

Government of West Bengal
Department of Information Technology & Electronics
Moni Bhandar (5th & 6th Floor), Webel Bhaban Complex,
EP & GP Block, Sector – V, Salt Lake City
Kolkata-700091

No- 1104(56)-ITE-18011/3/2020

Date:- 07/09/2023

From: Deputy Secretary to the
Government of West Bengal.

To:- (1) Additional Chief Secretary/ Principal Secretary/ Secretary to the
Government of West Bengal _____ Department.
(2) Director General & Inspector General of Police,
West Bengal Police.
(3) Commissioner of Police,
Kolkata Police.

**Sub: Empanelment of System Integrators for various Applications and Database hosted at WBSDC from
different Department/ Directorate and other Organisations of Government of West Bengal.**
**Ref: A proposal vide No. WTL/WBSDC/SI/23-24/001 dated 28.08.2023 received from CEO, Webel
Technology Limited.**

Madam/ Sir,

With reference to the above mentioned subject, I am directed to inform you that Webel Technology Limited (WTL), the SIA/ SLNA of West Bengal State Data Centre, has successfully completed the tendering process for the purpose of selection of System Integrators (SI) for looking after various Applications and Database of different Department/ Directorate and other Organisations of Government of West Bengal, hosted at West Bengal State Data Centre (WBSDC). The concerned Tender document No. is WTL/WBSDC/SI/23-24/0250 dated 28.07.2023.

As per tender terms and conditions Line item wise L1 bidder and next two bidders will be considered for empanelment at Line item wise L1 price. After price bid opening M/s Inspirisys Solutions Ltd. becomes the L1 bidder for line item 1 and M/s Wizertech Informatics Pvt. Ltd. becomes L1 for line item 2. As per tender terms three bidders i.e. M/s Inspirisys Solutions Ltd., M/s Wizertech Informatics Pvt. Ltd. and M/s Team computers Pvt. Ltd. to be considered for empanelment at line item wise L1 price. Tabulation of final price after opening of price bid is tabulated below.

Sl. No.	Item Description	Qty.	M/s Inspirisys Solutions Ltd.	M/s Wizertech Informatics Pvt. Ltd.	M/s Team computers Pvt. Ltd.	Remarks
1.	Annual Recurring Charge for Operation & Maintenance Support/ Facility Management Support Service including System Admin and other related support service as per the scope of work.	1 VM	Rs. 98,461/-	Rs. 98,461/-	Rs. 98,461/-	GST@ 18% as extra.
2.	Annual Recurring Charge for Operation & Maintenance Support/ Facility Management Support Service including Database Admin Support and other related support service as per the scope of work.	1 VM	Rs.1, 05,000/-	Rs.1, 05,000/-	Rs.1, 05,000/-	GST@ 18% as extra.

Respective Department/ Directorate/ Other Organization of Government of West Bengal may select System Integrator from the above mentioned empanelled list as per their requirement.

Terms of Payment as per tender: Work order will be issued by the respective Department/ Directorate/ Other Organization of Government of West Bengal in favour of the above mentioned selected empaneled System Integrator.

Period/ Tenure of empanelment: One year after renewal as per performance.

Location of installation and support: West Bengal State Data Centre, 1st & 2nd Floor, Monibhandar, Block-EP&GP, Sector-V, Salt Lake City, Kolkata- 700091 and proposed DC cum DR Setup at Purulia IT Park, 2nd Floor.

Necessary documents regarding Scope of work & responsibility of SI as per tender and Service Level Agreement & Exit Management as per tender are enclosed herewith as Annexure-I & Annexure-II.

This is for your kind information and taking necessary action at your end.

Thanking you.

Encl: As stated.

Yours faithfully,


07/IX/2023
**Deputy Secretary to the
Government of West Bengal**

No. 1104(56)/1(6)-ITE-18011/3/2020

Date: 07/9/2023

Copy forwarded for information only to:-

- 1) Principal Secretary, DoIT&E, Government of West Bengal, Monibhandar, 6th Floor, Webel Bhavan Complex, EP&GP Block, Sector-V, Salt Lake City, Kolkata-700091.
- 2) Additional Secretary, DoIT&E, Government of West Bengal, Monibhandar, 5th Floor, Webel Bhavan Complex, EP&GP Block, Sector-V, Salt Lake City, Kolkata-700091.
- 3) CEO, WTL, Plot- 5, Block- BP, Sector-V, Salt Lake City, Kolkata-700091.
- 4) Managing Director, WBEIDC Ltd, Webel Bhavan, EP&GP Block, Sector-V, Salt Lake City, Kolkata-700091.
- 5) Member Secretary, CsCOE, Ground Floor, Webel Bhavan, EP&GP Block, Sector-V, Salt Lake City, Kolkata-700091.
- 6) Shri Debasis Majumder, Assistant Manager, WTL & Project Manager, WB-SDC, Plot- 5, Block- BP, Sector-V, Salt Lake City, Kolkata-700091.


07/IX/2023
**Deputy Secretary to the
Government of West Bengal**

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SECTION - A

INTRODUCTION, SCOPE OF WORK & RESPONSIBILITY

Introduction

West Bengal State Data Centre is operational since last more than 10 years and hosting applications and databases of State Government Department/Directorate. As on date total applications hosted are SDC is more than 300. Out of which it was also observed that few of them are mission critical and flagship in nature, such as applications of Chief Minister's Office, Backward class welfare, Health and Family Welfare, School Education, Higher Education, Food and Supplies, Women and Child Development and Social Welfare Planning and Statistics etc. However, monitoring and management of the infrastructure and services of these applications became a concern for the Department of IT&E, as there is no dedicated team on behalf of SDC/IT&E to perform these activities on regular basis. For ensuring this program runs smoothly and provide seamless service delivery as first level of support is necessary, it was envisaged that this gap can be mitigated by bringing the technical services in the field of Database Administration and System Integration.

e-Tender are invited for empanelment of System Integrators for various Applications and Database hosted at WBSDC from different Department/Directorate and other Organizations of Government of West Bengal.

Bidder also would assist Department/Directorate Application team for providing System Admin service, Database Admin Service, Change Management Service, Data transferring /migration and testing of the applications and database maintenance support and other related service for the computing infrastructure provided by WBSDC. Bidder must have adequate Service Engineer for providing online support (through VPN) or on-site support service, if required within the stipulated time.

SCOPE OF WORK & RESPONSIBILITY OF SI

a) System Administration and Management Service

1. The empanelled System Integrator will be responsible for providing System Administration and Management Services of the Departmental VM/Servers.
2. Key Responsibilities of the System Integrator would be as follows but not limited to:
3. Understanding customer requirements: The system integrator needs to understand the specific requirements of the departments, such as the goals and objectives, timeline etc.
4. Identifying components: The system integrator must identify the components and subsystems required to build the VM for each departmental application, such as hardware, software, and network components etc.
5. Sourcing components: The system integrator may source the required components from various vendors and suppliers, and on behalf of respective department may negotiate pricing and delivery schedules.
6. Integration and testing: The system integrator must integrate the components and subsystems and test the system to ensure it meets the department's requirements.
7. Technical support: The system integrator may provide ongoing technical support to the department, troubleshoot problems, and make upgrades or improvements as needed.
8. Installation and Configuration: The System integrator must carry out necessary installation of different service packages and configuration

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9. Security Point Closure: The System Integrator need to close the VA/PT points time to time basis in consultation with Application development team.
10. Monitoring all servers, Storage through VPN.
11. Servers Operating system installation, re-installation, configuration, re-configuration, update the patch, additional software installation along with configuration, performance tuning and periodic updates.
12. Diagnosis of Hardware and Operating system related issues and immediate reporting to FM with a resolution / work around.
13. Implementation & synchronization of NTP service in allocated Servers/VM's with NTP service of WBSDC.
14. Access of Staging & Development Server given to Departmental user for deployment of Application after prior approval.
15. Periodic Password change for all server and devices as per the policy.
16. Checking and configuration of OS level Firewall as per requirement.
17. Co-ordinate with OS & Backup Software OEM for resolution.
18. Monitoring of Storage performance
19. Preparation of weekly report for Server & Storage
20. OS Hardening and Other System Admin related job.
21. Support Time: System Integrator need to provide 24x7x365 days supports.

b) Database Administration and Management Service

Database administrator's (DBA) primary job is to ensure that data is available, protected from loss and corruption, and easily accessible as needed by respective departments as mentioned above.

Key Responsibilities of the DBA would be as follows but not limited to:

1. Software Installation and Maintenance: DBA will collaborate on the initial installation and configuration of a new database. The system integrator sets up hardware and deploys the operating system for the database server, and then the DBA will install the database software and configures it for use.
2. Data Extraction, Transformation, and Loading refer to efficiently importing large volumes of data that have been extracted from multiple systems into a data warehouse environment.
3. Specialized Data Handling: Databases can be massive and may contain unstructured data types such as images, documents, voice, and video files. Managing a very large database (VLDB) may require higher-level skills and additional monitoring and tuning to maintain efficiency.
4. Database Backup and Recovery: DBA may create backup and recovery plans and procedures based on industry best practices, then make sure that the necessary steps are followed.

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5. Review Database accessibility: Setting up employee access is an important aspect of database security. DBA in consultation with respective Department will control who will access and what type of access they are allowed.
 6. Database Security: DBA needs to know potential weaknesses of the database software and the department's overall system and work to minimize risks.
 7. Capacity Planning: DBA needs to know how large the database currently is and how fast it is growing in order to make predictions about future needs.
 8. Continuous monitoring of Database for performance: Monitoring databases for performance issues is part of the ongoing system maintenance a DBA performs. If some part of the system is slowing down processing, the DBA may need to make configuration changes to the software.
 9. Database Tuning: Performance monitoring shows where the database should be tweaked to operate as efficiently as possible.
 10. Troubleshooting: DBAs are on call for troubleshooting in case of any problems. Whether they need to quickly restore lost data or correct an issue to minimize damage.
 11. Installation, Re-installation & Configuration of Database as per project requirement after consultation with Departmental Development team
 12. Installation, Re-installation & Configuration and patch update of Database
 13. Diagnosis and resolution of Database errors and issues.
 14. Monitoring of Database health, log and usages of Database of all Servers.
 15. Periodic password change and password policy implementation in production and Database.
 16. Performance tuning, period password changing, user creation, profile creation.
 17. Resolution of user issues faced in Production / Staging system.
 18. Daily, weekly, monthly report preparation as per requirement.
 19. Coordinate with Application Development team for any other Database related job.
 20. Any other related Database related job
 21. Support Time: DBA service needs to provide 24x7x365 days supports.
- C) Project Management:** Selected bidder will be required to perform the following project management tasks for the assigned areas:
- a. Provide a detailed strategy and work plan for their scope of work.
 - b. Identify and address functional/technical issues that may arise during the project.
 - c. Provide a strategy for data transferring/migration from existing infrastructure to augmented infrastructure
- c) **Technical Tasks for Project Implementation:** Selected bidder will be required to perform the following technical tasks for the assigned areas:

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- a. SI team will be maintaining day to day activities of existing Database performance customization, if any as per project requirement.
- b. The SI has to tune the computing infrastructure including OS, system software, database, application servers and utilities as per the requirements.
- c. Post migration health check / assessment.

Scope of Work & Responsibility of Department / Directorate and other organization

Respective Application owner of different Department / Directorate/ other organization will provide necessary coordination between Application Development team and SI and also provide necessary VPN and other related service from WBSDC authority through SDC hosting portal.

Scope of Work & Responsibility of WBSDC

WBSDC will provide necessary Virtual Machines, Storage space, OS (listed OS from WBSDC) as per requirement of Department / Directorate/other organization. WBSDC also provide necessary Load Balancing facility, Network Security, Wildcard SSL Certificate (for *.wb.gov.in only) Backup facility (Backup requirement provided by the Department/Directorate). WBSDC will provide necessary working space to SI on temporary basis for urgent maintenance work of respective VM's of respective Department / Directorate.

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SECTION - E

SERVICE LEVEL AGREEMENT & EXIT MANAGEMENT

Type of Incident	Remarks
Critical	Criticality of the incident/service request would be calculated on the basis of urgency and impact of the incident/service request. An incident would be considered as critical if the entire service, in the purview of SI is entirely down.
Medium	Similarly, an incident would be considered as Medium if any component/device in the purview of SI is down, but the service is not down.
Low	An incident would be considered as Low if any component/device is malfunctioning but not entirely down and the service also is not down.

Incident/Service Request Response Time

Type of Incident	Target	Penalty
Critical	T = 30 Minutes	No Penalty
	T1 = T+ 15 Minutes	0.5% of the quarterly quoted amount for every unattended call
	T2 = T1+30 Minutes	1% of the quarterly quoted amount for every unattended call
	> T2	2% of the quarterly quoted amount for every unattended call
Medium	1 Hour	No penalty
	> 1 Hour and < =3 Hours	0.5% of the quarterly quoted amount for every unattended call
	> 3 Hours	1% of the quarterly quoted amount for every unattended call
Low	2 Hours	No Penalty
	> 2 Hours and < = 4 Hours	0.5% of the quarterly quoted amount for every unattended call
	> 4 Hours	1% of the quarterly quoted amount for every unattended call

- a) The start time for the incident/request will be taken from the time the call is logged in the Selected SI's helpdesk system or request e-mail provided for the service

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- b) The response time of the incident will be taken when the incident status is changed to in progress or when intimated the status of the incident for the first time to the requester.
- c) Penalty, if any, will be levied on per call basis for every incident/request.

A. Incident/Service Request Resolution Time

Type of Incident	Target	Penalty
Critical	T = 2 hour	No Penalty
	T1 = T+2 hours	0.5% of the quarterly quoted amount for every unattended call
	T2 = T1+2 hours	1% of the quarterly quoted amount for every unattended call
	> T2	2% of the quarterly quoted amount for every unattended call
Medium	1 day from the time of incident/request received	No penalty
	> 1 day and < =2 days	0.5% of the quarterly quoted amount for every unattended call
	> 2 days	1% of the quarterly quoted amount for every unattended call
Low	2 days from the time of incident/request received	No Penalty
	> 2 days and < = 4 days	0.5% of the quarterly quoted amount for every unattended call
	> 4 days	1% of the quarterly quoted amount for every unattended call

- a) The start time for the incident/request will be taken from the time the call is logged in the SI helpdesk system or request e-mail provided for the service.
- b) The closure time of the incident/request will be taken when the incident is fully closed to the satisfaction of the person who requested it.
- d) Penalty, if any, will be levied on a per call basis for every incident/request.

1. Exit Management:

1.1 Purpose

- i. This clause sets out the provisions which will apply on expiry or termination of the contract.
- ii. In the case of termination of contract due to illegality, The State or its nominated agencies will decide at that time whether, and if so during what period, the provisions of this clause shall apply.
- iii. The Parties shall ensure that their respective associated entities, authorized representative of or its nominated agencies and the Selected Bidder carry out their respective obligations set out in this Exit

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Management Clause.

1.2 Cooperation and Provision of Information during the exit management period

- i. The Selected Bidder will allow The State or its nominated agencies access to information reasonably required to define the then current mode of operation associated with the provision of the services to enable it to assess the existing services being delivered.
- ii. Promptly on reasonable request by The State or its nominated agencies, Selected Bidder shall provide access to and copies of all information held or controlled by it which have prepared or maintained in accordance with the contract. The State or its nominated agencies shall be entitled to copy all such information. Such information shall include details pertaining to the services rendered and other performance data. The Selected Bidder shall permit The State or its nominated agencies and/or any replacement bidder to have reasonable access to its employees and facilities as reasonably required to understand the methods of delivery of the services employed by the Bidder and to assist appropriate knowledge transfer.

1.3 Confidential Information, Security and Data

1. The Selected Bidder will promptly on the commencement of the exit management period supply to The State or its nominated agencies the following:
 - i. Information relating to the current services rendered and customer satisfaction surveys and performance data relating to the performance in relation to the services; and
 - ii. Documentation relating to Intellectual Property Rights; and The State's data and confidential information; and
 - iii. All current and updated departmental data as is reasonably required for purposes of The State or its nominated agencies transitioning the services to its Replacement Bidder/ new vendor in a readily available format; and
 - iv. All other information (including but not limited to documents, records and agreements) relating to the services reasonably necessary to enable The State or its nominated agencies, or its Replacement vendor to carry out due diligence in order to transition the provision of the Services to the State or its nominated agencies, or its Replacement Operator (as the case may be).

2. Before the expiry of the exit management period, the Selected Bidder shall deliver to The State or its nominated agencies all new or up-dated materials from the categories set out in point (1) above, and shall not retain any copies thereof, except that the Bidder shall be permitted to retain one copy of such materials for archival purposes only.

Before the expiry of the exit management period, unless otherwise provided under the contract, The State or its nominated agencies shall deliver to the Selected Bidder all forms of Bidder confidential information which is in the possession or control of The State or its nominated agencies or its users.

1.4 Employees

1. Promptly on reasonable request at any time during the exit management period, the Selected Bidder shall, subject to applicable laws, restraints and regulations (including in particular those

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relating to privacy) provide to The State or its nominated agencies a list of all employees (with job titles) of the Selected Bidder dedicated to providing the services at the commencement of the exit management period;

2. Where any national, regional law or regulation relating to the mandatory or automatic transfer of the contracts of employment from the Selected Bidder to The State or its nominees, or a Replacement Vendor ("Transfer Regulation") applies to any or all of the employees of the Bidder, then the Parties shall comply with their respective obligations under such Transfer Regulations.

3. To the extent that any Transfer Regulation does not apply to any employee of the Selected Bidder, The State or its nominated agencies, or its Replacement Vendor may make an offer of employment or contract for services to such employee of the Selected Bidder and the Selected Bidder shall not enforce or impose any contractual provision that would prevent any such employee from being hired by The State or its nominated agencies or any Replacement Vendor

1.5 Transfer of certain agreements

On request by The State or its nominated agencies, the Selected Bidder shall effect such assignments, transfers, innovations, licenses and sub-licenses as The State may require in favour of Govt. of West Bengal or its nominated agencies, or its Replacement Vendor in relation to any equipment lease, maintenance or service provision agreement between Selected Bidder and third party lessors, vendors, or Vendor, and which are related to the services and reasonably necessary for the carrying out of replacement services.

1.6 Right of Access to Premises

a) At any time during the exit management period, where Assets are located at the Selected Bidder's premises in relations to this project, the Selected Bidder will be obliged to give reasonable rights of access to (or, in the case of Assets located on a third party's premises, procure reasonable rights of access to) Govt. of West Bengal or its nominated agencies, and/or any Replacement Vendor in order to inventory the assets or Assets.

The Selected Bidder shall also give The State or its nominated agencies, or any Replacement Vendor right of reasonable access to the Selected Bidder's premises and shall procure The State or its nominated agencies and any Replacement Vendor rights of access to relevant third party premises during the exit management period and for such period of time following termination or expiry of the contract as is reasonably necessary to migrate the services to The State or its nominated agencies, or a Replacement Vendor.

1.7 General Obligations of Selected Bidder

- a) The Bidder shall provide all such information as may reasonably be necessary to effect as seamless handover as practicable in the circumstances to The State or its nominated agencies or its replacement Vendor and which the Bidder has in its possession or control at any time during the exit management period.
- b) For the purposes of this Clause, anything in the possession or control of any Selected Bidder or associated entity is deemed to be in the possession or control of the Selected Bidder.
- c) The Selected Bidder shall commit adequate resources to comply with its obligations under this Exit Management Clause.

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1.8 Exit Management Plan

a) The Selected Bidder shall provide to The State or its nominated agencies with a recommended exit management plan ("Exit Management Plan") which shall deal with at least the following aspects of exit management in relation to the contract as a whole and in relation to the Project Implementation. The Operation and Management SLA and scope of work.

I. A detailed programme of the transfer process that could be used in conjunction with a Replacement Vendor including details of the means to be used to ensure continuing provision of the services throughout the transfer process or until the cessation of the services and of the management structure to be used during the transfer. and

II. Plans for communication with such of the Bidder's staff, suppliers, customers and any related third party as are necessary to avoid any material detrimental impact on department's operations as a result of undertaking the transfer; and

III. If applicable, proposed arrangements for the segregation of the Selected Bidder 's networks from the networks employed by The State or its nominated agencies and identification of specific security tasks necessary at termination; and

a) Plans for provision of contingent support to The State or its nominated agencies, and Replacement Vendor for a reasonable period after transfer for the purposes of providing service for replacing the Services.

b) The Selected Bidder shall re-draft the Exit Management Plan annually thereafter to ensure that it is kept relevant and up to date.

c) Each Exit Management Plan shall be presented by the Bidder to and approved by The State or its nominated agencies.

d) In the event of termination or expiry of the contract each Party shall comply with the Exit Management Plan.

e) During the exit management period, the Bidder shall use its best efforts to deliver the services.

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