chatbot Integration		
3	Soft Phones for users with 3 years warranty	No	20
4	Headsets with 3 years warranty (Jabra, Plantronics, Zebronic or Equivalent)	No	20
5	Telephony Server (Processor Intel Xeon 4215 R Processor or equivalent, RAM atleast 1X 16 GB, HDD with 2X 1TB HDD, RAID Controller, Power supply 2X 500W, 1G X 4NIC, (16-Core) Standard Reseller Option Kit English SW) with 3 years warranty (HP, Dell, Acer or Equivalent)	No	2
6	Application Server (Processor Intel Xeon 4215 R Processor or equivalent, RAM atleast 1X 8 GB, HDD with 1X 1TB HDD, RAID Controller , Power supply 2X 500W, 1G X 4NIC) with OS Microsoft Windows Server 2019 (16-Core) Standard Reseller Option Kit English SW with 3 years warranty (HP, Dell, Acer or Equivalent)	No	2
7	Database Application built up with integration with contact centre solution with 3 years warranty	Job	1
8	1 month training	Job	1
9	Agent PC with Windows 10 Pro (Intel core i5 7th generation or more, 8 GB RAM, 1 TB HDD, LAN (10/100/1000), WiFi, 18.5" TFT Monitor, Windows 10 Professional (preloaded) with 3 years onsite warranty. (HP, Dell, Acer or Equivalent)	No	17
10	VPN gateway device for remote users access with 3 years warranty (SonicWall or equivalent)	No	1
11	24 Port PoE fully managed switch Layer 2 catalyst switch with 24 port GigE, 4 X 1G SFP , with indian power cord, switch fixing accessories, console cable with 3 years onsite comprehensive warranty. (HP, or equivalent)	No	2
12	Supply of Cat6 Cable (3 years warranty) (CommScope, Belden or equivalent)	Box	5
13	Supply and installation of 24 port loaded patch panel (3 years warranty)	No	2
14	Supply and installation of Single port faceplate and keystone (3 years warranty)	No	32
15	Supply and installation of Back box (3 years warranty)	No	32
16	Supply and installation of 2 mtr patch cord (3 years warranty)	No	32
17	Supply and installation of 1 mtr patch cord (3 years warranty)	No	35
18	Supply and installation of 2mp camera with 3 years warranty	No	4
19	Supply and installation of 4 channel nvr with 3 years warranty	No	1
20	HDD 4TB ( 3 years warranty ) Seagate , Skyhawk or equivalent	No	1
21	Supply and installation of Display for CCTV 32 inch with 3 years warranty	No	1

## WEBEL TECHNOLOGY LIMITED

22	Cat 6 cable laying with pvc conduit (3 years warranty )	Mtr	1525
23	27 U server rack with all accessories and with properly door closed after housing all equipment's.	No	1
24	10 KVA UPS with one hr battery backup with 3 years warranty on UPS with battery rack & cables (Vertiv, APC or equivalent)	No	1
25	2 Ton Split Air Conditioner 3 star 3 star with timer with 3 years warranty. (Blue Star/samsung/hitachi equivalent)	No	4
26	1.5Ton Split Air conditioner 3 star with timer for server room & NIC room with 3 years warranty (Blue Star/samsung/hitachi equivalent )	No	3
27	Inverter Power Supply -Exide 1500VA with Exide Tubular Battery with 4hr Back up with 3 years warranty ( Exide or equivalent)	No	1
<b>B)</b>	<b>ELECTRICAL WORK &amp; FURNITURE INCLUDING PARTITIONING, SERVER ROOM FALSE CEILING &amp; PAINTING, CURTAIN.</b>		
28	Fabrication and fixing of computer table 19 mm Waterproof Ply with mat finish sunmica including provision of keyboard 7 drawer.(Size: W 48" Depth 24" X H 30"). (ISI Standard) (Measurement is based on the finished are of TOP Surface and length wise vertical surface area) for 31 Agents with 3 years warranty	No	32
29	File Cabinet with 19mm Waterproof Ply, Sunmica &necessary accessories.(W 2.6" X H 2") for 31 Agents(ISI Standard ) with 3 years warranty	Sq ft	160
30	Executive revolving chair with 3 years warranty ( ISI Standard)	No	32
31	Providing wiring to 16 amps socket-outlets, using FRLS CU Flexible wires drawn in PVC conduit pipe & each point to be completed with 3 No.16A + 4 No.16A flush mounting switch socket-outlets housed in a flush (ISI Standard) with 3 years warranty	No	32
32	Surface / Suspension mount 20W LED Light (Philips/havelles/ISI) with 3 years warranty	No	20
33	8Way MCB DB BOX with suitable rating MCB for UPS & RAW DB with 3 years warranty ( havells )	Set	2
34	Providing wiring to 16 amps socket-outlets, using FRLS CU Flexible wires drawn in PVC conduit pipe & each point to be completed with 2 No.16A + 2 No.16A flush mounting switch socket-outlets housed in a flush (Anchor) for Addl equipments like Printer / Scanner / others equipment) with 3 years warranty	Set	10
35	4C 35Sqmm Cu Flexible Wire for UPS IN ( ISI / equivalent)	Mtr	20
36	4C 35Sqmm Cu. Flexible Wire for UPS out ( ISI / equivalent)	Mtr	20
37	3C 4Sqmm for AC, Inverter ( ISI / equivalent)	Mtr	200
38	4C 50Sqmm CU Flexible Wire from Main Source to Main S/w to Busbar	Mtr	10
39	48" Celling Fan ( Havelles, cromton,orient/ISI) with 3 years warranty	No	10
40	Server Room Partition with gate with 3 years warranty (Glass partion with Gate )	Sq ft	225
41	Server Room & NIC Room False Ceiling (ISI Standard) with 3 years warranty	Sq ft	300
42	Floor Entry half partition with gate (Glass partion with Gate) with 3 years warranty	Sq ft	90
43	Window Curtain ( ISI Standard) with 3 years warranty	Sq ft	192
44	NIC Room Partition with gate with 3 years warranty	Sq ft	225
45	Painting of room including wall putty (ISI Standard) with 3 years warranty	Sq ft	2560
46	125 A 3 phase Main Switch (ISI Standard) with 3 years warranty ( ISI / equivalent)	No	1
47	125 A 3 phase Bus Bar (ISI Standard) with 3 years warranty ( ISI / equivalent)	No	1
<b>C)</b>	<b>FLOORING</b>		
48	Vitrified Tiles (Nitco, ISI / equivalent) )	Sq ft	1025
	<b>SECTION - 2</b>		
<b>D)</b>	<b>Rate for Contact Centre Support Personal</b>		
1	Contact Centre Associates/ Agent (CCA) for 1st year (CTC) ( 12 Persons)	Man/Month	144
2	Contact Centre Associate/Agent for 2nd year (CTC) ( 12 Persons)	Man/Month	144
3	Contact Centre Associate/Agent for 3 rd year (CTC) ( 12 Persons)	Man/Month	144

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4	Senior Counseling Associates (Sr. CAs) for 1st year (CTC) ( 2 Persons)	Man/Month	24
5	Senior Counseling Associates (Sr. CAs) 2nd year (CTC) ( 2 Persons)	Man/Month	24
6	Senior Counseling Associates (Sr. CAs) 3rd year ( CTC ) ( 2 Persons)	Man/Month	24
7	Quality Analyst cum Trainer (QAT) for 1st year (CTC) ( 1 Person )	Man/Month	12
8	Quality Analyst cum Trainer (QAT) for 2nd year (CTC) ( 1 Person )	Man/Month	12
9	Quality Analyst cum Trainer (QAT) for 3rd year (CTC) ( 1 Person )	Man/Month	12
10	Team Leader (TL) for 1st year (CTC) (1Person)	Man/Month	12
11	Team Leader (TL) for 2nd year (CTC) ( 1 Person )	Man/Month	12
12	Team Leader (TL) for 3rd year (CTC) ( 1 Person )	Man/Month	12

**Note**

:

1	Customer to provide access to their existing EPABX for integration with our contact centre solution
2	PRI Connection to be taken separately by the Department.
3	SMS subscription to be taken by end user, for integration with the contact centre solution API needs to be provided by end client
4	WhatsApp subscription to be taken by end user, for integration with our contact centre solution API needs to be provided by end client
5	For chatbot integration customer needs to provide API access to their website
6	Just Dial subscription to be taken by end user, , for integration with our contact centre solution API needs to be provided by end client.
7	Customer needs to provide API access to their existing database for CRM integration with contact centre solution.
8	Offer will be with 3 years warranty
9	Manpower cost will be CTC per month & is inclusive of all (PF, ESI, Bonus, ETC)

**Bill of quantity may change at the time of ordering of Purchase Order. Detailed Technical Specifications are given in Section - I.**

# WEBEL TECHNOLOGY LIMITED

## SECTION - I

### TECHNICAL SPECIFICATION WITH COMPLIANCE STATEMENT

(Tender No. WTL/PBSSD/CC/21-22/000)

#### Minimum Specification of Contact Centre Software with Soft Phone

	Qty.	1 No.	
	Make		
	Model		
Sl. No.	Minimum Specification	Specification (Quoted / Applicable – by the bidder)	Complied (Yes / No)
1.0	The system is capable of sending alert and notification to students whose numbers are already programmed in the system, through SMS, email, Whatsapp etc and such messages shall be delivered within 3-5 minutes as broad cast (telecom service provider delay acceptable) with a sent receipt, delivery receipt, read receipt, and log of the same could be printable. There should be message typing dialogue box for real time typing and option to chose message as attachments in the form of text or Image.		
2.0	The application should have the capability to generate voice calls contacts at a time as broadcast with pre-recorded or real time recorded messages (with the feature of repeated dialing, ringing until its picked up by the user and repeat of the pre-recorded message until the call disconnected		
3.0	The system also should have facility to interface with social media link ; e.g. face book ,twitter , whatsapp and sms service for individual or groups at any given point of time.		
4.0	Systems should have chat and chatbot integration with web site		
5.0	Systems should support 20 agent help line contact centre as well as 2 supervisor login access.		
6.0	Systems should be capable to work on -premises solution with database security		
7.0	Systems should be capable to handle and interface with multiple web site web service integration to fetch the relevant information , send such information via email or sms to the student based on their query		
8.0	Systems should be capable of interfacing with multiple APIs web services and fetch the information		
9.0	System should be capable to interface with just dial services APIs		
10.0	Systems should have advance interactive Voice Response and guidance systems ; which should work more efficient way to provide necessary information with the help of relevant greetings , language selection and subsequent prompt to reach respective team to collect the information from help line centre		
11.0	System should be capable to record complete conversation based on agent for all the incoming as well as outgoing calls		



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12.0	All voice calls and conferencing should have recording facility and adequate storage of the same with a back up for 30 days. All recordings shall be in the format of retractable or saved to other storage devices. Time stamp of text, voice, conference facility is critical requirements.		
13.0	Payment gateway third party gateway integration API Service with approved template and authorized partner		
14.0	Switch over options to have one way communication only (broad cast) and whenever required interactive communication (two way messaging system)		
15.0	Customized Look and feel of the interface pages with customized Logo and other such requirements.		
16.0	Data upload, Synchronization and storage options (Contact, Alternate Contact, Email-id, Other Details etc) in the format of MS Excel, MS Word etc		
17.0	Alert group, contact type, and message delivery status Analytics.		
18.0	Admin console for the administrators and Client consoles for the operating teams with separate user ID and pass word options		
19.0	Dashboards and reporting. Direct print option of the log and directories etc.		
20	<b>General Features:</b> Solution should include best practice-based solutions which can be licensed as required by WBSWAN and will support following Advanced System: help line Communication Solution which can be used for call tree and based on option. It enables its users to reach out registered mobile no of students via Mobile Push Notifications, SMS, Voice and Email quickly and get the role spontaneous response/feedback from them instantly.		
20.0.1	Unified & Multi-model - Unified platform for communicating via SMS, Voice, App Push & Email from single page, WhatsApp for Recipients in the System.		
20.0.2	Two-Way Communication - Get instant feedback via any mode and make quick and right decisions with Audio Conferencing Notifications and dedicated voice channels.		
20.0.3	Localization - Complete localization support with Indian Language for application, Text To-Speech and localized India Caller ID Number		
20.0.4	Built-in Intelligence - Communicates simultaneously via Voice call, SMS, App Push and Email to ensure the message is delivered. Verify and setup local Caller ID numbers for Voice calls also Verify and setup Sender Email Id.		
20.0.5	Sleek Dashboard - Single place to get all important updates and track Live details from respective web site interface with APIs		
20.0.6	Real-time Reporting & Export - Get exactly what you are looking for smartly, and Export it to a portable format		
20.0.7	Analytics - Complex analysis of your data at your fingertips to make right decision		
20.0.8	Additional Features - Voice Recording, Message Receipt Acknowledgement with time stamp & Setup SMS numbers for Two-Way Notification, Message Review before		

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	sending, Search/Filter and Sort reports quickly, Go-Live support		
20.0.9	Basic Requisites – i. Services from on boarding, implementation to up keeping of the tool on a AMC basis. ii. Training (& User guide) to be provided as personalized onsite training to all our users so that they can confidently and effectively use the tool on their own. iii. Simple & Interactive should be the product and the reports to be highly interactive to let us see what we want to see.		
21.0	<b>Reporting :System should,</b>		
21.0.1	• provide a search engine that allows users to perform simple keyword		
21.0.2	• searches as well as complex multi-application searches (controlled by access rights)		
21.0.3	• support role-based dashboards, views and information access		
21.0.4	• support custom dashboards (e.g., My Dashboard)		
21.0.5	• include a wizard-based dashboard creation and editing tool		
21.0.6	• support rollup reporting with drill-down capabilities		
21.0.7	• Include standard report templates		
21.0.8	• <b>support custom reports</b>		
21.0.9	• Include a wizard-driven interface to define custom reports		
21.0.10	• Allow reports generation on schedule and on demand		
21.0.11	• Specific reports should be automatically generated and distributed via configuration settings		
21.0.12	• Have ability to send alerts on specific thresholds for data or trends.		
22.0	Workflow		
22.0.1	System should ideally provide a workflow engine that easily allows users to set up and maintain defined workflow management processes (customizable workflows)		
22.0.2	System should support automation of workflow events (e.g., automatic permissioning of records based on record content, show/hide of fields based on record content, etc.)		
22.0.3	System should provide a notification engine that allows users to receive email alerts in various stages of the workflow process.		
23.0	<b>Technical Architecture</b>		
23.0.1	• Solution must support standard databases like SQL/Oracle/MY SQL		
23.0.2	• WBSLAN will retain all rights, ownership and control of the data.		
23.0.3	• The selected Bidder/Vendor shall carry out turnkey implementation of the solution. This includes the following: design, development, customization, integration & implementation of the proposed solution.		
23.0.4	• Training (both User / Technical for administrator) and Documentation on the solution deployed.		
23.0.5	• Bidder/Vendor to conduct load, performance, Failover,		

## WEBEL TECHNOLOGY LIMITED

	backup and security testing as per agreed testing strategy.		
24.0	• Bidder/Vendor will supply all infrastructure, devices, monitoring devices etc. and shall provide the details of infrastructure used and provide the data storage space required on Premise. WBSWAN can provide Virtual Machines for application hosting. Bidder/Vendor shall also confirm that their application can work on the VM WARE VERSION 6.7. If physical server is required, then Bidder/Vendor shall supply the server hardware.		
24.0.1	• Bidder/Vendor should ensure the connectivity from the end point devices to the WBSWAN network		
24.0.2	• <b>Bidder/Vendor to supply System Software (OS/DB) and Application software by ensuring high availability in all components of the solution that includes infrastructure and application.</b>		
24.0.3	• Bidder/Vendor shall provide the hardware sizing required for the Application proposed along with the license calculation information.		
24.0.6	• Site to site VPN connection is preferred background server data exchange over the internet.		
24.0.7	• Bidder/Vendor shall provide detailed disaster recovery and business continuity plans		
24.0.8	System should provide ability to create report in following formats .doc, .pdf, .xls, .csv		
24.0.9	System should be able to easily export and import applications in order to rolled forward customizations or configurations in an upgrade		
24.0.10	System should		
A	support role-based user privileges		
B	support administrator-defined user roles		
C	support delegation of administrative functions		
E	support granular access controls		
G	keep a record of administrative activities /configuration changes		
H	support single sign on (SSO)		
I	support synchronization with Active Directory and other LDAP systems		
J	mirror LDAP/AD groups for role-based permission.		
25	System should support in Blended mode -Inbound as well as out-bound contact centre. Depend on role and need as per requirement		
25.0.1	Out-bound dialer should be compatible for changing mode of operation 1. preview mode 2. progressive mode based on campaign , and report should be according to mode of operation. And disposition wise		
25.0.2	System should support Auto dialer where pre-recorded prompt and notification , or new update to student with their criteria can be customized , agent less operation , prompt can be change based on situation and action can be taken by supervisor only		
25	Systems should have feasibility to try one number in a day		

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	twice or thrice if there is no response from specific mobile , and those no separate reports for further analysis or mode of information		
25.0.4	Systems should dispense call automatically like ringing no response ;no does not exist; not reachable ;etc. based on event required MIS		
25.0.5	Soft phone of agent Terminal should be flexible to Recd. calls ;transfer the calls even agent can be do the conference with associate team etc.		
25.0.6	Systems should support , call bargin facility to supervisor provided access rights and supervisor can remark the calls during bargin itself.		
25.0.7	System should be compatible with quality check module where Audit team can mark the calls according to various criteria - quality of voice; proper response; subject knowledge ; etc.		
26	2. Maintenance options (AMC or CMC with extended support)		

### Minimum Specification of 10 KVA ONLINE UPS Systems with 60 mins back up

Qty.		1 No.		
Make				
Model				
Sl. No.	Technical Parameters	Required Specification	Specification (Quoted / Applicable – by the bidder)	Complied (Yes / No)
1	UPS Capacity	<b>10 kVA UPS System (1Ph Input /1Ph Output)</b>		
2	Topology	True On-line Double Coverstion UPS		
3	Output power capacity	<b>8KW</b>		
4	<b>Input</b>			
4.1	Voltage Range	110 - 300 VAC based on the load percentage		
4.2	Frequency	50 Hz		
	Frequency Range	45 to 55 Hz		
4.3	Power Factor	≥ 0.99 at full load and nominal input Voltage		
4.5	Current THD	< 5%		
5	<b>Output</b>			
5.1	Voltage	230 VAC		
5.2	Voltage Regulation	+ / - 1%		
5.3	Frequency (Free Running Mode)	50 Hz ± 0.1 Hz		
5.4	Frequency (Synchronisation Mode)	45 to 55 Hz		
5.5	Harmonic Distortion (THD)	≤ 2% (linear load)		
		≤ 5% (non-linear load)		

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5.6	Output Waveform	Sine wave		
5.7	Crest Factor	3:1		
5.8	Inverter Efficiency	≥ 90%		
5.9	Power Factor	0.9 Lagging		
5.10	Overload	101% - 109% for 5 minutes		
		110% - 129% for 1 minute		
		130%-150% for 10 Sec		
5.11	System DC Voltage	≥240 VDC		
6	<b>Battery</b>			
6.1	Battery Type	12 V Sealed Lead Acid Maintenance Free		
6.2	Battery make	Exide/ quanta		
6.3	Battery charging	Constant Current & Constant Voltage		
6.4	Back up time	60 Mins Backup		
6.5	Charger	Built-in solid state float-cum-equalizing charger with automatic boost / trickle charge modes with current limiting features.		
6.6	<b>VAH Required</b>	≥ 15600		
7	<b>Efficiency</b>			
	<b>AC/AC (overall efficiency)</b>	≥ 85% (at full Load)		
8	<b>Features</b>			
8.1	Eco mode			
8.2	Overload capacity			
8.3	Converter mode			
8.4	Bypass parameters configurable			
8.5	Display	LCD Display		
9	<b>Mechanical</b>			
	Ingress protection	IP 20		
10.6	Bypass	Static Bypass		
10.7	Maintenance Bypass			
12	<b>Certifications</b>			
12.1	<b>ISO 9001 : 2008</b>			
12.3	<b>ISO 14001 : 2004</b>			
12.4	<b>BIS Certificate</b>			
12.5	<b>PEP Certificate</b>			
13	<b>Warranty</b>	3 Years on UPS & <del>2-Years on</del> Battery from date of Installation.		
14	<b>Service purpose</b>	UPS OEM should have toll free number facilities for all type service call logging support.		
15	<b>Criteria</b>	UPS OEM should have at least own 10 Service Centers (Where Spare & Parts stock available and UPS will		

## WEBEL TECHNOLOGY LIMITED

		repaired instant) and own payroll 40 Service engineers in West Bengal for Service support		
		UPS OEM should have own Factory premises in India		

### Minimum Specification of DESKTOP / COMPUTER SPECIFICATION

Qty.		17 No.		
Make				
Model				
Sl. No.	Minimum Specification		Specification (Quoted / Applicable – by the bidder)	Complied (Yes / No)
1	CPU	Intel® Core i5 10400 or higher		
2	CHIPSET	Intel B/Q Series or higher Compatible chipset motherboard		
3	MEMORY	8 GB DDR4 (2666Mhz) RAM with 2 DIMM slots , 1 slot free for future expansion up to 64 GB		
4	HARD DISK DRIVE	1 TB (7200 rpm) SATA 6 Gbps or higher with SATA/SSD Connectors on motherboard for future up-gradation		
5	DISPLAY	19.5" (1600x900) Monitor or higher (Same OEM as Desktop), TCO Certification, Energy Star Certification		
6	Audio	Dual Inbuilt Speakers in the Monitor		
7	DVD RW	No DVD RW		
8	GRAPHICS	Intel integrated HD or higher Graphics		
9	Slots	Minimum 3 PCI/PCI Express slot and 1 M.2 Slot		
10	KEYBOARD	OEM 104 keys or higher multimedia , OEM USB Keyboard .		
11	OPTICAL SCROOL MOUSE	OEM Optical scroll with USB interfaces		
12	PORTS	Minimum 8 USB ports( with at least 4 in front,2 ports with USB 2.0 or higher and remaining with USB 3.0 or higher ),1 VGA and 1 HDMI port (Without any connector)		
13	CABINET	Small Form Factor (Less than 10 Ltr)		
14	NETWORKING FACILITY	Integrated Gigabit Ethernet LAN 10/100/1000 on board,		
15	OPERATING SYSTEMS	Windows 10 Home <b>inbuilt</b>		
16	Desktop Certification	Window, Energy Star 8.0, ROHS compliance, CE , MET		
17	POWER MANAGEMENT	240W or higher SMPS with 85% or higher efficiency		
18	DESKTOP	3 year comprehensive onsite OEM		

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	WARRANTY	warranty		
19	OEM Certification	ISO 9000, ISO 14000, ISO 20000, ISO 27000		
20	IDC Rating	Top 5 Brand as per Latest IDC Desktop Report		

### Minimum Specification of SERVER SPEC

Qty.		4 No.		
Make				
Model				
Sl. No.	Minimum Specification		Specification (Quoted / Applicable - by the bidder)	Complied (Yes / No)
1	Chassis	1U Rack Mountable		
2	CPU	1 x Intel Silver 4215 R Processor		
3	Memory	24DIMM slots. 1 x 16 GB RAM		
4	Memory Protection	Advanced ECC with multi-bit error protection, Online spare, mirrored memory and fast fault tolerance		
5	HDD Bays	Up to 8 HDD Bays The drive carrier should have intuitive icon based display along with "DO NOT REMOVE" caution indicator that gets activated automatically in order to avoid data loss/downtime due to wrong drive removal.		
6	Hard disk drive	2 x 1 TB SATA 7.2 K RPM		
7	Controller	Hardware Controller Should SUPPORT RAID 0.1 5. needs to be installed from Day 1.		
8	Networking features	Server should support below networking cards: 1. 1Gb 4-port network adaptors 2. 10Gb 2-port Ethernet adaptor 3. 10GBaseT 4-port Ethernet adaptor 4. 4x25Gb Ethernet adaptor 5. 10/25Gb 2-port Ethernet adaptor 6. 100Gb Ethernet Infiniband Options: 40Gb dual port or 100Gb Single or Dual port Adapter 100Gb Single port Omni path adaptor <b>Also 1G x Quad Port Should be Provided from Day 1</b>		
9	DVD Writer	HPE 9.5mm SATA DVD-RW Optical Drive		
10	Interfaces	Serial - 1 Micro SD slot - 1 USB 3.0 support With Up to 5 total: 1 front, 2 internal, 2 rear, 2 internal		

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		(secure)		
11	Bus Slots	Two PCI-Express 3.0 slots, at least one x16 PCIe slots		
12	Power Supply	Should support hot plug redundant low halogen power supplies minimum 2 x 500 Watt		
13	Fans	Redundant hot-plug system fans		
14	Industry Standard Compliance	ACPI 6.1 Compliant PCIe 3.0 Compliant PXE Support Energy Star ASHRAE A3/A4 UEFI 2.6 SMBIOS Redfish API SNMP v3 TLS 1.2 DMTF Systems Management Architecture		
15	System Security	UEFI Secure Boot and Secure Start support Security feature to ensure servers do not execute compromised firmware code FIPS 140-2 validation Support for Commercial National Security Algorithms (CNSA) Common Criteria certification Configurable for PCI DSS compliance Advanced Encryption Standard (AES) and Triple Data Encryption Standard (3DES) on browser Tamper-free updates - components digitally signed and verified Secure Recovery - recover critical firmware to known good state on detection of compromised firmware Ability to rollback firmware Secure erase of NAND/User data TPM (Trusted Platform Module) 1.2 TPM (Trusted Platform Module) 2.0 Smart card (PIV/CAC) and Kerberos based 2-factor Authentication Configurable for PCI DSS compliance Chassis Intrusion detection		
16	System tuning for performance	1. System should support feature for improved workload throughput for applications sensitive to frequency fluctuations. This feature should allow processor operations in turbo mode "ON" without the frequency fluctuations associated with running in turbo mode		



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		2. System should support workload Profiles for simple performance optimization		
17	Secure encryption	System should support Encryption of the data (Data at rest) on both the internal storage and cache module of the array controllers using encryption keys. Should support local key management for single server and remote key management for central management for enterprise-wide data encryption deployment.		
18	Warranty	Server Warranty includes 5-Year Parts, 5-Year Labor, 5-Year Onsite support with NBD Response Time		
19	Firmware security	1. For firmware security, system should support remote management chip creating a fingerprint in the silicon, preventing servers from booting up unless the firmware matches the fingerprint. This feature should be immutable 2. Should maintain repository for firmware and drivers recipes to aid rollback or patching of compromised firmware. Should also store Factory Recovery recipe preloaded to rollback to factory tested secured firmware		

### Minimum Specification of ACCESS SWITCH (PoE)

Qty.		2 No.	
Make			
Model			
Sl. No.	Minimum Specification	Specification (Quoted / Applicable – by the bidder)	Complied (Yes / No)
1	Layer-2 Fully Managed Switch having 24x 10/100/1000BaseT PoE ports, 2x 10GBASE-T ports & 4x 10G SFP+ slots		
2	IEEE 802.3af PoE & IEEE 802.3at PoE+ with atleast 370Watt PoE power budget		
3	Switching Capacity should be atleast 168Gbps		
4	Packet Forwarding Rate should be atleast 125Mpps for 64-byte packet size		
5	The switch should have non-blocking architecture & wire-speed performance under fully loaded condition from day one		
6	The switch should have smart fans with sensor IC that provides different fan speed based on different temperature.		
7	The switch should have support for physical stacking with		

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	atleast 8 units per stack. Stacking cable should be included from day one.		
8	The switch should have support for virtual stacking with atleast 30 units per stack.		
9	The Switch should have support for redundant power supply.		
10	The Switch should have following L2 features from day one		
11	1. MAC Address Table size: Atleast 16000		
12	2. Flow Control: IEEE 802.3x in full duplex, back pressure in half duplex & HoL blocking prevention		
13	3. Jumbo Frame Support (Atleast 9K bytes)		
14	4. IGMP v1 v2 v3 snooping with atleast 1024 IGMP snooping groups, Per VLAN IGMP Snooping, host based IGMP snooping fast leave		
15	5. MLD v1 v2 snooping with atleast 1024 MLD snooping groups, Per VLAN MLD Snooping, host based MLD fast leave		
16	6. IEEE802.1D STP, 802.1w RSTP,802.1s MSTP with atleast 16 MSTP instances, Root guard or equivalent feature. G.8032 ERPS features.		
17	7. The switch should be able to avoid the loop occurring in a single port connected to an unmanaged switch/hub by shutting down the corresponding port or corresponding VLAN		
18	8. IEEE 802.3ad & IEEE 802.1AX Link Aggregation with atleast 8 ports per groups & 32 groups per switch.		
19	9. Port mirroring & VLAN mirroring for Tx/Rx/Both. One-to-One mode, Many-to-one mode, Flow based mirroring.		
20	10. IEEE 802.1Q VLAN, atleast 4000 Static VLANs, 4000 Dynamic VLANs Groups, GVRP, Voice-VLAN, asymmetric VLAN, 802.1v protocol VLAN, MAC based VLAN, Private VLAN.		
21	The switch should have 802.1p support with 8 queues per port. Support strict, WRR queue handling technique. trTCM, srTCM.		
22	The switch should support CoS based on VLAN, IP address, MAC address, DSCP, TCP/UDP port number, 802.1p priority queues, user defined packet content, IPv6 address		
23	The switch should have Port-based ingress & egress bandwidth control with minimum granularity of atleast 8Kbps. Flow-based ingress & egress bandwidth control with minimum granularity of atleast 8Kbps		
24	The switch should have support for standard & extended Access control lists based on VLAN ID, 802.1p priority, MAC address, IP Address, DSCP, TCP/UDP port number, user defined packet content, IPv6 address. Time based ACL.		
25	The switch should have the following security features from day one: SSHv2 for IPv4 & v6, SSLv1 v2 v3, Broadcast/Multicast & Unicast storm control, port security feature with atleast 64 MAC per port, traffic segmentation, ARP spoofing prevention, IEEE 802.1x port based authentication, authentication database failover, DHCP		

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	server screening, DAI (Dynamic ARP Inspection), BPDU attack protection, DoS attack prevention, Binding of IP address & MAC address with physical port. Web based Access Control, MAC based Access Control, Dynamic VLAN assignment, Guest VLAN, RADIUS & TACACS+. Atleast four level of user account control.		
26	The switch should have feature to protect the CPU from protocol control packet attack.		
27	The switch should have feature of atleast 512 static routes, default root, RIPv1v2, RIPv6, OSPF, Policy Based Routing, at least 16nos. Of IP interfaces, IPv6 Neighbor Discovery, VRRP, policy based route from first day		
28	The Switch should have following Management features from day one: Web-based GUI, CLI, Telnet Server, TFTP Client, SFTP server, SNMPv1v2cv3, SNMP trap, BOOTP/DHCP Client, SNTP, NTP, debug command, RMONv1, RMONv2, Syslog, ICMPv6, DHCP server (atleast 10 address pool support), DHCP Relay Option 18, 37, 82, LLDP, LLDP-MED, Multiple Image support, sflow, trusted host, Physical console port for Out of band management.		
29	The switch should have energy saving green technology based on link status, cable length & IEEE 802.3az		
30	The switch should be 1U height		
31	All type of switches, transceivers & media converters should be from same make.		
32	OEM SHOULD COMPLY FOLLOWING CRITERIA FROM DAY ONE:		
33	OEM should have valid ISO 9001, ISO 14001 & ISO 45001 for design & development for wired & wireless networking products.		
34	OEM Brand and company together presence in india should be atleast for last 20 years.		
35	OEM should have presence in the Gartner's magic quadrant for Wired and Wireless LAN Access Infrastructure atleast for last consecutive 5 years		

### Minimum Specification of Next Generation Firewall

Qty.		1 No.	
<b>Make</b>			
<b>Model</b>			
<b>Country of Origin</b>			
<b>Country of Manufacturer</b>			
Sl. No.	Minimum Specification	Specification (Quoted / Applicable – by the bidder)	Complied (Yes / No)
1	Integrated Security appliance, which is capable of supporting Firewall, Gateway Anti-Virus, Intrusion Prevention, Application Control, Content Filtering Service, Sandboxing, Botnet Filtering and Geo-IP protection etc		
2	Should be integrated solution with appliance-based firewall on a single chassis with multicore processor-based solution for faster processing		

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3	The device should not have license restriction on number of users		
4	Dual WAN/ISP support: Should support automatic ISP failover as well as ISP load sharing and load balancing for outbound traffic.		
5	should support OSPF, RIP V1 and V2, static routes, policy-based routing protocol.		
6	Appliance should have minimum of 8 nos. of 1GbE Ethernet UTP ports, 2 nos. of 10GbE SFP+ ports, 1 no. USB Port and 1 no. Console Port from day one. The required interface option must be provided from day 1 and only the transceivers will be procured in future.		
7	Appliance should have minimum 32 GB or more Built in Storage and Redundant power option from day 1		
8	Firewall inspection throughput should be of min 5 Gbps		
9	Appliance should have Threat Prevention throughput (Gateway AV, Anti-Spyware, IPS and Application Control enabled) of 2.5 Gbps or higher.		
10	The Firewall should support at least 1,500,000 concurrent sessions, minimum 500,000 DPI Connections and at least 25,000/second new sessions		
11	The Firewall should have min 3 Gbps of IPS throughput or higher		
12	The Firewall should have VPN throughput min 2 Gbps or higher		
13	The Firewall should have DPI SSL inspection and decryption throughput min 800 Mbps or higher & Anti-malware/Antivirus inspection throughput min 2.5 Gbps		
14	Should support at least 250 IPsec Site-to-Site VPN tunnels ,25 no of IPsec Remote access VPN and 2 or more no of SSL VPN from Day one .		
15	Solution should support Layer 2 Tunneling protocol (L2TP) over IPSEC		
16	The firewall should be able to scan traffic coming over Non Standard ports.		
17	Solution should support for TLS 1.3 to improve overall security on the firewall.		
18	The new attack signatures and new major software releases should be available in OEM website for free download.		
19	Bandwidth Control/ Restriction per IP Address group & per Policy should be available.		
20	Traffic management: Option to configure traffic shaping on a per policy basis for specific application/ Specific networks and should be able to define guaranteed bandwidth and maximum bandwidth per policy		
21	Should have application control feature for 1400 or more applications		
22	URL database should have at least 15 million sites and 64 + categories.		
23	Solution should block P2P applications, block Anonymous proxies etc		
24	Solution should support Dead Peer Detection, DHCP Over VPN, IPsec NAT Traversal, Redundant VPN Gateway, Route-based VPN.		
25	IPS shall be able to detect incidents that originate from inside the network perimeter as well as from outside the network perimeter and shall be able to take action on the basis of configured policies		
26	Solution should have DNS Security & DDoS attack protection (UDP/ICMP/SYN flood) etc.		
27	Should have all security functionality inbuilt and activated on single appliance.		

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28	Signatures should have a severity level defined to it so that it helps the administrator to understand and decide which signatures to enable for what traffic (e.g.. For severity level: high, medium, low)		
29	Should be able to generate graphical reports on top attacks, source for attack etc.		
30	Should have the option to schedule reports for automatic generation & email it to admin.		
31	The OEM should have regular update of its attack signature database and the same should be configurable to update the signatures automatically without manual intervention.		
32	Should have Bi-directional raw TCP inspection. The appliance should be capable of scanning raw TCP streams on any port bi-directionally preventing attacks that they to sneak by outdated security systems that focus on securing a few well-known ports.		
33	Solution should scan for threats in both inbound and outbound traffic simultaneously to ensure that the network is not used to distribute malware and does not become a launch platform for attacks in case an infected machine is brought inside.		
34	Solution should support real-time threat summary of threats seen within customer's network like virus, zero-day malware, spyware, vulnerabilities and risky applications.		
35	Solution should support Topology View displaying hosts, access-points connected in user's network based on device name, Mac address and IP Address.		
36	Solution should support Redundant VPN gateway, Auto-provision VPN, IPSec VPN for site-to-site connectivity and SSL VPN or IPSec client remote access.		
37	Solution should have Proxy-less and non-buffering inspection technology.		
38	Solution should have the multi-engine cloud sandbox platform which includes virtualized sandboxing, full system emulation and hypervisor level analysis technology, executes suspicious code and analyzes behavior, providing comprehensive visibility to malicious activity.		
39	Solution should support to prevent potentially malicious files from entering the network, files sent to the cloud for analysis can be held at the gateway until a verdict is determined.		
40	Solution Supports analysis of a broad range of file types, including executable programs (PE), DLL, PDFs, MS Office documents, archives, JAR and APK plus multiple operating systems including Windows, Android, Mac OS and multi-browser environments.		
41	URL categories should have granular control like Allow/Block, Bandwidth Management, Passphrase override, Notify.		
42	URL database should be updates regularly by the OEM automatically.		
43	Should be able to block different categories / sites based on users/groups and facility to block the URL's based on categories.		
44	Should have facility to configurable policy options to block web sites based on banned words.		
45	Appliance should be able to re rate website into custom URL category & Should have configurable policy options to define the URL exempt list.		
46	The proposed firewall should be able to scan All file size for Gateway anti-virus, there should not be any restriction on file size scanning.		
47	Should have intra-zone IPS to bolster internal security by segmenting the network into multiple security zones with intrusion prevention, preventing threats from propagating across the zone boundaries.		

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48	Should proactively detect and block mass-market, zero-day threats and unknown malware.		
49	Should have H.323 gatekeeper and SIP proxy support to block spam calls by requiring that all incoming calls are authorized and authenticated by H.323 gatekeeper or SIP proxy.		
50	Should have advanced QoS that guarantees critical communications with 802.1p, DSCP tagging, and remapping of VoIP traffic on the network.		
51	Should have secure SD-WAN that enables distributed enterprise organizations to build, operate and manage secure, high-performance networks across remote sites for the purpose of sharing data, applications and services using readily-available, low-cost public internet services.		
52	Proposed Appliance should support SD WAN features without adding any additional components or hardware.		
53	Deep packet SSL should be available on the same platform & License for DPI SSL should be quoted along with appliance		
54	Firewall have NSS Lab Recommended with ICSA Network Firewall, ICSA Anti-virus, Common Criteria NDPP (Firewall and IPS) – Certification etc		
55	Proposed solution should have 24/7 support with 3 years subscription along with all security services (GAV,IPS, Application Control, CFS, Advanced Threat Protection, Comprehensive Anti-Spam Service with firmware update ) available from day one		

### Minimum Specification of NVR

Qty.		1 No	
Make			
Model			
Sl. No.	Minimum Specification	Specification (Quoted / Applicable – by the bidder)	Complied (Yes / No)
1	Support up to 1ch@8MP/4ch @1080P decoding		
2	H.265+/H.264+ codec decoding		
3	Up to 8MP resolution Preview and Playback		
4	Supports up to 2 SATA HDD up to 12TB, 2USB ports(2.0)		
5	HDMI/VGA simultaneous video output		
6	ONVIF Support		

### Minimum Specification of CAT 6 UTP Cable

Qty.		5 Box	
Make			
Model			
Sl. No.	Minimum Specification	Specification (Quoted / Applicable – by the bidder)	Complied (Yes / No)
1	Unshielded Twisted Pair, Category 6, ANSI/TIA 568 C.2 & ISO/IEC 11801 2nd edition		
2	23 AWG Solid bare copper		
3	LSZH jacket complying to: Acid gas IEC 60754-2 Smoke density IEC 61034-2		

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4	Fire rating IEC60332-3-22 Cross-member (+) fluted Spline		
5	Shall be 4 connector channels certified by Intertek (ETL) labs for ANSI/TIA 568-C.2 CAT6 requirement tested to 600 Mhz. (Intertek certificate for ETL 4 connector channel should be submitted)		
6	Performance spec minimum 600 MHz to be mentioned in datasheet;		
7	ROHS Compliant		
8	Shall have ISO 9001:2008 & ISO 14001 certified manufacturing facility in India		
9	Support: Product shall have minimum 1 RCDD certified manpower in India along with local OEM technical manpower available in West Bengal.		
10	OEM should have members participating in Telecommunications Industry Association (TIA) committee		

### Minimum Specification of CAT 6 24 Port Fully Loaded JACK PANEL

Qty.		2 No.	
Make			
Model			
Sl. No.	Minimum Specification	Specification (Quoted / Applicable – by the bidder)	Complied (Yes / No)
1	24-port, Modular, 1U, Unshielded Twisted Pair, PCB based, Category 6, TIA / EIA 568-C.2 and ISO/IEC 11801		
2	Port identification numbers on the front of the panel, panel should be integrated with rare cable manager		
3	IDC: Suitable for 22-24 AWG stranded and solid wire compatible with both 110 & Krone punch down tools Each port / jack on the panel should be individually removable on field from the panel		
4	Configured with individually replaceable CAT-6 Jacks		
5	Integrated bend-limiting and strain-relief unit for cable entry on each port		
6	Jack Connector Specification: Plastic Housing: ABS, UL94V-0 rated		
7	Contact Material: Copper Alloy		
8	Contact Plating: 50µ" Gold plated on plug contact area		
9	Plug Retention Force: 15 lb		
10	IDC Connector Specification: Plastic Housing: Polycarbonate, UL94V-0 rated or equivalent		
11	IDC cap: ABS, UL 94V -0		
12	Contact Material: Copper Alloy		
13	Wire Accommodation: 22-24 AWG solid		
14	Termination Pattern: TIA / EIA 568 A and B;		
15	Brand and company together presence in India should be for last 10 years		
16	OEM Should be ISO9001 and ISO14001 certified for		

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	design, Development for LAN & WAN product		
17	Support: Product shall have minimum 1 RCDD certified manpower in India along with local OEM technical manpower available in West Bengal		
18	ROHS/ELV Compliant		

### Minimum Specification of CAT 6 Information Outlet (with Keystone, Back Box & Single Face & Single Port Face Plate)

Qty.		32 No.	
Make			
Model			
Sl. No.	Minimum Specification	Specification (Quoted / Applicable – by the bidder)	Complied (Yes / No)
1	Single Port		
2	Write on labels in transparent plastic window – supplied with plate		
3	Face Plate with shutter		
4	Should be able to support variety of jacks – UTP		
5	Category 6, TIA568 C.2-1 – 250MHz		
6	All information outlets for 100 W, 22-24 AWG copper cable shall:		
7	Shutter is on face plate		
8	Insertion force: 20N max (IEC 60603-7-4)		
9	Information outlet (RJ45 jack) should be covered under UL / ETL listed		
10	Information outlet should have integrated with bent limiting and strain – relief unit		
11	Jack Specification: Plastic Housing: PCB Based, Polycarbonate/PVC, or equivalent, UL94V-0 rated or equivalent		
12	Operating Life: Minimum 750 insertion cycles as per IEC 60603-7		
13	Contact Material: Copper alloy		
14	Contact Plating: 50 μinches gold on plug contact area		
15	OEM should be ISO9001 and ISO14001 certified for design, development for LAN & WAN products		
16	Brand and company together presence in India should be for last 10 years		
17	Shall have ISO 9001:2008 & ISO 14001 certified manufacturing facility in India		

### Minimum Specification of CAT 6 1 Mtr. Patch Cord

Qty.		35 No.	
Make			
Model			
Sl. No.	Minimum Specification	Specification (Quoted /	Complied



## WEBEL TECHNOLOGY LIMITED

		Applicable – by the bidder)	(Yes / No)
1	Category 6 UTP Patch Cord – 1 mtr.		
2	The Patch Cord shall, at a minimum comply with proposed ANSI/TIA/EIA-568-C.2-1 & ISO/IEC 11801 Commercial Building Cabling Standards Transmission Performance Specifications for 4 pair 100W Category 6 Cabling		
3	Conductor size: 22- 24 AWG 7 / 32, stranded copper conductors 100 Ohm		
4	Factory fitted Strain relief boots on either side, Cable OD: 6 mm		
5	Contact blade: Phosphor bronze or equivalent		
6	Contact plating: 50µ” Gold		
7	Plug dimensions & tolerances compliant with FCC Part 68.500 and IEC 60603-7		
8	Shall have ISO 9001:2008 & ISO 14001 certified manufacturing facility in India		
9	OEM should be ISO9001 and ISO14001 certified for design, development for LAN & WAN products		
10	Brand and company together presence in India should be for last 10 years		

### Minimum Specification of CAT 6 2 Mtr. Patch Cord

Qty.		32 No.	
Make			
Model			
Sl. No.	Minimum Specification	Specification (Quoted / Applicable – by the bidder)	Complied (Yes / No)
1	Category 6 UTP Patch Cord – 2 mtr.		
2	The Patch Cord shall, at a minimum comply with proposed ANSI/TIA/EIA-568-C.2-1 & ISO/IEC 11801 Commercial Building Cabling Standards Transmission Performance Specifications for 4 pair 100W Category 6 Cabling.		
3	Conductor size: 22- 24 AWG 7 / 32, stranded copper conductors		
4	100 Ohm		
5	Factory fitted Strain relief boots on either side, Cable OD: 6 mm		
6	Contact plating: 50µ” Gold		
7	Plug dimensions & tolerances compliant with FCC Part 68.500 and IEC 60603-7		
8	Shall have ISO 9001:2008 & ISO 14001 certified manufacturing facility in India.		
9	OEM should be ISO9001 and ISO14001 certified for design, development for LAN & WAN products.		
10	Brand and company together presence in India should be for last 10 years.		

- Bidder should submit all relevant data sheet/brochure of all quoted items and should also available in respective OEM’s official website.

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- Bidder should indicate items mentioned in the OEM data sheet / brochure by marketing as mentioned in minimum specification in the RFP

Authorized Signatory (Signature In full): \_\_\_\_\_

Name and title of Signatory: \_\_\_\_\_

Stamp of the Company: \_\_\_\_\_

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## SECTION – J

### DETAILS OF ORDERS EXECUTED BY BIDDER

(Tender No. WTL/PBSSD/CC/21-22/022)

Sl. No.	Order No.	Order Date	Order Value	Brief description of items and job details	Completed (Yes/NO)	Name of the Customer	Contact details of the Customer

Authorized Signatory (Signature In full): \_\_\_\_\_

Name and title of Signatory: \_\_\_\_\_

Stamp of the Company: \_\_\_\_\_

**Note:**

- A. Type of Project shall indicate the implementation of services (Delivery & Installation of Laser Printers and other accessories).
- B. Scope of work shall indicate whether it is implementation, Operation or maintenance.
- C. Submit Customer Order Copy details of the order indicating the project value, customer contact details.

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## **SECTION – K**

### **FINANCIAL CAPABILITY OF BIDDER**

(Tender No. WTL/PBSSD/CC/21-22/022)

#### **FINANCIAL INFORMATION**

Sl. No.	Name of the Bidder	Turnover (Rs. / Crores)		
		2017-18	2018-19	2019-20
1				

Authorized Signatory (Signature In full): \_\_\_\_\_

Name and title of Signatory: \_\_\_\_\_

Stamp of the Company: \_\_\_\_\_

**Note:**

Submit the audited financial statement/ audited annual report of the last three financial years.

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## SECTION – L

### BIDDERS'S DETAILS

(Tender No. WTL/PBSSD/CC/21-22/022)

1	Name of the Firm	
2	Registered Office Address	
	Contact Number	
	Fax Number	
	E-mail	
3	Correspondence / Contact address	
	Name & Designation of Contact person	
	Address	
	Contact Number	
	Fax Number	
	E-mail	
4	Is the firm a registered company? If yes, submit documentary proof	
	Year and Place of the establishment of the company	
6	Former name of the company, if any	
7	<p>Is the firm</p> <ul style="list-style-type: none"> <li>▪ a Government/ Public Sector Undertaking</li> <li>▪ a propriety firm</li> <li>▪ a partnership firm (if yes, give partnership deed)</li> <li>▪ a limited company or limited corporation</li> <li>▪ a member of a group of companies, (if yes, give name and address and description of other companies)</li> <li>▪ a subsidiary of a large corporation (if yes give the name and address of the parent organization). If the company is subsidiary, state what involvement if any, will the parent company have in the project.</li> </ul>	
8	Is the firm registered with Sales Tax department? If yes, submit valid GST Registration certificate.	
9	Is the firm registered for Service Tax with Central Excise Department (Service Tax Cell)? If yes, submit valid Service Tax registration certificate.	
10	Total number of employees. Attach the organizational chart showing the structure of the organization.	
11	Are you registered with any Government/ Department/ Public Sector Undertaking (if yes, give details)	
12	How many years has your organization been in business under your present name? What were your fields when you established your organization	
13	<p>What type best describes your firm? (Purchaser reserves the right to verify the claims if necessary)</p> <ul style="list-style-type: none"> <li>▪ Manufacturer</li> <li>▪ Supplier</li> <li>▪ System Integrator</li> <li>▪ Consultant</li> <li>▪ Service Provider (Pl. specify details)</li> <li>▪ Software Development</li> <li>▪ Total Solution provider (Design, Supply, Integration, O&amp;M)</li> <li>▪ IT Company</li> </ul>	

## **WEBEL TECHNOLOGY LIMITED**

14	Number of Offices in district head quarters in West Bengal	
15	Is your organization having ISO 9001:2015 certificates?	
16	List the major clients with whom your organization has been / is currently associated.	
17	Have you in any capacity not completed any work awarded to you? (If so, give the name of project and reason for not completing the work)	
18	Have you ever been denied tendering facilities by any Government / Department / Public sector Undertaking? (Give details)	

Authorized Signatory (Signature In full): \_\_\_\_\_

Name and title of Signatory: \_\_\_\_\_

Company Rubber Stamp: \_\_\_\_\_

# **WEBEL TECHNOLOGY LIMITED**

## **SECTION – M**

### **MANUFACTURER'S AUTHORIZATION FORM**

Date:

**To**  
**Webel Technology limited**  
**Plot-5, Block-BP, Sector-V**  
**Salt Lake**  
**Kolkata-700 091**

Ref: Tender No.: Tender No. WTL/PBSSD/CC/21-22/022 dated 03.11.2021

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.

We assure you that in the event of \_\_\_\_\_, not being able to fulfill its obligation as our Service Provider in respect of our standard Warranty Terms we would continue to meet our Warranty Terms 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 3 years from the day of this letter. We assure availability of spares for the products for the next two years after three years warranty.

We also confirm that the material will be delivered as per delivery schedule against above mentioned tender from the date of placement of confirmed order.

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

Signed \_\_\_\_\_

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

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

**Note:** This letter of authority must be on the letterhead of the Manufacturer and duly signed by an authorized signatory.

# **WEBEL TECHNOLOGY LIMITED**

## **SECTION – N**

### **FORMAT FOR PRE-BID MEETING QUERY**

(Tender No. WTL/PBSSD/CC/21-22/022)

Name of the Bidder:

Queries

<b>Sl. No.</b>	<b>Section No.</b>	<b>Clause No.</b>	<b>Page No.</b>	<b>Queries</b>

**Note:** The filled form to be submitted in XLS & PDF Format. There is a cut off date for receiving of queries before Pre Bid Meeting. Queries received after the cutoff period will not be accepted. The Purchaser reserves the right to respond all queries over e-mail.

Authorized Signatory (Signature In full): \_\_\_\_\_

Name and title of Signatory: \_\_\_\_\_

Company Rubber Stamp: \_\_\_\_\_



# WEBEL TECHNOLOGY LIMITED

## SECTION – O

### LIST OF CLIENTS OF SIMILAR ORDERS

(Tender No. WTL/PBSSD/CC/21-22/022)

<b>Sl. No.</b>	<b>Name of the Client</b>	<b>Address</b>	<b>Contact Person</b>	<b>Designation</b>	<b>Contact Numbers</b>

Authorized Signatory (Signature In full): \_\_\_\_\_

Name and title of Signatory: \_\_\_\_\_

Company Rubber Stamp: \_\_\_\_\_

# **WEBEL TECHNOLOGY LIMITED**

## **SECTION – P**

### **PROFORMA 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-PRFORMANCE GUARANTEE**

Ref ..... Bank Guarantee no.....

Date.....

#### **PROFORMA OF BG FOR SECURITY DEPOSIT**

KNOW ALL MEN BY THESE PRESENTS that in consideration of WEBEL TECHNOLOGY LIMITED, a Government of West Bengal Undertaking incorporated under the Companies Act, 1956 having its Registered office at Webel Bhavan, Block EP&GP, Sector V, Kolkata-700 091 (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 fulfillment 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.

## **WEBEL TECHNOLOGY LIMITED**

(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)

# **WEBEL TECHNOLOGY LIMITED**

## **INSTRUCTIONS FOR FURNISHING BANK GUARANTEE**

1. Bank Guarantee (B.G.) for Advance payment, Mobilization Advance, 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 Nationalized 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 WTL 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 Bidder are requested to mention the Purchase Order / Contract / Work Order reference along with the B.G. No. For making any future queries to WTL.

**WEBEL TECHNOLOGY LIMITED**

**SECTION – Q**

**NIT DECLARATION FOR BIDDER**

(Bidders are requested to furnish the Format given in this section, filling the entire Blank and to be submitted on Bidder’s Letter Head)

To  
**Webel Technology Limited**  
**Plot – 5, Block – BP, Sector -**  
**V, Salt Lake City,**  
**Kolkata – 700091.**

**Sub: Up gradations of existing Call Manager (Unify EPABX) with additional features of contact Centre with network and infrastructural development in Paschim Bangla Society for Skill Development at Karigori Bhaban.**

Dear Sir,

We the undersigned bidder/(s) declare that we have read and examined in details the specifications and other documents of the subject tender no. WTL/PBSSD/CC/21-22/022 dated 03.11.2021 for Up gradations of existing Call Manager (Unify EPABX) with additional features of contact Centre with network and infrastructural development in Paschim Bangla Society for Skill Development at Karigori Bhaban published by Webel Technology Limited in e-Tender website.

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.

Thanking you, we remain

Yours faithfully

.....  
Signature

.....  
Name in full

.....  
Designation

.....  
Company Stamp

Dated, this .....day of .....2021