



Government of West Bengal  
Directorate of Micro, Small & Medium Enterprises  
New Secretariat Building(9th Floor),  
1,Kiran Shankar Roy Road, Kolkata,  
West Bengal 700001

### Notice Inviting Tender

NIT NO. D/208/2018

Dated: 20.09.2018

#### **NOTICE FOR FORMATION OF WEBSITE REGARDING ONLINE GRIEVANCE REDRESSAL SYSTEM**

The Director, Micro Small & Medium Enterprises, Govt. of West Bengal invites sealed bid documents from the interested bidder for the work detailed below (Submission of Bid Offline only):

The Deptt. of MSME&T Government of West Bengal has taken various steps to enhance the number of MSME units as well as qualitative exportable products & services in West Bengal. Therefore, the Government has the large array of services, in the form of policies, programs and welfare schemes for the MSMEs. However the deficiencies of adequate resources and other limitations hinder the government agencies to render these services to the entrepreneurs satisfactorily. This is the main reason for emergence of grievance and their multiplication. So, the grievance redressal mechanism in a democratic & Welfare set up is important for ensuring the transparency . If the grievances of the entrepreneurs are timely solved, the people become satisfied with the activities of the Department.

Name of the Website: **West Bengal MSME Grievance Redressal System (www.wbmsmegrs.in)**

#### **Scope of Work**

Point No	Work to be done.
1	The website has to be interactive and simplistic in nature.
2.	"Submit New Grievance" "Know your petition Status" has to be develop in the landing page.
3.	"Officer Login", "Complainant Login" & "Lodging of fresh Complaint" three tabs should be embedded in the landing page.
4	Bilingual version of the web page in Bangla & English to be developed.
5	A visual of analytics /vital statistics of grievances lodged & resolved to be displayed in landing page.
6	Analytical data of complaint receive & its disposal has to be displayed on the landing page including graphical presentation.
7	SMS Gateway to be used and SMS for each complaint and its status has to be embedded in the system.
8	Crystal report has to be generated by the Administrator of the webpage as and when required.
9	WBMSMEGRS helpline no. to be develop. Web Space and hosting: Quote for Web Hosting and Storage charges (Yearly Rate)
10	QR Code of the Website to be given for use in brochure.
11	There will be a FAQ Section, News/events has to be embedded.

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12	Free maintenance of the website including minor addition alteration has to be provided for one year after completion and launching of the website.
13	A Notice section has to be developed in the site and provision should be there to upgrade the matters time to time.
14	Office/Service Centre login to be developed and user ID & Password of the administrator to be provided with forgot password option.
15	Picture Gallery and the map of the State to be develop in the Webpage.

### Instruction: -

Bid should be submitted in sealed envelope in prescribed format consisting with Quotation with memo no. in sealed covers.

#### Eligibility criteria for participation in quotation:

1. The prospective bidders shall have completed at least two similar nature of work during the last 3(three) years prior to the date of issue of this Notice under the authority of State/Central Gov., State/Central Gov. undertaking /Statutory Bodies constituted under the statute of the Central / State Government (Work Order Required)
2. GST Number, Pan Card, Professional Tax receipts Challan for the year 2017-2018, Income Tax Acknowledgement Receipt for assessment year (2018-2019) have to be submitted.
3. Registered Partnership Deed (for Partnership Firm only) along with Power of Attorney to be submitted along with application. (Non-Statutory documents).
4. A prospective outside bidder participating in a single job either individually or as partner of a firm or in Joint Venture shall not be allowed to participate in the same job in any other form.
5. Quotation shall remain valid for a period not less than 180(One Hundred Eighty) days after the dead line date for Quotation submission. Quotation valid for a shorter period shall be rejected by the 'Tender / Purchase Committee' as non-responsive.

#### **6. Important Information:- (Date & Time Schedule)**

Sl. No.	Particulars	Date & Time
1.	Date of issue / publish /upload of NIT Documents (Publishing Date)	20.09.2018
2.	Opening Date of collection /download of Tender Documents	20.09.2018
3.	Last Date of submission of Tender	26.09.2018, 2:00 p.m.
4.	Date of opening of Tender	26.09.2018, 3:00 p.m.

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## 7. 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 (Incl. Tax) : Rs.

Declaration: I have gone through the Notice inviting Quotation No. \_\_\_\_\_ Dated : \_\_\_\_\_ 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. Up to date VAT / GST Tax return
- iv. GST Registration No.
- v. PAN

Condition: (1) All papers / documents / Printed materials (Hard copy) will be collected physically by your representative from Directorate of MSME or it can be downloaded from the website [www.wbmsme.gov.in](http://www.wbmsme.gov.in).

(2) Minimum 3 Yrs. of experience in above mentioned type of work in Government department is required. (Proof of experience should be submitted).

(3) Payment will be made after satisfactory completion of the work order. The necessary bill & work done certificate issued by appropriate authority should be produced for making payment at that time.

(4) The intending quotationer is required to quote the rate in figures as well as in words as price.

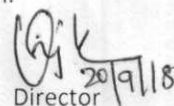
(5) No CONDITIONAL/ INCOMPLETE QUOTATION will be accepted under any circumstances.

(6) The Director, MS&ME reserves the right to cancel the N.I.Q. due to unavoidable circumstances and no claim in this respect will be entertained

The Sealed Quotation must be super scribed "Quotation for formation of Website regarding online Grievance Redressal System Directorate of Micro, Small and Medium Enterprises" and is to be submitted at Directorate of Micro, Small & Medium Enterprises, N.S. Building, 9<sup>th</sup> Floor, Room No. 10, A Block, 1, K.S. Roy Road, Kolkata 700 001. within 24<sup>th</sup> September, 2018 at 02.00 P.M. The tender/quotation will be opened at the same day at 03.00 P.M. in presence of the bidders or their representatives.

For any query please contact with Sri Abhijit Bandyopadhyay, Deputy Director of MSME. Contact No. 9038979296.

The undersigned reserves the right to cancel the quotations or tender process suo motu without assigning any reason.

  
Director

Micro, Small & Medium Enterprises,  
West Bengal



No: D/208(3)/2018

Date: 20-09-2018

Copy forwarded for information & taking necessary action to:

1. Joint Director of MSME (P&S) /(Accounts) / (Audit),/ Dy. Director of MSME Dte. of M&SSE, WB
2. Notice Board & [www.wbmsme.org](http://www.wbmsme.org) of this Directorate for wide publication.
3. Office copy

MS 20.09.18  
For Director  
MSME, WB