



**Government of West Bengal**  
**Directorate of Micro & Small Scale Enterprises**  
**New Secretariat Buildings, 9<sup>th</sup> floor,**  
**1, K. S. Roy Road, Kolkata -700001**

**Memo No: 104/ Handi/e-tender/14-15**

**Date:08.08.2014**

**NOTICE INVITING e-TENDER**

Notice Inviting e-Tender No. **MSSE/e-tender/01/Handi/SAG/14-15** of The Director, Micro & Small Scale Enterprises, West Bengal, invites e-tender for the work detailed below.

(Submission of Bid through **online**)

Sl. No	Name of the work	Earnest Money (Rs.)	Period of Completion (Final report)	Remarks
<b>1.</b>	Preparation of Single Application Gateway covering Software Development, testing, training and maintenance integrated with the portal to provide facilities of applying for various statutory permissions, NOCs, licenses, permits, intimation etc. to different Government offices/agencies.	Rs. 20,000.00 (Rupees twenty thousand) only in the form of demand draft in favour of <b>'Joint Director of Micro &amp; Small Scale Enterprises (Accounts), West Bengal</b> and payable at Kolkata and to be submitted at New Secretariat Buildings, 9 <sup>th</sup> floor, Block-A, 1. Kiran Sankar Roy Road, Kolkata-700 001.	90 ( ninety) days from the date of awarding of contract	For details, please refer to Para No. 3

**(1) BACKGROUND**

MSME&T Department, Government of West Bengal has launched *myEnterprise.wb.gov.in* web portal with the objective of demystifying and simplifying the process of establishing and operating business in the State. This portal is a web-based statutory compliance assistance mechanism that provides simplified version of Acts & Rules applicable to MSME, basic info on government incentives available, customized requirement of statutory compliances, location of government offices etc. This site also provides on-line registration facility for both EM-I & EM-II and on-line application for registration or renewal of Factory License. In short, a visit to this portal ensures that an entrepreneur has the basic minimum knowledge and understanding of the statutory requirements to start and operate an MSME enterprise.

It is now proposed to develop a **Single Application Gateway (SAG)** integrated with the portal to provide facility of applying for various statutory permissions, NOCs, licenses, permits, intimation, etc. to different government offices/ agencies. SAG will act as a 'virtual single point' to receive all applications made by an entrepreneur to different government entities for statutory compliance and for availing of government incentives. SAG will be the software backbone of the MSME Facilitation Centre (MFC) being set up at

District Industries Centres (DICs)/ Sub-DICs to provide all kinds of facilitation service to the entrepreneurs starting from digital application to delivery of certificate/license.

Directorate of MSSE, WB on behalf of MSME&T Department proposes to engage an agency (company / firm) experienced in IT/ Software Development for developing the Single Application Gateway facility. An integrated value chain approach will be adopted for the implementation of the project with a view to enhance accessibility development of MSMEs.

Director,  
Directorate of M&SSE ,  
Govt. of West Bengal  
(Signature of Tender Accepting Authority)

Seal and Signature of the Bidder.

It is in this context that the Directorate of MSSE, Govt of West Bengal is inviting Technical and Financial proposals from competent agencies/firms who comply with the criteria laid down in the subsequent sections to render services for preparation of Single Application Gateway as per scope of work outlined hereunder.

## **(2) PURPOSE OF THE PROJECT**

To implement a project of this nature, it is proposed to adopt an integrated value chain approach that would enhance the accessibility of MSMEs

This would essentially be achieved through following building blocks:

- **Information databank**
  - List of DIC offices with location and jurisdiction
  - Application Forms of each linked departments
  - Rate chart of different departments
  - Time chart of each department
  - Contacts of designated officials of each concerned departments
  - Source code with database(if any) backup of myenterprise.wb.gov.in website
- **Up gradation of myenterprise.wb.gov.in**
  - Migration of previous site to new one
  - Up gradation of website with new information and requirements
  - Digitalize the application forms
- 1. **Process flow of the online application process**
  - Preparation of Business process flow
- **Pre Registration guideline**
  - FAQ related online application.
  - Download facility of the form
  - Filled up sample format of forms
  - Diagrammatic view of the process of approval
  - Instructions/ guidelines to fill the online form
- **Application forms**
  - List of forms from each department
  - Download option for each form
  - Check list for form filling
- **Submission of forms**
  - Development of login ( Admin, user section)for DIC, HO
  - Login for other linked departments officials
  - Development of query module with database
  - Online form submission with registration of user
  - Rate module (Chart, calculation etc)

- **Rate chart of different departments**
  - Display of rate chart of the respective departments.
  - Calculation of rate based on specific criteria
  - Print facility of the calculated result.
  - Payment mode of each department/ Form
- **DIC Office jurisdiction chart depending on the location of the unit with map facility.**
  - Facility to find out the concerned DIC office for the user.
  - Show the location of the DIC offices and facilitation centers on Google map.
- **Queries from user and checklist based on those queries**
  - Facility to lodge queries of users based on their customized parameters
  - Generation of checklist based on the queries.
  - Print facility of the checklist for the user
- **Time chart of clearance for different departments, sub offices**
  - Individual time schedule to clear /verification of each form
  - Issuance of notification to entrepreneurs regarding the time schedule for his next visit, clarification and further requirements.
- **Online submission of form**
  - Registration of users/applicant.
  - Online submission of forms
  - Acknowledgement generation against online form submission
  - Entrepreneur application and clearance status module
  - Entrepreneur database/ registration for future reference
- **Testing, Auditing, Documentation**
  - Testing
  - Web server configuration
  - Security Audit of the portal
  - Training to the users
  - User Manual / Documentation
- **Roaster/ Time schedules for visits of the entrepreneur**
- **Monitoring module by DIC office of the submitted applications**
- **Monitoring module by departments of the respective status**
- **Categories of industries and list of NIC codes**
- **Database of linked departments/officials with contacts**

**(3) SCOPE OF WORK/TERMS OF REFERENCE OF THE PROFESSIONAL AGENCY/CONSULTANT:**

The scope of work of the agency/ consultant will be as follows:

Development of Single Application Gateway (SAG) covering,

- i. System Analysis,
  - ii. Digitalization of various Departments' application forms,
  - iii. Creation of system database,
  - iv. Software Development for submission, 4-stage tracking and administration of application status,
  - v. Linking with *myEnterprise.wb.gov.in* portal,
  - vi. Testing, Security Audit,
  - vii. Web hosting,
  - viii. Documentation/ User Manual preparation,
  - ix. Users' Training,
  - x. First-year Maintenance
- List of Departments and application forms for Approvals/ Clearances/ Licenses are given in *Annexure - A*.
  - Expected functionality of SAG and activities are described in *Annexure -B*.
  - Users' training and on-site support for trouble-shooting shall be limited to max. 30 days.

**4)** In the event of e-filing, intending bidder may download the tender documents from the website <https://wbtenders.gov.in> directly with the help of Digital Signature Certificate.

**5)** Both **Technical Bid** and **Financial Bid** are to be submitted concurrently duly digitally signed in the website <https://wbtenders.gov.in>

**6)** Tender documents may be downloaded from website and submission of Technical Bid and Financial Bid will be done as per Time Schedule mentioned in Sl. No. 12

**7)** The **FINANCIAL OFFER** of the prospective Bidder will be considered only if the **TECHNICAL BID** of the Bidder is found qualified by the 'Tender/Evaluation Committee' formed for the purpose. The decision of the 'Tender /Evaluation Committee' will be final and absolute in this respect.

**8) Opening and Evaluation of Technical Bids:** The Tender/ Evaluation committee would evaluate the technical bids of only those bidders who satisfy the pre-qualification criteria. Bidders should submit a brief write-up (not more than 1000 words) on Bidders clarity on total scope of work, approach and methodology & understanding of the Policy priorities of the Government. The write-up would be part of technical evaluation process.

In order to facilitate the Technical Bid evaluation, the technical criteria laid down along with the assigned weights have been presented. The marking scheme presented is an indication of the relative importance of the evaluation criteria.

Bidders securing a minimum of 50% marks in the technical evaluation will only be considered for further financial bid evaluation. Bids which don't secure the minimum

specified technical score will be considered technically non-responsive and hence debarred from being considered from financial evaluation. Decision of the Tender evaluation Committee will be final and absolute in this respect.

**9) Opening and Evaluation of Financial Bids:** After evaluating the Technical Bids, the tender evaluation committee shall notify the bidders whose Technical Bids were considered acceptable to the tender evaluation committee.

The following points may be noted for the evaluation of the Commercial Bid.

- (i) Prices shall be written in both words and figures. In the event of difference, the price in words shall be valid and binding.
- (ii) Any discrepancy relating to prices quoted in the offer across different sections of the bid, only prices given in the prescribed format of this EOI shall prevail

Scores of the Commercial evaluation would be weighed prorata on a scale of 100 with the Bidder with the **lowest commercial quote** getting 100. These commercial scores would then be added up with the score of the technical evaluation and the Bidder getting the **maximum total score out of 100** would be considered as the successful bidder and called for negotiations.

**Formula for Final Bid Evaluation is**

$$B_m = 0.7 (TM) + 0.3 (F_n)$$

$$F_n = (F_{min} / F_b) * 100$$

Where

- B<sub>m</sub> is total marks of the bidder in consideration
- TM is Technical Marks of the bidder in consideration
- F<sub>n</sub> is Normalized financial score of the bidder in consideration
- F<sub>b</sub> is Evaluated Cost of bidder under consideration
- F<sub>min</sub> is Minimum evaluated cost of any bidder

Tender evaluation committee reserves the right to negotiate with the Bidder whose proposal has been ranked first on the basis of best value.

**10) ELIGIBILITY CRITERIA**

- a) The eligibility criteria for evaluation are given below:
  - i. The applicant agency must have been engaged in similar types of works during the last 5 years.
  - ii. The applicant agency must have the experience of development and maintenance of minimum 10 nos. of West Bengal Govt. Department web portals/ on line applications.
  - iii. The applicant agency should have successfully completed at least 5 assignment of similar nature in West Bengal Govt. Departments during the last 5 years.
  - iv. The applicant agency should have executed at least 2 nos. of single West Bengal Government/ Department orders of above Rs. 9 lakhs.

- v. The applicant agency must have district wise working experience related to data collection, updating, service rendering and interaction with Government/ Department offices, organizations or enterprises/ units in the State of West Bengal.
  - vi. The applicant agency should have experience of coordination between Government Departments and district offices in West Bengal.
  - vii. The applicant agency should have experience in promotion of Govt. schemes, reports generation, monitoring of projects, activities.
  - viii. The applicant agency should have working knowledge of MSME/SSE sector in West Bengal.
  - ix. The applicant agency should have office in West Bengal/ Kolkata, along with in-house expertise team.
  - x. The applicant agency shall not be making loss in any of the last 3 financial years.
  - xi. The bidder should have PAN Number, Service Tax Registration Certificate, P. Tax deposit challan for 2013-14.
  - Xii The firm should have a local office in Kolkata and shall provide declaration in this regard.
- b) Any agency that has been barred by the Central Government, any State Government, a statutory authority or a public sector undertaking, as the case may be, from participating in any project, shall be considered ineligible.

**11) Earnest Money:** Earnest Money is to be Rs. 20,000/- (Rupees twenty thousand) only which need to be remitted through Demand Draft issued from any nationalized bank in favor of the **“Joint Director of M&SSE(Accounts), West Bengal” payable at Kolkata** and also to be documented through e-filing. The original Demand Draft against Earnest Money Deposit (EMD)[**scan copy of EMD should be uploaded**] should be submitted physically to Joint Director of M&SSE(Accounts), Directorate of Micro & Small Scale Enterprises, Government of West Bengal, New Secretariat Buildings, Block-A, 9<sup>th</sup> Floor, 1, K.S. Roy Road, Kolkata – 700001 under sealed cover on or before **21.08.2014 up to 2.00 p.m**

**12) Date and Time Schedule:**

Sl. No.	Particulars	Date & Time
1	Date of uploading of N.I.T.& other Documents (online) (Publishing Date)	08.08.2014 ; 5.00 P.M.
2	Documents download/ start date (Online)	09.08.2014 ; 10.00 A.M.
3	Pre-bid meeting to be held at Office of the Director, M&SSE, N.S. Building, 9 <sup>th</sup> Floor, Block-A, 1, K.S. Roy Road, Kolkata - 700001.	13.08.2014 ; 11.00 A.M.
4	Bid submission start date (On line)	14.08.2014 ; 10.00 A.M.

5	Date of submission of original copies Earnest Money Deposit and "Non Statutory Documents", if any (Off line) at Office of the Director, M&SSE, N.S. Building, 9 <sup>th</sup> Floor, Block-A, 1, K.S. Roy Road, Kolkata - 700001.	21.08.2014 ; 2.00 P.M.
6	Bid Submission closing (On line)	22.08.2014 ; 4.00 P.M.
7	Bid opening date for Technical Proposals (Online)	25.08.2014; 11.00 A.M.
8	Date of uploading list for Technically Qualified Bidder(online)	To be notified later
9	Date for opening of Financial Proposal (Online)	To be notified later

**13) SECURITY DEPOSIT:**

The successful bidder needs to deposit security deposit @5% of the accepted financial proposal. The same will be retained till completion of the assignment. The security deposit shall remain valid for a period of sixty days beyond the date of completion of all contractual obligations of the service provider (selected agency).

**14) Refund of EMD:** The amount of EMD shall be refunded to the unsuccessful bidders after selection of successful bidder. Bidders who have submitted the valid EMD as per the format shall be considered for further evaluation. The amount of EMD will be refunded to the successful bidder on deposition of security deposit money which will be 5% of the accepted financial proposal of the successful bidder and after signing the agreement with the finally selected bidder.

**15)** The intending Bidders shall clearly understand that whatever may be the outcome of the present invitation of Bids, no cost of Bidding shall be reimbursable by the Directorate of M&SSE, West Bengal. The Tender/Evaluation Committee formed for the purpose reserves the right to accept or reject any offer without assigning any reason whatsoever and the Directorate of M&SSE, West Bengal is not liable for any cost that might have been incurred by any Bidder at the stage of Bidding.

**16) SELECTION PROCESS**

The Professional Agency/ Consultant shall be selected through a competitive bidding process. The bidding process shall be carried out in two stages i.e. Technical Bid & Financial Bid. The Technical Bids shall first be evaluated and only financial bids of the company meeting the technical criteria shall be opened. The financial bid of the bidder failing to meet the predetermined criteria would be remained unopened.

**17) TERMS OF PAYMENT**

i. Payment shall be made on the following milestone basis:

- Mobilization Advance (against submission of bank guarantee) - 10%
- Submission of System Analysis/ Process Flow/Design Basis Report- 15%
- Successful operation, functioning and go-live of the software - 50%
- Submission of Documentation/ Manuals - 15%
- Satisfactory completion of training - 10%

ii. 10% of the every invoice raised shall be withheld as Retention Money and shall be released at the end of the free maintenance period of 1 (one) year on successful functioning of the SAG. Alternatively, Performance Security by way of Bank Guarantee (from any nationalized Bank) for a sum equivalent to 10% of the total amount quoted and valid for a period of 1 (one) year can be furnished.

**18) Evaluation Criteria**

The broad guidelines for evaluation of proposals are as follows:

- i. Technical proposals will be opened first and evaluated by constituting an evaluation committee. The evaluation parameters and weightages are given below:

SI No.	Criteria/Sub Criteria	Description	Point System	Max Criteria/ Sub Criteria Points
<b>1</b>	<b>Past Experience of the Bidder</b>			
a.	Experience of the applicant agency on the basis of the submissions support of the eligibility criteria.	Past experience in the related field.	1 project= <b>20</b> points 2-3 projects= <b>30</b> points More than 3 projects= <b>50</b> points	50
<b>2</b>	<b>Project Plan and Implementation Methodology</b>			
a.	Understanding on the Scope of work	Write-up (not more than 1000 words) on the bidder's clarity of the total scope of work, approach and methodology and understanding of the policy priorities of the Govt. to be considered.	Marks allotted: 25	25
<b>3</b>	<b>Resource Deployment</b>			
a.	Key personnel involved in the assignment experienced in MSME field.	No. of key personnel involved in the assignment experienced in MSME field (Supported by CVs of the key personnel)	2-5 persons = 5 points, More than 5 persons = 10 points	10
b.	Key personnel involved in the assignment experienced in I. T. Sector.	No. of key personnel involved in the assignment experienced in I. T. sector (Supported by CVs of the key personnel)	2-5 persons = 5 points, More than 5 persons = 10 points	10
c.	Domain of resource person	Variety of domain (e.g. I.T. expert, expert in MSME project implementation & development, promotion of MSME sector, financial modeling expert, expert in dealing with different statutory, non-statutory compliance of various Govt. Deptt.s/ Organisation /local bodies)	Personnel of 2 domain = 3 points, Personnel of more than 2 domain = 5 points	5



- ii. Based on the technical evaluation, scores will be awarded and proposals of applicants, which obtain equal or more than the threshold score of 75, will only be considered as technically eligible.
- iii. Financial proposals of applicant agencies whose Technical proposals are found eligible and accepted will be opened.
- iv. Selection shall be made under Combined Quality Cum Cost Based System (CQCCBS) with following allotted weightages:

<i>Description</i>	<i>Weightages</i>
• Technical proposal	70%
• Financial proposal	30%
<b>Total</b>	<b>100%</b>

- v. The proposal with the highest combined weighted score for quality and cost will be considered for selection of the applicant agency after complete clarification and price negotiations if desired.  
The evaluation would be Quality and Cost based.

- a. The financial evaluation would be done for only those proposals which qualify technically i.e. will secure 75% marks in technical evaluation.
- b. The lowest financial proposal (FPMin) will be given a score of 100 points. The financial scores of the other financial proposals (SF) will be calculated as:

c.  $SF = 100 \times FPMin / FP$

- i. SF = Financial score of other financial proposals
- ii. FPMin = Price of lowest financial proposal
- iii. FP = Price of the proposal under consideration

- d. The weights given to Technical and Financial proposals are  $WT = 0.70$  and  $WF = 0.30$  respectively
- e. Proposals will be ranked according to their combined technical and financial scores using the weights mentioned above.

f.  $S = ST \times WT + SF \times WF$

Where;

- i. S = Final combined score
- ii. ST = Technical score
- iii. WT = weight given to technical score
- iv. SF = Financial score
- v. WF = weight given to financial score

Weightage

Technical proposal	70%
Financial proposal	30%

- g. The agency achieving the highest combined technical and financial scores would be called for negotiations

- h. In the event of a tie in the final combined scores, the agency/consultant having the lower financial quote amongst the two would be called for negotiations.

**19) GENERAL TERMS AND CONDITIONS OF THE WORK**

The selected company has to sign an Agreement with the Directorate of M&SME, Go WB for rendering satisfactory services and completion of the assignments in a time bound manner. The Agreement shall include provisions for taking performance guarantee, damages for delay besides other clauses as are finalized by the Directorate of M&SSE,WB.

**20) PENALTY CLAUSE:**

For non-performance/ delayed performance, the following, all or any penalties may be imposed on the selected agency:

- (i) EMD will be forfeited in case of any mid-way unilateral withdrawal from the bidding process.
- (ii) Forfeiture of performance security in case of any mid-way unilateral withdrawal from the assignment or delayed performance beyond stipulated period ( Maximum 90 days from the date of Agreement). Beyond 90 days, a penalty charge Rs. 1000/- per day will be imposed. However, decision of the Evaluation Committee will be absolute and final in this respect.

**21) CLARIFICATIONS**

In case any further clarification or information is required, the following officer may be contacted:- Joint Director of M&SSE(BG)/ Joint Director of M&SSE (Accounts), Directorate of M&SSE, Govt of West Bengal, 9th Floor, Block-A, New Secretariat Building,1, K.S Roy Road,Kolkata-700001.Ph. 033-2248-6629

**22) COURT JURISDICTION**

This shall be subject to the exclusive jurisdiction of courts at West Bengal.

**23) THE TENDER COMMITTEE RESERVES THE FOLLOWING RIGHTS:**

- (i) To reject any/all application without assigning any reason thereof at any time prior to award of contract without incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidders of the ground for such action.
- (ii) To relax or waive any of the conditions stipulated in this document as deemed necessary in the best interest of the project and the objective of the scheme without assigning any reasons thereof;
- (iii) To include any other items in the Scope of Work at any time after consultation in the pre-bid meeting or otherwise during the course of implementation of the work assignment.

**24) REJECTION OF BID:**

- (i) It is not in prescribed form and not containing all required details/information/documents.
- (ii) Offer is received other than on line submission mode.
- (iii) Bid received without EMD.
- (iv) During scrutiny if it is comes to the notice that the credential or any other paper found incorrect/manufactured/fabricated.
- (v) If it is conditional and incomplete.

**25)** Prospective Bidders are advised to note carefully the minimum qualification criteria as mentioned in **“Instruction to Bidders” stated in Section-A** before entering the Bids.

Director,  
Micro & Small Scale Enterprises,  
Govt. of West Bengal

Memo No: 104/1(1) / Handi/e-tender/14-15

Date: 08/08/14

Copy forwarded for information to:-

The Principal Secretary to the Government of West Bengal, Department of Micro Small & Medium Enterprises and Textiles, Hemanta Bhawan, 12, B. B. D. Bag (East), Kolkata -700001.

Director,  
Micro & Small Scale Enterprises,  
Govt. of West Bengal

**Annexure – A**

**List of Departments and application forms for Approvals/ Clearances/ Licenses**

SI	Departments	Approvals/ Clearances/ Licenses
1	L&LR	Mutation and Conversion of land, LTS and 14Y exemption cases
2	Fire & Emergency Services	Fire Safety Certificate & License
3	Municipal Affairs/ Urban Development	Site Plan and Building Plan approval, Land use change permission
4	Municipal Affairs	Trade License
5	Labour	** Factory License, Shop & Establishment, Boiler License, ESI, EPF
6	Environment	Pollution Certificates
7	Food Processing &H/ Health	Food Safety License/ Drug License
8	Power (WBSEDCL/ CESC/ DPSC/ DVC/ DPL)	New connection, Capacity expansion, Installation of Generator, Lift/ Escalator
9	State Water Investigation	Permission for ground water
10	Finance	Reg for VAT, Professional Tax, CST, Excise, Service Tax
11	MSME&T and C&I	** EM I & EM II, Incentives, Land

\*\* on-line facilities are functional

**Annexure – B**

**A. Expected functionality of Single Application Gateway (SAG) to act as backbone to**

**MSME Facilitation Centre (MFC)**

- i. Single Application Gateway module integrated with the myEnterprise.wb.gov.in portal will ensure that all relevant information can be accessed including online application (in digital form).
- ii. Up gradation of myEnterprise.wb.gov.in portal will ensure updating with latest information from all departments/ agencies regarding application procedure, application forms, fee structure, supporting documents, timeline, collection, etc
- iii. MSME Database creation, management and provide security solutions
- iv. Enrolment of entrepreneurs to the myEnterprise.wb.gov.in / Application Gateway portal service and provide personalized guidance to applicants
- v. MFC will be responsible for educating and advising entrepreneurs on application procedure through dissemination of information via the portal and also printed matter, media and call centre
- vi. MFC will provide application forms and printed material for which online application facility are not available
- vii. MFC will publish and display information on fees for each application prescribed by the departments/ agencies and tentative timeline for processing of application
- viii. MFC will provide helpdesk support to entrepreneurs for online filling up of application forms and preparation of supporting documents
- ix. MFC will manage verification process to authenticate available information, scrutiny of supporting documents and reconciliation of application data against supporting documents
- x. SAG will calculate fee for each application of concerned departments/ agencies
- xi. MFC shall forwarding application and supporting documents along with challan of deposit fees to concerned departments/ agencies
- xii. MFC will represent on behalf of the entrepreneurs to clarify any queries on the application raised by the concerned departments/ agencies
- xiii. SAG will track the progress of applications and inform the entrepreneurs about the status
- xiv. MFC will be responsible for collection of the certificates/ licenses from the departments/ agencies
- xv. MFC will return delivery of certificates/ licenses to the entrepreneurs within pre-defined timeline
- xvi. Additional features shall include:
  - SAG will establish telephone and e-mail help lines and MFC shall respond to enquiries by telephone, postal mail and e-mail and intimate status of application to the entrepreneurs

- SAG will schedule online appointment for meeting of the entrepreneurs with the concerned department/ agency if required
- xvii. MFC will only act as a facilitator and will not play any part or influence the outcome of the departmental applications which shall be processed and decided by the respective departments/ agencies.

**B. Activities of Work**

- **Information databank**
  - List of DIC offices with location and jurisdiction
  - Application Forms of each linked departments
  - Rate chart of different departments
  - Time chart of each department
  - Contacts of designated officials of each concerned departments
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  - Facility to find out the nearest DIC office for the user.
  - Show the location of the DIC offices and facilitation centers on Google map.
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- **Testing, Auditing, Documentation**
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  - Web server configuration
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- **Monitoring module by DIC office of the submitted applications**
- **Monitoring module by departments of the respective status**
- **Categories of industries and list of NIC codes**
- **Database of linked departments/officials with contacts**

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**SECTION - A**  
**INSTRUCTION TO BIDDERS**

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**General guidance for e-Tendering:**

Instructions/ Guidelines for electronic submission of the tenders have been annexed for assisting the Bidders to participate in e-Tendering.

1. Registration of Agency / Consultant:

Any Agency willing to take part in the process of e-Tendering will have to be enrolled & registered with the Government e-Procurement System, through logging on to <https://wbtenders.gov.in>. The Agency is to click on the link for e-Tendering site as given on the web portal.

2. Digital Signature certificate (DSC):

Each Agency is required to obtain a Class-II or Class-III Digital Signature Certificate(DSC) for submission of tenders from the approved service provider of the National Informatics Centre(NIC) on payment of requisite amount. Details are available at the Web Site stated in Clause A.1. above. DSC is given as a USB e-Token.

3. The Agency can search & download N.I.T.& Tender Document(s) electronically from computer once he logs on to the website mentioned in Clause A.1.using the Digital Signature Certificate. This is the only mode of collection of Tender Documents.

4. Submission of Tenders:

Tenders are to be submitted through online to the website stated in Section A.1. in two folders at a time for each work, one in Technical Proposal & the other is Financial Proposal before the prescribed date & time using the Digital Signature Certificate (DSC). The documents are to be uploaded virus scanned copy duly Digitally Signed. The documents will get encrypted (transformed into non readable formats).

**Technical Proposal:**

The Technical proposal should contain scanned copies of the following in two covers (folders).

**(a). Statutory Cover Containing the following documents:**

**Technical doc 1**

- i) Technical Bid cover letter (Annexure-I of Section B)
- ii) EMD
- iii) Affidavit as per format given in Affidavit-X in Section B

**Technical doc 2**

- i) Company details as per Annexure-II of Section B
- ii) Credentials as per format in Annexure III of Section B

**Technical doc 3**

- i) Manpower/key personnel details (As per Annexure-IV of Section B)



**(b). Non-statutory Cover Containing the following documents:**

Sl. No	Category name	Sub Category Description	Details
A	Certificates	A1 Certificates	<ul style="list-style-type: none"> <li>PAN</li> <li>Latest IT Acknowledgement</li> <li>Service Tax Registration Certificate</li> <li>P. Tax Challan (2013-14)</li> </ul>
B	Company details	B1 Company details 1	<ul style="list-style-type: none"> <li>Legal Status of the Agency such as Certificate of Incorporation with MoA , Certificate under Society Registration Act/ Co-operative Society Registration Act with bye laws.</li> </ul>
		B2 Company Details 2	<ul style="list-style-type: none"> <li>Company details like list of Board of Directors/ Executive Committee Members with address.</li> <li>Power of Attorney</li> </ul>
C	Credential	C1 Credential1	<ul style="list-style-type: none"> <li>Work Order/Work Completion certificates showing Past experience in projects as mentioned in the eligibility criteria (para 10.a)</li> </ul>
D	Financial Info	Balance Sheet 2010-11	D1 P/L , Balance Sheet & Income & Expenditure Statement 2010-2011
		Balance Sheet 2011-12	D2 P/L , Balance Sheet & Income & Expenditure Statement 2011-2012
		Balance Sheet 2012-13	D3 P/L , Balance Sheet & Income & Expenditure Statement 2012-2013
E	Declaration	E1 Declaration 1	<ul style="list-style-type: none"> <li>Brief write-up (not more than 1000 words) on bidder's clarity of the total scope of work, approach and methodology &amp; understanding of the Policy priorities of the Govt.</li> </ul>
F	Manpower	Key personnel	Details of personnel supported by CVs (as per Format-Y of Section-B)

**N.B.: Failure of submission of any of the above mentioned documents as stated in Sl. No 4(a) and Sl. No. 4(b) of Section A will render the Bidder liable to be rejected for both statutory & non statutory cover.**

Click the check boxes beside the necessary documents in the My Document list and then click the tab " Submit Non Statutory Documents' to send the selected documents to Non-Statutory folder.

Next Click the tab "Click to Encrypt and upload" and then click the "Technical" Folder to upload the Technical Documents.

**N.B: If the space provided for uploading necessary documents is not sufficient, the Bidder may submit the documents off line following the respective Annexure submitted in the "Statutory Cover" in Sl. No. 4(a) of Section A. If any discrepancy between the Annexure and respective documents is found, the proposal will be liable for cancellation.**

#### 5. Tender Evaluation Committee (TEC)

- a. Evaluation Committee constituted for the purpose will function as Evaluation Committee for selection of technically qualified Agencies.
- b. Opening of Technical Proposal:  
Technical proposals will be opened electronically using Digital Signature Certificate (DSC).
- c. Intending Bidders may remain present if they so desire.
- d. Decrypted (transformed into readable formats) documents of the non-statutory cover will be downloaded & handed over to the Tender Evaluation Committee.
- e. Summary list of technically qualified Bidders will be uploaded online.
- f. During evaluation the committee may summon of the Bidders & seek clarification / information or additional documents or original hard copy of any of the documents already submitted & if these are not produced within the stipulated time frame, their proposals will be liable for rejection.

#### 6. Financial Proposal

- a. The financial proposal should contain **Financial Proposal Cover Letter** (Annexure-V of Section B) and **Bill of Quantities** (BOQ).The Agency is to quote the rate online through computer in the space marked for quoting rate in the BOQ.

**Note:**

- a. **Only downloaded copies of the above documents are to be uploaded virus scanned & Digitally Signed by the Agency.**
- b. The B.O.Q should indicate the fee chargeable in INR.
- c. Bill of Quantities(BOQ).shall be reckoned as inclusive of all taxes & levies, survey cost, travel, boarding & lodging, communication and all other out of pocket expenses.
- d. The Financial proposal should be unconditional and valid for a period of 180 days from the date of submission.



SECTION – B

ANNEXURE I:  
TECHNICAL PROPOSAL COVER LETTER

To  
The Director,  
Micro and Small Scale Enterprises,  
Govt. of West Bengal  
9<sup>th</sup> Floor, New Secretariat Building  
Kolkata – 700001

**Subject: Technical Proposal for appointment of Professional Agency/  
Consultant under for Single Application Gateway**

**Ref: MSSE/e-tender/01/Handi/14-15 of the Director, Micro & Small Scale  
Enterprises, West Bengal.**

Sir,

Having gone through and carefully examined the N.I.T documents & Instructions to Bidders including the Statutory, Non-statutory documents, I /we hereby submit all the necessary information and relevant documents of technical proposal for evaluation.

The application is made by me / us on behalf of M/s.....  
..... duly authorized to submit the bid.

The necessary evidence admissible by law in respect of authority assigned to Me/ us on behalf of the agency for application and completion of the contract Documents is attached herewith.

We certify that the information provided in the proposal is true to the best of Our knowledge and understand that any variation to the same may lead to Rejection of our proposal.

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

Encl: e-Filing

- 1. Statutory documents.
- 2. Non-Statutory documents.

Yours sincerely,

Date:

Authorised Signatory (In full and initials)  
Name and Title of Signatory  
Name of the Firm  
Address

SECTION – B

AFFIDAVIT-X

(To be furnished in Non – Judicial Stamp paper of appropriate value duly notarized)

- 1) I, the under-signed do certify that all the statements made in the attached documents are true and correct. In case of any information submitted proved to be false or concealed, the application may be rejected and no claim/objection will be raised by the under-signed.
- 2) The under-signed also hereby certifies that neither our agency M/S ..... nor any of constituent Director/Member had been declared blacklisted/ineligible to participate for bidding during last five financial years by any State/Central Government or State/Central P.S.U due to unsatisfactory performance, breach of general or specific instructions, corrupt/fraudulent or any other unethical business practices.
- 3) The undersigned certifies that the agency has a local office in Kolkata at.....(address)
- 4) The under-signed would authorize and request any Bank, person, Firm or Corporation to furnish pertinent information as deemed necessary and/or as requested by the Directorate of M&SSE, West Bengal to verify this statement.
- 5) The under-signed understands that further qualifying information may be requested and agrees to furnish any such information at the request of the Directorate of M&SSE, West Bengal.
- 6) Certified that I have applied in the tender on behalf of the agency M/s.....having been duly authorized by Power of Attorney by the said agency.

\_\_\_\_\_  
Signed by an authorized officer of the agency.

\_\_\_\_\_  
Title of the officer

\_\_\_\_\_  
Name of the agency with Seal

Date: \_\_\_\_\_

SECTION – B  
Annexure-II

Company details

- 
- 1) Name of Applicant with contact No. : \_\_\_\_\_
  - 2) Name and Address of the agency with contact No. and e-mail ID : \_\_\_\_\_
  - 3) i) Legal status of the agency  
Company/Co-op. Society/ Society \_\_\_\_\_  
iii) Certificate No. & date \_\_\_\_\_
  - 4) No. of Board of Directors/ Executive Committee member : \_\_\_\_\_
  - 5) Whether the applicant has power of Attorney (Yes/No).....

-----  
Signature of applicant including title  
And capacity in which application is made.

**Note: 1.** Documents in support of the above information should be submitted in the **Non-Statutory cover**. If the space provided for uploading the documents is not sufficient, documents may be submitted off line on or before 21.08.2014 up to 2.00 p.m. as per table at Sl. No. 12 of N.I.T documents, but that should match with the information given in the above table. Any mismatch in this regard will lead the cancellation of the entire proposal.

**Note: 2.** Extra documents not mentioned in the above table, if submitted, will not be considered.

**Annexure –III**

**Experience in preparation and maintenance of web portals/  
online application of Government Departments**

Sl. No	Name of Work order issuing authority	No. and date of work order	Nature of the work in brief	Value of the project (Rs.)	Whether ongoing or completed	Whether report submitted or not
1	2	3	4	5	6	7
1						
2						
3						
4						

Authorised Signatory (In full and initials)  
 Name and Title of Signatory  
 Name of the Agency  
 Address

**Note: 1.** If the work is completed and report submitted (column no. 6 & 7 of the above table) to the order issuing authority, work completion certificate should be submitted.

**Note: 2.** Documents of the above information are to be submitted in the **Non-Statutory cover**. If the space provided for uploading the documents is not sufficient, documents may be submitted off line on or before 21.08.2014 up to 2.00 p.m as per table at Sl. No. 12 of N.I.T documents, but that should match with the information given in the above table. Any mismatch in this regard will lead the cancellation of the entire proposal.

**Note: 3.** Extra documents not mentioned in the above table, if submitted, will not be considered.

**Annexure –IV**

**List of key personnel/ man power resources**

Sl. No	Name of key person	Qualification (both educational & technical)	Experienced in (e.g. I.T., implementation & development of MSME, financial modeling etc.)	Domain of expertise (e.g. Infrastructure; finance; marketing; Engg. & design; PPP modeling etc)	Years of experience	Associated with the agency since.... (mention date)
1	2	3	4	5	6	7
1						
2						
3						
4						
5						
6						

Authorised Signatory (In full and initials)  
 Name and Title of Signatory  
 Name of the Agency  
 Address

**Note: 1.** CVs as per **format-Y of Section B** of the personnel whose names are given in the above table are to be submitted in the **Non-Statutory cover**. If the space provided for uploading the documents is not sufficient, documents may be submitted off line on or before 21.08.2014 up to 2.00 p.m as per table at Sl. No. 12 of N.I.T documents, but that should match with the information given in the above table. Any mismatch in this regard will lead the cancellation of the entire proposal.

**Note: 2.** Extra documents not mentioned in the above table, if submitted, will not be considered.



SECTION – B  
Format-Y  
**CURRICULUM VITAE (CV) OF PROFESSIONAL STAFF**

Proposed Position: \_\_\_\_\_

Name of Agency: \_\_\_\_\_

Name of Staff: \_\_\_\_\_

Profession: \_\_\_\_\_

Date of Birth: \_\_\_\_\_

Years with Agency/Entity: \_\_\_ Nationality: \_\_\_\_\_

Membership in Professional Societies: \_\_\_\_\_

Details of Tasks in this Assignment: \_\_\_\_\_

**Key Qualifications:**

*[Give an outline of staff member’s experience and training most pertinent to tasks on assignment. Describe degree of responsibility held by staff member on relevant previous assignments and give dates and locations. Use about half a page.]*

**Education:**

*[Summarize college/university and other specialized education of staff member, giving names of schools, dates attended, and degrees obtained. Use about one quarter of a page.]*

**Employment Record:**

*[Starting with present position, list in reverse order every employment held. List all positions held by staff member since graduation, giving dates, names of employing organizations, titles of positions held, and locations of assignments. For experience in last ten years, also give types of activities performed and client references, where appropriate. Use about three-quarters of a page.]*

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**Languages:**

*[For each language indicate proficiency: excellent, good, fair, or poor; in speaking, reading, and writing]*

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**Certification:**

I, the undersigned, certify that to the best of my knowledge and belief, these data correctly describe me, my qualifications, and my experience.

\_\_\_\_\_ **Date:** \_\_\_\_\_  
*[Signature of staff member and authorized representative of the Firm]* *Day/Month/Year*

**Full name of staff Member:** \_\_\_\_\_

**Full name of authorized representative:** \_\_\_\_\_

## SECTION – B

Annexure-V

**FINANCIAL PROPOSAL COVER LETTER**

To  
The Director,  
Micro and Small Scale Enterprises,  
Govt. of West Bengal  
9<sup>th</sup> Floor, New Secretariat Building  
Kolkata - 700001

**Subject: Financial Proposal for appointment for Professional Agency/Consultant for Single Application Gateway**

**Ref: e-NIT No. MSSE/e-tender/01/Handi/14-15 of the Director, Micro & Small Scale Enterprises, West Bengal.**

Sir,

We, the undersigned, are pleased to submit our financial proposal for appointment as Professional Agency/Consultant for Single Application Gateway in accordance with Tender under reference.

Our Financial Proposal is unconditional and we acknowledge that any condition attached to the financial proposal shall result in rejection of our proposal. Our Financial proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity of the Proposal.

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

Yours sincerely,

Authorised Signatory (In full and initials)  
Name and Title of Signatory  
Name of the Agency  
Address

Tender Inviting Authority: Directorate of Micro & Small Scale Enterprises, Govt. of West Bengal	
Nature of Work : Preparation of SAG for MFC	
Contract No:	
Bidder Name:	

SCHEDULE OF WORKS

(This BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevant columns, else the bidder is liable to be rejected for this tender. Bidders are allowed to enter the Bidder Name and Values only)

Sl No.	Description of Work	No. of Quantity	Unit	Estimated Rate (in Rs.)	RATE In Figures To be entered by the Bidder		Amount
					Rs. P		
					Figures	Words	
1	Preparation of Single Application Gateway covering Software Development, testing, training and maintenance integrated with the portal to provide facilities of applying for various statutory permissions, NOCs, licenses, permits, intimation etc. to different Government offices/agencies.	1	LS				
Total in Figures							
Total in Words							

Tender Inviting Authority: Directorate of Micro & Small Scale Enterprises, Govt. of West Bengal	
Nature of Work : Preparation of SAG for MFC	
Contract No:	
Bidder Name:	

SCHEDULE OF WORKS

(This BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevant columns, else the bidder is liable to be rejected for this tender. Bidders are allowed to enter the Bidder Name and Values only)

Sl No.	Description of Work	No. of Quantity	Unit	Estimated Rate (in Rs.)	RATE In Figures To be entered by the Bidder		Amount
					Rs. P		
					Figures	Words	
1	Preparation of Single Application Gateway covering Software Development, testing, training and maintenance integrated with the portal to provide facilities of applying for various statutory permissions, NOCs, licenses, permits, intimation etc. to different Government offices/agencies.	1	LS				
Total in Figures							
Total in Words							