

Government of West Bengal

REQUEST FOR PROPOSAL (2nd CALL)

FOR

**Design, Development, Implementation and Maintenance of an end to
end ICT Solution for MGNREGS in West Bengal**

No. 02/ MGNREGS/2012 dated 21.03.12

**Panchayat & Rural Development Department
63, Netaji Subhas Road,
Kolkata-700 001
West Bengal
www.wbprd.nic.in**

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1. RFP NOTICE

Authority	Panchayats & Rural Development Department, Government of West Bengal
Name of the Work	Design, Development, Implementation and Maintenance of an end to end ICT Solution for MGNREGS in West Bengal
Reference	02/MGNREGS/2012
Date from which the RFP documents would be available	21 st March, 2012, 1200 Hours
Date and Time of Pre-Bid Conference	26 th March, 2012, 1200 Hours
Last date and time for submission of Bid	2 nd April, 2012, 1500 Hours
Opening of Pre-qualification Bid	2 nd April, 2012, 1530 Hours
Presentation by Bidders	3 rd April, 1100 Hours
Opening of Technical Proposal	4 th April, 1200 Hours
Opening of Financial Proposal	4 th April, 1500 Hours
Place of Opening of Technical Proposal	P & RD Department, 63, N.S. Road, Kol-700 001
Earnest Money Deposit (EMD)	Rs. 50,00,000/- (Rupees Fifty Lakh only)
Contact Person and Designation	Esha Sengupta, Assistant Commissioner, P&RD Department, Govt. of West Bengal
Address for Communication	63, Netaji Subhas'Road, Kol-700 001
Other important criteria specified by the RFP Inviting Authority: <ol style="list-style-type: none"> 1. Detailed eligibility criteria is given in the Document. 2. Three - Bid QCBS System (i.e.)General Bid, Technical Bid and Financial Bid will be followed. 3. Bid received after due date and time will be summarily rejected. 	

N.B.: For the bidders who have submitted the bid in the 1st call, they may not submit the bid in the 2nd call, unless they want to change their technical and financial proposal. In case they want to submit the bid once again, they have to submit the same together with the required Earnest Money and the application fee.

2. Document Details

Introduction

Mahatma Gandhi National Rural Employment Guarantee Scheme is one of the crucial and important schemes of Central Government as well as Government of West Bengal. With the increasing demand of work, the whole work load of MGNREGS has increased manifold which can only be addressed with the help of ICT and biometric devices.

The Panchayat & Rural Development Department, Government of West Bengal proposes to use ICT supported by payment through biometric authentication, as an effective tool in providing the services to the households in an efficient and effective manner. The State Government feels that e-Governance shall help to achieve the promise of Good governance to the citizens.

As a first step to that goal, the Department has decided to implement ICT for fast payment of wages to the households working under MGNREGS.

It is in this context, Panchayat & Rural Development Department. Government of West Bengal is seeking the assistance of an organization with the requisite expertise and experience to assist the Panchayat & Rural Development Department, Government of West Bengal in the design, development and implementation of the wage payment matter towards e-Governance of MGNREGS.

The Panchayat & Rural Development Department, Government of West Bengal has decided that it will engage suitable e-governance implementing agency / organization / company/ Consortium through a QCBS process for such purpose

2.1.1 If bidder is Consortium, the partners would be limited to three (including lead partner). Consortium firm shall jointly and severally be responsible for completion of the project. Consortium must fulfill the following minimum qualification requirements:

- A. The lead partner shall meet not less than 50% of all of the qualification criteria given in Clause 2.6b (Page-9).
- B. Each of the remaining partners shall meet not less than 25% of all the qualifying criteria given in Clause 2.6b (Page-9).
- C. The consortium must also collectively satisfy the criteria given in Clause 2.6c, 2.6d and 2.6f (Page-9). For this purpose the relevant figures for each of the partners shall be added together to arrive at the total capacity of the consortium, which shall be 100% or more.
- D. The lead partner or any other member of the Consortium shall meet the qualification criteria given in Clause 2.6e (Page-9).
- E. All the members of the Consortium shall meet the criteria given in Clause 2.6a and 2.6g (Page-9).
- F. Consortium applicants shall provide a certified copy of the consortium agreement in demonstration of the partners undertaking joint and several liabilities for the performance of any contract entered into before award of work. Statement of intent to participate in the Consortium has to be submitted at the time of application.

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2.2 RFP Schedule

The following schedule will be followed during this RFP process unless otherwise stated by the P&RD Department, Government of West Bengal.

S. No.	Key Activities	Date	Time
1.	Start date of procurement of RFP Documents from the website	21 st March, 2012	1200 Hours
2.	Pre-Bid Conference	26 th March 2012	1200 Hours
3.	Last date for submission of RFP Documents	2 nd April, 2012	1500 Hours
4.	Presentation by the Bidders	3 rd April 2012	1100 Hours
5.	Date of Opening of Technical Proposals	4 th April 2012	1200 Hours
6.	Opening of Financial Bids	4 th April 2012	1500 Hours

2.3 Scope of Work

2.3.1 Scope of Work

The scope of work for the assignment is as given below:

1. Implementation of end to end ICT solution to MGNREGS program in West Bengal that includes core processes and wage disbursement through biometric authentication of wage seekers and capturing of attendance at worksite using bio-metrics. In this process existing resources as far as practicable has to be utilized.
2. Study of the present structure including the existing back-end processes and functions of MGNREGS implemented in West Bengal and document them.
3. Identify the steps towards Government Process Reengineering (GPR) under MGNREGS and assist the department in identification of regulatory/statutory changes and help the department in drafting the changes wherever required.
4. Design, development, Customization and testing of the re-engineering processes (for the identified services) with effective use of ICT, biometric devices & business Correspondents (with banks or any financial Institutions) for improving the efficiency of the department in payment of wages to the households working under MGNREGS to achieve the objective of payment of wages for two days of work on the fourth day. For example, for a particular work starting on a Monday, a labourer working would get payment for the work put in for Monday and Tuesday on Thursday of the same week, the payment for Wednesday and Thursday is made to the labourer on Saturday on the same week, and so on and so forth.
5. Initial deployment in two districts.
6. Assist in identifying the MIS requirements of the State Government related to MGNREGS and design a system for the identified project
7. Prepare a full proof process (with the use of ICT, biometric authentication & business Correspondents) & implement the same for payment of biweekly wages to the individuals working under MGNREGS with ICT initiatives identified for the State Government.
8. Implementation of ICT solution to MGNREGS program in West Bengal that includes core processes and wage disbursement through authenticating bio-metric data of wage seekers and capturing of attendance and measurement at worksite using bio-metrics and GPS enabled device. For the

- biweekly wage payment, SI will liaison with the Bank /Financial Institution Government of West Bengal will act as facilitator in the process. Fund for wages will be provided by the State Government , Disbursement will be made by Financial institution and technology will be provided by the SI.
9. Bidder needs to provide two biometrics based solutions one with including smart cards and other with not including smart cards. Bidder needs to quote separately for the smart cards in the commercial bid.
 10. Training of all Employees, Supervisors, Elected representatives of PRIs related to implementation of MGNREGS on the system.
 11. Data migration from existing data base related to MGNREGS.
 12. Rolling out in all the districts in West Bengal
 13. Updating, service and Maintenance of the software as and when required for four years after rolling out
 14. Providing software handholding support to users at GP, block and district level which includes wage disbursement and worksite attendance capturing using GPS enabled device and biometric authentication.
 15. Procurement of Hardware and third party software on behalf of and in consultation with State Government .
 16. Procurement of Handheld Devices (HHDs) and maintenance. HHD for attendance and measurement will be different from the HHD for payment.
 17. Setting up and of Central server in existing data centre at State level either at State data Centre or at the Panchayat and Rural Development Department.
 18. Maintaining of data centre for total project period
 19. Total project period is for five years. Six months for development, another six months for pilot and rollout and 4 years for maintenance and field support.
 20. Operations like capturing of attendance, verification of musters and works measurements using Handheld Devices at worksite will be taken care by a pool of Supervisors identified by the PRIs and Employees. Payment of remuneration and wages will be borne by State Government. The capacity development and monitoring reports and alerts will be done by the SI. But software handholding support at block and districts during implementation and maintenance phase will be provided by SI

2.3.2 Scope exclusion:

The scope of work is as given above and the following exclusions apply:

1. Procurement of office infrastructure including hardware and software at District , Block, GP level
2. Computer operators and data entry operators.
3. Network connectivity at the Block and District Levels.
4. Building and amenities for data centre will be provided by the government but other requirements needed for setting up of data centre has to be provided by the Bidder
5. The implementing agencies scope is limited to providing assistance to the department in identification, drafting, implementation the procedural and statutory changes. The actual process of changes to procedural/statutory provision is outside the scope of work for this assignment.

2.3.3 Project Location: The state of West Bengal. Since the project requires regular interaction with the officers of concerned department, it is essential that the selected agency set up a separate project office in their own establishment with the required number of resources. It is also required that the SI appoint a Project Leader, with sufficient experience (minimum of 5 yrs exp.) in e-Governance project to lead the team on-site and provide overall guidance to the team and consultancy to the department. The Project Manager identified for the project should have a minimum of 5 yrs exp. in the e Governance space.

2.3.4 Overview of Project Scope & Deliverables

The following table provides a detailed scope of work including activities to be performed at each phase of the assignment and the deliverables thereof. Details are enclosed in Annexure 1.

Project Deliverables

Bidder is required to deliver the following during the assignment.

Phase	Deliverables	Time line (after signing of the TOR)
I Assessment	Baseline survey report with some measurable indicators Project Plan (including Risk Management plan, Draft Implementation plan) Document on Enhancements, add-ons and customizations of the existing system Business/Functional Requirements Specification documents MIS requirement for the department for the implementation of MGNREGs	By 3 Months
II Application Design	Technical requirements specifications Document on workflows System design document Data Migration plan Master data templates	By 3 Months
III Development and Testing of the application	Test Plan, covering all testing to be performed by the SI. Testing Report Application software Periodic reports on project status (weekly/monthly/quarterly)	By 6 months

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Phase	Deliverables	Time line (after signing of the TOR)
IV Initial Phase	Report on findings of initial implementation Final Implementation plan document Training materials Monitoring and Evaluation framework	By 8 months
Implementation	Status report (daily/ Weekly/ Monthly) Application updation if required Data migration with MGNREGA-MIS Case Studies and Success Stories Timely payment of wages as envisaged in the project.	After initial phase
V Evaluation	Project Appraisal report covering Project Goals and objectives Project risk and mitigation strategy used Project achievement and failures Additional follow-up action to be done by department Future Project Roadmap	In the last year

2.4 Cost of the Document

The document is available on website (www.wbprd.nic.in). At the time of submission of the complete RFP document, a non-refundable payment of Rs. 20,000 (Rupees Twenty thousand only) is to be made by demand draft drawn in favour of “West Bengal State Rural Development Agency” payable at Kolkata. The Document is not transferable to any other bidder.

2.5 Due date and Time

The sealed RFPs should reach Panchayat & Rural Development Department, Government of West Bengal, 63, Netaji Subhas Road, Kolkata-700 001, West Bengal , and dropped in the designated box (placed in the waiting room of the Principal Secretary of this Department) not later than 2nd April, 2012 , up to 1500 Hours.

The RFPs received after the due date and time specified or unsealed or incomplete in any manner or by facsimile or email will be summarily rejected.

The Principal Secretary, P&RD Department may, in exceptional circumstances and at his discretion, extend the deadline for submission of proposals by issuing an Addendum or by intimating all bidders, who have been provided the proposal documents, in writing or by facsimile or through email.

However, till such communication is received by the bidders in the above mentioned form, bidders may not assume any change in the schedule.

2.6 Eligibility Criteria:

The Bidder should have the following Eligibility Criteria and should enclose documentary proof in Technical Bid.

- a. The Bidder should be a Registered Firm or a Partnership Firm or a Company registered under the Companies Act and should be in the ICT Business for a period of 10 years. In case of Partnership Firm, the Bidder should have five partners minimum.
- b. The firm/company should have had an average annual turnover of Rs. 1000 Crores from software development, maintenance and system integration over the preceding three financial years as revealed by audited accounts, as on 31st March, 2011. The Bidder has to submit copies of Balance Sheet, Profit & Loss and Annual Reports of the last three financial years up to 31.03.2011.
- c. Bidder should have implemented at least five major projects for government either state or central government with minimum project cost of Rs.10 crores each. Evidence of contract or client letters has to be submitted.
- d. Bidder should have implemented at least three major projects in the social sector (relating to rural development or up-liftment of poor) with minimum project cost of Rs. 10 crores each. Evidence of contract or client letters has to be submitted.
- e. The bidder must possess SEI-CMMi Level – 5 Certification or more by the date of publication of this RFP. A copy of the same should be submitted along with the General bid.
- f. The Bidder should have at least 10000 technically qualified professionals working in the software area. Bidder should submit the evidence along with general bid.
- g. Applicants should not be under a declaration of ineligibility for corrupt and fraudulent practices issued by Govt. of India/ State Govts. A self-declaration certificate should be submitted in General bid.

2.7 Mode of Submission

- a. The bid document must be addressed to the Principal Secretary, P&RD Department by designation only.
- b. Proposal responses can be submitted in person on or before the due date and time specified in the RFP Notice. Such bids shall be dropped in the designated box at the designated place, i.e., in the waiting room adjacent to the chamber of the Principal Secretary, Panchayats & Rural Development Department, 63, N S Road, Kolkata- 700 001.

c. Pre-Bid Conference

The bidder or its official representative is invited to attend a pre-bid conference which shall be held on 26th March, 2012 at 1200 Hours. The purpose of the meeting will be to clarify issues raised in the meeting and to address clarifications sought by the bidders in this context. Any modifications in the bidding documents, which may become necessary as a result of the pre-bid conference, shall be made by the P&RD Department exclusively through issue of an Addendum. The decision of the P&RD Department on the need for any modification shall be final and binding on all.

2.8 Proposal Preparation Costs

The bidder is responsible for all costs incurred in connection with participation in this process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of proposal, in providing any additional information required by Principal Secretary/RFP Committee to facilitate the evaluation process, and in negotiating a definitive Service Agreement or all such activities related to the bid process. This RFP does not commit the Government of West Bengal to award a contract or to engage in negotiations. Further, no reimbursable cost may be incurred in anticipation of an award.

2.9 Right to Terminate the Process

- a. The right of final acceptance of the bid is entirely vested with the Principal Secretary, P&RD Department who reserves the right to accept or reject, any or all of the bids in full or in parts without assigning any reason whatsoever.
- b. There is no obligation on the part of the P&RD Department to communicate with rejected Bidders.

2.10 Bid Security and its Amount (Earnest Money Deposit -EMD)

- a. Bidders shall submit, along with their Bids, Bid security or EMD of Rs. 50,00,000.00 (Rupees fifty lakh only), in the form of a Demand Draft in favour of "West Bengal State Rural Development Agency", payable at Kolkata.
- b. The EMD would be refunded to all unsuccessful bidders at the expense of the Bidders within a reasonable time consistent with the rules and regulations in this behalf. The EMD of successful bidder would be adjusted towards partial fulfillment of the requirement of Performance Guarantee with reference to the deliverables and time frame specified and will be returned only after the successful fulfillment of the Contract.
- c. Bid without adequate bid security/ EMD will be liable for rejection without providing any opportunity to the bidder concerned.
- d. The above EMD held by the P&RD Department till it is returned to the unsuccessful Bidders will not earn any interest thereof.

2.11 Bid Opening

- a. The bids will be received up to 1500 hrs on 2nd April, 2012.
- b. The pre-qualification cover (General Bid) will be opened at 1530 Hours on the same date as mentioned in the RFP notice by the Officer authorized by Principal Secretary at Conference Hall, P&RD Department in the presence of such of those Bidders or their representatives who may be present at the time of opening.

- c. The Technical Bid will be evaluated as per the evaluation criteria specified in the RFP and list of technically qualified Bidders will be prepared by the P&RD Department.
- d. Bidders will present their technical solution in less than thirty minutes on 03.04.2012 in the Conference Hall of the P&RD Department from 11:00 AM.
- e. The Financial Bids of technically qualified Bidders alone will be opened and evaluated. The decision of the P&RD Department shall be final in this regard.

2.12 Bid Rejection Criteria

- a. Any proposal in the Bid format without the non-refundable application fee of Rs. 20,000/= (Rupees Twenty Thousand only) in a Demand Draft form payable to the "West Bengal State Rural Development Agency" in Kolkata, shall be summarily rejected.
- b. Bids not submitted in the form specified as per the format given in this Bid document shall be summarily rejected.
- c. Bids with incomplete information, subjective and conditional offers as well as partial offers will be liable for rejection.
- d. Bids with variance/contradiction between Technical Bid and Financial Bid will be liable for rejection. If the offer does not meet the Bid requirements, the Principal Secretary /Bid Evaluation Committee reserves the right to reject any or all the Bids without assigning any reason whatsoever.
- e. Bids submitted without the enclosures to prove about the Bidder's specific experience in consultancy project, Order Value in Consultancy projects, proposed work plan approach and methodology and CV's of experts to be deployed shall be summarily rejected.
- f. Bids submitted without audited financial statements of the Bidder are liable for rejection.
- g. In addition to the above rejection criteria, if there is non-compliance of any of the clauses of this Bid Document, the Bids are liable for rejection.
- h. Incomplete details as above will be treated as non-responsive offer and the Bid is liable for rejection.

2.13 Submission of Bid-three Cover System

The Bidder must submit, in separate covers, "General Bid", "Technical Bid" and a "Financial Bid". Failure to submit separate General, technical and financial Bids may result in disqualification of the proposal. The General and technical bids shall not contain any price/rate details.

2.14 General Bid

General Bid submitted by the Bidder shall comprise the following documents:

- a. The General Bid cover should be super scribed as “General Bid –Proposal for Design, Development, Implementation and Maintenance of an end to end ICT Solution for MGNREGS in West Bengal, RFP Ref :02/MGNREGS/2012.”
- b. This Bid duly signed on all pages as acceptance of terms and conditions by the Bidder.
- c. Application fee by way of crossed DD for Rs. 20,000 (Rupees Twenty thousand) only, must be accompanied together with the document for the Bidders should be submitted.
- d. EMD amount of Rs. 50,00,000.00 (Rupees Fifty lakh) only in the form of DD
- e. Proposal covering letter.
- f. The copy of Power of Attorney from Board of Directors of the bidder organizations in favour of the signatory.
- g. Any other non-financial and non-technical information that is required to be submitted in the proposal process.

2.15 Technical Bid

- a. The Technical Bid cover should be super scribed as “Technical Bid –Proposal for Design, Development, Implementation and Maintenance of an end to end ICT Solution for MGNREGS in West Bengal, RFP Ref :02/MGNREGS/2012.”
- b. The technical Bid should contain the signed and sealed completed forms of the Technical Bid along with relevant enclosures.
- c. The technical proposal should address the following at the minimum:
 - i. Proposed methodology for:
 - i. Assessment of the present status
 - ii. Project management
 - iii. Solution architecture
 - iv. Change Management
 - v. Linking with financial institutions
 - vi. Functional workflow of the solution
 - ii. Project team structure and CVs of proposed resources
 - iii. Roles and responsibility matrix
- d. The technical proposal must not contain any pricing information.

- e. In submitting additional information, please mark it as supplemental to the required response. If the Bidder wishes to propose additional services (or enhanced levels of services) beyond the scope of this RFP, the proposal must include a description of such services as a separate attachment to the proposal.
- f. The address of the Bidder should be clearly written on the cover.

2.16 Financial Bid

The Financial Bid as prescribed in the BID should be filled up and sealed along with enclosures in a separate cover super scribed as "Financial Bid –Proposal for Design, Development, Implementation and Maintenance of an end to end ICT Solution for MGNREGS in West Bengal, RFP Ref :02/MGNREGS/2012."

. The address of the Bidder should be clearly written in the cover.

The Financial Bid format is given in annexure II

2.17 Outer Cover

The General, Technical and Financial Bid cover should then be put in a single outer cover, sealed and be super scribed as "Proposal for Design, Development, Implementation and Maintenance of an end to end ICT Solution for MGNREGS in West Bengal, RFP Ref :02/MGNREGS/2012.". The address of the Bidder should be clearly written in the cover. The covers received without superscription are liable for rejection. The Bids not submitted as specified in the above clauses will be summarily rejected.

2.18 Signature

The covering letter must be signed with the Bidder's name and by a representative of the Bidder, who is authorized to commit the Bidder to contractual obligations. All obligations committed by such signatories must be fulfilled.

2.19 Submission of Proposals

- a. THE BIDDER SHALL SUBMIT A SEALED COVER CONSISTING OF TWO (2) COPIES OF ALL THE BID DOCUMENTS. SEALED PROPOSALS MUST BE DROPPED IN THE BID BOX KEPT OUTSIDE OFFICE-ROOM OF THE PRINCIPAL SECRETARY AT 63, NETAJI SUBHAS ROAD, KOLKATA-700 001 BY 1500 HRS of 12th March, 2012.

Both of the copies of the Bids (Original and Duplicate) must consist of the following:

- i. General Bid, super scribing on the right hand side top of the cover as General Bid
 - ii. Technical Bid, super scribing on the right hand side top of the cover as Technical Bid
 - iii. Financial Bid super scribing on the right hand side top of the cover as Financial Bid.
 - iv. Soft copies in 3 separate CD of all the Bids.
- b. The P&RD Department will not accept delivery of proposal by fax or e-mail. Proposal received by facsimile shall be treated as defective, invalid and would be rejected.

- c. The proposal documents shall be submitted as two complete sets following exactly, the conventions set forth above, clearly marked Original and Duplicate. In case of discrepancy, the copy marked original shall be treated as correct.
- d. The original and copies of the financial Bid, each consisting of the documents listed in instructions and Proposal Cover Letters, shall be typed or written in indelible ink and shall be signed by the Bidder or a person /persons duly authorized to bind the Bidder to the contract.

2.20 Period of Validity of Proposals

- a. The offer submitted by the Bidder shall be valid for a period of 60 days from the date of submission of the BID. A proposal valid for a shorter period may be rejected as non-responsive.
- b. In exceptional circumstances, the P&RD Department may solicit the Bidder's consent for an extension of the validity period. The request and the responses thereto shall be made in writing (or by fax or email).

2.21 Late Proposals

- a. Any proposal received at P&RD Department designated in this BID document, after the specified time for receipt of the same, will not be considered unless it is received before award is made, and it is determined by the P&RD Department that the late receipt was solely due to mishandling by the P&RD Department after receipt at the P&RD Department.

2.22 Compensation for termination of contract

If the bidder fails to carry out the award / work order in terms of this document within the stipulated period or any extension thereof, as may be allowed by STATE GOVERNMENT, without any valid reasons acceptable to STATE GOVERNMENT, STATE GOVERNMENT may terminate the contract after giving one month notice, and the decision of STATE GOVERNMENT on the matter shall be final and binding on the bidder. Upon termination of the contract, STATE GOVERNMENT shall be at liberty to get the work done at the risk and expense of the bidder through any other agency, and to recover from the bidder compensation or damages.

2.23 Liquidated damages

In the event of delay in execution of work, specified in this Contract / furnishing of deliverables, the bidder shall be liable to a penalty @1% of the value of work order in respective phases, for every month of delay up to a maximum of 10%, after which STATE GOVERNMENT shall be at liberty to cancel the award. For the purpose of this clause, part of a week shall be considered to be a full week.

3 BID EVALUATION PROCESS

All evaluation will be carried out by P&RD Department as detailed below:

The P&RD Department will prepare a list of firms based on the compliance to all the terms and conditions of the BID. The BIDs, which do not conform to the BID conditions and BIDs from firms without adequate capabilities as per BID requirements shall be straight away rejected, without specifying any reason. All eligible BIDs will be considered for further evaluation. The decision of the '**State MGNREGS e-Governance & Tender Committee**' of P&RD Department will be final in this regard

3.1 Evaluation of Technical Bids

The Technical Bid will be examined by the evaluation committee on the basis of responsiveness to the Terms of Reference, applying the evaluation criteria and points system specified.

The details provided in Annexure-I will be taken as reference for evaluation.

Technical Bid Evaluation Criteria:

(a)

Evaluation Criteria	% of Marks
Experience in the following areas <ul style="list-style-type: none"> • Implementation of Software for MGNREGS overall Program • Implementation of wage or benefit disbursement authenticating bio-metrics • Implementation of electronic muster capturing system Implementation of similar social sector or rural development projects <ul style="list-style-type: none"> • Number of software projects implemented in social sector area • Nature and type of involvement in the project • Value of the project • Length of the project being maintained • Achievement of desired result of the program 	35
Experience of handling government/Public sector projects <ul style="list-style-type: none"> • Number of software projects implemented to government clients • Complexity of the project • Value of the project • Length of the project being maintained 	15
Bidders responsiveness to RFP completeness <ul style="list-style-type: none"> • Cover all areas of Table of Contents • Clarity and completeness in the proposal Appropriateness of response to RFP	5
Feasibility of suggested technical solution and architecture <ul style="list-style-type: none"> • Feasibility of implementation of technical solution vis-à-vis rural areas • Robustness and Scalability 	15

<ul style="list-style-type: none"> Change Management including training intervention 	
Example of any implementation	
Capability of manpower resources <ul style="list-style-type: none"> Experience in handling similar projects in social sector Quantity of manpower in the company Availability of manpower in Kolkata	20
Presentation for the Technical Committee (30 minutes)	10
Total	100

(b) Proposal Presentations: The committee will invite the eligible Bidders to make a presentation to the P&RD Department at a date, time and location determined by the P&RD Department. The purpose of such presentations would be to allow the Bidders to present their proposed solutions to the committee and the key points in their proposals.

(c) The proposal review committee may undertake oral clarifications with the Bidders. The primary function of clarifications in the evaluation process is to clarify ambiguities and uncertainties arising out of the evaluation of the Bid documents. Oral clarifications provide the opportunity for the committee to state its requirements clearly and for the Bidder to more clearly state its proposal. The committee may seek inputs from their professional, technical faculties in the evaluation process. However, no additional documents will be allowed to be submitted by the Bidder after the formal submission of the Bid and the clarifications, if any have to be provided from documents already submitted.

(d) Depending on the evaluation methodology mentioned in points a, and b each Technical Bid will be assigned a technical score (TS) out of a maximum of 100 points.

(e) The Bidders, who score a Technical score of more than 75, will qualify for the evaluation in the financial process.

3.2 Evaluation of Financial Bids

a. The Financial Bids of the technically qualified Bidders will be evaluated as per the evaluation criteria mentioned below:

b. The list of Bidder will be ranked in ascending order (i.e.) Bidder quoted the lowest price (L1) will be ranked first and so on.

c. The L1 Bidder will be awarded 100% score.

d. Financial Scores for other than L1 Bidders will be evaluated using the following formula

$$\text{Financial Score of a Bidder (FS)} = (\text{Financial Bid of L1 Bidder}) / (\text{Financial Bid of the Bidder}) \times 100 \% \text{ (adjusted to 2 decimals)}$$

e. However, the P&RD Department does not bind itself in any way to select the Bidder(s) offering the lowest price.

3.3 Overall Evaluation:

- a. The Department shall follow a best value Bid selection process, based on the quality and cost. .
- b. The overall rating for the Bidder shall be done on the basis of weight ages assigned as described below:
 - a. Technical score – 70%
 - b. Financial score - 30%
- c. Award of the contract shall be made to the Bidder with the overall rating (Technical & Financial– $TS \times 0.7 + FS \times 0.3$). In case of a tie in the overall score Bidder with the superior commercial score will be selected.

3.4 Negotiations with the Successful Bidder

Government of West Bengal reserves the right to further negotiate with the Successful Bidder.

4. Award of Contract

4.1 Letter of Intent

After successful completion of the negotiations, a Letter of Intent will be issued to the successful Bidder by Panchayat & Rural Development Department.

4.2 Forfeiture of EMD

If the successful Bidder fails to act according to the Bid conditions or backs out after his BID has been accepted, his EMD will be forfeited to the P&RD Department.

4.3 Signing of Contract

- i. The successful Bidder should execute an agreement for the fulfillment of the contract with the P&RD Department at the time of execution within thirty days from the date of letter of intent of the Bid. If the same is not executed within thirty days, the EMD of the Bidder will be forfeited.
- ii. The expenses incidental to the execution of the agreement should be borne by the successful Bidder.

4.4 Performance Bank Guarantee (PBG)

- a. The successful Bidder shall at his own expense deposit with the P&RD Department, within fifteen (15) working days of the date of notice of award of the contract or prior to signing of the contract whichever is earlier, an unconditional and irrevocable Performance Bank Guarantee (PBG) from a scheduled bank, payable on demand, for the due performance and fulfillment of the contract by the Bidder.
- b. This Performance Bank Guarantee will be for an amount equivalent to 10% of contract value. All incidental charges whatsoever such as premium; commission etc. with respect to the performance bank guarantee shall be borne by the Bidder. The Bank Guarantee shall be valid for a period of three years from the date of signing of contract. If the accepted Bidder fails to furnish the bank guarantee within the above said period, the EMD remitted by him will be forfeited to the P&RD Department and his BID will be held void. The PBG furnished by the Bidder in respect of his BID will be

returned to him at the end of the contract period subject to submission of all reports to satisfaction of the concerned department and ATI.

- c. If the Bidder failed to act up on to the BID conditions or backs out when his BID is accepted, his PBG mentioned above will also be forfeited to the P&RD Department.

4.5 Release of Work Order

After the execution of the agreements specified in the Bid Document and after receipt of the PBG, the P&RD Department will release the formal work order to the successful Bidder on behalf of Government of West Bengal.

4.6 Assigning of Bid whole or in part

The successful Bidder shall not assign or make over the contract, the benefit or burden thereof to any other person or persons or body corporate. He shall not underlet or sublet to any person(s) or body corporate for the execution of the contract or any part thereof.

4.7 Submission of Deliverables

The submission of Deliverables should be made strictly in accordance with the Scope of Work in the BID Document and should get necessary approval from P&RD Department. If the delivery is not affected as per BID, the P&RD Department shall have the right to cancel the order and to take any such action which will be deemed fit in such circumstances.

4.8 Termination of Services

The P&RD Department reserves the right to terminate the services of the implementing agency, if it finds the work unsatisfactory, at any stage during the contract period by giving a notice of fifteen (15) days. The consultant shall then be paid for the work completed, as per the fees quoted till that stage of the assignment as part of response to this BID document.

5 Payment Terms

The following table gives the schedule of payments, which shall be milestone based.

Stage	Payment
	(% of contract value)
Submission and acceptance of deliverables of Assessment Phase Submission and acceptance of deliverables of Application Design phase and Submission and acceptance of deliverables in Development and Testing of the application and the phase including mobilization advance (5.00% of the payment of this phase)	20.00
Completion of Initial Phase	5.00
Implementation in 20% of locations	5.00
Implementation in additional 30% locations	10.00
Implementation in additional 50% locations	20.00

Maintenance / Roll out/ Updating	30.00
Submission of Final Project Evaluation and Future Roadmap report	10.00

The Govt. reserves the right to evaluate the phase-wise activities in consultation with the System Integrator selected and reschedule the payment clause with or without imposing a performance linked incentive or penalty at each phase of the contract schedule.

The Operations and Maintenance phase is for a period of four years post Go-Live in all the Blocks.

The lump-sum cost quoted for the Operations and Maintenance Phase will be divided into 8 equated installments and made as 8 equal payments upon satisfactorily adhering to the SLAs. The payments during the Operations and Maintenance Phase will be made at the end of every quarter after the delivery of the services upon satisfactorily adhering to the SLAs defined. The successful bidder will be required to submit a compliance report at the end of every month and a consolidated compliance report at the end of the quarter based on which these payments would be made.

6 Other Terms and Conditions

- a. During the evaluation process, the P&RD Department reserves the right, to request additional information or clarification from Bidders. Such request and response to the same shall be purely of a clarifying nature, with no impact on the substantive content, quality or cost of the services offered.
- b. All supporting materials (including all data, material, and documentation originated and prepared for the P&RD Department pursuant to this BID, and including Correspondents relating to this BID shall, upon delivery to the P&RD Department become the property of the government.
- c. The final decision would be based on the technical capacity and pricing. The P&RD Department does not bind itself in selecting the firm offering lowest prices.
- d. The Bids should be submitted neatly and all corrections, over-typing should be attested with seal.
- e. The P&RD Department reserves the right to reject any or all the BIDs without assigning any reason, to relax or waive any of the conditions stipulated in the terms and conditions of BID as deemed necessary in the best interest of Government of West Bengal for good and sufficient reasons.
- f. The P&RD Department will not pay any increase in duties, taxes and surcharges on account of any revision by the Government after expiry of the stipulated delivery period in the work Order.

7. Arbitration:

In case of any dispute, the matter will be referred to an Arbitrator under "Arbitration and Conciliation Act 1996". The arbitration shall be held in Kolkata only and the Courts at Kolkata only shall have jurisdiction in relation thereto.

8. Modification & Alteration:

Scope of work may modified and altered at any stage and the same should be acceptable to the successful Bidder with in the same contract value.

9. Exit Plan

Provide systematic exit plan and conduct proper knowledge transfer process to handover operations to State Government or to any other service providers before project closure by any means. IT resource persons of the State Government will work closely with resource persons of service provider at simulation centre and production data centre. The service provider will ensure capacity building of the IT resource persons of the State Government on maintenance of software and maintenance of data centre. The State Government will be the proprietor of all hardware and software and license.

ANNEXURES

Annexure 1 : Scope of Work

1. Present scenario and process of implementation of MGNREGS in West Bengal are given below:

1.1. Stake Holders:

3351 Gram Panchayats, 341 Blocks, 18 districts (in case of Darjeeling – Siliguri Mahakuma Parisad and Darjeeling Gorkha Hill Council), various line departments, Panchayat and Rural Development departments, Financial Institutions, Business Correspondents, Registered Households under MGNREGS.

1.2. Present scenario: Detail scenario of MGNREGA of overall state can be assumed at www.nrega.nic.in.

1.3. Existing process of implementation:

Receiving Applications from the job seekers at GP level	Manual
Verification / registration	Manual
Issue of job card	Manual
Preparation of Shelf of Projects	Manual
Annual Action Plan / labour budget	Manual
Work identification, estimation, issue of Administrative Sanction (AS) & Technical Sanction (TS)	Manual
Work execution	Manual
Attendance / muster roll	Manual / few cases through software
Wage payment to workers' bank a/c, Post office account	Manual
Money withdrawal by worker	Manually from nearest PO / Bank
All documents are being entered in MGNREGS software in Off-line/on-line. Off-line data being uploaded to MGNREGA NIC server in regular manner.	
*Off-line MGNREGS software is running in almost all Gram Panchayats and Blocks.	
*Off-line software back end – free SQL server, Front end – runs on any browser, means no cost for software installation.	

2. Proposed process of implementation:

2.1 Functional Deliverable:

2.1.1. Gram Panchayat Level:

2.1.1.1. Registration -

- Registration using biometric authentication.
- May capture Information regarding applicant, finger and other biometrics, Photo, scanned Photo ID proof, Rural Household Survey status
- UADAI compliant
- Migration of existing related data from NIC MGNREGA database need to be done. But, re-verification may be needed for faulty records duly authenticated by PRI/ Govt. of WB. Integration with MGNREGA-MIS database has to be done.

- Provisions for on line & off line processing.
- Provision for Linking with Insurance (RSBY/AABY), Social Security Pensions etc. at a later stage

2.1.1.2. Scheme / Work -

A. Identification, estimation and Preparation of work –

- Create work estimation with the help of GPS enabled system.(Existing software with suitable updation may be used)
- Prepare list of proposed work with spatial distribution .
- Tally with other estimated, approved and completed schemes for duplication.

B. Asset creation –

Record all assets created (Scheme completed). Completed scheme may be captured in 2 types of status:

1. Completed at Field (Field Completion).
 2. Completed in Cash Book (CB Completion).
- Automated alert for pending schemes.
 - Updating existing GIS maps / locating in google map.

2.1.1.3. Field Management –

A. Blank E- Muster Roll generation:

- The Blank e-Muster roll consists of specific scheme, list of applicants and provision of 2 days of attendance.
- Issue of Muster roll from Block to be done electronically as per guide line.

B. Attendance:

- Capturing attendance through biometric authentication and GPS enabled system under a specific scheme and Muster Roll no.
- A worker may work 6 days at a stretch with an off day on the 7th day. Attendance may be captured likewise.
- Attendance of supervisor and availability of worksite facility may also be captured only for monitoring purpose.
 - Generation of e Muster roll and uploading in the web through GPRS/ or any other technology.
 - Electronic Verification of Muster roll by designated employees
 - Synchronisation with PIA's off-line MGNREGA soft

C. Measurement:

- Measurement should be prepared through handheld devise at work site.
- The location of measurement will get captured through the GPS device attached.
- Measurement should be linked up with previous non-measured Muster roll for that work.
- The device will synchronize with main server through GPRS and can be uploaded through web.

- Provision has to be there for verification and updation for wrongly captured data.
- Preparation of MB Book. The printed signed copy of MB book has to be kept for office record.

D. Preparation of Final e-Muster Roll:

- Software will generate Final authenticated e-Muster roll with attendance, measured persondays and amount to be paid.
- If applicant has been provided and attend work on a location more than 5 k.m. from his/her residence, he/she has to be entitled 10% extra wage in MR.
- Provision has to be there for verification and updation for wrongly captured data.
- eMR has to be authenticated electronically by using DSC / ID-PWD
- Synchronisation with PIA's off-line MGNREGA soft.

2.1.1.4. Wage Disbursement –

A. Preparation of e-Pay Order (ePO):

On the basis of final eMR, ePO is to be generated. Multiple e-Pay Orders may be clubbed up together to prepare electronic Fund Transfer Order (eFTO). Digitally signed eFTO get validated with budget limit and then processed through payment gateway to transfer the sum to individual beneficiary account.

B. Pay Slip Generation:

Payslip for labour may be automatically generated basing on Final e-Muster Roll and pass for payment.

C. Cheque Issue:

Issuing cheque also has to be facilitated for any Auto-mated system failure.

D. Linking with Financial Institution / Business Correspondents:

- Final eFTO will be transferred to Financial Institutions server (Bank / Post Office) for e payment.
- Then the fund immediately is to be transferred to Wage seekers account.
- Payment has to be made by any financial Institution either by Brick and Morter Branch or through Banking / Business Correspondents. Timely payment of wages to wage seekers as envisaged in Section 2.3.1 point 4 will be the responsibilities of the SI.
- The system may have provision to exchange information with Banks/ Post Offices/ Banking Correspondents such as:
 - a. beneficiary identification detail with bio-metric data
 - b. Pay-Slip in favour of the beneficiary
 - c. other information as and when required.

E. Future Scope for Employment Eligibility, Material management, Expenses in Contingent nature, HR management, Accounting & Budgeting are added modules of the proposed project. The Modules may take place as second phase of the Project.

4 types of technique may be evolved to capture field level data and transfer to central server for payment:

- A. **Online Mode** (where standard GPRS and internet connectivity is available at Gram Panchayat level):
- Attendance and Measurement data may be captured through a hand held device with GPS facility.
 - The data is to be sent to the central server directly using GPRS connectivity available in the Hand held device.
 - Final e-muster roll will be prepared at central server level.
 - Then GP and Block download the e-MR from central server for checking, verification, authentication and pass for e-payment.
 - E-MR and e-payment data has to be synchronized to NIC MGNREGA database.
- B. **Dual Mode** (where standard GPRS connectivity is not available but standard internet connectivity is available at Gram Panchayat level):
- Attendance and Measurement data may be captured through a hand held device with GPS facility.
 - The data has to be transferred from hand-held device to offline application of GP Computer.
 - After checking, verification and authentication at GP level the pass for e-payment will be generated.
 - Off-line 'e-pass for payment' then be uploaded to central server through GP level internet connectivity for e-payment.
 - E-MR and e-payment data has to be synchronized to NIC MGNREGA database.
- C. **Off-line mode** (where standard GPRS and internet connectivity failed at Gram Panchayat level)
- Method would be same as Sl. No. B except the Off-line 'e-pass for payment' will be uploaded to central server through Block level internet connectivity (or nearest internet connectivity point) for e-payment.
- D. **Fail safe mode** (failure of Hand held device)
- Manual attendance and measurement sheets are to be brought to GP.
 - Same data will be entered through off-line application/ software.
 - After checking, verification and authentication at GP level the pass for e-payment will be generated.
 - Off-line 'e-pass for payment' then be uploaded to central server through GP level / block level internet connectivity for e-payment.
 - E-MR and e-payment data has to be synchronized to NIC MGNREGA database.
 - Although the faulty devise has to be reactivated / replaced within 24 hrs.

2.1.2 Block Level:

- All modules will be the same as except Registration (2.1.1.1.) for works of Panchayat Samity and line-departments as PIA.
- Monitoring and evaluation –
 - Various on-line authentication may be required from Block level by using on-line Digital Signature and ID, Password.

2.1.3. District Level:

- All modules will be the same as except Registration (2.1.1.1.) for works of Zilla Parisad and line-departments as PIA.
- Various on-line authentication may be required from District level by using on-line Digital Signature and ID, Password.

2.1.4. State Level:

- The Central Server has to be installed and maintained at State level.
- This server will contain the whole data and transaction of every Stake Holders.
- The server will directly transfer the eFTO to Financial Institutions server.
- Various on-line authentications may be required from State level by using on-line Digital Signature and ID, Password.
- Web based application has to generated to digitize whole process.
- Various reports, alerts for every level has to be facilitated.
-

2.1.5. Reports, alerts:

- A dedicated portal for MGNREGS West Bengal need to be development and all reports are shown using portal. It should have all other general features a portal should have.
- The portal has to provide various kinds of reports related as and when required.
- Demand driven query builder has to be provided in web-based and off-line application.
- At lease state level SQL query generator has to be provided.
- Reports should be real time with date and time stamp.
- SMS alert system may be designed to deliver concerned person for current, critical, alarming status in nutshell.

2.2 Technical Aspects –

2.2.1 Software application:

A. Web-based and off-line application:

1. Application must be compliant with the IT policy of GOI and Government of West Bengal
2. Application should be based on three tier architecture
3. There should be single instance database and all applications should log into the same master data base for on-line application.

4. Similar off-line application may be needed for data entry for remote places and other causes.
 5. The system must be capable of on-line update, inquiry, and match verification transactions of existing record and control information. Update, inquiry, and match verification functions will be processed by key identifier(s).
 6. Applications should support UNICODE for local language interface.
 7. Applications should be upgradable to any extent within the scope of the project.
 8. For every transaction unique code should be generated for reconciliation and validation
 9. The solution should synchronize the data at db level whenever data uploads happen from the field.
 10. System must perform data validation checks at the character, field, and transaction levels.
 11. Solution should facilitate to synchronize data entered using Handheld Device to remote or central database.
 12. The system must have a capability to display relevant error messages which adequately describe the cause of the error and the recommended course of action.
 13. The system must provide for a transaction level security based on user roles. It must be possible for the client to define the level of access to each user at a transaction level, screen level and module level
 14. The system must be easy to use, must have a graphical user interface and allow easy navigation between screens.
 15. System must be able to determine if all data processing is happening correctly and must be able to identify errors in processing. System must be able to roll back to the original state if a processing is failed.
 16. The system must provide the user with an option to print the forms.
 17. The system must be able to upload and download data from various end user software such as Excel,/ Access/open office org etc.
 18. System must have provision to create enquiry on all masters data
 19. System must have provision to download data into Microsoft excel, word, PDF etc.
 20. System must have provision to down load Reports into Microsoft excel, word, PDF etc.
 21. System should allow to incorporate organizational changes, transfer of officials etc.
 22. System must have provision to capture Color photos to be automatically digitized, with no requirement for special conversion operations by the operator
 23. Application must qualify security audit.
- B.** Application will be a property of the State Government and the SI has to submit the, Entity Relationship diagram, database structure along with the Source Code modified time to time within the life cycle of the project. All other documentation related to this application will also be the property of the State Government.
- C. Applications for Hand held device:**
- Application should be very user friendly so that a ground level person can easily operate the same.

- Applications should support UNICODE for local language interface.
- Applications should be upgradable to any extent within the scope of the project.
- Recipients should be in local language and/or English.

3. Software, Hardware & Infrastructure Requirements:

It is the responsibility of Bidder to provide required authentic third party software, hardware and infrastructure to develop, implement and run the proposed solution. Software components like Operating Systems, business and application software, database software, testing and monitoring tools etc. are also integral part of the scope of the project. Bidders are required to provide all the hardware and infrastructure components needed to deliver and operate the proposed solution, including servers, storage, network components and security devices. Bidders should be responsible for the supply, installation, configuration, tuning, sizing and commissioning of the hardware components according to support requirements of the proposed solution. Besides, hosting, security, and database administration etc are also responsibility of the Bidder.

The proposed system should not rely on proprietary hardware, software, or procedures.

3.1. System Software Requirements:

The following are the expected provide robust and proven software components and products needed:

- **Operating systems:** Bidders are required to specify and provide the necessary operating systems for all the servers and hardware used by their proposed solution.
- **Databases:** Bidders are required to provide the database software for portal and applications.
- **Single Sign-On:** Bidders are required to specify and provide Single Sign software to provide the required authentication / authorization and single sign-on for portal and the back office.
- **Servers:** Bidders are required to specify the details of all the proposed servers for proposed solution components like Web servers, Application servers, Database servers, etc.
- **Application Platform:** Bidders are required to specify and provide for application platform for the implementation.
- **Workflow & Business Process:** Bidders are required to specify and provide for workflow and business process automation software to support implementation of business processes.
- **Data Reporting & Statistics:** Bidders are required to specify and provide data reporting and statistics tools for generation of reports
- **Portal Statistics and Reporting:** Bidders are required to provide the necessary software tools to monitor and report the access and usage patterns of users across various delivery channels.
- **Monitoring & Management:** Bidders are required to provide the necessary software products to monitor and manage all software and hardware components running the proposed solution.
- **Software Testing & Staging Tools:** Bidders are required to provide the necessary software testing and staging tools for various types of testing and pre-production testing of proposed solution.

- **Software Development Tools:** Bidders are required to provide the necessary software development and maintenance tools for development of proposed solution if required.
- **Additional Software:** Bidders are required to specify and provide any additional software components, products for the required for the proposed solution to fulfill the requirements.

3.2. Requirements for software components and products:

1. All software components and products should support service-oriented architecture
2. All software components and products should be based on a technology platform and framework with effective integration with the portal platform as the primary delivery channel of content, information, and services while still supporting multi-channel access via SMS etc consistently.
3. All software components and products should support security requirements including authentication, authorization, access control, single sign-on, and encryption.
4. All software components and products should possess a clear upgrade path for follow-on releases with backward compatibility.
5. All software applications should be web-based and multi-tier applications supporting clustering, load balancing, redundancy, high-availability, scalability, and fail safe operation.
6. All software applications should provide native support of web services and provide appropriate APIs for the purposes of integration as well as functionality extension or enhancements as may be required to fulfill special functionalities.
7. Bidders are required to provide all software licenses with latest versions for all products to support the requirements.
8. Bidders are also required to ensure that the proposed solution has sufficient number of server and client licenses to support performance and sizing requirements of Portal solution.
9. Bidders are required to ensure that there are no software licensing limitations on number of users accessing the portal or any of its applications.
10. Bidders are required to ensure proper licenses for development, test, staging, and production in support of production, test, staging, and development hardware environments.

3.3. Operating system

- Must have maximum flexibility of applications across different platforms
- Must be able to handle a large number of transactions

3.4. Database software

- Solution to be designed to utilize maximum features available in Database Server
- Data base have to be maintained at central level as well as at remote places.
- Preferable central data base will be Oracle and for remote computer it will be SQL server. In that case integration between central and remote data base has to be ensured.
- All software components and products should be able to access structured data via JDBC or ODBC as well as native SQL statements for specific database formats.

- Must allow concurrent access to data in multiple databases
- Synchronization with NIC MGNREGA central and off-line data base.

3.5. Software Architecture

Bidders are required to provide software solution architecture that respond to the following requirements:

- Software architecture must be platform independent.
- Software architecture must support web services standards including XML etc.
- Software architecture must support security standards
- Software architecture must support messaging and middleware standards.
- Software architecture must support active / active clustering when possible for fault tolerance and load balancing.
- Software architecture must support software-based load balancing for scalability and performance.
- Software architecture must support flexibility in adding functionalities or applications.
- Software architecture components should utilize the high availability, clustering, and load balancing features available in the proposed hardware architecture to increase system performance and scalability features.
- Software architecture must support trace logging, error notification and resolution and exception handling.
-

3.6. Availability and Reliability

Availability is defined as the probability that a component (e.g. system, subsystem, equipment, link, etc.) will be operationally ready to perform its function when called upon at any point in time.

- The Bidder shall provide for high availability of all hardware.
- The Bidder shall ensure that systems, subsystems, links and equipment are sufficiently reliable inherently or with the provision of redundant or backup facilities.
- Systems shall provide for automatic recovery and restart facilities to ensure minimum downtime.
- Systems must provide for on-line performance monitoring and error-analysis reporting to enable proper system tuning and maintenance. In addition, a facility shall be available to utilize the performance data gathered for system management, capacity planning and application development activities.
- A software fault in any subsystem must not lead to a total system failure.
- The Systems must be designed such that no single point of failure shall cause the system to cease operation.

3.7. CPU Utilization

The system shall have the capability to perform all functions specified, concurrently at the required rates with the required response time by utilizing less than 70% of the CPU utilization.

3.8. Backup and Recovery

The Bidder shall comply with the following requirement:

- System shall have backup and recovery facilities for hardware, software, database failures and damaged files.
- Must have provision to keep mirror image of entire process at central level at least once in a day for security reason.
- System shall provide online and batch options for recovery, depending on disaster type, as well as periodic backups (e.g. daily, weekly, and monthly).
- Clear and concise documented backup procedures must be delivered with the finished system.
- Bidder must describe the backup process. The system shall have a full set of GUI compliant backup software. The software design shall describe the following:
 - Ability to perform unattended backup operations.
 - Media to be used (Type, Size)
 - Operator involvement in recovery
 - Backup and recovery process, which includes data compression/decompression algorithms at the hardware and software level.
 - Backup and recovery times.
 - Application backup
 - Data backup
 - System application backup
 - Selective Data, Program or File backup
 - Automatically scheduled backup of items specified above
 - Concurrent backup operation while system is fully operational

3.9. Hardware and infrastructure

The following are the expected hardware components and products for the Solution:

- Networking infrastructure: Bidder is supposed to set network infrastructure and data centre if required. It is also the responsibility of Bidder to set up all ancillary requirements centre like UPS, AC, Power, Lighting, etc for setting up of data centre.
- SAN and backup storage: Bidders are required to provide Storage Area Network (SAN) and backup storage library to support the hardware architecture and operations of the. All data and business applications software (excluding OS software) should be stored on the SAN. Local server storage should only be used for OS software and related system utilities.
- Internet / ISP Connectivity: Bidders are required to provide the appropriate details regarding the required internet connectivity to enable entrepreneurs to access the portal.

- **Hardware Servers:** Bidders are required to provide all hardware servers' details including all front and backend servers necessary to host and manage all software components, products, and applications for the proposed solution (e.g., Web servers, portal servers, databases, LDAP, middleware servers, etc.).

Sever database must have provision to keep mirror image of entire process at least once in a day for security reason.

Bidders are required to provide appropriate details of suitable central infrastructure architecture and components with illustration.

- **Biometric Hand held device:**

Minimum Specification-

1. Handheld for marking the attendance, measurement, other transaction at work site:

- Handheld, battery operated, light weight device
- GPRS/ CDMA wide area connectivity
- Rechargeable battery (preferably Lithium) with backup of at least 4 hours for normal operation
- GNSS (such as GPS) based facility for determining latitude and longitude at which the transaction takes place, with accuracy of at least 10 m
- Integrated or separate device for reading smart card (contact-less/ contact) and fingerprint/ biometric
- The main unit and the peripherals should not be more than 2 separate units.
- Secure log-in/ device open system using finger print and/or biometric of user.
- Application software capable of:
 - Identifying the worker.
 - Identify workers name as per allocation.
 - Capturing and storing the worker attendance details and measurement details with latitude-longitude, time, etc.
 - Transferring to a central server.
 - The memory should be sufficient for running the application and storing at least 20,000 records of attendance.
 - Backup of total / date specified records can be taken for integrate with off-line MGNREGS software at PIA level and for provision to upload the backup to server if work site uploading fails / failure of hand-held devices.

Bidders have to ensure to identify and provide suitable and latest handheld with higher specifications mentioned above, if available.

2. Handset for cash disbursement – would require approval/ ownership of bank

- Handheld, battery operated, light weight device
- GPRS/ CDMA wide area connectivity

- Rechargeable battery (preferably Lithium) with backup of at least 4-6 hours for normal operation – for handset and printer
- Integrated or separate device for reading smart card (contact-less / contact) and fingerprint, Portable battery operated printer.
- The main unit and the peripherals should not be more than 2 separate units
- Secure log-in/ device open system using finger print and/or biometric of user.
- Application software capable of:
 - Identifying the worker with smart card and fingerprint.
 - Linking to the bank's payment system for disbursing cash at the location of the worker.

Bidders have to ensure to identify and provide suitable and latest handheld with higher specifications mentioned above, if available.

- **Multipurpose biometric smart card:**

- ***Minimum Specification-***

- Contactless smart cards conforming to international standards (ISO/IEC 14443 and ISO/IEC 7816 and other)
 - Reading only by mutual authentication
 - Encryption of communication should be possible
 - Strong device security (against duplication, etc.)
 - Provision for selectively providing information as per the authentication of the requestor
 - Support for information privacy
 - Information security and privacy policy should be implemented by the issuing agency
 - Contactless RF (Radio Frequency) reading distance of maximum about 8 to 10 cm (Should not read beyond 10cm)
 - Provision for multiple applications and maintaining security between applications
 - Suitable for adopting the EMV standard for banking transactions
 - Provision to incorporate Government standards for government data (brought out by BIS or e-Governance Standards of DIT, GoI – such as SCOSTA, ...)
 - 64 KB minimum capacity

Bidders have to ensure to identify and provide suitable and latest smart card with higher specifications mentioned above, if available.

The following are the requirements for hardware components:

- All hardware should have active manufacturer support.
- All hardware must be delivered complete with all firmware, operating systems, OS patches / utilities, and any required systems software.
- Server processors should be delivered with Bidder recommended cache memory matching the processor speed and the system memory size to enhance performance.

- Servers must be supplied with all systems hardware modules and software tools that are required to operate the servers in a hot-standby highly available cluster configuration. Preferably, the clustering solution should provide load balancing, scalability, and performance enhancement through added cluster nodes besides high availability.
- All the hardware components (e.g., servers, storage devices, routers, switches) must be redundant with no single point of failure.
- All hardware should have a clear and easy upgrade-option in case of performance bottlenecks by using the scalability options.
- The storage use on any server / hardware should not exceed 80% at any time.
- The processor use on any server / hardware should not exceed 80% at any time and the average processor use should be below 60% during a period of 24 hours.
- All servers should have hot-swap capable disk and network components.
- All hardware servers should be multi-homed with at least two network cards.
- All hardware servers should be multi-processor, multi-threading capable servers, with native support for these features by the operating system.
- All hardware servers should enable clustering and load balancing as required.
- All hardware servers should be managed by direct and remote console access.
- The number of hardware servers and their installed software components should satisfy the Solution scalability, performance, and redundancy & availability requirements.
- All hardware servers should be capable of consolidating several applications / workloads in a minimum number of servers as appropriate.
- Bidders are required to provide all hardware components and products based on latest models by the respective Bidders to support the requirements.
- Bidders are required to explain purpose of hardware components and products as well as specify the software product / components they run.
- Bidders are also required to ensure that the proposed hardware meet the performance and sizing requirements of Solution.
- Bidders are required to specify manufacturer, model number, and complete hardware specifications.

3.10. Security Requirements

The proposed solution should be secure at the hardware infrastructure level, software level, and access level. Bidders are required to address the following security areas:

- **Infrastructure Security:** Bidders are required to ensure that hardware servers and components are placed within the network infrastructure leveraging all available network security including firewalls and security devices ensuring proper physical separation between hardware servers that will be accessed by Internet users versus those hardware servers that will be accessed by intranet users.

- Authentication, Authorization & Access Control: Bidders are required to implement necessary security mechanisms to enable secure login and authorized access to portal information and services. The authentication should be based on username and password complemented by role-based access control and authorization profile. These mechanisms should ensure and enforce secure and authorized access and usage of the portal information and applications. In addition, the mechanisms should control access to specific portal areas and resources, capabilities, modules, scripts, portal applications, business logic, databases, content, and structured and unstructured data hosted by the portal.
- Encryption: Bidders are required to ensure confidentiality of sensitive information and data of users and portal information. Bidders are required to implement mechanisms, protocols, and algorithms necessary to protect sensitive and confirmation data and information both during communication and storage.
- Access: must provide the ability to define an access category relating to groups of users. Keep tracking of user/accesser for entry, update or deletion of records.
The following are the minimum-security requirements:
 - The solution should leverage network infrastructure to ensure physical separation of servers providing different access channels for Internet and intranet users as appropriate.
 - The solution should leverage operating system built-in security for application usernames and passwords as well as integration with a directory service as needed.
 - The solution should enable configuration of the applications to enable layers of security, where successful authentication by the web tier is followed by authentication of the business / middle-tier and lastly authentication by the data tier. The authentication at the web tier should be at the user level and should provide single sign on for all authorized portal applications.
 - The solution should implement proper password creation and management with policy with special characters requirement.
 - The solution should support capability to set permissions at various levels including web pages, files and folder to control access.
 - The solution should not allow usernames and passwords to flow through the network / Internet without encryption; moreover, usernames and passwords must not be stored unencrypted.
 - The solution must use secure connectivity and transport protocol to communicate all sensitive data, information, content, files, and documents.
 - The solution must use secure protocol to secure access to servers and system management tools.
 - The solution must use secure connectivity through encryption mechanism.
 - The solution must ensure that sensitive data, files, and documents are secure and stored using encryption in support right management policy.
 - The solution should include complete logging and auditing facilities at all levels and layers of interaction.

Bidders are required to illustrate how the portal security mechanisms address the security areas and requirements.

4. Training and documentation:

- Bidders should have the responsibility to conduct training to users, officials and master trainers at required level.
- Training and awareness campaigning has to be performed as and when required such as introduction of new features, unsatisfied trainee.
- Evaluation, remarks (trainer and trainee) sheet may be maintained during training.
- Training documents and Computer based tutorial (CBT) has to be provided.
- User manual for overall process also will have to be prepared by Bidders.

Overall:

The Bidder must describe the design and architecture of the proposed Project. Each major component and subsystem of the proposed solution must be fully described with respect to the following:

- Integration of the subsystem and/or component into the overall design.
- Number of each component used in the configuration.
- input, output, and throughput capabilities of the system
- system limitations
- effect on the operation of the overall project in the case of component and/or subsystem failure
- Data backup
- Transaction management and transaction logging; queue management etc.
- How the design meet the response time and workload requirements of this BID.
- Relational Database Management System (RDBMS) -- The Bidder must describe how the RDBMS will be incorporated into the design. The Bidder must also describe how the RDBMS data tables would be designed to meet the report generation requirements defined in this RFP.
- The Bidder must describe the safeguards that will be put into place to ensure that fingerprint images cannot be altered and/or assigned with incorrect demographic or biographical data. Bidder also must have to describe the accuracy percentage of the finger prints matching.

Any change in the guideline has to be incorporated in the application as and when required. If any better solution is available that can be utilized.

Annexure II Preparation Of The Proposal

1. General Guidelines

1. The bidder will respond to the RFP by submission of three documents
 - General Bid
 - Technical Bid
 - Commercial Bid
2. The Proposal, as well as all related Correspondents exchanged by the Bidder and P&RD, shall be in English. All documents prepared by the bidder shall also be in English.
3. The Proposal shall include a covering letter signed by person(s) with full authorization to make legally binding contractual (including financial) commitments on behalf of the firm.
4. In commercial bid, all quotes should be mentioned in Indian Rupees
5. The Proposal must include the full legal name of the bidder. A contact from the bidder, for all questions and clarifications arising from the Proposal must be provided. The contact information should include the person's title, address including email, telephone and facsimile number;
6. Location of the bidder's head office and branch offices. A contact from the bidder, authorized to participate in Agreement finalization must be provided, along with power of attorney. The contact information should include the person's title, address including email, telephone and facsimile number.

2. Bid Submission Form

[Location]

[Date]

From	To
	The Principal Secretary Department of Panchayats and Rural Development Jessop Buildings 1st Floor, 63, Netaji Subhas Road Kolkata – 700001

Sir,

**Subject: Design, Development, Implementation & Maintenance of ICT System
for MGNREGS, West Bengal – Submission of Bid**

We, the undersigned, offer to take up implementation of an integrated ICT solution for the above in accordance with your request for proposal dated xx xx 2012. We are hereby submitting our Proposal which includes the General Bid, Technical Bid, and Commercial Bid under a separate sealed envelope.

We undertake that our bid is valid for six months from the date of opening the commercial bid. If negotiations are held during the period of validity of the bid, we undertake to negotiate on the basis of the proposed staff. Our technical bid and commercial bid is binding upon us and subject to the modifications resulting from contract negotiations.

The following documents are attached with our General bid.

1. xxx
2. xxx

We understand you are not bound to accept any Proposal that you receive.

Yours faithfully,

Authorized Signature:

Name and Title of Signatory:

Bidder's name:

Address:

[List of documents / formats attached to the technical bid should be indicated on the covering letter.

Authorization letter/power of attorney of signatory should be attached]

Government of West Bengal
Design, Development, Implementation and Maintenance of an end to end ICT Solution for
MGNREGS in West Bengal

Form A- General Information about Company

S. No	Particulars	Details to be furnished		
Details of the Bidder (firm/company)				
1.	Name			
2.	Address			
3.	Telephone		Fax	
4.	E-mail		Website	
Details of Authorized person				
5.	Name			
6.	Address			
7.	Telephone		E-mail	
Information about the company				
	Status of company (Public Ltd. / Pvt. Ltd.)			
8.	Details of Registration of firm/company (Provide Ref e.g. ROC Ref #)	Date		
		Ref #		
9.	Number of professionals			
10.	Locations and addresses of offices (in India and overseas)			
11.	Service Tax Registration Number			
12.	Enclose Latest STCC			

Form B: Financial Information (Please attach copies of Audited Financial Statements)

Turnover of the Company				Net Worth of the Company as on 31 st March 2011
FY 2008-09	FY 2009-10	FY 2010-11	Average of last 3 FYs	

3. Technical Bid Format

Details of experience :

C. Implementation of Software for MGNREGS overall Program

S. No.	Name of the Customer	Project name	Start date	End Date	Order Value

D. Implementation of wage or benefit disbursement authenticating bio-metrics

iii) Implementation of similar social sector or rural development projects

S. No.	Name of the Customer	Type of Project	Project name	Start date	End Date	Order Value

iv) Experience of handling government/Public sector projects

S. No.	Name of the Customer	Type of Project	Project name	Start date	End Date	Order Value

- Please provide details of the above projects in form D.
- Highlight the single implementation project executed for value more than Rs.____ crore

Form D: Details of the e-Governance Projects ((Use separate tables for each project))

S. No.	Item	Details
General Information		
1.	Customer Name/Government Department	
2.	Name of the Contact Person and Contact details for the project	
Project Details		
3.	Name of the e-Government project	
4.	Start Date/End Date	
5.	Current Status (work in progress, completed ¹)	
6.	Contract Tenure	
Size of the project		
7.	Order Value of the project (in lakhs)	
8.	Total cost of the services provided (by the Bidder)	
	Joint venture Details	
9.	Name of joint venture partner or sub-Consultants, if any & details thereof	
Description of the services provide by the Bidder (Please provide in details in relevance to the scope of this BID)		
Please provide testimonials and certificates from customer in support of the project experience:		

Form E: CV's of the Project Team

Give the profiles of key people/core members who will be involved in the assignments. This should consist of one Program Manager; key Consultants, who will carry out major tasks, Domain experts having relevant experience.

S. No	Item	Details
1.	Name	
2.	Role in current project	
3.	Whether Primary/Secondary	
4.	Current job title	
5.	Experience in yrs.	
6.	Number of years with the organization	
7.	Current job responsibilities	
8.	Summary of Professional / Domain experience	
9.	Highlights of assignments handled and significant accomplishments	
10.	Educational Background, Training/Certifications	

Please attach the detailed CV and provide reference of the same.

4. Scope of Work, Terms of Reference, Approach and Methodology

Detailed write ups

5. Solution Architecture

Please give a detailed write up.

6. Bill of Materials required for implementation of the project

List of hardware, software, networks included as part of the implementation of ICT solution to P&RD. Bidder has to note that the commercial bid should contain the prices for the below mentioned list.

S.No.	Item Name & Specification	Company/Source	Units	Quantity

Government of West Bengal

Design, Development, Implementation and Maintenance of an end to end ICT Solution for
MGNREGS in West Bengal

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7. Training plan

Bidder has to provide the detailed writeup, approach etc.

8. Data Migration plan

Detailed write up

9. Post Implementation support – Methodology

Detailed write up

Besides, bidder also should include Quality Assurance and Processes and Risk Assessment Methodology.

Annexure III- Financial Bid Formats

Item	Description	Unit Price	No of Units	Total Price Rs.
Software Development and up dating				
Software implementation/rollout				
Training				
Data migration				
Software Handholding support (During Implementation for 6 months)	Total			
	State Level			
	District Level			
	Block level			
Software Maintenance for 4 years				
Software Handholding support for 4 Years	Total			
	State Level			
	District level			
	Block level			
Hardware Procurement				
Software procurement				
Networks equipment				
Infrastructure for DC (UPS, Air conditioning, cabling, security, Fire protection etc)				
Data centre set up and Hosting				
Telecom charges				
Hardware/Software/Networks AMC				
Handheld Devices				
Any other SW/HW required for the solution you are proposing... (Specify)				

Note: 1. Please add items as applicable.

2. Please provide prices based on Bill of Materials provided in the Technical Bid

1. The cost break up for each components and phases must be given separately.
2. All prices should be in INR and shall be specified in both figures and words
3. Total Price inclusive of all taxes to be specified.

Total Amount (both in figures and words) for the group: