



**THE WEST BENGAL STATE CO-OPERATIVE
BANK LIMITED - A SCHEDULED BANK**

The Bank for you, your business and private financial needs

HEAD OFFICE: 24A, Waterloo Street,

Kolkata – 700 069

REQUEST FOR PROPOSAL

(RFP) FOR

DESIGN, DEVELOPMENT, HOSTING AND MAINTENANCE OF

CORPORATE WEBSITE

For

The West Bengal State Co-operative Bank Ltd.

Disclaimer

The information contained in this RFP document, or any information provided subsequently to the bidder(s) whether verbally or in documentary form by or on behalf of The West Bengal State Co-operative Bank Ltd. (WBSCB) is provided to the bidder(s) on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided. This RFP is neither an agreement nor an offer and is only an invitation by WBSCB to the interested parties for submission of bids. The bidder will be solely responsible for the execution of this project. The purpose of this RFP is to provide the bidder with information to assist in the formulation of their proposals. While effort has been made to include all information and requirements of WBSCB with respect to the solution requested, this RFP does not claim to include all the information the bidder may require. The bidder should conduct its own investigation and analysis and should check the accuracy, reliability, and completeness of the information in this RFP and wherever necessary obtain independent advice. WBSCB make no representation or warranty and shall incur no liability under any law, statute, rules, or regulations as to the accuracy, reliability, or completeness of this RFP. WBSCB may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.

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1. Introduction

The West Bengal State Cooperative Bank Ltd(WBSCB) a state-partnered organization is registered under The West Bengal Cooperative Societies, Act and licensed by the Reserve Bank of India. WBSCB has always been customer-oriented and dynamic with respect to innovative schemes for the masses. Since 1918, WBSCB has developed a wide client base of depositors and borrowers. Internal Systems have been developed to overcome changes in the turbulent external environment.

WBSCB has developed a network of Cooperative banks and Cooperative societies for providing, mass satisfying financial services. Each cooperative organization is being prepared to serve the society. WBSCB, the Apex institution has mix of mass and class customer base offer the need based product, facilities and service.

The primary objective of WBSCB is to promote agricultural lending in the state through the provision of agricultural finance in a systematic and professional manner. Another objective is welfare maximization by increase the flow of resources to the underprivileged sector by integrating the priority sector with the overall domestic financial markets.

Over the past two decades, WBSCB has been making inroads into varied spheres of development, while retaining a focus on low-income group and related issues. WBSCB has been engaged in micro-finance initiatives involving for e.g. policy frameworks. We are also initiated lending Operations in Weaker-Section through SHG

WBSCB intends to develop a website which is easy to use, easy to search, easy to navigate and visually appealing. The website must have an easy to use web content management system (WCMS) and must support dynamic content from a database. Website must be compatible and interoperable with different latest browsers such as E8+, Firefox 3.6+, Chrome10+, Operall+, Safari, etc.

The present website at <http://www.wbstcb.com> is now outdated, and does not permit the dynamic changes required to update the system. It has been decided to replace this site with a website based on Web Content Management System (WCMS) containing a modular structure and work-flows.

The West Bengal State Co-operative Bank Ltd. (WBSCB) as a pioneer in Banking in West Bengal, has taken banking to the doorsteps of the people of the State and has been able to nurture and develop banking habits among the people. This has changed the saving habit of people from the traditional methods to the modern banking facilities to earn remunerative returns for their savings invested with the Bank and utilize various attractive and innovative banking products offered by The West Bengal State Co-operative Bank Ltd. (WBSCB).

2. Abbreviations

Sr. No.	Acronym/ Terms Used	Definition
1.	ACP	Administrator Control Panel
2.	API	Application Programming Interface
3.	ASP	Application Service Provider
4.	ATM	Automated Teller Machine
5.	ATS	Annual Technical Support
6.	Bank/WBSCB	The West Bengal state Co-operative Bank Ltd.

7.	BOM	Bill Of Material
8.	BRD	Business Requirements Documents
9.	CBS	Core Banking Solution
10.	CKYC	Centralized Know Your Customer
11.	CMS	Content Management System
12.	CO	Commercial Offer/ Commercial Bid/ Price Bid
13.	CR	Change Requirement
14.	CRT	Cathode Ray Tube
15.	DCCB	District Central Cooperative Bank
16.	EMI	Equated Monthly installment
17.	EMS	Enterprise Management System
18.	FD	Fixed Deposit
19.	FNF	Full and Final
20.	FTR	Financial Technical Requirements
21.	GIGW	Guidelines For Indian Government Websites
22.	GST	Goods and Service Tax
23.	GSTN	Goods and Service Tax Network
24.	HO	Head Office
25.	HRMS	Human Resource Management System
26.	HTTP	Hyper Text Transfer Protocol
27.	HTTPS	Hyper Text Transfer Protocol Secure
28.	IBA	Indian Bank's Association
29.	IFSC	Indian Financial System Code
30.	IPR	Intellectual Property Right
31.	IT	Information Technology
32.	LCD	Liquid Crystal Display
33.	LOI	Letter Of Intent
34.	MICR	Magnetic ink character recognition
35.	MIS	Management Information System
36.	MSL	Minimum Service Level
37.	MSME	Micro, Small and Medium Enterprises
38.	NABARD	National Bank for Agriculture and Rural Development
39.	NEFT	National Electronic Fund Transfer
40.	OEM	Original Equipment Manufacturer – Product Bidder
41.	OS	Operating System
42.	OWASP	Open Web Application Security Project
43.	PM	Project Manager
44.	PO	Purchase Order

45.	Project	Design, Development, Hosting And Maintenance of Website
46.	PSE	Public Sector Enterprise
47.	PSU	Public Sector Undertaking
48.	WCAG	Web Content Accessibility Guidelines
49.	PSB	Public Sector Bank
50.	RBI	Reserve Bank of India
51.	RFP	Request for Proposal
52.	RRB	Regional Rural Bank
53.	RTO	Recovery time Objective
54.	RPO	Recovery Point Objective
55.	SAN	Storage Area Network
56.	SB	Savings Bank
57.	SCB	State Co-operative Bank
58.	SI	System Integrator
59.	SIT	System Integration Testing
60.	SLA	Service Level Agreement
61.	SMS	Short Message Service
62.	SP	Service Provider
63.	STQC	Standardization Testing and Quality Certification
64.	TDS	Tax Deducted at Source
65.	UAT	User Acceptance Test
66.	UCB	Urban Cooperative Bank

3. Objective

The purpose of this Request for Proposal (hereafter referred to as “RFP”) is for defining scope of work for the Revamping of corporate website OF WBSCB.

This RFP contains the details regarding scope, project timelines, evaluation process, terms and conditions as well as other relevant details which Vendor needs to factor while responding to this RFP.

3.1Tender Highlights

PARTICULARS	DEADLINE
Project Name	Design, Development, Hosting And Maintenance of Corporate Website for The West Bengal State Cooperative Bank Ltd.
RFP Inviting Bank	The West Bengal State Cooperative Bank Ltd. (WBSCB)
RFP Reference No:	HO/MD/IT/589 Dated: 01-07-2024

Start of availability of RFP document at bank's website	01-07-2024 To be downloaded from Website (1) https://www.tenderwizard.com/eproc (2) https://www.wbstcb.com
Fee for RFP document (non-refundable) by NEFT/Online Transfer to account as per the details:	INR 4,000/- + INR 720/- (GST) = INR 4,720/- (Rupees Four Thousand Seven Hundred Twenty Only) Account Name: SERVICE CHG Account Number: 91333000017 IFSC Code: WBSC000RTGS Bank Name: West Bengal State Co-operative Bank Ltd. Branch Name: Head Office
Last Date of Submission of Pre-bid Queries	06-07-2024 – 02:00 PM
Last date of submission of the Technical and Commercial bid	11-07-2024 up to 3:30 PM
Mode of Submission of RFP	Technical Proposal: To be Uploaded in Website https://www.tenderwizard.com/eproc Commercial Proposal: To be Uploaded in Website https://www.tenderwizard.com/eproc
Website for Uploading Proposals (Both Technical and Commercial)	https://www.tenderwizard.com/eproc
Date of opening of the Technical Bids	11-07-2024 – 04:00 PM
Date of Bidder's Presentation	To be communicated to technically qualified bidders
Date of Opening of Commercial Bids	To be communicated to technically qualified bidders
Bank email ID for RFP-related communication	rfp_coopcbs2010@wbstcb.com
Communication Address	All communications, of Technical Proposal Document Should be Addressed to: The Managing Director, The West Bengal State Cooperative Bank Ltd., 24A Waterloo Street, Kolkata - 700069

Note: Bidders are required to strictly submit their bids, both technical and eligibility criteria as well as commercial, in electronic form using the e-procurement system at "<https://www.tenderwizard.com/eproc>".

Bids received after the closing of the bid submission deadline are summarily rejected without sighting any reason.

Online submission of technical supporting documents should be submitted electronically uploading in the website mentioned above on or before the final date & time of bid submission. The above dates are tentative and subject to change without any prior notice or intimation. Bidders should check website "<https://www.tenderwizard.com/eproc>" for any changes/addendums to the above schedule and/or any other changes to this RFP. Bank would not be responsible for any delayed/lack of update directly to the bidder. Bidders to confirm with Bank the time and venue -1- day prior to any of the above event. Eligibility cum Technical bids will be opened in the presence of the bidder's representatives who choose to attend the opening of eligibility cum technical bid. No separate communication shall be sent in this regard. Subsequently, the Bank will evaluate the eligibility cum Technical Bids and the bidders shall be suitably intimated about outcome, after evaluation.

Commercial bids will be opened in the presence of the bidder's representatives, desirous to attend and are found qualified upon evaluation of the eligibility and technical bid by Bank. However, if it is found that any given date indicated in the Schedule of Dates is a public holiday, or the BANK is closed on that day for any account, the activity would be shifted to the next working day of the BANK.

Bidders are requested to download the RFP from "<https://www.tenderwizard.com/eproc>". Bidders are required to pay the cost of the tender document of Rs. 4,720.00 (Rupees Four Thousand Seven Hundred Twenty only) inclusive of GST along with the Bid as a cost towards this RFP. The cost of the tender document should be paid by means of NEFT/Online Transfer as per the details mentioned in **Section 3.1**.

This is a one-time non-returnable amount. The Bid not accompanied by the Cost of the Document shall be termed invalid and shall be summarily rejected.

4. Scope of Work

4.1 Migration of Existing Website

1. Conduct a thorough current state analysis of the existing website's architecture, including content inventory, database schema, server configuration, and third-party integrations.
2. Develop a detailed migration strategy outlining phases, timelines, resource allocation, and risk management plans. This strategy must address potential challenges and include fallback procedures.
3. Engage with key stakeholders to understand requirements, gather insights, and ensure alignment with the bank's objectives.
4. Catalog all existing website content, including text, images, videos, documents, and other media assets.
5. Establish a comprehensive data mapping plan to ensure accurate transfer of content, preserving the integrity and relationships between data elements.
6. Ensure all existing SEO configurations, such as metadata, keywords, canonical tags, and URL structures, are accurately migrated and optimized for the new platform to maintain search engine rankings.
7. Conduct a detailed analysis of current website functionalities, including interactive elements, forms, calculators, search capabilities, and custom scripts.
8. Map existing functionalities to the new platform, ensuring compatibility and identifying any necessary enhancements or adjustments.
9. Migrate and integrate third-party services, APIs, and plugins, ensuring they function correctly on the new platform.
10. Conduct extensive testing across all aspects of the migrated website, including functional testing, performance testing, security testing, and user acceptance testing (UAT).
11. Identify, document, and resolve any issues or bugs discovered during the testing phase, ensuring the migrated website meets all specified performance and quality standards.
12. Ensure that the migrated website complies with all relevant regulatory and security standards, including GDPR, PCI DSS, and other industry-specific requirements.
13. Provide immediate post-migration support to address any issues or concerns that arise after the website goes live, ensuring continuity of operations.
14. Offer a structured support plan detailing the scope and duration of ongoing maintenance services, including regular updates, security patches, and performance monitoring.

4.2 Website Development and Maintenance

1. The new website must be in i.e. English.
2. Website design and structure has to be browser independent and "Response Design" designing screens for all types of Screens (i.e.) :
 - a. Websites' Design changes according to device or screen resolution.
 - b. Clean Code, easy for browsers to load and no issues to be encountered by users on mobile, tablet etc.
 - c. Site should be Tablet / Smart Mobile optimized (i.e.) make it possible to click with a finger on a tablet

3. Displays correctly in all major browsers website should display properly in all the different web browsers, operating systems, and monitor sizes that visitors are likely to use.
4. The revamped website will be WCAG 2.2 Level AA and Guidelines for Indian Govt Website (GIGW) and IPv6 compliant and the same to be maintained throughout the contract period.
5. OWASP TOP 10 & 20 Guidelines should be compliant on all pages of the website.
6. Bidder will be responsible for procurement of SSL Certificates without any extra cost to the bank. The latest vulnerability-free protocol version of SSL/TLS should be installed for the website. The SSL/TLS should be Extended Validation Certificate. If it is found during the operation of SSL/TLS that the existing version has become vulnerable, then the vendor shall immediately replace the same with latest version of SSL/TLS without cost to the Bank. SSL to be set up from the beginning of the website/portal, enabling HTTPS for data collection from applicants.
7. In future if Bank proposes to integrate any third-party payment channel for its customers then Bidder should be able to furnish PCI-DSS as well as PCI-PTS Compliant certifications for its website.
8. The service provider shall be responsible for end-to-end development of the planning, design, UI/UX and development and testing into a fully functional multilingual Website
9. All navigation on the website / Portal should work smoothly
10. Technical levers to achieve that like Image caching and compression, CSS optimization to be employed.
11. The bidder must create 5 mocks for the website, each with a home page and two interior pages.
12. Out of the five designs, the Bank may approve one or a combination of the proposed designs or request the use of a new set of designs for further development
13. Admin Panel should be deployed so that WBSCB has full control over content updation which must be easy to use.
14. User ID and Password should be kept encrypted in the database. For three failed login attempt the user should get auto mailer to change password for logging inside the Admin portal.
15. There should be provisions for the Bidder to upload content through the Admin Portal on the request of Bank Officials.
16. The Website should have the provision for easy integration with other external portals through APIs.
17. Professional Graphic Design of website should load quickly and a pleasure to look at Overall design concept for the website, optimized in terms of brand identity, accessibility, usability and content distribution. Flexibility to add new minor specifications at no charge. Graphic User Interface & Aesthetics being the most tangible in defining the overall appeal of the website needs to be focused on. Buttons and navigation graphics will be standardized for all pages, where appropriate for the design. Improvement in navigation.
18. To develop any new modules/new integration/API Integrations during the full period of contract, as per requirement of the Bank at no extra cost and the same can be used as per bank's requirement
19. System Requirement Study (SRS) & Gap Analysis (if any, as required), Design, Development, Supply, Installation, Commissioning, Operationalization, Testing, User Acceptance Testing (UAT) Setup and Conduct, Pilot Implementation, Go-Live & Warranty & AMC support.
20. Bidder shall also undertake to carry out implementation / operationalization including move, add, and delete changes / customization of such software updates, releases, Version upgrades. Bidder should

update and maintain all supplied solutions to correctly reflect actual state of the setup at any point in time during the contract period.

21. The license for the solution to be Enterprise level/supported version for all the modules/domains offered without any restriction on the users.
22. Copy paste, right click, view source etc should be disabled to protect the website content and image.
23. Providing training for the Bank's core team and trainers as per train the trainer model.
24. Providing Hand holding in the process of revamping the websites.

4.3 Website Hosting

1. The Bidder shall provide a hosting service for the website. WBSCB shall procure the website as a yearly subscription-based model.
2. Hosted Solution should be equipped with highly available architecture and shall ensure that there will be no interruptions to the service offered. The proposed solution should provide followings:
 - a. High Availability (24*7) i.e. uptime of not less than 99.95% (Server & Network Infrastructure, Quarterly Computation).
 - b. High Reliability (The number of unplanned outages should be zero)
 - c. Website Response Time (Server response time should be under 200ms)
 - d. High Scalability i.e., Load Balancing & Clustering (as per the need of the Bank, facility to add multiple servers and clusters)
3. High Performance & Reliability of Hardware/Networking Equipment — required to achieve website uptime, response time and RTO & RPO defined as under:
 - a. Recovery Time Objective (RTO): (30minutes)
 - b. Recovery Point Objective (RPO): Zero
4. Static IP Address & DNS/Name Service: As per the proposed solution architecture, Bidder are required to identify the number of Static IP address requirement and make provision for it. Bank will handover its existing domain wbstcb.com to the successful Bidder. Bidder is required to maintain it throughout the contract tenure.
5. The bidder shall provide secured access at hosting infrastructure for updating the contents on the website.
6. The proposed solution should be IP Version 6 (IPv6) Compliant.

4.4 Security and Audit Requirement

1. The website has to be guarded against any type of cyber-attacks. This would include checking the material given by the Bank itself for in-built vulnerabilities or if they could cause vulnerabilities.
2. For enhanced Cyber Security Bidder has to conduct VAPT from CERT-In Empanelled Vendor on half yearly basis without any extra cost to the Bank and a copy of the report should be submitted to the Bank. Also, If WBSCB wants to conduct any CS/IS audit for the Website, the bidder must provide the necessary support to them.
3. Develop and deploy the website with latest technology with Content Management System (CMS). The source code has to be tested for security vulnerabilities by 3rd party and report has to be shared to the

bank.

4. The hosting infrastructure (Operating system, Database etc.) should be secured through firewall, Antimalware, Intrusion prevention and anti-advance persistence threat tools/appliances.
5. The Bank may assign the security audit of the website to its own officers or to an agency to ensure the adequacy of protective measures applied. The website vendor has to provide access to all data and programs which relate to the Bank's website to such assigned persons. Temporary log-in facilities have to be provided to the audit teams so that the team can check the security features of the system.
6. Shortcomings in the security systems, if any, pointed out by Bank assigned audit teams will have to be rectified within a minimum time period.
7. Rectify/ fix the security vulnerabilities in source code, if any, found by security auditors nominated by the Bank from time to time (this may and can vary from one month to a year as per the CERT-In guidelines).
8. The website should comply with IT security policy/procedure of the bank as well as other information security policies/ procedures laid down by regulatory bodies.
9. Bidder should have 24x7 incident response service that works to mitigate the effects of attacks and malicious activity. The incident response team to follow established procedures for incident management, communication, recovery, and uses discoverable and predictable interfaces with internal and external partners alike.
10. Security Configuration: The entire security configuration required for the Website at Datacenter Infrastructure Level must be done by the Bidder to secure the website from any kind of attacks. The website must log all unique connection IP address along with time stamp and generate all necessary reports. Bidder is also required to suggest, provide required help & support time to time for the necessary security configuration or modification required at application level to protect the website from hackers and/or any other possible attacks. Some of the popular know attacks against which the protection is required are :
 - a. DoS/DDoS/LDoS/PDoS
 - b. Intrusion prevention systems (IPS)/ intrusion detection and prevention systems (IDPS)
 - c. Teardrop
 - d. Peer-to-peer
 - e. Flooding
 - f. Sniffing
 - g. Nuke
 - h. Smurf
 - i. Sockstress
 - j. Slow Read and etc.
11. The solution must comply with following guidelines/standards/Security Measures:
 - a. iCert-in, MeitY Guidelines about Database, Network, Firewall, Security. Antivirus etc.(as applicable, guideline available at <http://www.cert-in.org.in/>)
 - b. STQC Guidelines issued by Central Vigilance Commission (as applicable, guideline available at www.egovstandards.gov.in and www.cvc.nic.in).
 - c. Information Technology Act 2000 and subsequent amendments related to Hardware, Software

and Datacenter/DR Services.

- d. RBI/NIC/Govt. of India Guidelines regarding Datacenter Services.
12. Hosting organization should have a security policy and should implement the best security practices for the websites and Webservers as per CERT-In, MeitY, RBI, NCIIPC,
13. Govt guidelines/ recommendations, and all regulatory and statutory guidelines and recommendations. These guidelines among other should cover the following aspects for
 - a. Datacenter Services:
 - b. Network security
 - c. Hosting security
 - d. Website and other Applications security
 - e. Database security
 - f. Logging and Backup policies
 - g. Physical security
 - h. Disaster Recovery Site
 - i. Security Audit
 - j. Penetration Testing
 - k. Incident Handling and Recovery
14. Lock HTML source code to protect web pages from unauthorized copy.
15. Bidder has to monitor the web site application 24x7 from security threats and ensure its uninterrupted functioning.
16. Any unwanted security threat or hacking attempt should be taken on high priority and dealt with immediate effect.
17. The new website should be guarded against all vulnerabilities, including but not limited to OWASP top 10 & 20 attacks, file integrity check and necessary security features to be built for securing the site from hacking.
18. Any webpage collecting visitor's personal information or login credentials should be protected through secure communication and the same should be stored in encrypted format in database in the form and format acceptable to the Bank.
19. Facility for secure-remote access shall be provided along with an appropriate Content Management Tool for designated officials of the Bank, including Web Admin to access / manage the content.
20. Any security breach identified must be informed to Bank immediately and attended instantly to protect interest of the bank and its customer. Selected vendor would be responsible for providing fix to the problem in consultation with bank's security team.

4.5 Technical Specifications

The proposed Website should cover the below minimum technical stack:

- ✓ Technical Preference: PHP, Python, .NET, JavaScript , (except WordPress)
- ✓ Preferred Frameworks: Laravel, Node.js, Django
- ✓ Preferred Database: MySQL, MongoDB, PostgreSQL

The technical Specifications for website customize, configure, maintain and support should include but is not limited to the following.

1. Fully Page-Wise Search Engine Optimized Web Design.
2. Display of various activities of the Bank, including uploading reports, account statements, minutes of meetings, etc.
3. Facility to upload PDF files and pictures, Bank tenders, circulars, etc.
4. Users can download files via the website.
5. Facility to Add, Edit, Delete, and Download information from the web database.
6. The entire website should be dynamic in nature with a CMS (Content Management System).
7. The Content Management infrastructure should provide flexibility to modify the design.
8. The successful bidder will have to validate the design with the bank before finalization.
9. The designs, development, and database design should have a professional and corporate look, be user-friendly, easy to access or navigate, and attractive to visitors.
10. There should be scope for Email Integration which will be implemented in the future.
11. Administrators should be able to gain control over the front-end content, edit, and/or delete contents of the front end through the ACP (Administrator Control Panel).
12. Main Navigation Panel: Administrators can add, edit, or suppress menus, which will change navigation.
13. News and Event Updates: Latest news and events will appear on the homepage with a "read more" link. Clicking on this link will display all details on the webpage.
14. Integrated Search Functionality: An effective search system integration where users can search any content by entering text in the Search Box.
15. Archive: An archive for all the uploaded News/Events/Meetings/Photos documents.
16. Photo Gallery: Administrator-controlled dynamic gallery containing relevant photos.
17. Contact Us: A "Contact Us" section with email, telephone number, address, etc. Google Map can be embedded as well.
18. Event Calendar with different display windows.
19. Organization Chart: Details shall be provided by the bank.
20. Any other functionality as per the Bank's requirements from time to time. The total implementation will have to be done in continuous consultation with the Bank representatives.
21. Links to RBI, NABARD, and other States Central/PACS, etc.
22. Fully Functional Leave Management System under HRMS to begin with SMS alert feature to begin with.
23. Bank Policy: Upon clicking, the site will redirect to a page containing a list of indexed bank policies, which will be interlinked or hyperlinked with the concerned bank policy in PDF format, with download and print facilities.
24. Tender: Publication of tenders in PDF format with columns including serial number, financial year, date of publishing, memo number, subject, closing date, time, and status. In case any changes are incorporated in the format in the future, the same should be considered in the maintenance. Tender information can be managed from the admin panel (CMS). This will only display the existing and old tenders. There will be no requirement for often reprocessing functionalities.

25. The web application or portal should be W3C compliant and mobile-friendly.
26. To publish appropriate contents with the web application or portal such as feature articles, news summaries, slide shows, and animated stories, from time to time in an interesting and attractive manner as directed by the bank. The content in different forms will be provided to the vendor, and they have to convert it into a suitable format for updating on the website immediately.
27. Provisioning of Integration with Core Banking Application with the proper level of security. The bank will provide the necessary API for integration (if required).
28. Recruitment: Publication of notices in PDF format with columns containing serial number, financial year, date of publishing, memo number, subject, closing date & time, and status. All this information will be managed from the CMS Admin panel.
29. Branch Locator: Details of Branch Code, Address, Contact Number, IFSC, MICR, along with Google Map integration facility.
30. ATM Locator: ATM details including ATM ID, Address, Contact Number, etc., along with Google Map integration facility.
31. Calculators such as EMI Calculator for Loan with a graphical representation should be included.
32. User management and Security audit trail & provision for tracking systems in several cases.
33. All pages on the website should have a link to the homepage.
34. There should be no links to "Under Construction" pages.
35. All communication for the project should be done through email initially.
36. Text should be readable both in electronic and print format, and the page should print correctly on A4/Legal Sized Paper.
37. The bidder shall ensure to the Bank that the hosting service provider shall provide all possible secure measures to prevent defacement hacking of the website.
38. The selected vendor will have to provide a one/two-day familiarization training program with a suitable Bank Users Operations Manual in PDF format, preferably at the bank premises, to some concerned employees without any extra cost to the Bank.
39. The website modules should provide free support/facilitation for a period of one year from the date of invoice.
40. The draft outline must cover the proposed website (following all technical specifications in the tender document). The details of the sub-menu items will be properly hyperlinked with the respective detailed static pages.

4.6 Service Level Agreement (SLA)

Bidder will have to guarantee a **minimum uptime of 99.5% (for the entire site)**, calculated monthly. Website/Application availability along with the requisite software (as provided by the bidder if any) will be 99.5% on 24x7x365. The penalty will be calculated as per the details given below.

Uptime percentage - 100% less Downtime Percentage

Downtime percentage - Unavailable Time divided by Total Available Time, calculated monthly.

Total Available Time – 24 hrs. per day for seven days a week

Unavailable Time - Time involved while the application is inoperative or operates inconsistently or erratically.

Uptime Percentage (A)	Penalty Details
A >= 99.5%	No penalty
98% =< A < 99.5%	2% of the cost of monthly maintenance charges
95% =< A < 98%	5% of the cost of monthly maintenance charges
A < 95%	Penalty at an incremental rate of 1% (in addition to a base of 5%) of the cost of monthly maintenance charges for every 0.1% lower than the stipulated uptime

The uptime percentage would be calculated on monthly basis and the calculated amount would be adjusted from every subsequent quarter payment. The SLA charges will be subject to an overall cap of **10% of the Monthly Maintenance Charges** and thereafter, Bank has the discretion to cancel the contract. In case if there are no pending invoices to be paid by the Bank to the bidder, the bidder has to submit a pay order / cheque payable at Kolkata in favour of WBSCB for the same within 15 days from the notice period from the Bank.

Availability Service Level Default

- Availability Service Level will be measured on a monthly basis.
- A Service Level Default will occur when the bidder fails to meet Minimum uptime (99.5%), as measured on a monthly basis.

5. Contractual Period and Project Timelines

The contractual period will be 5 years (60 Months) from the date of Go-Live. The bidder must execute the project within 45 days. During this period the bidder will be responsible for current state study, solution design and documentation, development, testing, data migration, implementation, training and Go Live.

The Bidder is required to adhere to the project timelines mentioned below:

Phase	Milestones	Activity	Remarks	1w	2w	3w	4w	5w	6w	7w	62 M
1	Phase 1: Planning	Detailed System Study, finalization of detailed list of activities, scope and duration of each of the activity and submission of detailed project plan.	1 week from acceptance of PO/ LOI by the Bidder								

Phase	Milestones	Activity	Remarks	1w	2w	3w	4w	5w	6w	7w	62 M
2	Phase 2: Prototype Development	Development and Presentation of the templates along with Alpha version of the website. The Bidder shall create mock designs for the website	2 weeks from acceptance of PO/ LOI by the Bidder								
		Approval of template and feedback on the Alpha version	3 weeks from acceptance of PO/ LOI by the Bidder								
3	Phase 3: Pilot Phase	Development, Testing and Presentation of the Beta version incorporating above feedback (Web Content Management System, Content Migration, System Testing, Load Testing).	4 weeks from acceptance of PO/ LOI by the Bidder								
		Approval of Beta version	5 weeks from acceptance of PO/ LOI by the Bidder								
4	Phase 4: Launch Phase	Training and UAT of the websites UAT and Test Reports Performance Test Report Security Testing/Review Report Safe to Host Certificate Self-Audit report for Compliance with GIGW guidelines, WCAG 2.0 and OWASP framework. STQC Certification.	6 weeks from acceptance of PO/ LOI by the Bidder								
		Go-Live of the website	7 weeks from acceptance of PO/ LOI by the Bidder								
5	Phase 5: Maintenance and Support	Maintenance and Support as elaborated above	3 years (36 months) from Go-Live (Including one year warranty								

Phase	Milestones	Activity	Remarks	1w	2w	3w	4w	5w	6w	7w	62 M
			period)								

1. Go-Live must be done only after implementation of all the functionalities requested by the Bank as part of technical Specifications.
2. The successful bidder is expected to provide one year of warranty post Go-Live.
3. There shall be stabilization period of 1 (one) month post go-live of revamped websites. During this period, the successful bidder is also expected to provide handholding Services to the operations team.
4. The successful bidder is expected to ensure that functionalities currently being used by the Bank or being envisaged by WBSCB are made available.
5. The successful bidder is expected to ensure all the regulatory requirements for revamped websites, are made available without any extra cost.
6. The successful bidder is expected to carry out a requirement study for the functionalities and services required by WBSCB, to gain understanding of the business and market requirements.
7. The bidder must furnish contract agreements with other vendors whose products or services, the bidder would obtain. The bidder must further continue with the same vendors during the contract period and shall not be permitted to change the vendors after the bid is submitted. Failure to adhere to this clause will attract disqualification of the bid/ contract as well as invoke related damage clauses as specified in Terms and Conditions.
8. The successful bidder must provide for separate production (at DC and DR), testing and training environments.
9. The successful bidder is expected to assist the bank in performing UAT of the solution as part of deployment and subsequent changes. The successful bidder will prepare test cases and shall be responsible for securing necessary approval from stakeholders on acceptance of the test cases.
10. The successful bidder would also be responsible to independently test the solution for its working and also assist the bank's core team in the testing of the solution post the installation on the new hardware and migration from the legacy systems.
11. The successful bidder is expected to support the bank in the installation, implementation, launch and rollout of revamped websites.
12. The successful bidder would be expected to manage, maintain and monitor the solution for the period of the contract.
13. The successful bidder is responsible to impart requisite training to the Bank's project and core team. The successful bidder is responsible for conducting trainings (on train-the-trainer model) for the new websites.
14. Penalty will be charged @0.5% of the value of the delayed deliverables for the per week delay in Go-live subject to maximum 10% of the order value.

6. Eligibility Criteria

Sr. No.	Eligibility Criteria	Supporting Documents
A. FINANCIAL		
1.	The Bidder should be registered company in India. Should either be a PSU/PSE/MSME Registered Partnership Firm or a Limited Company under Indian Laws and operating with an office in India for at least last Twelve years.	Certificate of Incorporation / Registration Certificates / Partnership Deed
2	The Bidder should have a minimum turnover of INR 3 Crores in each of the last three financial years (2021-22, 2022-23, 2023-24)	Audited Balance Sheet along with independent auditor's report for the last three financial years (2021-22, 2022-23, 2023-24)
3	The Bidder should have positive profit before tax (PBT) in each of the last three financial years (2021-22,2022-23,2023-24)	Profit and Loss Account Statement along with independent auditor's report for the last three financial years (2021-22, 2022-23, 2023-24)
B. GENERAL		
1	The Bidder should not have been blacklisted/barred/disqualified by any Public Sector Bank / PSU / GOI department as on date of submission of Bid	Self-declaration by competent authority of the bidder
2	The Bidder should be an ISO 9001: 2008 certified company	Copy of the relevant certificates or Assessment certificate from the Auditing agency.
3	The Applicant shall hold a valid ISO 27001:2013 certification.	Copy of relevant certificate from Auditing agency.
4	Should have development and support center in West Bengal, India.	Necessary Documentary proof documents
C. EXPERIENCE AND SERVICE CAPABILITY		
1	The bidder should have prior experience in the Design, Development, Hosting & Maintenance of at least one website of any Cooperative bank (State Cooperative Bank/DCCBs/UCBs).	Purchase order along with credential letter /completion certificate from client mentioning the Scope of work
2	The bidder should have experience of the Design, Development, Hosting & Maintenance of at least one (1) website solution in the last three (3) years for any Cooperative bank (State Cooperative Banks/DCCBs/UCBs) using the proposed Content Management System (CMS). The site should have been live for at least one (1) year prior to the date of issue of the RFP.	Purchase order along with credential letter /completion certificate from client mentioning the Scope of work. Certificate regarding satisfactory implementation and maintenance of CMS based website is required.
3	The bidder should have more than 50 employees on	Self-declaration on the company's letterhead

its payroll.

Notes:

1. Joint and collative bids from any Consortium will not be accepted.
2. In case the Bidder(s) is a 100% subsidiary/entity formed from parent company by way of re-organization/separation of business/ in case of business transfer where Bidder(s) has acquired a Business from an entity ("Seller"), bidder(s) can utilize the experience and credential of the parent company/Seller to the acquired business for the purpose of meeting the eligibility criteria of this RFP, provided sufficient documentary proof of re-organization/ separation/ business transfer is produced.
3. If any of the above eligibility criteria is not fulfilled, the bid will be treated as null and void and shall not be considered.
4. If required supporting documents against each criterion are not attached clearly, WBSCB may ask further submission of documents within a dateline. Non submission of the required document within extended time, the bid shall be rejected and treated as null and void.

7. Evaluation Process

The competitive bids shall be submitted in three stages:

- Stage 1 – Eligibility criteria
- Stage 2 – Technical Bid
- Stage 3 – Commercial Bid

7.1 Objective of Evaluation Process

- a) The objective of the evaluation process is to evaluate the bids to select an effective and right fit solution at a competitive price. The evaluation by WBSCB will be undertaken by an Internal Committee formed by the Bank. The bank may consider recommendations made by External Experts/ Consultants on the evaluation. The decision of the committee shall be final.
1. Each recipient acknowledges and accepts that the Bank may, in its sole and absolute discretion, apply whatever criteria it deems appropriate in the selection of solution, not limited to those selection criteria set out in this RFP document.
2. Through this RFP, WBSCB aims to select a Bidder/ application provider who would undertake the design, development, hosting and maintenance of the corporate website. The Bidder shall be entrusted with end-to-end responsibility for the execution of the project under the scope of this RFP. The Bidder is expected to commit to the delivery of services with performance levels set out in this RFP in Section 4.6: Service Level Agreement (SLA)

7.2 Normalization of Bids

The Bank will go through a process of technical evaluation and normalization of the bids to the extent possible and feasible to ensure that Bidders are on the same technical ground. After the normalization process, if the Bank feels that such normalization has a bearing on the commercial bid; the Bank may at its discretion ask all the technically shortlisted Bidders to resubmit the updated technical and commercial bids for scrutiny. The Bank can

repeat this normalization process at every stage of technical evaluation till the Bank is reasonably satisfied. The Bidders shall agree that they have no reservation or objection to the normalization process and all the technically short-listed Bidders will, by responding to this RFP, agree to participate in the normalization process and extend their co-operation to the Bank during this process. The Bidders, by submitting the response to this RFP, agree to the process and conditions of the normalization process. Any non-compliance to the normalization process may result in disqualification of the concerned Bidder.

Bank may call for any clarifications/ additional particulars required, if any, on the technical/ commercial bids submitted. The Bidder has to submit the clarifications/ additional particulars in writing within the specified date and time. The Bidder's offer may be disqualified, if the clarifications/ additional particulars sought are not submitted within the specified date and time. Bank reserves the right to call for presentation(s), product walkthroughs, on the features of the solution offered etc., from the Bidders based on the technical bids submitted by them. WBSCB also reserves the right to conduct reference site visits at the Bidder's client sites. Based upon the final technical scoring, short listing would be made of the eligible Bidders for final commercial bidding.

7.3 Technical Evaluation Process

Initially only the 'Technical Bids' will be opened and evaluated. All technical bids will be evaluated, and a technical score would be arrived at.

In the second stage, only those Bidders, who have qualified in the technical evaluation, shall be invited for commercial evaluation.

7.3.1 Preliminary Examination of Offers

The Bank will scrutinize the offers to determine their completeness (including signatures from the relevant personnel), errors, omissions in the technical & commercial offers of respective Bidders. The Bank plans to, at its sole discretion, waive any minor non- conformity or any minor deficiency in an offer. The Bank reserves the right for such waivers and the Bank's decision in the matter will be final.

7.3.2 General Eligibility Criteria

WBSCB shall scrutinize the Eligibility bid submitted by the Bidder. A thorough examination of supporting documents to meet each Eligibility Criteria shall be conducted to determine the Eligible Bidders. Bidders not complying with the eligibility criteria are liable to be rejected and shall not be considered for Technical Evaluation.

The Bidder meeting the General Eligibility Criteria as per Section 6 will be considered for technical evaluation. Any credential/supporting detail mentioned in Section 6 and not accompanied by relevant proof documents will not be considered for evaluation. All credential letters should be appropriately bound, labeled and segregated in the respective areas. There is no restriction on the number of credentials a Bidder can provide.

7.3.3 Technical Bid Evaluation Criteria

The Technical Proposals of only those Bidders shall be evaluated who have satisfied the eligibility criteria bid. WBSCB may seek clarifications / additional particulars required if any from the any or each Bidder as a part of

technical evaluation. All clarifications / additional particulars in writing received within the stipulated date and time shall be considered for evaluation. In case a clarification is not received within the stipulated date and time, the respective technical parameter would be treated as non-compliant and the decision to qualify the Bidder shall be accordingly taken by WBSCB.

The proposal submitted by the Bidders shall, therefore, be evaluated on the following criteria:

Parameter	Maximum Score
Functional And Technical Requirements	20
Bidder's Experience and Service Capability	30
Client Testimonial	15
Technical Presentation	35
Total	100

Bidders scoring a minimum score of 70% i.e., an overall score of 100 marks or more will be declared technically qualified.

Detailed Technical Evaluation Parameters:

S. No.	Technical Evaluation	Evaluation Approach						
1	Compliance to Annexure 1 Functional & Technical Requirements	<p>The Bidder is required to submit the compliance to Annexure 1- Functional & Technical requirements. (Max 20 Marks)</p> <p>Note:</p> <ul style="list-style-type: none"> • Deviations and non-conformance to requirements in the RFP shall be led to reduction in scope. • Unreasonable scope limitations which defeat the purpose of this RFP shall lead to reduction in scores or even possibility of disqualification of the Bidder. This will be at the sole discretion of WBSCB. • Bank reserves the right to ask bidder to demonstrate any point during technical presentation. • The total marks of the Functional and Technical Requirements will be scaled down on a scale of 20 marks. 						
2	Bidder's experience and service capability	<p style="text-align: right;">(Maximum 30 Marks)</p> <p>The bidder should have experience in the Design, Development, Hosting & Maintenance of website solutions in the last three (3) years for any of the Cooperative banks (State Cooperative Bank/DCCBs/UCBs) using the proposed Content Management System (CMS). Please find the scoring criteria below:</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th>No. of Website Solution</th> <th>Marks</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>15</td> </tr> <tr> <td>>1 & <=3</td> <td>21</td> </tr> </tbody> </table>	No. of Website Solution	Marks	1	15	>1 & <=3	21
No. of Website Solution	Marks							
1	15							
>1 & <=3	21							

S. No.	Technical Evaluation	Evaluation Approach									
		>3	30								
3	Client Testimonial	<p style="text-align: right;">(Maximum 15 Marks)</p> <p>Feedback received from client about Quality of work done, services provided, timelines followed, smooth implementation, after-support, and on-time delivery. Please find the scoring criteria below:</p> <table border="1" data-bbox="545 537 1300 737" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th data-bbox="545 537 922 617">Feedback Received from No. of Clients</th> <th data-bbox="927 537 1300 617">Marks</th> </tr> </thead> <tbody> <tr> <td data-bbox="545 623 922 657" style="text-align: center;">1</td> <td data-bbox="927 623 1300 657" style="text-align: center;">9</td> </tr> <tr> <td data-bbox="545 663 922 697" style="text-align: center;">>1 & <=3</td> <td data-bbox="927 663 1300 697" style="text-align: center;">12</td> </tr> <tr> <td data-bbox="545 703 922 737" style="text-align: center;">>3</td> <td data-bbox="927 703 1300 737" style="text-align: center;">15</td> </tr> </tbody> </table> <p>Note: Bidder will have to provide a few existing client details along with the contact person's name, email ID, and contact no. etc. WBSCB will collect the feedback from the existing clients.</p>		Feedback Received from No. of Clients	Marks	1	9	>1 & <=3	12	>3	15
Feedback Received from No. of Clients	Marks										
1	9										
>1 & <=3	12										
>3	15										
4	Technical Presentation & Product Demonstration	<p>All the eligible bidders will be required to make presentations to supplement their bids, showcase the overall solution proposed. The bank will schedule presentations and the time and location will be communicated to the bidders. Failure of a Bidder to complete a scheduled presentation to the bank may result in rejection of the proposal.</p> <p>Bidder is also expected to demonstrate the solution's capability and applicability to the bank as per the RFP requirements.</p> <p>The same criteria (as evaluation for functional specifications) will be applied to product demonstration also. In case where the requirements in Annexure 1: Functional Specifications is responded as 'F' and is not demonstrated by the Bidder (on Bank's request), then the corresponding responses would be changed to 'N' in the Annexure. Bank, at its sole discretion, may also penalize the Bidder on the total score if such cases are observed. The bank at its discretion may reject a solution if the solution fails to meet critical functional requirements.</p> <p>In respect to Annexure 1: Functional and Technical Specification any non-compliance to the feature or functionality which cannot be demonstrated as part of technical presentation and demonstration would lead to an obvious disqualification.</p> <p>Maximum Marks 35</p> <ul style="list-style-type: none"> • Bidder experience and methodology - 10 marks • Website Features and UI/UX – 9 marks • Content management – 8 marks • SEO & Analytics - 8 marks 									

7.4 Commercial Bid Evaluation

It may be noted that commercial bids will be subjected to following evaluation process. Only those bidders meeting the eligibility criteria will be considered for further stages of evaluation. Only those bidders scoring 70% (70 marks out of 100) or above in the technical evaluation will be short-listed for commercial evaluation. In case, none of the bidders score 70 marks or more in technical evaluation, then WBSCB, at its discretion can consider top 3 bidders subject to marks obtained by them for evaluation of their Commercial bids.

The envelope containing the Commercial offers of only those bidders, who are short-listed after technical evaluation, would be opened. The format for quoting commercial bid is set out in Annexure 14- "Commercial Bill of Material". The commercial offer should consist of comprehensive Cost for required solution. Bidder must provide detailed cost breakdown, for each and every category mentioned in the commercial bid. The Bank will determine whether the Commercial Bids are complete, unqualified, and unconditional. The technically qualified Bidders will be required to participate in the commercial bid opening. Omissions, if any, in costing any item shall not entitle the Bidder to be compensated and the liability to fulfil its obligations as per the Scope of the RFP within the total quoted price shall be that of the Bidder.

Commercial Bid Evaluation Considerations

Commercial bid valuation shall be considered as below in case of any kind of discrepancy:

1. If there is a discrepancy between words and figures, the amount in words shall prevail
2. If there is a discrepancy between percentage and amount, the amount calculated as per the stipulated percentage basis shall prevail
3. Where there is a discrepancy between the unit rate and the line-item total resulting from multiplying the unit rate by the quantity, the unit rate will govern unless, in the opinion of bank, there is an obvious error such as a misplacement of a decimal point, in which case the line-item total will prevail
4. Where there is a discrepancy between the amount mentioned in the bid and the line-item total present in the schedule of prices, the amount obtained on totalling the line items in the Bill of Materials will prevail
5. The amount stated in the correction form, adjusted in accordance with the above procedure, shall be considered as binding, unless it causes the overall price to rise, in which case the bid price shall prevail
6. If there is a discrepancy in the total, the correct total shall be arrived at by WBSCB
7. In case the Bidder does not accept the correction of the errors as stated above, the bid shall be rejected.
8. At the sole discretion and determination of WBSCB, may add any other relevant criteria to facilitate for evaluating the proposals received in response to this RFP.
9. During the process of technical/commercial evaluation, if WBSCB decides to withdraw any collateral item offered in the proposal, the commercial value of that item will be reduced from the commercial offer of all the Bidders and TCO will be recalculated accordingly.
10. WBSCB may drop any component of the proposed solution prior to finalization of order or delay its procurement at WBSCB at its sole discretion.

11. WBSCB may, at its sole discretion, decide to seek more information from the respondents to normalize the bids. However, respondents will be notified separately, if such normalization exercise as part of the technical evaluation is resorted to.
12. All liability related to non-compliance of this minimum wages requirement and any other law will be responsibility of the Bidder.
13. WBSCB shall not incur any liability to the affected Bidder on account of such rejection.
14. The commercials will be calculated till two decimal points only. If the third decimal point is greater than .005 the same shall be scaled up else, it shall be scaled down to arrive at two decimal points. Bank will make similar treatment for 4th or subsequent decimal point to finally arrive at two decimal points only.

7.5 Evaluation Mechanism

Final Evaluation – Weighted Techno-Commercial Evaluation

Quality cum Cost Based System (QCBS) of evaluation 70:30 (70 points for technical bid and 30 points for commercial bid)

The technical evaluation carries weightage of 70% & financial evaluation carries weightage of 30%.

Stage-I: Technical evaluation of Proposals: (Maximum Marks = 100), Weightage=70%

Each Technical bid will be assigned a technical score out of a maximum of 100 marks. Only the bidders who get a technical score of 70 percent or more overall will qualify for commercial evaluation stage subject to availability of four qualified bidders. In case, none of the bidders score 70 marks or more in technical evaluation, then WBSCB at its discretion can consider top 3 bidders subject to marks obtained by them for evaluation under QCBS Mechanism.

The score(s) will be calculated for all technically qualified Bidders using the formula: -

The L-1 bidder shall be decided based on the Techno-Commercial evaluation as mentioned in the RFP document.

The bidder should quote costs for all the lines items as per commercial bid. The cost quoted also includes the cost of deliverables for all the phases of the Project.

If any bidder fails to quote against any of the services sought by WBSCB, it will be presumed by the bank that the cost of such items is included in the overall cost and will not accept any plea or excuse from the bidders later and such services have to be provided to the WBSCB without any extra cost along with all other services.

$$S = \left(0.3 \times \frac{C_{\text{minimum}}}{C_{\text{quoted}}} \right) + \left(0.7 \times \frac{T_{\text{obtained}}}{T_{\text{highest}}} \right)$$

(Minimum Commercial Quote/Quoted Price) x30% + (Technical Score/Highest Technical Score) x 70%

(Technical will carry 70% weightage and Commercial will carry weightage of 30%)

Highest scores so obtained using the above method shall be declared L-1.

In case of tie-up in Techno-Commercial evaluation score, the Bidder scoring highest technical score will be declared L-1 Bidder.

Bidder who is declared L1 may be called for negotiation before awarding the contract. It may be noted that Bank will not entertain any price negotiations with any other Bidder.

The Bank reserves the right to float the RFP again. The Bank shall not incur any liability to the Bidder(s) on account of reissue of RFP. Bank shall not be obliged to inform the Bidder(s) of the grounds for the Bank's rejection. The Bank reserves the right to modify any items of the scope of the RFP. The RFP may be reissued on account of following:

- a) If none of the Bidders qualify in the technical bid evaluation.
- b) If only one Bidder qualifies in the technical bid evaluation.
- c) If selected Bidder fails to execute the Contract Agreement within the time limit stipulated. Any decision in this regard by WBSCB shall be final, conclusive, and binding on the Bidders.

WBSCB may call upon the ultimate short-listed Bidder to make a detailed presentation to the Board of Directors of the Bank.

The L-1 bidder shall be decided based on the Techno-Commercial evaluation as mentioned in the RFP document.

The Bidder should quote costs for all the lines items as per commercial bid. The cost quoted also includes the cost of deliverables for all the phases of the Project.

If any bidder fails to quote against any of the services sought by WBSCB, it will be presumed by WBSCB that the cost of such items is included in the overall cost and will not accept any plea or excuse from the bidders later and such services must be provided to WBSCB without any extra cost along with all other services.

8. Instruction to the Bidder

8.1 Bid System

This RFP is a Two Bid system. The Bid shall consist of two parts namely Technical Bid and Commercial Bid in electronic form. The Technical Bid should be submitted as per details provided in the RFP document marked as **"Technical Bid"** and the Commercial bid shall be kept in a separate file marked as **"Commercial Bid"**.

8.2 Cost of Bidding

The Bidder shall bear all costs associated with the preparation and submission of its bid and WBSCB will in no case be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

The Bidder is expected to examine all instructions, annexures, scope of the consultancy services, terms, and conditions, etc. in the bidding documents. Failure to furnish all information required by the RFP or submission of a bid not substantially responsive to the RFP in any aspect will be at the Bidder's risk and may result in the rejection of its bid.

8.3 Clarification of RFP

A prospective bidder requiring any clarification of the RFP may notify the Bank in writing, by e - mail at the Bank's mailing address indicated in the Request for Proposal (RFP). The Bank will respond in writing to any request for clarification of the RFP.

8.4 Submission of Technical Bid

The Bidders shall submit the Technical Bid in Soft Copy (in the portal mentioned in Section 3.1). If above bid is not found properly marked, the bid is liable for rejection. The technical bid shall be marked as **“Technical Bid for Selection of Vendor for Design, Development, Hosting and Maintenance of Corporate Website for The West Bengal State Co-operative Bank Ltd.”**

3. Bidder shall not allow/permit changes in the technical specifications once it is submitted.
4. The offer may not be evaluated in case of non-adherence to the format or partial submission of technical details as per the format given in the RFP.
5. Non-submission or partial submission of the information along with the offer may result in disqualification of the bid of the concerned bidder.
6. The Technical Bid must not contain any price information.
7. The bidder will submit the soft copy of the RFP duly stamped and signed on each page by the authorized official of the bidder's company.
8. The bidder should submit the required documents with the proper index and page number on each page.
9. The original and all copies of the bid shall be typed or written in indelible ink and shall be signed by the Bidder or a person or persons duly authorized to bind the Bidder to the Contract. All pages of the Bid except for un-amended printed literature shall be numbered serially and initialed and stamped by the person or persons signing the bid.
10. The bid shall contain no interlineations, erasures or overwriting except as necessary to correct errors made by the bidder, in which case such corrections shall be initialed by the person or persons signing the bid.
11. Soft copy of complete technical bid shall also be submitted in the portal <https://www.tenderwizard.com/eproc>
12. The Bid and any letter shall be addressed to WBSCB at the address given below:

**The Managing Director,
THE WEST BENGAL STATE CO-OPERATIVE BANK LTD.,
24A, Waterloo Street, Kolkata – 700069, West Bengal**

13. The Technical Bid shall comprise of:

Sr.No.	Particulars
Documents to be Submitted for Technical Proposal	
1.	Annexure 8: BID FORM
2.	Annexure 9: LETTER OF CONFIRMATION
3.	Annexure 3: BIDDER DETAILS
4.	Annexure 13: CONFIRMATION TO ELIGIBILITY CRITERIA WITH PROPER DOCUMENTS
5.	TECHNICAL PROPOSAL OF BIDDER APPROACH & METHODOLOGY (INCLUDING TECHNICAL SOLUTION WRITEUP ALONG WITH PRODUCT CAPABILITIES AND PRODUCT ARCHITECTURE)
6.	PROJECT TIMELINE
7.	Annexure 1: FUNCTIONAL AND TECHNICAL SPECIFICATIONS
8.	Annexure 10: DEVIATIONS REQUESTED
9.	EVIDENCE COST OF RFP DOCUMENT DETAILS PAID
10.	Annexure 12: BID SECURITY FORM
11.	Annexure 4: NON-DISCLOSURE AGREEMENT
12.	Annexure 11: AUTHORIZATION LETTER
Documents to be submitted with Commercial Proposal	
1	Annexure 7: COMMERCIAL BID COVER LETTER
2	Annexure 14: MASKED COMMERCIAL BILL OF MATERIAL
Documents to be submitted with Pre-Bid Query	
1	Annexure 11: AUTHORIZATION LETTER
2	Annexure 2: FORMAT FOR PRE-BID QUERY
Documents to be submitted By Final Selected Bidder	
1	ALL HARD COPIES OF THE TECHNICAL AND COMMERCIAL PROPOSAL
2	Annexure: 6 LETTER OF CONFORMITY WITH HARDCOPY
3	Annexure 5: FORMAT FOR PERFORMANCE BANK GUARANTEE

8.5 Submission of Commercial Bid

The Bidders shall submit soft copy of the Commercial Bid in the portal mentioned in Section 3.1. If above bid is not found to be properly marked, then the bid is liable for rejection. The file containing commercial bid shall be marked as: **“Commercial Bid for Selection of Vendor for Design, Development, Hosting and Maintenance of Corporate Website for The West Bengal State Co-operative Bank.”**

14. Letter format for the Bidder’s declaration is given in Annexure 6: “Letter of Conformity”
15. Please note that if the file is found to contain both technical & commercial offer, then that offer will be rejected outright.
16. Bidder are requested to submit the man days cost for customization effort as per Commercial Bill of Material which will be considered for overall TCO calculation. However, the same cost will be applicable as and when required basis during the project tenure.
17. Soft copy of the complete Commercial bid should be submitted in the portal <https://www.tenderwizard.com/eproc>.

8.6 All pages of the Bid to be signed

The bidder, through its official so authorized to sign the Bid, shall sign on all the pages of the Bid, except those which are printed material in annual reports etc.

8.7 Late Bid

Any bid received after the deadline for submission of bids prescribed by the WBSCB, in Request for Proposal, will be rejected and returned unopened to the Bidder.

8.8 Deadline for Submission of Bid

Bids must be received by WBSCB at the address specified under Section 8.4 point no 9 and not later than the time and date specified in the RFP or its subsequent addendums. In the event of the specified date for the submission of bids being declared a holiday for WBSCB, the bids will be received up to the appointed time on the next working day.

WBSCB may, at its discretion, extend the deadline for submission of bids by amending the RFP in accordance with Section 8.9, in which case all rights and obligations of WBSCB and bidders previously subject to the deadline will thereafter be subject to the deadline as extended.

8.9 Amendment in RFP

At any time prior to the deadline for submission of bids, WBSCB, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, may modify the RFP by amendment.

All prospective bidders who have purchased the RFP will be notified of the amendment in writing or by fax or e-mail or through an addendum published on the bank's website and will be binding on them.

To afford prospective Bidders reasonable time in which to take the amendment into account in preparing their bid, WBSCB, at its discretion, may extend the deadline for the submission of bid if the need be.

8.10 Pre-Bid Meeting

There will be no Prebid meeting conducted for this RFP. Bidders are requested to submit their queries as per "Annexure 2: Format For Prebid Query" and send them through the RFP communication email ID mentioned in Section 3.1: Tender Highlights. All questions received within the last date of receiving Pre-bid queries mentioned in the RFP will be formally responded to and any questions/points of clarification and the responses will be circulated to all participating bidders by uploading it to the website (<https://www.tenderwizard.com/eproc>).

8.11 Bid Opening

1. WBSCB will open only the Technical Bids as per the schedule mentioned in RFP. The Commercial bids for technically qualified bidders only will be opened on a later date subsequent to the technical evaluation. WBSCB will notify the place, date and time of opening of the Commercial bids to the technically qualified bidders.
2. Attendance of all the authorized representatives of the bidders who are present at Bid Opening will be taken in a register against name, name of the company and with full signature.
3. Each Bid will be numbered serially, signed, and dated by the three Officers of WBSCB concerned authorities except printed literature, brochure and reports.
4. Alterations in the bids, if any, made by the bidder / companies would be signed legibly to make it perfectly clear that such alterations were present on the bids at the time of opening. It would be ensured that alterations are signed by the bidder/company's executive who has signed the bid or by the bidder/company's representative authorized by the executive who has signed the bid.
5. Wherever any erasing or cutting is observed, the substitute words would be encircled and initialed by the bank officer singly and the fact that such erasing/cutting of the original entry was present on the bid at the time of opening shall be recorded.

6. An “on the spot statement” giving details of the bids opened and other particulars as read out during the opening of the bids will be prepared.
7. Bids and modifications if any that are not opened and read out at Bid opening shall not be considered further for evaluation, irrespective of the circumstances. Such Bids will be returned unopened to the Bidders.

8.12 Preliminary Examination

1. WBSCB will examine the bids to determine whether they are complete, whether any computational errors have been made, whether required sureties have been furnished, whether the documents have been properly signed and whether the bids are generally in order.
2. Arithmetical errors if any will be rectified on the following basis:
 - a. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected.
 - b. If there is a discrepancy between words and figures, the amount in words will prevail.
3. WBSCB at its discretion, may waive any minor informality, nonconformity, or irregularity in a Bid, which does not prejudice or affect the relative ranking of any Bidder. This shall be binding on all bidders and WBSCB reserves the rights for such waivers.
4. Prior to the detailed evaluation, WBSCB will determine the substantial responsiveness of each bid to the RFP. For purposes of these clauses, a substantially responsive bid is one, which conforms to all the terms & conditions of the RFP without material deviations. Deviations from or objections or reservations to critical provisions such as those concerning Bid Security, Performance Security, Force Majeure, Applicable Laws and Taxes & Duties will be deemed to be material deviation. WBSCB and its determination of a Bid’s responsiveness is to be based on the contents of the Bid itself without recourse to extrinsic evidence.
5. If a bid is not substantially responsive, it will be rejected by the WBSCB and may not subsequently be made responsive by the bidder by correction of the non-conformity.

8.13 Bid Validity

Bid shall remain valid for 180 days from the date of opening of Technical Bid.

8.14 Replacement & Withdrawal of Bid

The Bidder may replace or withdraw its bid after the bid’s submission, provided that written notice of the substitution or withdrawal of the bids is received by the WBSCB prior to the deadline prescribed for submission of bids.

The Bidder's substitution or withdrawal notice shall be prepared, sealed, marked and dispatched in accordance with the provisions of Section 8.4 (Submission of Technical Bid). A withdrawal notice may also be sent by fax/e-mail but followed by a signed confirmation copy, postmarked no later than the deadline for submission of bids.

No bid can be modified after the deadline for submission of Bids.

No bid may be withdrawn in the interval between the deadline for submission of bids and the expiration of the period of Bid validity specified by the Bidder on the Bid Form.

8.15 Non-Transferable Tender

This tender document is not transferable. Only the bidder who has submitted the necessary RFP price will be eligible for participation in the evaluation process.

All the terms and conditions mentioned in the RFP will be binding on all the bidders and will also form a part of the contract, to be signed with the successful bidder on the outcome of this tender process.

8.16 Erasures or Alterations

The offers containing unauthenticated erasures or alterations will not be considered. Therefore, there should be no unauthenticated handwritten material, corrections, or alterations in the offer. If such unauthenticated erasures or alterations are present these should be initialled by the person or persons authorized for signing the bid. Any deviation may lead to the rejection of the bid.

8.17 Non-Payment of Professional Fees

If any of the items/activities as mentioned in the price bid and as mentioned in Annexure 14 - "Commercial Bill of Material" are not taken up by WBSCB during this assignment, WBSCB will not pay the professional fees quoted by the Bidder in the Price Bid against such activity/item.

8.18 Assignment

Neither the contract nor any rights granted under the contract may be sold, leased, assigned, or otherwise transferred, in whole or in part, by the Bidder, and any such attempted sale, lease, assignment or otherwise transfer shall be void and of no effect without the advance written consent of WBSCB.

8.19 Limitation of Liability

The aggregate liability of the Bidder in connection with this Agreement, the services provided by the bidder for the specific scope of work document, regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise) and including all liability shall be the actual limited to the extent of the total contract value.

8.20 Indemnity

The Bidder shall, at its own cost and expenses, defend and indemnify WBSCB against all third-party claims including those of the infringement of intellectual property rights, including patent, trademark, copyright, trade secret or industrial design rights, arising from the performance of the contract.

The Bidder shall expeditiously meet any such claims and shall have full rights to defend itself therefrom. If WBSCB are required to pay compensation to a third party resulting from such infringement etc., the Bidder will bear all expenses including legal fees.

WBSCB will give notice to the Bidder of any such claim and shall provide reasonable assistance to the Bidder in disposing of the claim.

The Bidder shall also be liable to indemnify WBSCB, at its own cost and expenses, against all losses/damages, which WBSCB may suffer on account of violation by the Bidder of any or all applicable national/ international trade laws. This liability shall not ensue if such losses/damages are caused due to gross negligence or wilful misconduct by WBSCB or its employees.

8.21 Intellectual Property Rights

The Bidder claims and represents that it has obtained appropriate rights to provide the Deliverables and Services upon the terms and conditions contained in this RFP.

The Bidder shall be responsible at its own cost for obtaining all necessary authorizations and consents from third party licensors of Software used by the Bidder in performing its obligations under this Project.

If a third party's claim endangers or disrupts WBSCB's use of the deliverables, the Bidder shall at no further expense, charge, fee or cost to WBSCB, obtain a license so that WBSCB may continue use of the Deliverables in accordance with the terms of this RFP.

The Bidder shall indemnify and keep fully and effectively indemnified WBSCB from all legal actions, claims, or damages from third parties arising out of use of software, designs or processes used by the Bidder or in respect of any other services rendered under this RFP.

8.22 Patent Rights

The Bidder shall indemnify WBSCB against all third-party claims of infringement of patent, trademark or industrial design rights arising from use of the Goods, Software package or any part thereof in India and abroad.

In the event of any claim asserted by the third party of infringement of copyright, patent, trademark, or industrial design rights arising from the use of the Goods or any part thereof in India, the Bidder shall act expeditiously to extinguish such claims. If the Bidder fails to comply and WBSCB is required to pay compensation to a third party resulting from such infringement, the Bidder shall be responsible for the

compensation including all expenses, court costs and lawyer fees. WBSCB will give notice to the Bidder of such claims, if it is made, without delay.

WBSCB will give notice to the Bidder of any such claim without delay, provide reasonable assistance to the Bidder in disposing of the claim, and shall at no time admit to any liability for or express any intent to settle the claim.

8.23 Performance Bank Guarantee

The Bidder should furnish a Performance Bank Guarantee valid for the entire project tenure which is Five (5) years with additional claim period of 180 days, to the extent of 10% of the value of the entire contract. The entire PBG shall be submitted to WBSCB. If the Performance Bank guarantee is not submitted, then WBSCB reserves the right to cancel the contract.

1. The PBG shall be denominated in Indian Rupees and shall be issued by a Scheduled Commercial Bank only as per given format (Annexure 5- "Format for Performance Bank Guarantee"). All charges whatsoever such as premium; commission etc. with respect to the PBG shall be borne by the bidder.
2. Each page of the PBG must bear the signature and seal of the BG issuing Bank and PBG number.
3. In the event of the Bidder being unable to provide services as per the RFP for whatever reason, then WBSCB may invoke the PBG.
4. In the event of delays by the Bidder in the implementation of project beyond the schedules given in the SOW, then WBSCB may invoke the PBG.
5. Notwithstanding and without prejudice to any rights whatsoever of WBSCB under the contract in the matter, the proceeds of the PBG shall be payable to the WBSCB as compensation by the Bidder for its failure to complete its obligations under the contract. The banks shall notify the bidder in writing of the exercise of its right to receive such compensation within 23 days, indicating the contractual obligation(s) for which the bidder in default.
6. WBSCB shall also be entitled to make recoveries from the bidder's bills, Performance Bank Guarantee, or any other amount due to him, the equivalent value of any payment made to him by the Licensee due to inadvertence, error, collusion, misconstruction, or misstatement.
7. The PBG may be discharged / returned by WBSCB after contract end and claim period from the date of issuing the PBG upon being satisfied that there has been due performance of the obligations of the Bidder under the contract. However, no interest shall be payable on the PBG.

8.24 Substitution of Project Team Members

During the assignment, the substitution of key staff identified for the assignment will not be allowed unless such substitution becomes unavoidable to overcome the undue delay or that such changes are critical to meet the obligation. In such circumstances, the bidder can do so only with the prior written concurrence of

WBSCB and by providing the replacement staff of the same level of qualifications and competence. If WBSCB is not satisfied with the substitution, the WBSCB reserves the right to insist the Bidder to replace the resource. Further, WBSCB reserves the unconditional right to insist the bidder to replace any team member with another (with the qualifications and competence as required by the Bank) during the course of assignment pursuant to this RFP. Banks may allow any such substitution of key staff only with its written consent with similar experience and expertise.

The bidder is required to carry out due background verification for the all the resources deployed on the Project. WBSCB may at its discretion interview the resources.

8.25 Professionalism

The bidder should provide professional, objective, and impartial advice at all times and hold WBSCB interest paramount and should observe the highest standard of ethics, values, and code of conduct, honesty and integrity while executing the assignment.

8.26 Single Point of Contact

The bidder has to provide details of single point of contact along with the service wise escalation matrix viz. name, designation, address, e-mail address, telephone/mobile no., fax no. etc.

8.27 Expenses

It may be noted that WBSCB will not pay any additional amount/expenses / charges / fees / traveling expenses / boarding expenses / lodging expenses / conveyance expenses / out of pocket expenses etc. other than the amount mentioned in the award of the contract.

8.28 Adherence to Terms and Conditions

The Bidder who wishes to submit responses to this RFP should note that they should abide (in true intent and spirit) by all the terms and conditions contained in the RFP. If the responses contain any extraneous conditions put in by the respondents, such responses may be disqualified and may not be considered for the selection process.

8.29 Execution of Agreements/NDA

The selected bidder shall execute Non-Disclosure Agreement (NDA) on the draft suggested by the WBSCB. As the selected Bidder will have access to the data/information of the WBSCB while implementing the project as per defined scope under RFP, the banks will require the Bidder to sign a non- disclosure agreement along with the contract in the NDA format (Annexure 4-NON-DISCLOSURE AGREEMENT) provided by the Bank, undertaking not to disclose or part with any information relating to the WBSCB and its data to any person or persons, as may come into possession of the Bidder during course of the implementation and security integration. All expenses and costs for execution of the Contract/Agreement

and NDA shall be borne by the bidder. Notwithstanding anything contained in clause 8.3. The conditions stipulated in the NDA floated from the RFP shall be strictly adhered to and any breach/violation thereof will entail termination of the Contract without prejudice to the other rights of the WBSCB including forfeit of security deposit/recovery of liquidated damages as specified in this RFP or NDA.

8.30 No Employer – Employee Relationship

The Bidder or any of its holding/subsidiary/joint-venture/ affiliate / group / client companies or any of their employees / officers / staff / personnel / representatives/agents shall not, under any circumstances, be deemed to have any employer-employee relationship with the Bank or any of its employees/officers/ staff/representatives/ personnel/agents.

8.31 Sub-Contracting

Bidder shall not subcontract or permit anyone other than its personnel or related firms / entities to perform any of the work, service or other performance required of the Bidder under the contract without the prior written consent of the WBSCB.

8.32 Bidder's Liability

Bidders' aggregate liability shall be limited to the total contract value during the Contract Period. WBSCB shall not be held liable for and is absolved of any responsibility or claim/litigation arising out of the use of any third-party software or modules supplied by the Bidder as part of this agreement or infringement of any patent, trademarks, copyrights, intellectual property rights etc. or such other statutory infringements or any other law in respect of the services provided by the Bidder. In such case the entire liability will be borne by the bidder.

In no event shall a Party be liable for any indirect, incidental or consequential damages or liability, under or in connection with or arising out of this Agreement or the software delivered.

All terms and conditions, payments schedules, time frame for implementation, expected service levels as per this Agreement will remain unchanged unless explicitly communicated by WBSCB in writing to the bidder. WBSCB shall not be responsible for any judgments made by the Bidder with respect to any aspect of the assignment. The Bidder shall at no point be entitled to excuse themselves from any claims by WBSCB whatsoever for their deviations in confirming to the terms and conditions, payments schedules, expected service levels, time frame for implementation etc. as mentioned in this Agreement.

The Bidder undertakes to provide appropriate human as well as other resources required, to execute the various tasks assigned as part of the project, from time to time.

8.33 Contract Period

The contract period will be valid for 5 years and will commence from the date of Go-Live and acceptance provided by banks. The contract may be extendable for another 2 years renewal based on satisfactory service of bidder on mutually agreed terms & conditions but not as matter of right. However, the cost of the renewal shall not be more than 10% of the 5th year's pay-out. Subsequent renewals will be based on Bidder's viability in the market, satisfactory support services from Bidder, however in any renewals, the cost of support services, customization rates shall not be more than 10% from its previous renewals.

8.34 Force Majeure

The Bidder shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, if any to the extent that it's delays in performance or other failure to perform its obligations under the contract is the result of an event of Force Majeure.

For purposes of this Clause, "Force Majeure" means an event beyond the control of the Bidder and not involving bidder's fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of WBSCB in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions.

If a Force Majeure situation arises, the Bidder shall promptly notify WBSCB in writing of such condition and the cause thereof within fifteen calendar days. Unless otherwise directed by WBSCB in writing, the Bidder shall continue to perform its obligations under the Contract as far as is reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

8.35 Cancellation of Contract

WBSCB reserves its right to cancel the entire / unexecuted part of the Purchase Order (after providing a cure period of 30 days and thereafter providing a 30 days' notice period) by assigning appropriate reasons in the event of one or more of the following conditions:

- Delay in delivery beyond the specified period for delivery.
- Delay in installation, customization, and implementation beyond the specified period.
- Serious discrepancy noticed during the reference checks.
- Repetitive software/ hardware failures/ poor service after GO LIVE
- Delay in extraction and conversion of legacy data and uploading converted data beyond the stipulated period.
- Major breach of trust is noticed during any stage of the project
- Any other appropriate reason in view of WBSCB
- Breach of confidential information of WBSCB by the bidder.

In addition to the cancellation of purchase order, WBSCB reserves the right to foreclose the Bank Guarantee given by the Bidder against the advance payment to appropriate the damages.

In the event of termination for whatsoever reason, the Bidder shall be paid up to the stage of services rendered as per the payment terms defined in the RFP till the point of termination after deducting SLA penalty/Liquidated damages, if any.

8.36 Bidder's Integrity

The Bidder is responsible for and obliged to conduct all contracted activities in accordance with the contract using state of the art methods and economic principles and exercising all means available to achieve the performance specified in the contract.

8.37 Bidder's Obligation

The Bidder is obliged to work closely with WBSCB's staff, act within its own authority and abide by directives issued by WBSCB and implementation activities.

The Bidder is responsible for managing the activities of its personnel or its representatives and will hold itself responsible for any misdemeanours. The Bidder is under obligation to provide all the services as per the contract.

The Bidder will treat all data and information about WBSCB as confidential, obtained in the execution of their responsibilities, in strict confidence and will not reveal such information to any other party without the prior written approval of WBSCB.

8.38 Information Ownership

All information processed, stored, or transmitted by the Bidder system belongs to WBSCB by having the responsibility to maintain the system, the Bidder does not acquire implicit access rights to the information or rights to distribute the information. The Bidder should understand that civil, criminal, or administrative penalties may be imposed for failure to protect information appropriately.

8.39 Use of Contract Document and Information

The Bidder shall not, without WBSCB's prior written consent, disclose the contract or any provision thereof or any specification, plan, drawing, pattern, or information furnished by or on behalf of WBSCB in connection therewith, to any person other than a person employed by the Bidder in the performance of the Contract. Disclosure to any such employed person shall be made in confidence & shall extend only as far as may be necessary for purposes of such performance.

The Bidder shall not, without WBSCB's prior written consent, make use of any document or information except for purposes of performing the Contract.

Any document, other than the Contract itself, shall remain the property of WBSCB and shall be returned (in all copies) to WBSCB individually on completion of bidder's performance under the Contract if so, required by WBSCB. In failure of any such terms, the WBSCB shall be at liberty to take appropriate legal action if so desired.

8.40 Termination for Convenience

WBSCB by written notice sent to bidder, may terminate the Contract with a notice of 3 months, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for WBSCB's convenience, the extent to which performance of work under the Contract is terminated and the date upon which such termination becomes effective.

8.41 Effect of Termination

The Bidder agrees that it shall not be relieved of its obligations under the reverse transition mechanism notwithstanding the termination of the assignment.

Reverse Transition mechanism would typically include service and tasks that are required to be performed /rendered by the Bidder to WBSCB or its designee to ensure smooth handover (including data) and transitioning of WBSCB's deliverables, data, credentials, maintenance, removal of WBSCB's all data from the system/ cloud and facility management.

Same terms (including payment terms) which were applicable during the term of the contract should be applicable for reverse transition services. The reverse transition phase shall be completed within 3 months.

The Bidder agrees that after completion of the Term or upon earlier termination of the assignment the Bidder shall, if required by WBSCB, continue to provide maintenance services to WBSCB at no less favourable terms than those contained in this RFP. In case WBSCB wants to continue with bidder's services after the completion of this contract then the Bidder shall offer the same or better terms to WBSCB. Unless mutually agreed, the rates shall remain firm.

The Bidder agrees that WBSCB at any point of time during tenure of contract may return/discontinue any of the Deliverables/services in whole or part thereof offered under this RFP. WBSCB shall not be liable to make any payment in respect of the Deliverables/services returned in whole or part thereof.

8.42 Renewal of Contract

In case WBSCB wants to continue with the bidder's services after the completion of this contract, the Bidder shall offer the same services or enhanced services to WBSCB. Unless mutually agreed in writing the same rates shall apply and to that effect fresh/ limited agreement may be executed to the extent of its continuity.

8.43 Exit Management

The contract with the Bidder may be terminated by either party at any time by giving notice of not less than three (3) months in writing. WBSCB may terminate the Contract with a notice of 3 months, in whole or in part, at any time for its convenience.

The Bidder will be liable to provide the requisite data to the incoming Bidder and Bank when requested in the stipulated format in case of termination of the contract or completion of contract tenure at no extra cost to the WBSCB.

Upon termination of the existing contract all documents, writings, data, contents, Confidential Information and/or any other information provided by the WBSCB to the Bidder shall be duly returned by the Bidder to WBSCB within 30 days from the date of termination. If instructed by WBSCB, a written confirmation that the same has been destroyed shall be sent by the Bidder to WBSCB and the same shall be required to be acknowledged by the WBSCB.

The reverse transition mechanism would typically include services and tasks that are required to be performed/rendered by the Bidder to the WBSCB or its designee to ensure a smooth handover and transitioning of the Bank's deliverables, maintenance, and facility management.

In case the WBSCB wants to continue with the bidder's services after the completion of this contract then the Bidder shall offer the same or better terms to the Bank. Unless mutually agreed, the rates shall remain firm.

The Bidder agrees that WBSCB at any point of time during the tenure of the contract may return/discontinue any of the Deliverables/services in whole or part thereof offered under this agreement. WBSCB shall not be liable to make any payment in respect of the Deliverables/services returned in whole or part thereof.

In addition to the reverse transition mechanism, the purpose of this section is to provide details of the bidder's assistance during the termination or expiration of the contract and exit plan strategy for WBSCB. The Bidder shall also have to develop a detailed exit plan 3 (Three) months prior to the completion of the tenure of the contract. The exit plan should have detailed product-wise support services by the Bidder during the transition period. WBSCB shall have the right to review the exit plan submitted by The Bidder and would suggest changes to be made in the exit plan, if any. After that, the exit plan shall be reviewed as and when required by the WBSCB.

The Bidder must provide knowledge transfer to the new software provider free of cost and also provide the database table structure, valid all financial and non-financial data to the WBSCB without any additional cost. The Bidder must provide support during the migration and reverse transition process till any new bidder take over the live website operation.

8.43.1 Handover & Transition of Services

The following shall be covered as a part of the handover & transition of services at the end of contract period or in the event of termination:

1. The Bidder shall provide support for necessary handholding, transition, sharing of information and relevant documents and other related support to the complete satisfaction of the WBSCB on mutually agreed

terms. In case, if WBSCB observes the lack of willingness to manage transit/ sharing of information or lack of support from the Bidder on mutually agreed terms, the Bank may impose penalties and make appropriate deductions from its billing or any other payables to the Bidder as may be agreed upon between Parties.

2. The Bidder shall provide the termination/expiration assistance, regardless of the reason for termination or expiration. Six (6) months prior to the expiration of the term, or upon bidder's receipt of notice of termination of this contract for any reason, or six (6) months prior to the cessation of any service, and at WBSCB's request, the Bidder shall provide to WBSCB's staff transition services necessary for banks to affect an orderly transition to a third party designated by the banks.
3. The Bidder shall provide the necessary transition for the period of 6 months. However, this period of transition could vary depending on the need of WBSCB and the same shall be communicated to the bidder.
4. During transition phase, the Bidder shall not change or remove their key resources deployed at WBSCB to enable the successful transition. In case, such instances occur, WBSCB shall have right to penalize the bidder appropriately.
5. During transition phase, the Bidder shall deploy a dedicated transition resources to enable the successful transition.
6. During the exit management process, it shall be the responsibility of the bidder to handover all data stored in such a format that may be migrated to the new system (as per reverse transition mechanism mentioned above) to ensure seamless Website operational services for WBSCB.
7. The ownership of the assets except for those which are taken as a service, at any point of time during the term of the contract or expiry of the contract, shall remain with WBSCB. In addition, any information/data gathered or generated by the bidder during the term of the contract shall be the property of WBSCB and the same shall be handed over to the banks in native format at the end or termination of the contract.
8. During the contract period, the bidder shall ensure that all the documentation including diagrams, policies, procedures, asset registers, configuration documents, procurement documentation and all other documents in relation to the works as per the agreed terms are kept up to date and all such documents shall be handed over to WBSCB during the exit management process.
9. In case WBSCB decides to withdraw any services/components from the scope of work during the contract period, the bidder must facilitate the transition of that service/components in compliance with the above Clauses.

8.43.2 Transfer of Documents

The bidder shall promptly on the commencement of the exit management period supply to WBSCB or its nominated bidder the following:

1. Information relating to the current services rendered
2. Documentation relating to intellectual property rights

18. The bidder shall provide uninterrupted services on existing terms and conditions till an acceptable alternate solution is agreed by WBSCB.

Before the expiry of the exit management period, the bidder shall deliver to WBSCB or its nominated service provider or any other agency all new or updated 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.

8.43.3 Transfer of Agreements

On request by WBSCB or its selected service provider or any other agency, the Bidder shall affect such assignments, transfers, innovations, licenses and sub- licenses in favor of WBSCB or its nominated service provider or any other agency, in relation to any equipment lease, maintenance or service provision agreement between the Bidder and selected service provider or any other agency, and which are related to the services and reasonably necessary for the carrying out replacement services.

The Bidder is responsible for transferability of cloud outsourced services (if any) to a third party, another CSP or on premise to the WBSCB for continuity of service.

8.43.4 Addition or Deletion of Qualified Offerings

Both the parties agree that the intent of this tender is to establish an initial set of service offerings. WBSCB recognizes that, as the use of these services expands, it is possible that additional services and / or service categories will be needed. In addition, WBSCB recognizes that from time-to-time hardware and software products that are provided as part of Bidder services will be upgraded or replaced as technology evolves. Replacement and / or supplemental hardware and software products that meet or exceed the minimum proposal requirements may be added with the prior approval of WBSCB. For this purpose, a Change Order Procedure will be followed. WBSCB may request a change order in the event of actual or anticipated changes(s) to the agreed scope of work, services, deliverables, and schedules. The Bidder shall prepare a change order reflecting the actual or anticipated change(s) including the impact on deliverables schedule. The Bidder shall carry out such services as required by WBSCB at mutually agreed terms and conditions.

The Bidder shall agree that the price for incremental offering cannot exceed the original proposed cost and WBSCB reserves the right to re-negotiate the price. At the unit rates provided for TCO calculations WBSCB has the right to order as much as it wants at those rates.

The Bidder shall agree to submit the request to add new services or service categories on its letterhead signed by a representatives authorized to bind the organization.

WBSCB is under no obligation to honor such requests to add services categories or amend this contract.

As a method for reviewing Bidder services and WBSCB's requirement, WBSCB will sponsor regular reviews to allow an exchange of requirements and opportunities.

8.44 Conflict of Interest

The Bidder shall disclose to WBSCB in writing, all actual and potential conflicts of interest that exist, arise, or may arise (either for the Bidder or its team) in the course of performing the Service(s) as soon as practical after it becomes aware of that conflict.

8.45 Arbitration

The Bidder and WBSCB shall endeavour their best to amicably settle all disputes arising out of or in connection with the Contract in the following manner:

1. The Party raising a dispute shall address to the other Party a notice requesting an amicable settlement of the dispute within seven (7) days of receipt of the notice.
2. The matter will be referred for negotiation between Authorized Official of WBSCB and the Authorized Official of the bidder. The matter shall then be resolved between them, and the agreed course of action documented within a further period of 15 days.

In case any dispute between the Parties, does not settle by negotiation in the manner as mentioned above, the same may be resolved exclusively by arbitration and such dispute may be submitted by either party for arbitration within 20 days of the failure of negotiations. Arbitration shall be held in Kolkata and conducted in accordance with the provisions of Arbitration and Conciliation Act, 1996 or any statutory modification or re-enactment thereof. Each Party to the dispute shall appoint one arbitrator each and the two arbitrators shall jointly appoint the third or the presiding arbitrator.

The "Arbitration Notice" should accurately set out the disputes between the parties, the intention of the aggrieved party to refer such disputes to arbitration as provided herein, the name of the person it seeks to appoint as an arbitrator with a request to the other party to appoint its arbitrator within 45 days from receipt of the notice. All notices by one party to the other in connection with the arbitration shall be in writing and be made as provided in this tender document.

The arbitrators shall hold their sittings at Kolkata. The arbitration proceedings shall be conducted in English language. Subject to the above, the courts of law at Kolkata alone shall have the jurisdiction in respect of all matters connected with the Contract/Agreement even though other Courts in India may also have similar jurisdictions. The arbitration award shall be final, conclusive, and binding upon the Parties and judgment may be entered thereon, upon the application of either party to a court of competent jurisdiction. Each Party shall bear the cost of preparing and presenting its case, and the cost of arbitration, including fees and expenses of the arbitrators, shall be shared equally by the Parties unless the award otherwise provides.

The Bidder shall not be entitled to suspend the Service/s or the completion of the job, pending resolution of any dispute between the Parties and shall continue to render the Service/s in accordance with the provisions of the Contract/Agreement notwithstanding the existence of any dispute between the Parties or the subsistence of any arbitration or other proceedings.

8.46 Applicable Law and Jurisdiction of Court

The Contract with Bidder shall be governed in accordance with the Laws of India for the time being enforced and will be subject to the exclusive jurisdiction of Courts in Kolkata / Honourable High Court at Kolkata (with the exclusion of all other Courts).

8.47 Compliance with Statutory and Regulatory Provisions

It shall be the sole responsibility of the Bidder to comply with all statutory, regulatory & Law of Land and provisions while delivering the services mentioned in this RFP. All suggested changes due to changes in WBSCB's policy, customized points communicated by the WBSCB, Changes in Govt. Rule, Changes by Regulators shall be done without extra cost to the WBSCB, during contract period.

8.48 Change Request During Contract Period

WBSCB may submit a Change Request required for enhancement, alterations, or any other requirements which are necessary for day-to-day service operations to the bidder. It shall be the sole responsibility of the Bidder to take up those change request as and when submitted by the banks. The selected Bidder should ensure that Customization cost per Man Day mentioned in the submitted Bill of Material to remain valid during the entire contract period. WBSCB may negotiate with the selected Bidder or take consultancy support from its appointed IT Consultant to arrive at required Man Days calculation for a particular Change Request. Change Request will only be sanctioned by bank's governing authority post satisfactory involvement of Man Days required for the change request submitted during the contract period. Change Request will be considered after warranty period is over.

8.49 Bidder's Liability

The Bidder aggregate liability in connection with the obligations undertaken as a part of RFP regardless of the form or nature of the action giving rise to such liability (whether in contract or otherwise), shall be at actual and limited to the value of the total Contract. This limit shall not apply to third party claims for

1. IP infringement indemnity.
2. Bodily injury (including death) and damage to real property and tangible personal property caused by the bidder's gross negligence.

Bidder's liability in case of claims against WBSCB resulting from misconduct/fraud or gross negligence of the bidder, its employees, and sub-contractors or from infringement of patents, trademarks, copy rights or such other Intellectual Property Rights or breach of confidentiality obligations shall be unlimited.

The Bidder will declare and undertake that WBSCB shall not be held liable for and shall stand absolved of any responsibility or claim/litigation arising out of the use of any third-party equipment/software supplied by the Bidder as a part of the RFP.

The Bidder shall not be liable or responsible for any delay or failure to perform Services under this Agreement to the extent that such delay or failure to perform has arisen because of any delay or failure by WBSCB or their employees or agents to perform any of its duties and obligations as set out in this Agreement. If the Bidder is delayed or prevented from performing its obligations due to such failure or delay on the part of WBSCB, the Bidder shall be allowed an additional period to perform its obligations and unless otherwise agreed the additional period shall be equal to the amount of time for which the Bidder is delayed or prevented from performing its obligations due to such failure or delay on the part of WBSCB. Any cost escalation because of delays or failures on the part of WBSCB shall be referred to Senior Management of both parties for its resolution.

8.50 Liquidated Damage

Inability of the Bidder to meet the required agreed services at optimum performance level, timelines as specified would be treated as breach of contract and would invoke the clause of Liquidated damages. The proposed rate of penalty/ liquidated damages would be INR 2,000 per week of delay or non-compliance, with respect to delay in delivery of the application/functionality.

The liquidated damages will be subject to an overall cap of 10% of the contract value. Thereafter, the contract may be cancelled, and amount paid if any as advance, will be recovered with 1% interest per month.

8.51 Price Composition

The Bidder is expected to quote unit price in Indian Rupees (without decimal places) for all components and services on a fixed price basis as part of the commercial Bid inclusive of all applicable taxes under the Indian law like GST, customs duty, freight, forwarding, insurance (if any), delivery, etc. but exclusive of only applicable GST, which shall be paid/reimbursed on actual basis on production of bills with GSTIN. Any increase in GST will be paid in actuals by the bank or any new tax introduced by the government will also be paid by the bank. The entire benefits/advantages, arising out of a fall in prices, taxes, duties or any other reason, must be passed on to WBSCB. The price quoted by the Bidder should not change due to exchange rate fluctuations, inflation, market conditions, and increase in customs duty. The bank will not pay any out-of-pocket expenses.

8.52 Language of the Bid

The Language of the Bid shall be English only.

8.53 Currency of the Bid

All prices and monetary terms to be quoted in INDIAN RUPEES (INR) only.

8.54 Documentary Proof Submission

The Bidder shall be required to submit documentary proof concerning any claim of fulfillment of any criteria or any such requirement under this RFP. The bidder must also submit proof of incorporation, proof of turnover and profit, PAN Card, GST registration etc. as per the Technical Bid format.

8.55 Audit

WBSCB reserves the right to conduct an audit/ ongoing audit of the services provided by the Bidder. The bidder should allow the Reserve Bank of India (RBI) or persons authorized by it or audit agency/personnel identified by Bank to access documents, records or transaction or any other information given to, stored or processed by Bidder within a reasonable time failing which Bidder will be liable to pay any charges/ penalty levied by RBI/Bank.

The bidder should allow them to conduct audit or inspect the books and account with regard to Bank by one or more officials or employees or other persons duly authorized by Bank.

WBSCB at its discretion may appoint third party for auditing the activities of onsite/offsite services and operations of entire services provided to the Bank. The proposed solution should comply with and be certified to the standards of PA-DSS (Payment Application Data Security Standard) and the Bidder should have carried out Information Security and usability audit of the solution interface, copy of which is required to be submitted along with the bid. Subsequent security and usability audit findings highlighted in the pre/post implementation audits are required to be rectified by the bidder within 1-2 months from the date of audit report furnished.

WBSCB shall carry out a post Go-Live Migration Audit of the application by an internal or external agency. The findings of the Migration Audit need to be addressed by the Bidder. Bank would undertake audit/vulnerability assessment and penetration testing of the application by third party/independent auditors as per requirement of the Bank/Regulatory authorities. Consequence to any observation, if any changes are required in the application, same must be carried out by the bidder without any additional cost to Bank.

The external and internal auditors of the bank will be given right to review internal controls of the bidder. Any weaknesses highlighted during the audit must be promptly rectified especially where such weaknesses may affect the integrity/internal controls of the system and/or solution offered to the bank.

9. Payment Terms

The bank will release payment of the agreed professional fees to the selected bidder after the deduction of applicable taxes at the source. The payment schedule will be as follows:

1. One-time cost for “End to end Revamping of the WBSCB’s corporate Website which includes Design, Development, Migration, Implementation and 1st-year rent for domain and hosting charges.” will be paid after 30 days of Go-live of the website post sign-off and acceptance by the Bank.
2. Rent for Domain wbstcb.com, Domain hosting charge, ATS for Website and Cost for SSL Certification will be paid in advance for the 2nd, 3rd and 4th year respectively. Adjustments for SLA (if any) will be done in the next cycle of invoices. ATS for the 5th year will be paid in arrears after the deduction of the penalty.

10. Annexure

ANNEXURE 1: FUNCTIONAL AND TECHNICAL REQUIREMENTS

Serial No.	Functional Requirements for Websites	Bidder's Compliance (F/C/N)	Bidder Remarks, if any
1. UI/UX			
1.1	The bidder is responsible for designing the sitemap. The sitemap shall be designed in a hierarchical visual model. The sitemap should be updated dynamically in case of page addition / removal.		
1.2	The sitemap shall show the user a diagram of the entire site content. It shall help users navigate through the website.		
1.3	The bidder shall provide support to the Bank for STQC certification upon the completion of the project and the website designed shall be in Compliance with WCAG 2.0, GIGW guidelines and OWASP security guidelines.		
1.4	The bidder shall provide links to the external governmental and non-governmental sites such as RBI, other regulatory/stautory authorities, and UIDAI-Aadhaar, NABARD, and other States Central/PACS. The bidder shall incorporate a facility of a disclaimer message which shall be displayed to the visitors when these links are clicked.		
1.5	The bidder shall use bullet points and lists wherever possible and avoid the use of long paragraphs of text. The bidder shall also provide headings and sub-headings of any written material and the material written by the bidder shall be professional, avoiding jargon and technical terms.		
1.6	Bidder shall ensure that the font used across the websites shall be consistent.		

1.7	It is bidder's responsibility to edit, optimize and incorporate content in the form of texts, photographs, images and videos provided by WBSCB into the website. The texts, photographs, images inserted shall be readable in the print format and print correctly in A4 size paper.		
1.8	Bidder to provide alternate text for non-text elements such as images, audio/video clips and multimedia presentation.		
1.90	The bidder shall provide a mechanism to control audio, video, multimedia presentation that starts automatically.		
1.10	The bidder shall standardize the buttons and navigation graphics for all the pages, where appropriate for the design.		
1.11	The bidder shall understand that the text can be quite longer or smaller in different language and therefore the website designed will need to take this into account.		
1.12	The Website shall be readable whether Cascading Style Sheets are switched off or not loaded.		
1.13	Should support Adaptive page templates - shows content that is device agnostic		
1.14	Should support responsive page templates		
1.15	Mobile Device Preview		
2. Web Content Management System			
2.1	Content Editor		
2.1.1	WYSIWYG rich text editor		
2.1.2	Spell checker in all languages		
2.1.3	Rich Text Editor support for Microsoft Internet Explorer, Mozilla Firefox, Apple Safari, Google Chrome and Opera on all platforms.		
2.1.4	Editing content shall be as easy as editing in Popular Word Editors. Menu links shall be automatically generated/removed as editors add/delete pages.		
2.2	Content Management		

2.2.1	Menus and sub-menus shall be dynamic and created, based on the page-tree as pages are added and subtracted. The webpages shall be styled entirely through CSS (Cascading Style Sheets), with clear and appropriate graphs. Once the authorized makes any changes, the system shall be able to record those changes including time, date, user details and section of the site modified.		
2.2.2	The system shall provide taxonomy-based cataloging of the website resources.		
2.2.3	The system shall provide geo-tagging facility.		
2.2.4	The system shall display the locations in maps.		
2.2.5	Co-ordinates of locations will be provided by WBSCB.		
2.2.6	The system shall trace what content is being published, set a schedule for content to be published, and automatically remove outdated content. The system should allow content to be published and unpublished on specified dates.		
2.2.7	The system shall provide a facility which will reflect changes, when changes are incorporated in the website and if there is any requirement regarding design, development and testing of the website.		
2.2.8	Content Integration: System should support consumption of content from third party websites like videos from YouTube.		
2.2.9	Staging Content: The system should allow tagging content locally to keep changes separate from the live site.		
2.2.10	News and Event Updates: Latest news and events will appear on the homepage with a "read more" link. Clicking on this link will display all details on the webpage.		
2.2.11	Archive: An archive for all the uploaded News/Events/Meetings/Photos documents.		
2.2.12	Photo Gallery: Administrator-controlled dynamic gallery containing relevant photos.		

2.2.13	Contact Us: A "Contact Us" section with email, telephone number, address, etc. Google Map can be embedded as well.		
2.2.14	Event Calendar with different display windows.		
2.2.15	Organization Chart: Details shall be provided by the bank.		
2.2.16	CMS should have provision to create different type of admins and role management. Super admin should be able to add and delete people		
2.2.17	The descriptive content shall be primarily derived from the existing website and associated sites; however, the bidder shall be responsible for the migration of overall content, including setting up of new content that may be desired. Content and data migration from the existing website into the new website shall be carried out by the bidder.		
2.3	Search		
2.3.1	Integrated Search Functionality: An effective search system integration where users can search any content by entering text in the Search Box.		
2.3.2	Support for secure search across content and show most relevant search result at the top		
2.4	Social Media Integration		
2.4.1	The system shall be capable of integration with social media such as Facebook, LinkedIn, Twitter, Google+ and YouTube.		
2.4.2	This system shall also include the capability to "Like", "Share", "Print" and "E-mail" the relevant page.		
2.4.3	The system should be capable of providing a platform to display industry and site blogs on the website		
3. Security			

3.1	Provide secured access to organization information/services and facilitate customer to interact with organization to submit request, view application and track the status.		
3.2	Bidder shall comply with secure coding practice such as OWASP (Open Web Application Security Project Guidelines) and necessary security features to be built for securing the site from hacking.		
3.3	Bidder has to monitor the web site application 24x7 from security threats and ensure its uninterrupted functioning.		
3.4	Any unwanted security threat or hacking attempt should be taken on high priority and dealt with immediate effect.		
3.5	Lock HTML source code to protect web pages from unauthorized copy.		
3.6	Any security breach identified must be informed to Bank immediately and attended instantly to protect interest of the bank and its customer. Selected vendor would be responsible for providing fix to the problem in consultation with bank's security team. Any such incidence should be followed by Root Cause Analysis (RCA) and audit of the system.		
3.7	Successful Bidder to arrange for comprehensive security audit of the site before launch. The audit to also include monitoring setup, its capabilities and preparedness to observe and correct any challenge noticed from inside or outside. The company will also have to get similar audit once in every year and submit the report to bank. The bank will also arrange for an internal/external audit to the entire setup and processes as and when desired. The bidder to extend all possible support to the audit team to examine and update the system to mitigate the observed risk.		
3.8	Vulnerability Assessment Penetration Testing (VAPT) should be done at least once a year and additionally based on security threat.		

3.9	Security Audit by Internal as well as External Auditors after UAT is to be carried out by the vendor at its own expenses. Vendor should also allow regular security audit of the system by bank or its authorized agency as per their requirements and the company to ensure rectification of the audit observations as part of maintenance. Any audit/security enhancement proposed by the Government or Law enforcing agency should be carried out by the vendor at no cost to the bank		
3.10	Add plugins / modules to monitor uptime and check on bot attacks. Alerts and response should work in real time to ensure 100% uptime		
3.11	Take periodical backup of the site		
3.12	Build fail safe server mechanism to create replica of live and run this instance in case the live site goes down		
4. SEO & Analytics			
4.1	The system shall re-write the URL's that are search engine friendly. The re-written URL's shall be shorter and more relevant looking links to web pages.		
4.2	The website shall be search engine friendly and the bidder shall optimize the website for search engine positioning using keywords relevant to WBSCB stakeholders including present and prospective clients.		
4.3	The system shall submit the website to the top 4 search engines (depending on the geographical location) including Google, Bing, Yahoo and Live. It is the responsibility of the bidder to rank website in the top five results on search engines mentioned when searched with relevant keywords.		
4.4	Changes in existing pages / development of new pages to be done in line with the best SEO practices and proper tags, description etc. must be ensured before taking the page live.		
4.5	Provide alternative text for images. Suggest content that attracts readers and spiders' alike. Attract links from influential websites to build authority.		

4.6	Improve the keywords list on regular basis. Optimization of keywords must be ongoing. Make ad copy more compelling and relevant.		
4.7	Service provider to periodically review the status of website response to search and ensure it appears high on search throughout the engagement period.		
4.8	Service provider to provide analytics of the website use its performance etc.with appropriate analytic tools and provide quarterly MIS on various performance parameters, along with suggestions to improve.		
4.9	Successful bidder needs to submit UI/UX Audit report of the website to improve the overall performance of the site. This monthly report must provide suggestion on the changes / modification based on the findings based on user behavior and analytical evidence.		
4.10	Ensure required analytics codes are in place on the day website goes live to avoid instances of no-tracking system and data capturing		
4.11	Development team to ensure all required tools/codes that are currently integrated on the existing website are seamlessly migrated to the new website		
4.12	All our lead capturing forms and other forms that connect users with us, are being tracked. Ensure we migrate all lead capturing mechanisms are migrated to the new website		
5. Information Architecture			
5.1	Bidder to define the information architecture hierarchy / approach with rationale before proceeding with development of the site(s).		
5.2	Easy access to content across the site is key to user journey. Bidders need to define primary, secondary and tertiary navigation with end to end user journey. Bidders to suggest navigation links and sub links along with proposed nomenclature.		
5.3	Bidders need to define placement of CTAs at right junctures to maximise lead capture and simply user experience.		
5.4	It should have a Quick Search option; drop down on the home page to enable the visitors to directly navigate the page they choose.		

5.5	Navigation to be simple, easy and intuitive. Customer journey should be defined for every targeted segment.		
5.6	Site map should be prepared and made available by the bidder		
6. General Requirements			
6.1	Calculators such as EMI Calculator for Home Loan		
6.2	Out of box content components like document viewer /catalog to be available that helps in previewing content without downloading content.		
6.3	Notices, Guidelines and any other similar document must be provided.		
6.4	Dedicated tender and auction section with search options based on location, amount, etc. must be present in the site.		
6.5	Latest Banking News, Media Coverage of Bank, Director's Info, Annual Reports,		
6.6	Latest Announcement, banking Glossary and similar sections to be included.		
6.7	Product Promotion section to be included which will consist of latest offers, campaigns, discounts, etc		
6.8	Net Banking Login for retail and corporate customers should be provided from the homepage itself instead of redirecting it to the Net Banking portal for login. Integration with Bank's net banking portal should be done.		
6.9	Module for submission of request for hot-listing of Debit / Credit Cards		
6.10	Selected bidder is required to prepare a schedule for maintenance activity and carry them out regularly. Maintenance activity to be carried out at midnight to avoid visitor inconvenience		
6.11	Service Provider to manage and maintain the site during the contract period or frequency as decided by Bank including updating.		

6.12	The bidder will have to trouble-shoot any problems with the website at a short notice.		
6.13	Tender notices, publishing Bank's results, announcements and any last minute updation should be taken on highest priority and done within 30 minutes after informed		
6.14	Bidder shall take steps to prevent unauthorized access to data and contain malicious activities directed at the Bank's website/dedicated server hosting of Bank's website through Internet or otherwise.		
6.15	Whenever any new threats/vulnerabilities become public, the bidder will take appropriate steps to protect the interests of the Bank so far as it relates to the services covered under this agreement and shall also bring this to the notice of Bank immediately and, wherever required, help/guide Bank in plugging the same		

ANNEXURE 2: FORMAT FOR PRE-BID QUERY

Dated ___/___/2024

RFP No: HO/MD/IT/589 Dated 01/07/2024

If, the bidder, intends to respond to the “RFP for Design, Development, Hosting and Maintenance of Corporate Website for The West Bengal State Co-operative Bank Ltd.” and requires any clarifications on the points mentioned in the RFP, it may communicate with The West Bengal State Co-Operative Bank Ltd. using the following format (in a Microsoft Excel (.xls/.xlsx) format).

All questions received within the last date of receiving Pre-bid queries mentioned in the RFP will be formally responded to and questions/points of clarification and the responses will be circulated to all participating bidders if required. The source (identity) of the bidder seeking points of clarification will not be revealed. Alternatively, WBSCB may at its discretion, may or may not answer all queries.

Section Number	Page Number	Point Number	Original Clause	Query	WBSCB Bank Response

ANNEXURE 3: BIDDER DETAILS

Name of Organization	
Registration No of Certificate of Incorporation & Date / Shop Act License Establishment date	
Address for Correspondence: Registered Office: Corporate Office: Landline No.: Fax: Email-ID:	
Organization Status of Registration Government Organization / PSU / Partnership / LLP or a Public / Private Limited Company	
Number of Years in the Business	
PAN number GSTIN	
Single Point of contact for this RFP Name: Designation: Mobile No.: Landline No.: Fax: Email-ID: (Any changes in the above should be informed in advance to WBSCB)	
Gross annual turnover of Bidder (not of the group): Amount in INR Crore	

2021-22:	
2022-23:	
2023-24:	
Net Profit of Bidder (not of the group): Amount in INR Crore	
2021-22:	
2022-23:	
2023-24:	
Details of the similar assignments as per eligibility criteria executed by Bidder	
Details of inputs, infrastructure requirements Required by Bidder to execute this assignment	
Details of bidder's proposed methodology/approach for providing services to the Bank with specific reference to the scope of work.	

NB: Bidder to submit all the necessary certification details, credentials letter of previous work experience and other required documents as per eligibility scope of this RFP.

ANNEXURE 4: NON-DISCLOSURE AGREEMENT

(On Rs.100 non-Judicial stamp paper)

This Non-Disclosure Agreement made and entered into at..... This day of.....2024

BY AND BETWEEN Company Limited, a company incorporated under the

Companies Act, 1956 having its registered office at (Hereinafter referred to as the Bidder which expression unless repugnant to the context or meaning thereof be deemed to include its permitted successors) of the ONE PART.

AND

The West Bengal State Co-operative Bank Ltd., a financial corporation institute having its Registered Office at 24A, Waterloo Street, Kolkata – 700069, West Bengal (hereinafter referred to as “WBSCB” which expression shall unless it be repugnant to the subject, meaning or context thereof, be deemed to mean and include its successors and assigns) of the OTHER PART.

The Non-Disclosure Agreement floated from the RFP shall be submitted to WBSCB. If the Non-Disclosure Agreement is not submitted, then WBSCB reserves the right to cancel the contract.

The Bidder and WBSCB are hereinafter collectively referred to as “the Parties” and individually as “the Party”

WHEREAS:

1. WBSCB is engaged in the business of providing financial services to its customers and intends to engage the Bidder for Implementation for **“RFP for Design, Development, Hosting and Maintenance of Corporate Website for The West Bengal State Co-operative Bank Ltd.”**.
2. In the course of such assignment, it is anticipated that WBSCB or any of its officers, employees, officials, representatives, or agents may disclose, or deliver, to the Bidder some Confidential Information (as hereinafter defined), to enable the Bidder to carry out the aforesaid assignment (hereinafter referred to as "the Purpose").
3. The bidder is aware and confirms that all information, data and other documents made available in the RFP/Bid Documents/Agreement /Contract or in connection with the Services rendered by the Bidder are confidential information and are privileged and strictly confidential and or proprietary of WBSCB, The Bidder undertakes to safeguard and protect such confidential information as may be received from WBSCB

NOW, THEREFORE THIS AGREEMENT WITNESSED THAT in consideration of the above premises and the WBSCB granting the Bidder and or his representatives to have specific access to WBSCB property / information and other data it is hereby agreed by and between the parties hereto as follows:

1. Confidential Information:

- (i) “Confidential Information” means all information disclosed/furnished by WBSCB to the Bidder whether orally, in writing or in electronic, magnetic or other form for the limited purpose of enabling the Bidder to carry out the proposed Implementation assignment, and shall mean and include data, documents and information or

any copy, abstract, extract, sample, note or module thereof, explicitly designated as "Confidential"; Provided the oral information is set forth in writing and marked "Confidential" within seven (7) days of such oral disclosure.

(ii) The Bidder may use the Confidential Information solely for and in connection with the Purpose and shall not use the Confidential Information or any part thereof for any reason other than the Purpose stated above.

Confidential Information in oral form must be identified as confidential at the time of disclosure and confirmed as such in writing within seven (7) days of such disclosure. Confidential Information does not include information which:

- (a) is or subsequently becomes legally and publicly available without breach of this Agreement by either party,
- (b) was rightfully in the possession of the Bidder without any obligation of confidentiality prior to receiving it from The West Bengal State Co-operative Bank Ltd.,
- (c) was rightfully obtained by the Bidder from a source other than The West Bengal State Co-operative Bank Ltd. without any obligation of confidentiality,
- (d) was developed by for the Bidder independently and without reference to any Confidential Information and such independent development can be shown by documentary evidence, or is/was disclosed pursuant to an order of a court or governmental agency as so required by such order, provided that the Bidder shall, unless prohibited by law or regulation, promptly notify The West Bengal State Co-operative Bank Ltd. of such order and afford The West Bengal State Co-operative Bank Ltd. the opportunity to seek appropriate protective order relating to such disclosure.
- (e) the recipient knew or had in its possession, prior to disclosure, without limitation on its confidentiality.
- (f) is released from confidentiality with the prior written consent of the other party.

The recipient shall have the burden of proving hereinabove are applicable to the information in the possession of the recipient. Confidential Information shall at all times remain the sole and exclusive property of The West Bengal State Co-operative Bank Ltd. Upon termination of this Agreement, Confidential Information shall be returned to The West Bengal State Co-operative Bank Ltd. or destroyed, if incapable of return. The destruction shall be witnessed and so recorded, in writing, by an authorized representative of each of the parties.

Nothing contained herein shall in any manner impair or affect rights of The West Bengal State Co-operative Bank Ltd. in respect of the Confidential Information.

In the event that any of the Parties hereto becomes legally compelled to disclose any

Confidential Information, such Party shall, as may be legally permissible and reasonably practicable, give sufficient notice to the other party to enable the other Party to prevent or minimize to the extent possible, such disclosure. Neither party shall disclose to a third party any Confidential Information or the contents of this Agreement without the prior written consent of the other party. The obligations of this clause shall be satisfied by handling Confidential Information with the similar degree of care, which the receiving party applies to its own similar confidential information but in no event less than reasonable care.

The obligations of this clause shall survive the expiration, cancellation, or termination of this Agreement

2. **Non-disclosure:** The Bidder shall not commercially use or disclose any Confidential Information, or any materials derived there from to any other person or entity other than its directors, partners, agents, affiliates, associates, bidders, or persons in the direct employment of the Bidder (collectively as “Representatives”) who have a need to have access to and knowledge of the Confidential Information solely for the Purpose authorized above. The Bidder shall take appropriate measures by instruction and written agreement prior to disclosure to such representative to assure against unauthorized use or disclosure. The Bidder may disclose Confidential Information to others only if the Bidder has executed a Non-Disclosure Agreement with the other party to whom it is disclosed that contains terms and conditions that are no less restrictive than these presents, and the Bidder agrees to notify The West Bengal State Co-operative Bank Ltd. immediately if it learns of any use or disclosure of the Confidential Information in violation of terms of this Agreement. Notwithstanding anything contained in this Agreement, the Bidder shall disclose the Confidential Information to such other parties who conduct bidder’s internal risk management procedures, facilitate bidder’s administration of business and support bidder’s infrastructure. the Bidder shall disclose Confidential Information to its professional indemnity insurers in which event any such disclosure shall be subject to confidentiality obligations provided herein.

Notwithstanding the marking and identification requirements above, the following categories of information shall be treated as Confidential Information under this Agreement irrespective of whether it is marked or identified as confidential:

- a) Information regarding The West Bengal State Co-operative Bank Ltd. and any of its Affiliates, customers and their customer Information. For purposes of this Agreement, Affiliate means a business entity now or hereafter controlled by, controlling or under common control. Control exists when an entity owns or controls more than 10% of the outstanding shares or securities representing the right to vote for the election of directors or other managing authority of another entity; or
- b) any aspect of The West Bengal State Co-operative Bank Ltd., business that is protected by patent, copyright, trademark, trade secret or other similar intellectual property right; or
- c) business processes, procedures, and policies; or
- d) current and future business plans; or
- e) personnel information; or
- f) financial information.
- g) Customer Information
- h) technology information including architecture, framework, infrastructure design, DC & DR information etc.
- i) all data stored in the application

3. **Publications:** The Bidder shall not make news releases, public announcements, give interviews, issue or publish advertisements or publicize in any other manner whatsoever in connection with this Agreement, the contents / provisions thereof, other information relating to this Agreement, the Purpose, the Confidential Information or other matter of this Agreement, without the prior written approval of The West Bengal State Co-operative Bank Ltd.

4.Term: This Agreement shall be read together with the principal agreement as may be executed between the Parties for the Purpose and shall be effective from the date hereof and shall continue till expiration of the Purpose or termination of this Agreement by The West Bengal State Co-operative Bank Ltd., whichever is earlier. The Bidder hereby agrees and undertakes to The West Bengal State Co-operative Bank Ltd. that immediately on termination of this Agreement it would forthwith cease using the Confidential Information and further promptly return or destroy, under information to The West Bengal State Co-operative Bank Ltd., all information received by it from The West Bengal State Co-operative Bank Ltd. for the Purpose, whether marked Confidential or otherwise, and whether in written, graphic or other tangible form and all copies, abstracts, extracts, samples, notes or modules thereof. The Bidder further agree and undertake to The West Bengal State Co-operative Bank Ltd., to certify in writing upon request of The West Bengal State Co-operative Bank Ltd., that the obligations set forth in this Agreement have been complied with. Notwithstanding anything contained herein, the Bidder shall be allowed to retain sufficient documentation that is necessary to support any advice, reports, or opinions provided by the Bidder or as may be required by law. Any such retention shall be subject to confidentiality obligations contained herein.

Any provisions of this Agreement which by their nature extend beyond its termination shall continue to be binding and applicable for three (3) years post termination of this Agreement or until such information enters the public domain.

5. Title and Proprietary Rights: Notwithstanding the disclosure of any Confidential Information by The West Bengal Co-operative Bank Ltd. to the Bidder, the title and all intellectual property and proprietary rights in the Confidential Information shall remain with The West Bengal State Co-operative Bank Ltd.

6.Remedies: The Bidder acknowledges the confidential nature of Confidential Information and that damage may result to The West Bengal State Co-operative Bank Ltd. if the Bidder breaches any provision of this Agreement and agrees that, if it or any of its directors, officers or employees should engage or cause or permit any other person to engage in any act in violation of any provision hereof, The West Bengal State Co-operative Bank Ltd. may suffer immediate irreparable loss for which monetary compensation may not be adequate. The West Bengal State Co-operative Bank Ltd. shall be entitled, in addition to other remedies for damages & relief as may be available to it, to an injunction or similar relief prohibiting the Bidder, its directors, officers etc. from engaging in any such act which constitutes or results in breach of any of the covenants of this Agreement. Except for the contracting Parties to this Agreement, no third party shall have any right to enforce or rely on any provision of the Agreement. In no event shall, either Party be liable for any indirect or consequential losses or damages. Any claim for relief to The West Bengal State Co-operative Bank Ltd. shall include The West Bengal State Co-operative Bank Ltd. costs and expenses of enforcement (including the attorney's fees), as may be awarded by court of competent jurisdiction in its final judgment.

7. Entire Agreement, Amendment and Assignment: Unless the principal agreement is executed between the Parties, this Agreement constitutes the entire agreement between the Parties relating to the matters discussed herein and supersedes all prior oral discussions and / or written correspondence or agreements between the Parties. This Agreement may be amended or modified only with the mutual written consent of the Parties. Neither this Agreement nor any right granted hereunder shall be assignable or otherwise transferable.

8. Governing Law: The provisions of this Agreement shall be governed by the laws of India and the competent court at Kolkata, West Bengal shall have exclusive jurisdiction in relation thereto even though other Courts in India may also have similar jurisdictions.

9. **General:** The Bidder shall not reverse - engineer, decompile, disassemble, or otherwise interfere with any software disclosed hereunder.

All Confidential Information is provided "as is". In no event shall The West Bengal State Co-operative Bank Ltd. be liable for the inaccuracy or incompleteness of the Confidential Information. None of the Confidential Information disclosed by The West Bengal State Co-operative Bank Ltd. constitutes any representation, warranty, assurance, guarantee or inducement with respect to the fitness of such Confidential Information for any particular purpose. However, The West Bengal State Co-operative Bank Ltd. understands that any inaccurate or incomplete Confidential Information may have adverse/material impact on the Purpose for which it is being used. The West Bengal State Co-operative Bank Ltd. discloses the Confidential Information without any representation or warranty, whether express, implied or otherwise, on truthfulness, accuracy, completeness, merchantability, fitness for a particular purpose, title or anything else.

10. **Waiver:** A waiver (whether express or implied) by The West Bengal State Co-operative Bank Ltd. of any of the provisions of this Agreement, or of any breach or default by the Bidder in performing any of the provisions hereof, shall not constitute a continuing waiver and such waiver shall not prevent The West Bengal State Co-operative Bank Ltd. from subsequently enforcing any of the subsequent breach or default by the Bidder under any of the provisions of this Agreement.

11. **Unpublished Price Sensitive Information:** WBSCB shall inform the Bidder in writing if, in the course of the Purpose, the Representatives of the Bidder will have access to any unpublished price sensitive information, whether of WBSCB or any other entity. WBSCB agrees that the Bidder shall not be responsible for determining the difference between price-sensitive and non-price-sensitive information that would form part of the information disclosed to the bidder. All information supplied to the Bidder (in whatever form) which is not in the public domain will be treated as Confidential Information for the Purpose. Further, WBSCB shall be responsible to obtain legal advice to ensure that information disclosed to the Bidder is not in contravention of any applicable laws and regulations.

In witness whereof, the Parties hereto have executed these presents the day, month and year first herein above written.

For and on behalf of ----- Ltd.

(Designation)

For and on behalf of The West Bengal State Co-operative Bank Ltd.

(Designation)

ANNEXURE 5: FORMAT FOR PERFORMANCE BANK GUARANTEE

FORMAT OF BANK GUARANTEE (BG) FOR PERFORMANCE SECURITY (ON A NONJUDICIAL STAMP PAPER OF RS.100.00)

To,
The Managing Director,
The West Bengal State Co-operative Bank Ltd.
24A, Waterloo Street,
Kolkata – 700069, West Bengal

WHEREAS (herein after called “The Bidder”) has submitted its bid dated (date of submission of bid) for providing the _____ (Scope of Work) in response to The West Bengal State Co-operative Bank Ltd.’s Request for Proposal (RFP) No. HO/MD/IT/589 dated 01/07/2024 (hereinafter called “the Bid”).

KNOW ALL PEOPLE by these presents that WE ____ (name of bank) of _____(name of country) having our registered office at (address of bank) (herein after called “the Bank”) are bound unto The West Bengal State Co-operative Bank Ltd.(herein after called “the Beneficiary”) in the sum of INR _____ /-(Rupees _____ only) for Which payment will and truly to be made to the said Beneficiary, the Bank binds itself, its successors and assigns by these presents. Sealed with the common seal of the said Bank this _____ day of _____, 2024.

THE CONDITIONS of this obligation are:

If bidder, having been notified, by the beneficiary, as selected Bidder “RFP for Design, Development, Hosting and Maintenance of Corporate Website for The West Bengal State Co-operative Bank Ltd.”, during the period of contract and fails to provide services or perform obligations in accordance with the aforesaid RFP and Contract, as the bidder.

We undertake to pay the Beneficiary up to the above amount upon receipt of its first written demand, without the Beneficiary having to substantiate its demand, provided that in its demand the beneficiary will note that the amount claimed by it is due to it owing to the occurrence of above condition, specifying the occurred condition.

This guarantee will remain in force up to 66 months from the date of signing the contract i.e., up to _____ (date of expiry which should be a minimum of contract period), and any demand in respect thereof should reach the Bank not later than the above date. Notwithstanding any other term contained herein:

- a. This guarantee shall be valid only up to (Guarantee End Date) whereupon it shall automatically expire irrespective of whether the original guarantee is returned to the Bank or not; and
- b. The total liability of Bank under this guarantee shall be limited to INR (Rupeesonly)

Place:

SEAL

SIGNATURE.

Code No.

NOTE:

1. The Bidder SHOULD ENSURE THAT THE SEAL & CODE NO. OF THE SIGNATORY IS PUT BY THE BANKERS, BEFORE SUBMISSION OF BG
2. STAMP PAPER IS REQUIRED FOR THE BG ISSUED BY THE BANKS LOCATED IN INDIA.

ANNEXURE 6: LETTER OF CONFORMITY WITH HARDCOPY

**To,
The Managing Director,
The West Bengal State Co-operative Bank Ltd.
Kolkata – 700069, West Bengal**

RFP No.: HO/MD/IT/589 Dated 01/07/2024

Dear Sir,

Further to our proposal dated ___/___/2024, in response to the Request for Proposal (WBSCB's tender no. **RFP No.: HO/MD/IT/589 Dated 01/07/2024** (hereinafter referred to as "RFP") issued The West Bengal State Co-operative Bank Ltd, Kolkata, West Bengal ("WBSCB") we hereby covenant, warrant, and confirm as follows:

The soft-copies of the proposal submitted by us in response to the RFP and the related addendums and other documents including the changes made to the original tender documents issued by WBSCB, conform to and are identical with the hard-copies of aforesaid proposal required to be submitted by us, in all respects.

Yours faithfully,

Authorized Signatory

Designation

Bidder's corporate name

NB: The hardcopy of the proposal and other documents to be submitted by the **SELECTED BIDDER** at WBSCB Head office only after the completion of tendering process.

ANNEXURE 7: COMMERCIAL BID COVER LETTER

**To,
The Managing Director,
The West Bengal State Co-operative Bank Ltd.
24A, Waterloo Street,
Kolkata – 700069, West Bengal**

RFP No.: HO/MD/IT/589 Dated 01/07/2024

Dear Sir,

Reg: RFP for Design, Development, Hosting and Maintenance of Corporate Website for The West Bengal State Co-operative Bank Ltd.

Having examined the Tender Documents including all Annexure, the receipt of which is hereby duly acknowledged, we, the undersigned offer our best commercial rates to provide consulting services for the implementation the Project in conformity with the said Tender Documents and in accordance with the schedule of Prices indicated in the Price Bid and made part of this Tender.

If our Bid is accepted, we undertake to complete the project within the scheduled timelines.

We confirm that this offer is valid for 180 days from the last date for submission of Tender Documents to the WBSCB.

This Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

We agree that WBSCB is not bound to accept the lowest Bid or any Bid, or the BANK may reject all bids.

Authorized Signatory Designation:

Company:

Stamps:

Date:

ANNEXURE 8: BID FORM

**To,
The Managing Director,
The West Bengal State Co-operative Bank Ltd.
24A, Waterloo Street,
Kolkata – 700069, West Bengal**

Having examined the BID (**RFP No.: HO/MD/IT/589 Dated 01/07/2024**) including all annexures, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to deliver services in conformity with the said RFP and in accordance with our proposal and total cost indicated in the Commercial Bid and made part of this bid.

We undertake, if our bid is accepted, to deliver services and complete the project in accordance with the scheduled timelines.

We agree to abide by this bid for the period of 180 days from the date fixed for technical bid opening and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

Until a formal contract is prepared and executed, this bid, together with the bank’s written acceptance thereof and the bank’s notification of award, shall constitute a binding Contract between us.

We undertake that, in competing for (and, if the award is made to us, in executing) the contract, we will strictly observe the laws against fraud and corruption in force in India namely “Prevention of Corruption Act 1988”.

We understand that the bank is not bound to accept the lowest or any bid the bank may receive.

Place:

Dated: __/__/2024.

.....

(Signature) (In the Capacity of)

Duly authorized to sign bid for and on behalf of

ANNEXURE 9: LETTER OF CONFIRMATION

To,
The Managing Director,
The West Bengal State Co-operative Bank Ltd.
24A, Waterloo Street
Kolkata – 700069, West Bengal

RFP No.: HO/MD/IT/589 Dated 01/07/2024

Dear Sir,

We confirm having submitted the Bid and annexures in accordance with the said RFP. The details submitted by us are true and correct to the best of our knowledge and if it is proved otherwise at any stage of execution of the contract, The West Bengal State Co-operative Bank Ltd. has the right to summarily reject the proposal and disqualify us from the process.

We confirm that we will abide by the conditions mentioned in the Tender Document (RFP and annexure) in full or in accordance with the deviations in "Terms & Conditions" accepted by The West Bengal State Co-operative Bank Ltd.

We, hereby acknowledge and confirm, having accepted that The West Bengal State Co-operative Bank Ltd can at its absolute discretion, apply whatever criteria are deemed appropriate, not just limiting to those criteria set out in the RFP and related documents, in shortlisting of bidders.

We shall observe the confidentiality of all the information passed on to us in the course of the tendering process and shall not use the information for any other purpose than the current tender.

We also confirm that we have not been blacklisted by any Govt. Department/ PSU/PSE or Banks or Any Financial Institution or otherwise not involved in any such incident with any concern whatsoever, where the job was undertaken/performed and conduct has been questioned by any authority, which may lead to legal action.

Place:

Date:

SEAL (Authorized Signatory)

ANNEXURE 10: DEVIATIONS REQUESTED

[Please provide your comments on the Terms & Conditions in this section. You are requested to categorize your comments under appropriate headings such as those pertaining to the Detailed Scope of work, Service levels, Instruction to Bidders, Experience in related projects, etc. You are also requested to provide a reference of the page number, state the clarification point and the deviation that you propose as shown below.]

Sr. No.	Page No#	Point / Section No #	Clarification points as stated in the tender document	Deviations requested	Justification
1					
2					
3					
4					
5					

Your Faithfully,

Designation

Bidder's name

ANNEXURE 11: AUTHORIZATION LETTER

**To,
The Managing Director,
The West Bengal State Co-operative Bank Ltd.
24A, Waterloo Street,
Kolkata – 700069, West Bengal**

SUB: Authorization Letter for attending the Bid opening.

RFP No.: HO/MD/IT/589 Dated - 01/07/2024

Dear Sir,

This with reference to your **“RFP for Design, Development, Hosting and Maintenance of Corporate Website for The West Bengal State Co-operative Bank Ltd.”**. <Bidder’s Name> hereby authorize Mr. / Ms. _____ to attend the Bid opening & to discuss with you on the subject RFP on behalf of our organization.

The specimen signature is attested below:

Specimen Signature of Mr. /Ms.

Signature of Authorizing Authority

Name & designation of Authorizing Authority

Place:

Date:

Note: This Authorization letter is to be carried in person and shall not be placed inside any of the Bid covers.

ANNEXURE 12: BID SECURITY FORM

**To,
The Managing Director,
The West Bengal State Co-operative Bank Ltd.
24A, Waterloo Street,
Kolkata – 700069, West Bengal**

Having examined the RFP (**RFP No.: HO/MD/IT/589 Dated - 01/07/2024**) including all annexures, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to deliver services in conformity with the said RFP and in accordance with our proposal and total cost/consultancy fees indicated in the Commercial Bid and made part of this bid.

We undertake, if our bid is accepted, to deliver services and complete the project in accordance with the scheduled timelines.

If our bid is accepted, we will provide the guarantee of a Bank in a sum equivalent to 10% of the contract price for the due performance of the Contract in the form prescribed by the Bank.

We agree to abide by this bid for the period of 180 days from the date fixed for technical bid opening and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

Until a formal contract is prepared and executed, this bid, together with the bank's written acceptance thereof and bank's notification of award, shall constitute a binding Contract between us.

We undertake that, in competing for (and, if the award is made to us, in executing) the contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".

We understand that the bank is not bound to accept the lowest or any bid the bank may receive. Place:

Dated: this day of **2024**.

(Signature) (In the Capacity of)
Duly authorized to sign bid for and on behalf of

1 (Name & Address of Bidder)

ANNEXURE 13: CONFIRMATION TO ELIGIBILITY CRITERIA

Sr. No.	Eligibility Criteria	Supporting Documents
D. FINANCIAL		
1.	The Bidder should be registered company in India. Should either be a PSU/PSE/MSME Registered Partnership Firm or a Limited Company under Indian Laws and operating with an office in India for at least last Twelve years.	Certificate of Incorporation / Registration Certificates / Partnership Deed
2	The Bidder should have a minimum turnover of INR 3 Crores in each of the last three financial years (2021-22, 2022-23, 2023-24)	Audited Balance Sheet along with independent auditor's report for the last three financial years (2021-22, 2022-23, 2023-24)
3	The Bidder should have positive profit before tax (PBT) in each of the last three financial years (2021-22,2022-23,2023-24)	Profit and Loss Account Statement along with independent auditor's report for the last three financial years (2021-22, 2022-23, 2023-24)
E. GENERAL		
1	The Bidder should not have been blacklisted/barred/disqualified by any Public Sector Bank / PSU / GOI department as on date of submission of Bid	Self-declaration by competent authority of the bidder
2	The Bidder should be an ISO 9001: 2008 certified company	Copy of the relevant certificates or Assessment certificate from the Auditing agency.
3	The Applicant shall hold a valid ISO 27001:2013 certification.	Copy of relevant certificate from Auditing agency.
4	Should have development and support center in West Bengal, India.	Necessary Documentary proof documents
F. EXPERIENCE AND SERVICE CAPABILITY		
1	The bidder should have prior experience in the Design, Development, Hosting & Maintenance of at least one website of any Cooperative bank (State Cooperative Bank/DCCBs/UCBs).	Purchase order along with credential letter /completion certificate from client mentioning the Scope of work
2	The bidder should have experience of the Design, Development, Hosting & Maintenance of at least one (1) website solution in the last three (3) years for any Cooperative bank (State Cooperative Banks/DCCBs/UCBs) using the proposed Content Management System (CMS). The site should have been live for at least one (1) year prior to the date of issue of the RFP.	Purchase order along with credential letter /completion certificate from client mentioning the Scope of work. Certificate regarding satisfactory implementation and maintenance of CMS based website is required.
3	The bidder should have more than 50 employees on	Self-declaration on the company's letterhead

	its payroll.	
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Notes:

1. Joint and collative bids from any Consortium will not be accepted.
2. In case the Bidder(s) is a 100% subsidiary/entity formed from parent company by way of re-organization/separation of business/ in case of business transfer where Bidder(s) has acquired a Business from an entity ("Seller"), bidder(s) can utilize the experience and credential of the parent company/Seller to the acquired business for the purpose of meeting the eligibility criteria of this RFP, provided sufficient documentary proof of re-organization/ separation/ business transfer is produced.
3. If any of the above eligibility criteria is not fulfilled, the bid will be treated as null and void and shall not be considered.
4. If required supporting documents against each criterion are not attached clearly, WBSCB may ask further submission of documents within a dateline. Non submission of the required document within extended time, the bid shall be rejected and treated as null and void.

ANNEXURE 14: COMMERCIAL BILL OF MATERIAL

SI No	Items	One time Cost	Year 1	Year 2	Year 3	Year 4	Year 5	Total Amount
1	End to end Revamping of the WBSCB's corporate Website which includes Design, Development, Migration, Implementation and 1 st year rent for domain and hosting charges.							0
2	Rent for Domain wbstcb.com							0
3	Domain hosting charge							0
4	ATS - Website Maintenance							0
5	SSL Certification							0
Grand Total								0