

I/599198/2025
Government of West Bengal
Directorate of Food Processing Industries
Benfish Tower (4th Floor), Sector-V Salt Lake Kolkata 700091

Notice Inviting Quotations

Quotations are invited by Directorate of Food Processing Industries, Government of West Bengal from reputed organization/companies/firms having for empanelment/engagement of an agency for maintenance of a web portal for receiving of online applications, processing, providing approval and subsequently uploading of payment details on release of subsidy and generation of reports in connection with "West Bengal State Food Processing Incentive Scheme" which is hosted at State Data Center under government domain (<https://fpis-wbfpih.wb.gov.in/>).

1. Eligibility Criteria of Intending organization/companies/firms:

- 1.1. Previous experience (at least 2 years) for similar works (Development/Support) in various reputed organizations.
- 1.2. Must have an office at Kolkata or its surrounding districts (North 24 Parganas/South 24 Parganas/Hooghly) with a dedicated IT development team to carry out similar works.
- 1.3. Must have valid Trade License/Certificate of Incorporation, PAN, GST Registration Certificate, Income Tax return last 2 years (2022-23 to 2023-24).
- 1.4. Desirable certificates if any: ISO-9001:2015, ISO/IEC 27001:2022, CMMI Level

2. Scope of Work:

2.1. Portal details-

Process flow: Attached as **Annexure-I**
URL: <https://fpis-wbfpih.wb.gov.in/>
Hosted at: West Bengal State Data Center
System Architecture: LAMP architecture
Dependency It System: Web application deployed in cloud VM
DBMS Software (Backend): MySql
DBMS Version: 7.0
Front End Tool: PHP 7.4
Email and SMS integrated: Yes
Government IT Policy Compliance: Yes
Security Audit & PT: Yes, prior to host on SDC

- 2.2. Fixing of issues/bugs/minor modification (front end/ backend/ DB/ SMS/Email) without modifying existing process flow as an when required to make the portal working and compliance according to government norms (like passed audits, disability compliance etc..).
- 2.3. Bug fixing to comply issues raised during security audits as per the guidelines issued by the Government of India from time to time.
- 2.4. The vendor will be responsible to resolve the vulnerabilities identified by the Vulnerability Assessment (VA) report every 3 months and Penetration testing

(PT) reports as and when generated. Also, all the vulnerabilities raised by Cert-IN or NIC related to Security Clearance have to be fixed by the Vendor during the contract within the specified timelines.

- 2.5. Protection against defacement and hacking of the web application and implement security features to protect the site from session hijacking, SQL injection, Cross scripting, Denial of Service etc. In case of a virus or hacking attack, the Vendor shall have to re-create/restore the Website within 8 hours of SLA when the hardware and backup are provided.
- 2.6. Maintenance & checking for dead links/broken links of static pages
- 2.7. Application and Database backups/logs should be monitored daily and resolved if any issues are raised.
- 2.8. The audit trails/logs should be maintained for audit purposes.
- 2.9. The Vendor is required to make updates/changes to the existing developed website only after seeking formal approval from Department of FPI&H/Directorate of FPI
- 2.10. **Implementation of new functionalities:** Engaged/empanelled agency shall have to submit an estimate (financial with timeline) for development, testing and hosting for approval of the Department of FPI&H/Directorate of FPI. Work order to be issued separately on approval of the authority. This shall not come under periodic maintenance/support activities.

3. Terms and conditions

- 3.1. Empanelment/Engagement period shall be initially for one year. On approval of the authority of Department of FPI&H/Directorate of FPI, the contract may be extended further for one year or so with the rates offered at the time of initial engagement and by following same terms & conditions during initial engagement.
- 3.2. Payment shall be released in two equal installments after satisfactory service and approval of the authority of the Department/Directorate.
- 3.3. The selected agency shall itself perform its obligations under this assignment and shall not assign or transfer or sub-contract any of portion/part of this assignment, its rights and obligations under this agreement to any third party.
- 3.4. Authority of Department of FPI&H/Directorate of FPI has all right to accept any proposal, which will be the best suited in terms of economic aspects. The decision of the Authority shall be final in all aspects.
- 3.5. Authority of Department of FPI&H/Directorate of FPI reserves the right to terminate the contract by giving one month's notice without assigning any reason, in case competent authority is not satisfied with the work of the organization/companies/firms or in case of non/poor execution of Assignment, to the determined exclusively by the Department of FPI&H.
- 3.6. Updated source code with Database backup to be handed over to the Authority of Department of FPI&H/Directorate of FPI at the end to the AMC.

The interested eligible participants can submit quotation documents as per prescribed proforma **Annexure II** along with credentials **from 23.01.2025 – 30.01.2025 (on all Government working days from 11.00 a.m. – 4 p.m.)** at the drop box of the Department which shall be available at the Benfish Tower (4th Floor), Sector-V Salt Lake Kolkata 700091

The quotations shall be **open on 30.01.2025 at 4.30 pm** in the Conference hall of FPI&H Department Benfish Tower (4th Floor), Sector-V Salt Lake Kolkata 700091.

Details available in the website: www.wbfpib.wb.gov.in

Contact Person for query and clarifications:- Mr. Sourav Narayan Mondal, MIS-In-Charge, Directorate of FPI (Mob:- 9477169036)

Annexure – II

NIQ for empanelment/engagement of an agency for maintenance of a web portal for receiving of online applications, processing, providing approval and subsequently uploading of payment details on release of subsidy and generation of reports in connection with "West Bengal State Food Processing Incentive Scheme" which is hosted at State Data Center under government domain (<https://fpis-wbfpib.wb.gov.in/>).

REF MEMO NO. -

DATE :-

Name of the organization/companies/firms:-

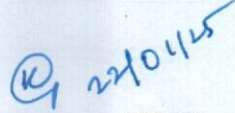
Address of the organization/companies/firms:-

Contact No.:-

Email Id :-

Item	Details	Supporting document
Previous experience (at least 2 years) for similar works (Development/Support) in various reputed organizations.		
Must have an office at Kolkata or its surrounding districts (North 24 Parganas/South 24 Parganas/Hooghly) with an IT development team to carry out similar works		
valid Trade License/Certificate of Incorporation		
valid PAN		

Valid GST Registration Certificate		
Income Tax return (2022-23 to 2023-24)		
Desirable certificates if any ISO-9001:2015 ISO/IEC 27001:2022 CMMI Level 5		
Yearly price quoted in figures (including all in Rs.) against scope of works mentioned are at points 2.1 – 2.9		
Price (Man days involvement) quoted in figures (including all in Rs.) against scope of works mentioned at point 2.10		
D E C L A R A T I O N		
I hereby declare that I have read all the terms and conditions mentioned in the NIQ documents and all statements made above are true and correct to the best of my knowledge. In the event of any information being found false my candidature is liable to be cancelled.		
with Seal & Date		Authorized signature


 Additional Secretary, FPIH
 & Director In Charge, FPI