

TECHNICAL CORRIGENDUM – 1

01-06-2020

Request for Proposal for selection of a

Market Research firm to conduct an industry based survey and enumeration of organizations in IT, ITeS and ESDM sector in West Bengal

Tender No: WEBEL/EOT/COM/20-21/00002 Dated: 12-05-2020

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	Section No.	Sub-Section	Page No.			
1.	SECTION-A: INTRODUCTION & OBJECTIVE OF THE PROJECT	2. Objective of The Project	11	The State-wide IT survey report should incorporate the holistic picture of the entire state ecosystem involving IT, ITeS and ESDM companies operating in West Bengal.	<p>1. Will it cover only entities registered under the Companies act, 1956/2013? Kindly clarify?</p> <p>2. What does companies 'operating' mean here? Does the company have a physical registered premise under its name either owned or leased? OR</p> <p>o Will it cover companies having registered office in West Bengal, but operation area is outside West Bengal? OR</p> <p>o Will it cover companies having registered office in outside West Bengal, but operation area is within West Bengal?</p>	<p>1. The extensive list for IT/ ITeS/ ESDM Companies are listed in Annexure-1 given below.</p> <p>2. Operational in West Bengal. This means companies need to have physical registered office in West Bengal, can be either owned or leased</p>
2.	SECTION-A: INTRODUCTION & OBJECTIVE OF THE PROJECT	2. Objective of The Project	11	This said report should also incorporate trend analysis, future projections, recommendation and/ or suggestion pertain to the collected data which would help the state administrator/sin formulating industry centric policies, make necessary amendments and help Department of Information Technology and Electronics, GoWB	<p>1. Kindly explain what type of 'trend analysis' and 'future projection' mean here?</p> <p>2. Apart from 'State-wide IT Survey', do MR agencies need to provide consulting support as well to Department of Information Technology and Electronics, GoWB on the areas mentioned (All 7 points, Refer page 11 of ToR)</p>	<p>1. The data collection methodology needs to have the historic trend and the future growing projection. Example: Company ABC is established in 2010 and have total employee strength of 50 resource and Company EFG is established in 2010 and current employment is 500. So, based on the domain of the company, we need to draw an inference about the growth pattern in terms of employment, investment, physical office set up etc.</p> <p>2. The on boarded company is required to provide a consulting support based on the captured data</p>

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3.	NOTICE INVITING E-TENDER	1 st Paragraph	5	Duration of engagement is initially for three years.	1. Why three years of agreement? 2. What obligation will be left after 4 months, as it has mentioned successful agency will be allowed to start the engagement initially for a period of four (4) months?	Duration of engagement is initially for 4(four) months.

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4.	SECTION - B: INSTRUCTION TO BIDDER	13. Evaluation Procedure	15 & 26	<ul style="list-style-type: none"> The Tender Committee would perform the Technical Evaluation of the bidders who qualified the eligibility criteria as per the tender document. Bidders securing a minimum of 70 marks in the Technical Evaluation will only be considered for Price Bid evaluation. Price bid will be opened for evaluation only for those bidders who have technically qualified. The basis of bid evaluation shall be “Quality & Cost Based (QCBS) Selection” The technically qualified bidder with the lowest cost will be declared successful and will be allowed to start the engagement initially for a period of four (4) months. The quoted cost will be firm for the entire duration of the project which is initially three years from the date of signing of agreement. <p>In Page 26: The evaluation will be made on the basis of QCBS with 80:20 ratio, where the weightage on the Technical part will be 80 percent and the 20 percent weightage to be given in commercial.</p>	<p>1. As per RFP instruction, the bidder is asked to give quote for the entire duration of the project i.e. three years. However, the duration in BOQ is capped at 4 months? Kindly clarify, why this is so?</p> <p>a. Does it mean, there would be multiple engagements of similar scope and duration(four months) and the same quoted price will be applicable in case of new engagement?</p> <p>2. Also it says, basis of bid evaluation shall be “Quality & Cost Based (QCBS) Selection”. In its next point, it also says, technically qualified bidder with the lowest cost will be declared successful and will be allowed to start the engagement initially for a period of four (4) months.</p> <p>a. Is it a QCBS with 80:20 ratio or lowest quote will be considered as successful bidder?</p>	<p>- The Tender Committee would perform the Technical Evaluation of the bidders who qualified the eligibility criteria as per the tender document. Bidders securing a minimum of 70 marks in the Technical Evaluation will only be considered for Price Bid evaluation.</p> <p>-Price bid will be opened for evaluation only for those bidders who have technically qualified.</p> <p>-The basis of bid evaluation shall be “Quality & Cost Based (QCBS) Selection”</p> <p>- The bidder with the highest total (Combined) score will be declared successful and will be allowed to start the engagement initially for a period of four (4) months.</p> <p>-The quoted cost will be firm for the entire duration of the project which is initially four (4) months from the date of signing of agreement.</p>

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5.	SECTION-E: SCOPE OF WORK	Project Scope – Point no. 1	28	i. Selection or Identification or Mapping of the Universe (under project scope)	i. Kindly clarify, what does “mapping” mean? Does it mean listing exercise in all 23 districts? ii. As per ToR, all 23 districts in state will be frame for conducting enumeration exercise within a stipulated time frame. Also as we understand there is no universe of IT, ITeS and ESDM companies currently operating in the State? Looking at the timeline and coverage of the study, is there any average number (even sharing range will also work) of companies we need to identify per district?	1. Mapping means framing the Universe consist of IT/ ITeS/ ESDM companies. The Universe must cover 23 district/s 2. Minimum expectation is not less than 7000K companies. The Department will help the on boarded vendor with a list of the companies for convenience. The On boarded agency is expected not only to validate the provided list but also to explore maximum 2500+ companies apart from the list provided
6.	SECTION-E: SCOPE OF WORK	Project Scope – Point no. 1	29	ii. Selection of Sample Frame (under project scope)	We understand, this is required for capturing data on year on year basis. However for costing purpose, we would require sample size, so that all the bidders can be on the same page. As you know, different people will assume different sample size, hence the costing will vary. Kindly share indicative sample size?	The minimum sample size should be 5000
7.	SECTION-E: SCOPE OF WORK	Scope of work	29 & 30	The design of questionnaires for IT survey. 2. The Company details required: 5. Company’s Last year’s Revenue (In Lakhs)	The bidder will try to get company details applying best of effort but the possibility of companies refusing to share asked details (completely or partially) cannot be ruled out. How to handle such situation. Hope such cases will be accepted by WBEIDC.	1. WBEIDC may issue letter to facilitate data collection by selected bidder

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				6. Company's Last year's Investment (In Lakhs)	Can WBEIDC issue authorization letter to facilitate data collection by selected bidder?	
8.	SECTION-E: SCOPE OF WORK	Project Scope iv. Data collection methodology	31	Qualitative & Quantitative Data Management- Innovative way for Verification- Validation – Processing (VVP)	As per RFP instruction, what expectation does WBEIDC have from an Agency in terms of "Qualitative & Quantitative Data Management- Innovative way for Verification- Validation – Processing (VVP)".	to capture minimum sample size of 5000
9.	SECTION - C: ELIGIBILITY CRITERIA	Table 4: Eligibility Criteria Point No. 2: Work Experience	22	Completed Projects: Completion certificate + Work Order issued by the client Ongoing Projects: Ongoing projects may submit as their experiences. Partial completion certificate issued by client is available AND Minimum 60% of original fees value has been received (Client certificate/ Client email is required) OR Minimum 60% of the annual billing value has been received (client certificate/ client email is required)	Completed Projects: 1. Most of the organization do not provide completion certificate. In such circumstance, does the work order issued by the client will serve the purpose? Ongoing Projects: 2. Kindly clarify the statement 'Ongoing projects may submit as their experiences'? 3. Partial completion certificate never being issued by client. Kindly suggest, in such circumstance, what an agency will provide supporting documents? 4. 'Minimum 60% of original fees value has been received'. It is stringent criteria, kindly revisit and reduce this to 25%, if possible.	
10.	SECTION - C: ELIGIBILITY CRITERIA	Table 4: Eligibility Criteria Point No. 10: Local Office	24	The bidder should have an office at Kolkata for last 3 years from where the market research activities were carried out.	What does valid supporting documents would include. Will Internet Bill/ Telephone Bill/ Electricity bill/ Rent agreement - will any of these supporting will work?	Registration no of the physical premises of the company

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11.	SECTION - D: TECHNICAL EVALUATION CRITERIA	1. Technical Evaluation	Sl.No. A	<p>Under Type heading:</p> <p>1. Average turnover of Minimum Rs. 5 Cr for last 3 (three) financial years (ending with FY 2018-19) from market research, market intelligence & statistical analysis domain-5 Marks</p> <p>2. Average turnover of more than Rs. 5 Cr and less than equal to Rs. 10 Cr for last 3 (three) financial years (ending with FY 2018-19) from market research, market intelligence & statistical analysis domain-7.5 Marks</p> <p>3. 3. Average turnover of more than Rs. 10 Cr for last 3 (three) financial years (ending with FY 2018-19) from market research, market intelligence & statistical analysis domain-10 Marks</p>	<p>1. Total marks allotted is 15 in Point A, but the total comes down to 22.5 (5+7.5+10). Kindly clarify the marks being allotted.</p> <p>2. Similar discrepancy has been seen in Point B & Point C</p>	<p>1. Average turnover of Minimum Rs. 5 Cr for last 3 (three) financial years (ending with FY 2018-19) from market research, market intelligence & statistical analysis domain-5 Marks</p> <p>2. Average turnover of more than Rs. 5 Cr and less than equal to Rs. 10 Cr for last 3 (three) financial years (ending with FY 2018-19) from market research, market intelligence & statistical analysis domain-10 Marks</p> <p>3. 3. Average turnover of more than Rs. 10 Cr for last 3 (three) financial years (ending with FY 2018-19) from market research, market intelligence & statistical analysis domain-15 Marks</p>
12.	SECTION - D: TECHNICAL EVALUATION CRITERIA	1. Technical Evaluation	Sl.No. D	<p>Number of Sample size collected/ establishment visited in minimum of 3 projects/ assignments</p>	<p>1. Will "Household survey experience" get qualify?</p> <p>a. If household survey experience does not qualify, then kindly clarify what does 'establishment visited' mean?</p>	<p>Yes, Household survey will get qualified</p>

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13.	SECTION-E: SCOPE OF WORK	Project Scope iv. Data collection methodology	30	The vendor (Market Research/ Market Intelligence agency) needs to collect data based on the quantitative semi structured questionnaire	Usually such data are being collected through PAPI & CAPI tool. Can an agency suggest tool for data collection? OR is there any mandate in data collection tool? Please confirm.	Company may suggest their own tool for data collection
14.	Tender Document Fees & EMD	Table 1: Detail of the Scheme	5	Pay Tender Document Fees of INR 500 & EMD of INR 15000	Since we are MSME, will WBEIDC exempt us from paying both the tender fees and EMD? We will attach our MSME certificate under Technical Eligibility Criteria	Yes they are exempted.
15.	E	Project Scope (ii)	29	Selection of Sample Frame	The agency's understanding is that basic listing/ census procedures (of basic 5-6 information points) need to be covered for all IT/ ITeS/ ESDM companies, however administering of the survey questionnaire in entirety will be based on a representative universe estimation. Is this a correct understanding? Or is the agency required to administer the in-depth survey questionnaire, like a complete census, for all companies' including cyber cafes across all 23 districts?	The exercise is targeted towards complete census study across 23 district in West Bengal

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16.	E	Project Scope (ii)	29	Selection of Sample Frame	Will an Industrial Categorisation framework reference be provided by WBEIDC, and will the exercise of categorisation by the agency for the current scenario, involve primary data collection concerning activity of other industries in these districts as well, or citing secondary research would be deemed acceptable?	The company may opt for a Secondary research to screen the companies, but later the company is expected to visit and validate the collected data. Only Secondary research would not be deemed acceptable
17.	E	Project Scope (iii)	30	Design of questionnaires for IT survey	What is the protocol in place for companies refusing to disclose financial information (such as last year's revenue or investment), and how will the agency be held accountable for this at a later date?	The selected Agency is expected to use their niche market intelligence skills to capture the data
18.	E	Project Scope (iv)	31	Data collection methodology	What measures are expected to be undertaken as per VVP (Verification-Validation-Processing) component of the research?	The cross validation and verification needs to be in place to get the authenticity of the existence of the companies operating in West Bengal
19.	E	Project Scope (iv)	31	Data collection methodology	Will the criteria for "proper assessment" of draft report be revealed beforehand? It is also in the agency's interest to know if information from WBEIDC data hubs on relevant indicators, will be revealed for reference, and if the agency needs to necessarily align their findings to this.	Yes, the end to end data collection approach and methodology needs to be revealed beforehand. The Department/ WBEIDC will be providing with a list of companies to support the exploration/ identification of the IT/ ITeS/ ESDM companies

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20.	E	Team Structure	31	Requirements of position	Will there be any relaxation afforded to the agency for replacement of a "Content Writer" with a senior researcher, to executing the drafting responsibilities? In our experience, only researchers with experience of the project first hand, perform adequately at this role.	Content writer can be replaced with the Senior Researcher
21.	SECTION - B: INSTRUCTION TO BIDDER	34. Price	20	Price should be quoted in the Price Bid (BOQ) format only. No deviation in any form in the Price Bid sheet is acceptable and it should as directed in the online e-tendering site where the price has to be submitted and in no way it should in any other folder. Objective is price should only be submitted in the folder where price has to be declared. Price quoted should be firm, inclusive of all charges, taxes and duties	But in page no 19 under scope of work point no 28 it is mentioned 28. Taxes & Duties The prices quoted shall be exclusive of all taxes. Please confirm.	. Taxes & Duties -The prices quoted shall be inclusive of all taxes
22.	SECTION-A: INTRODUCTION & OBJECTIVE OF THE PROJECT	2. Objective of The Project	11	In identifying the employability quotient/ requirements and futuristic skills required	Request to elaborate/ define employability quotient	This assignment majorly revolves around identifying the gap between the state employment demand and supply in terms of resource, technology, district wise company distribution, company domain, investment made, revenue and other inter related functions
23.	SECTION - C: ELIGIBILITY CRITERIA	Eligibility Criteria	22	A. Number of Assignment/s 1. Should have completed minimum of 1 (One) Census survey and 3(Three) no's of	Request that the Census study done by the organization be in the last 10 financial years instead of last 3 financial years.	A. Number of Assignment/s 1. Should have completed minimum of 1 (One) Census survey and 3(Three) no's of

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				Sample survey with minimum 5000 sample size respectively for any Government Department/Organization or. Govt. Department / Quasi Govt. Dept. / PSU / Board / Council/ Large corporate or similar organization in last 3 financial years.		Sample survey with minimum 5000 sample size respectively for any Government Department/Organization or. Govt. Department / Quasi Govt. Dept. / PSU / Board / Council/ Large corporate or similar organization in last 5 financial years.
24.	SECTION - D: TECHNICAL EVALUATION CRITERIA	Technical Evaluation	25	<p>1. Should have completed minimum of 1 (One) Census survey and 3(Three) no's of Sample survey with minimum 5000 sample size respectively for any Government in last three financial year-10 Marks</p> <p>2. Should have completed minimum of 2 (Two) Census survey and 6 (Six) no's of Sample survey with minimum 5000 sample size respectively for any Government in last three financial year-15 Marks</p> <p>3. Should have completed minimum of 3 (Three) Census survey and 9 (Nine) no's of Sample survey with minimum 5000 sample size respectively for any Government in last three financial year-20 Marks</p>	Request you to consider past 10 financial year's study experience instead of past 3 financial years	<p>1. Should have completed minimum of 1 (One) Census survey and 3(Three) no's of Sample survey with minimum 5000 sample size respectively for any Government in last five (5) financial year-10 Marks</p> <p>2. Should have completed minimum of 2 (Two) Census survey and 6 (Six) no's of Sample survey with minimum 5000 sample size respectively for any Government in last (five) financial year-15 Marks</p> <p>3. Should have completed minimum of 3 (Three) Census survey and 9 (Nine) no's of Sample survey with minimum 5000 sample size respectively for any Government in last (five) financial year-20 Marks</p>
25.	SECTION-E: SCOPE OF WORK	ii. Selection of Sample Frame	29	Selection of Sample Frame (under project scope) This is required for capturing data on year on year basis.	This is a census study. Why is sample frame required? As regards 341 blocks to be covered in the census what shall be the spread in a	Sample frame is required to collect data on year on year basis. It will be helpful for universe projection. This assignment

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		(under project scope)		The sample frame may cover below listed criteria: 1. Covering/ capturing all 23 district and 341 blocks 2. Population density of the respective district 3. Industrial presence in the respective district 4. Industrial categorisation in the respective district	block, all towns and villages also. What data is required on a year on year basis? What purpose will it serve?	majorly revolves around identifying the gap between the state employment demand and supply in terms of resource, technology, district wise company distribution, company domain, investment made, revenue and other inter related functions
26.	SECTION-E: SCOPE OF WORK	ii. Selection of Sample Frame (under project scope)	29	Selection of Sample Frame (under project scope) This is required for capturing data on year on year basis. The sample frame may cover below listed criteria: 1. Covering/ capturing all 23 district and 341 blocks 2. Population density of the respective district 3. Industrial presence in the respective district 4. Industrial categorisation in the respective district	Population density of the respective district, Industrial presence in the respective district and Industrial categorisation in the respective district data will be from the primary survey or from secondary sources? What shall be the level of coverage - District ---- Sub District.....Block / Tehsil----- Municipal Towns / ULBs & Gram Panchayat (aggregate of villages of different categories). To what extent we should cover? Unit level data?all towns and GPs with block? Or Representative Towns and Villages under different categories.	1. The selected vendors is required to run a primary research apart from the list provided by Department/ WBEIDC (this will not be inclusive list, just a support for the selected vendor to refine the search and performing a granular study. 2. This assignment demands a GP and block level granular coverage across all the districts
27.	SECTION-E: SCOPE OF WORK	iii. The design of questionnaires for IT survey	29	1. Companies operating in West Bengal: a. Information Technology companies b. Information technology enabled services companies c. Electronic Manufacturing companies (ESDM) d.	Request you to elaborate on the Common Service Centres - what categories will be included in it and what excluded. Secondly as regards cyber café to be covered is there any	1. All types of CSCs and Cyber cafes covered

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				Common Service Centre (CSCs) and Cyber Cafes	norm or all types of cyber cafes are to be covered.	
28.	SECTION-E: SCOPE OF WORK	iii. The design of questionnaires for IT survey	30	Company Line of activities - E-commerce	Will small manufacturers with e-commerce facility need to be covered? Do we need to cover the warehouses of the e-commerce companies? Do all partners of e-commerce companies need to be covered? Request you to clarify on the coverage in terms of e-commerce.	The collection demand on establishment basis, means physical registered offices/ premises
29.	SECTION-E: SCOPE OF WORK	iii. The design of questionnaires for IT survey	30	Company Line of activities	There are many training institutes in the IT/ ITES sector. Are we required to cover those?	No
30.	SECTION-E: SCOPE OF WORK	iii. The design of questionnaires for IT survey	30	This will be a one-time activity to get the data from the individual companies/ units and later it may be continues from time to time as per needs of the department to update the data/add the new companies, but the periodicity (Half yearly or Yearly) will be fixed by the Department of IT&E when it requires.	Please clarify if any additional activity will fall within this study contract or will it be separate from this study.	No, Only this year's primary and secondary research falls under the purview of this contract or study
31.	SECTION-E: SCOPE OF WORK	iv. Data collection methodology	31	Approach for universe estimation and use of appropriate Sampling methods	This is a census study. What universe estimation is required? Please clarify	Since this will be an ongoing year on year basis assignment, so selected vendor is expected to design a universe based on the sample frame. For nay census study, universe will be a census.

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32.	SECTION-E: SCOPE OF WORK	iv. Data collection methodology	31	Qualitative & Quantitative Data Management- Innovative way for Verification- Validation – Processing (VVP)	Please elaborate	Selected vendor is responsible to not only submit the report. He is expected to devise a mechanism in which the furnished data needs to be verified and validated for future assignments. Random checks will be made for data validation.

ANNEXURE-1

IT/ ITeS Sectoral categories

Information Technology (IT) Sector

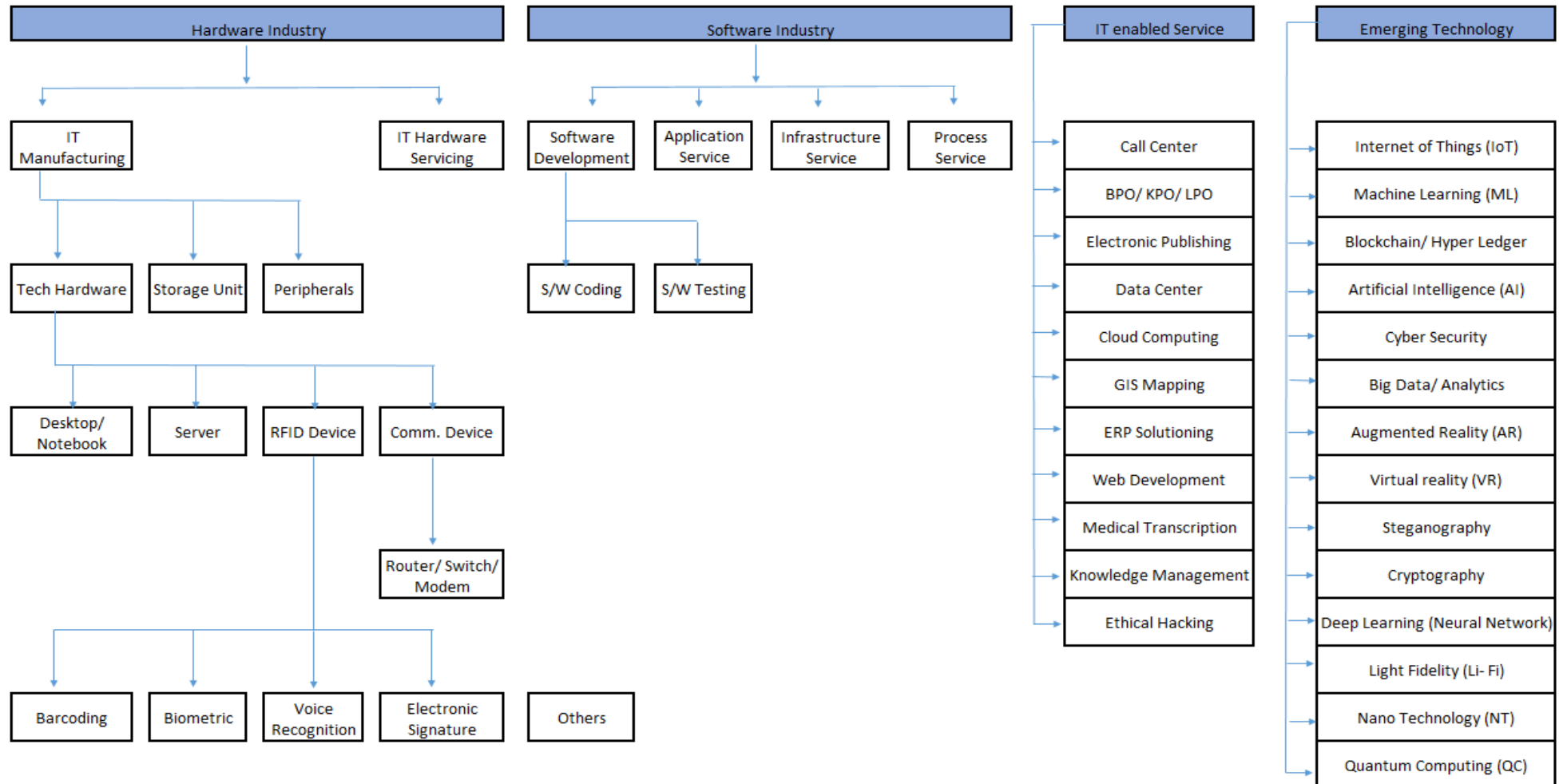
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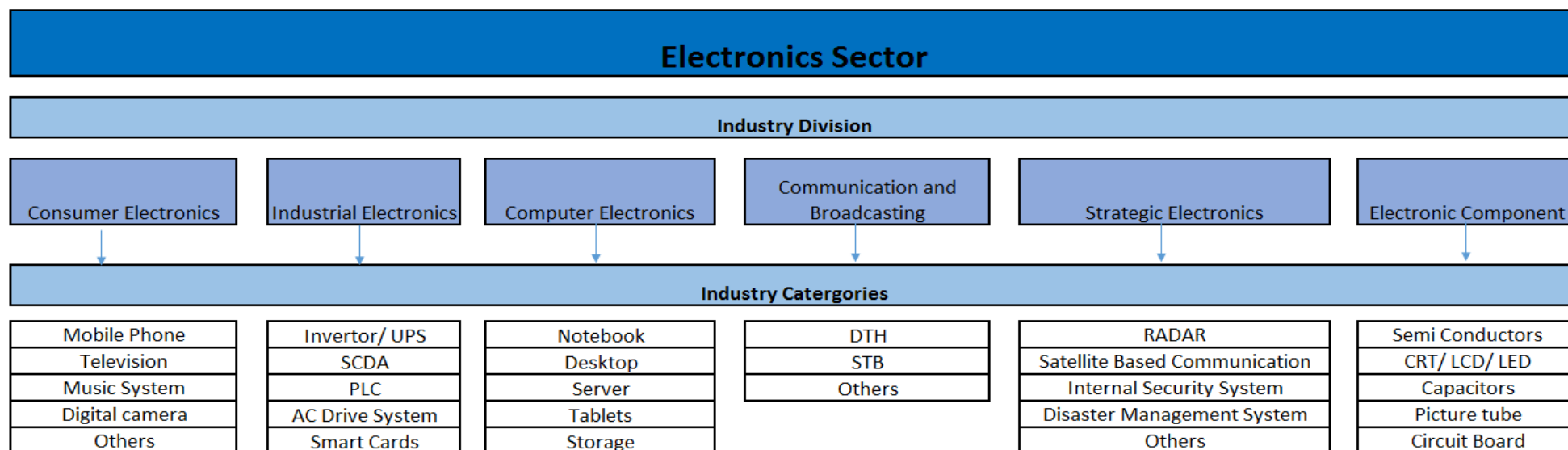
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Electronic (ESDM) sector categories



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