

**West Bengal Electronics Industry Development Corporation Limited**

Webel Bhavan, Block – EP and GP, Sector V, Bidhannagar, Salt Lake, Kolkata – 700 091  
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**INVITATION FOR EXPRESSION OF INTEREST (EOI) FOR**

**Empanelment of Partner for Control Room Service Provider for Government Business Functions**

**EOI NO.: EOT/COM/22-23/00050 DATED 27-09-2022**

GM (Commercial) on behalf of West Bengal Electronics Industry Development Corporation Limited,

Invites- EOI for the above-mentioned purpose. (To be submitted Online Only)

Brief Description of Work	Tender Document Money (TDM) (Non-Refundable)	Earnest Money Deposit (EMD) (Refundable)	Last Date and Time of Tender Submission (Online)	Date and time of opening of tender online
Providing Call Centre Service	Rs.500.00 (Rupees Five Hundred Only) to be submitted online.	Rs.15000.00 (Rupees Fifteen Thousand Only) to be submitted online.	17/10/2022 12.00 HRS.	19/10/2022 15.00 HRS.

1. For Commercial Queries, Contact: Mr. Pratul Show, G.M. (Commercial) E Mail: [pratul.show@webel-india.com](mailto:pratul.show@webel-india.com) & Mr. Kausik Halder, Assistant Manager (Com) Email [halder.kausik@webel-india.com](mailto:halder.kausik@webel-india.com)
2. For Technical Queries, Contact: Mr.Sanjib Banerjee, Software Delivery Manager E Mail: [sanjib.banerjee@webel-india.com](mailto:sanjib.banerjee@webel-india.com)

## **1. Objective**

WBEIDC is the nodal agency for development and promotion of IT & ITeS solutions across the state of West Bengal and so different departments / directorates had expressed their requirements of setting up a call center to operate as a Control Room or providing citizen-centric services for a specific business scenario. An example business case was setting up a call center at Gangasagar Mela to guide the tourists and devotees for proper crowd management. Below is another business case in a detailed manner.

A portal has been created as an initiative of Government of West Bengal in coordination with Land Ports Authority of India, Indian Customs (CBIC), and Border Security Force (BSF) for quick clearance and smooth movement of Vehicles at the Customs check-post of all the Land Borders in West Bengal like ICP Petrapole and ICP Ghojadanga, etc. Once registered with this portal, all sorts of facilitations for smooth movement and clearances with concerned agencies shall be ensured in a time bound manner. In case of any issue faced by the User, a round the clock Control Room with a Dedicated Helpline has been planned to be opened to address and quick redressal of the issues.

This service is currently open for export of all kinds of goods vehicles through ICP Petrapole and ICP Ghojadanga; however the same shall be extended to all other ports. This service shall ensure no waiting period at the Land Borders and shall benefit all the Exporters.

Therefore, WEBEL being the nodal agency for the Govt. of West Bengal, for monitoring the control room service and governance, intends to empanel Agencies for providing control room services to exporters, custom house agents, drivers or other stakeholders of all goods vehicles who intend to cross the border. The Agency is expected to undertake the control room services and will be instrumental towards smooth service to all the stakeholders.

WBEIDC has been entrusted upon to execute the above mentioned work and they are about to invite Expression of Interest (EOI) to empanel the Agencies who will deliver the required products and services as may be required to execute this project.

## 2. Instruction to Bidders

- A. Intending bidders may download the RFP document directly from the website <https://wbtenders.gov.in>
- B. Each bidder needs to obtain a Class-II or Class-III Digital Signature Certificate (DSC) for submission of EoI from the approved service providers on payment of requisite amount.
- C. The digitally signed EoI response should be submitted in the website
- D. Submission of RFP will be done as per time schedule stated mentioned in the Table 1 of this document.
- E. For any queries regarding this RFP, please contact with WBEIDC Limited contact persons as mentioned in the Table 1 of this document on or before last date of submission of queries. No queries will be entertained after this timeframe.
- F. RFP are to be submitted online to the website before the prescribed date & time using the Digital Signature Certificate (DSC). Virus scanned and duly digitally signed copies of the documents are to be uploaded.
- G. In the event of e-filing, intending bidders may download the tender documents from the website <https://wbtenders.gov.in> directly. Necessary cost of tender documents (tender fees) of Rs. 5,00 (Rupees Five Hundred Only) has to be remitted through Net banking or through RTGS NEFT through the <https://wbtenders.gov.in> portal as per G.O 3975-F(Y) dated 28th July, 2016 issued by Finance department Govt. of West Bengal.
- H. The bidder shall pay an EMD of Rs. 15,000 (Rupees Fifteen Thousand only) through Net banking or through RTGS NEFT through the <https://wbtenders.gov.in> //portal as per G.O 3975-F(Y) dated 28th July, 2016 issued by Finance department Govt. of West Bengal.
- I. Exemption under NSIC/ Udyog Aadhaar/MSME: - Bidders who are registered with NSIC, UNDER SINGLE POINT REGISTRATION SCHEME/ Udyog Aadhaar/MSME for the TENDERED ITEMS are exempted from payment of bid security up to the amount equal to their monetary limit. A proof regarding current Registration with NSIC / Udyog Aadhaar/MSME for the TENDERED ITEMS will have to be attached and documented, otherwise the Bid will be treated as cancelled. In case of bidders having monetary limit as "NO LIMIT", the exemption will be limited to Rs.50, 00,000/- only as per existing policy of WBEIDC Ltd.

### Important Dates & Fact Sheet

1.	Tender No. & Date	<b>WEBEL/EOT/COM/22-23/00050 dated 27-09-2022</b>
2.	Tender Version	1.0
3.	Brief description of project	Empanelment of Partner for Control Room Service Provider for Government Business Functions.
4.	Tender issuing entity	WBEIDCL
5.	Tender document Fee	Rs 5,00 (Rupees Five Hundred only) through net banking or through RTGS/NEFT in the portal of the website: <a href="https://wbtenders.gov.in">https://wbtenders.gov.in</a> as per G.O 3975-F(Y) dated 28th July 2016 issued by Finance Department, Govt. of West Bengal. For details regarding payment procedure & guideline on the same, bidders are advised to follow the mentioned order and portal. Digitally signed Technical Bid and Financial Bid, to be submitted through the website <a href="https://wbtenders.gov.in">https://wbtenders.gov.in</a>
6.	Earnest Money Deposit	The Bidder shall pay EMD of Rs. 15,000(Rupees Fifteen Thousand Only) through net banking or through RTGS/NEFT in the portal of the website: <a href="https://wbtenders.gov.in">https://wbtenders.gov.in</a> as per G.O 3975-F(Y) dated 28th July 2016 issued by Finance Department, Govt. of West Bengal. For details regarding payment procedure & guideline on the same, bidders are advised to follow the mentioned order and portal.
7.	Last Date and time of submission of the queries	<b>Date: 11-10-2022 at 4:00 PM</b>
8.	Corrigendum ( if any)	<b>Date: 12-10-2022 at 3:00 PM</b>
9.	Bid Submission start date & time (online)	<b>Date: 12-10-2022 at 5:00 PM</b>
10	Bid Submission closing date & time (online)	<b>Date: 17-10-2022 at 12:00 PM</b>
11	Bid opening date & time for Technical Proposals (Online)	<b>Date: 19-10-2022 at 03:00 PM</b>
12	Date of uploading the final list of Qualified Bidder to the website	<b>Date: To be notified later on</b>

### 3. Scope of Work

1. The bidder will arrange a cloud telephony system having a single public number with at least 2 nos. tele-callers who will work behind this primary number and all stakeholders will call this number for resolution of their issues.
2. Through this primary number, Agents will receive the incoming calls, will do the outgoing calls and will receive the Whatsapp and will send the Whatsapp messages to the stakeholders.
3. In some cases stakeholders may send an email regarding their issues and accordingly the bidder will address the issue and revert through email only.
4. At the same time, the Agency will keep on calling the stakeholders on a given frequency and schedule and will log the information in the system.
5. The bidder has to develop a software to run the control room and manage all the reports generated through telecalling, whatsapp and email. Bidder has to demonstrate such software to the authority before finalization of the EOI process.
6. Since various government departments are involved in this control room, specific responses should be gathered from all the government departments involved in the process and the stakeholders should be informed accordingly.
7. All data should be collected and stored in a private domain, not in any public domain.
8. Day end reports should be published from the software developed for this purpose only. Any other formats reports are not acceptable.
9. The software should have the capability to get any report in real time.
10. The software should provide a dashboard in a birds-eye-view manner.
11. Mandatory feedback should be taken after every issue is resolved.

### 4. Eligibility Criteria

Sl. No.	Eligibility Criteria	Documents to be submitted
1.	The Bidder must be a registered company to provide services tendered for and should be in existence for a minimum 03 years as a registered company having their registered office in West Bengal. Proprietorship and Partnership firms are also eligible to participate.	Copy of Certificate of Incorporation & Article of Association in case of Company and Trade License for Proprietorship and Partnership firms

<b>Sl. No.</b>	<b>Eligibility Criteria</b>	<b>Documents to be submitted</b>
2.	The Bidder should be an established Call Centre Service provider and is fully equipped with Hardware, Software, Manpower etc.	Proof of Compliance in support may be provided
3.	The firm must have executed at least one assignment Similar In Nature with minimum value of Rs.15 Lakhs or more  Or  The firm must have executed at least Two (2) assignments Similar In Nature with minimum value of Rs.7.50 lacs each or more  Or  The firm must have executed at least Two (3) assignments Similar In Nature with minimum value of Rs.5.0 lacs each or more from any Government Department/Organization or. Govt. Department / Quasi Govt. Dept. / PSU / Board / Council/ Large corporate or similar organization in last 3 financial years.	Work order along with Completion Certificate has to be submitted.
4.	Bidder should have valid GSTIN registration number, PAN & Trade License	Attach relevant documents
5.	The bidder should have annual turnover of Rs. 50 Lakhs or more in the last financial year ending on 31st March, 2022	Audited balance sheets and profit & loss account of the last completed financial years has to be submitted.
6.	The bidder should have Aggregate Annual Turnover of minimum Rs. 1.50 crores in last 3 completed financial years. (Fy 2019-20;2020-21;2021-22)	Audited balance sheets and profit & loss account of the last three completed financial years has to be submitted.
7.	The Bidder must have a local office in Kolkata, operational for the last 3 years to render timely local support.	Copy of Trade License to be submitted
8.	The bidder should have positive net- worth in the last three (3) financial years	Certificate from Auditor and Audited Balance Sheet & Profit & Loss statement has to be submitted.
9.	Preferably the bidder should also have the relevant Data Security related Quality Standard.	Attach relevant documents

Sl. No.	Eligibility Criteria	Documents to be submitted
10.	The bidder should not have defaulted / blacklisted / debarred regarding bad performance / delivery in any State Govt., Central Govt. and PSUs of India at the time of bidding	Self-declaration regarding the same on the bidder's Letterhead
11.	The bidder must have a full featured and ready solution for the above requirement and the same should be demonstrated on demand basis after the day from the EOI submission, failing which the application will be liable to be rejected	Mandatory
12.	The proposer should be able to deploy resource pool of a minimum of 10 at any site of West Bengal, for Call Centre Support	Self-Declaration in letterhead required.

The bidder will be evaluated based on the past experience, readiness of the solution which will be decided by WBEIDC, and will be considered to be final.

## 5. Terms & Condition

- A. Intending Bidders to download the tender documents from the Website <https://wbtenders.gov.in>
- B. The applicant should submit all the necessary documents / proofs / self-declaration as mentioned in the table above to record their participation.
- C. After submission of all necessary documents as mentioned, WBEIDC will carry out an evaluation process in order to shortlist the eligible applicants.
- D. The bidder will be evaluated based on the past experience, readiness of the solution which will be decided by WBEIDC, which will be considered to be final.
- E. After the evaluation of the technical proposal, the Empanelled members will be informed by WBEIDC via a Letter of Empanelment/ Letter of Award.
- F. The bidders will be empanelled for a period of three (3) years from the date of empanelment. The contract may be renewed based on satisfactory performance of the bidder(s).
- G. Job will be entrusted to the bidders through limited tendering process within the empaneled bidders.

- H. Tender committee reserves the right to cancel the EOI process without assessing any reason to any respondent.
- I. Tender committee reserves the right to ask for any document found deficient or additional as mentioned in this EOI.
- J. Tender committee reserves the right to assign a successful bidder a particular geographical territory or customer.

## **6. Covering Letter for submission of RFP**

(To be submitted on the letterhead of the bidder)

(Date)

To,

General Manager (Commercial),

WBEIDC,

Webel Bhavan, Block-EP & GP, Sector-V,

Salt Lake, Bidhan Nagar, and Kolkata:-700091

**Ref:** WEBEL/EOT/COM/22-23/00050 Dated 27-09-20222

**Sub:**

Dear Sir/Madam,

We have examined the RFP document, we, the undersigned, herewith submit our RFP in response to your RFP no.

\_\_\_\_\_ for

“

\_\_\_\_\_”, in full conformity with the said RFP document.

- i. We have read the provisions of the RFP document and confirm that these are acceptable to us. We further declare that additional conditions, variations, deviations, if any, found in our RFP shall not be given effect to.
- ii. We agree to abide by this RFP, consisting of this letter, the detailed response to the RFP and all attachments, for a period of 180 days from the date of submission of the bid.
- iii. We would like to declare that we are not involved in any major litigation that may have an impact of affecting or compromising the delivery of services as required under this assignment and we are not under a declaration of ineligibility for corrupt or fraudulent practices
- iv. We would like to declare that there is no conflict of interest in the services that we will be providing under the terms and conditions of this RFP.
- v. We hereby declare that all the information and statements made in this RFP are true and accept that any misrepresentation contained in it may lead to our disqualification.



vi. We understand you are not bound to shortlist / accept any RFP you receive

Sincerely,

Signature of Authorized Signatory and Seal of the bidder

Name:

Designation:

Date:

### 7. Details of the Responding Bidder

To,

The General Manager (Commercial)

WBEIDC Ltd

WebelBhavan, Block-EP & GP, Sector-V,

Salt Lake, Bidhan Nagar, and Kolkata:-700091

#### Bidder information Format

#	Description	Details (to be filled by the responder to the RFP)
1.	Name of the company	
2.	Official address	
3.	Phone No. and Fax No.	
4.	Corporate Headquarters Address	
5.	Phone No. and Fax No.	
6.	Web Site Address	
7.	Details of Company's Registration (Please enclose copy of the company registration document)	
8.	Name of Registration Authority	
9.	Registration Number and Year of Registration	
10.	GST registration No.	
11.	Permanent Account Number (PAN)	
12.	Corporate Identity Number (CIN)	