



Government of West Bengal
Directorate of Micro, Small & Medium Enterprises
New Secretariat Buildings, (9th floor)
1, K.S. Roy Road, Kolkata – 700 001

NIT NO. D/260/2018

Date: 07 /12/2018

NOTICE INVITING QUOTATIONS

Name of the Activity: **West Bengal MSME Grievance Redressal App (Android and I-phone based)**

Directorate of Micro, Small and Medium Enterprises has been entrusted with selection of a suitable Govt./ semi-Govt./ Non-Govt. agency/ Organization/ Institution having wide experience in development & implementation/manage of such App based applications. Maintenance contract for a period of 1 year.

Broad features/**Scope of work** and the terms and conditions governing the proposed engagement would be:-

The Selected Bidder shall have to take up as per the following scope of work and complete the entire activities within a span of 10 days from the date of issuing notification of award of contract, unless otherwise extended by the Department. Maintenance contract for a period of 1 year.

West Bengal MSME Grievance Redressal App (Scope of Work)

Point No	Discussed Points
1	A new MIS Report containing details (Grievance raised, Grievance Resolved, Grievance Pending etc) has to be shown in Super Admin (Director) panel.
2	Delete Option to be given in Super Admin panel to delete any garbage/unnecessary tickets.
3	A visitor statistics to be given in Super Admin panel for the users who are selecting "I have got my answer/Satisfied"
4	Some New Reports to be prepared to perform "Outcome Analysis". Examples: How many registered? How many users registered but didn't perform any activity? How many user's found their answers in FAQ Section?
5	Bilingual version in Bangla to be developed
6	QR Code of the App to be given to use in brochure.
7	Feedback of the applicant should be in the App.
8	A link of SWAS App should be integrate in the Grievance App

Signature
7/12/18

Important Information:- (Date & Time Schedule)

Sl. No.	Particulars	Date & Time
1.	Date of issue / publish /upload of NIT Documents (Publishing Date)	07.12.2018
2.	Opening Date of collection /download of Tender Documents	07.12.2018
3.	Last Date of submission of Quotation	14.12.2018, 2:00 p.m.
4.	Date of opening of Quotation	14.12.2018, 3:00 p.m.

Annexure-I

Format

Format for submitting financial BID

1. Name of the Enterprise (Bidder) :
2. Address of the Enterprise :
3. Phone No: :
4. Mobile No :
5. Website & e-mail address :
6. No. of key personnel (Technical) in the organization :
7. Experience of similar work :
(enclose documentary evidence)
8. Bid amount for the entire work : Rs.

Declaration: I have gone through the Notice inviting Quotation No. _____ Dated : 03/12/2018 and clearly understood the nature of job. The information submitted in the format is true to the best of my knowledge.

Signature of the Bidder
Seal

Enclosure:

- i. Trade License
- ii. Up to date IT returns
- iii. Professional Tax Certificate with copy of Pan Card.
- iv. Up to date VAT / GST Tax return
- v. GST certificate.
- vi. PAN

Handwritten signature and date: 03/12/18