

**Request for Proposal for selection of a
Market Research firm to conduct an industry based
survey and enumeration of organisations in IT, ITeS and
ESDM sector in West Bengal**

2nd Call

Tender No: WEBEL/EOT/COM/19-20/00055R

Dated: 21-10-19

Issued By:-

**West Bengal Electronics Industry
Development Corporation Limited (WBEIDCL)
Webel Bhawan, Block- EP & GP,
Sector-V, Salt Lake, Bidhan Nagar,
Kolkata-700091
West Bengal**

Disclaimer

This Notice Inviting e-Tender (NIT) contains brief information about the project, qualification requirements and the selection process for the successful applicant (bidder). The purpose of this NIT document is to provide applicants (bidders) with information to assist the formulation of their bid application (the “application”).

Whilst the information in this NIT has been prepared in good faith, it is not and does not purport to be comprehensive or to have been independently verified. Neither West Bengal Electronics Industry Development Corporation Limited (WBEIDC LTD.) , nor any of its officers or employees, nor any of their advisers accept any liability or responsibility for the accuracy, reasonableness or completeness of the information contained in the NIT, or for any errors, omissions or misstatements, negligent or otherwise, relating to the proposed project, or makes any representation or warranty, express or implied, with respect to the information contained in this NIT is based or with respect to any written or oral information made or to be made available to any of the recipients or their professional advisers and, so far as permitted by law and except in the case of fraudulent misrepresentation by the party concerned, and liability therefore is hereby expressly disclaimed.

The information (‘Information’) contained in this NIT document or subsequently provided to interested parties (the "applicant(s)), in writing by or on behalf of WBEIDC LTD. is provided to applicant(s) on the terms and conditions set out in this NIT documents and any other terms and conditions subject to which such information is provided.

This NIT document is not an agreement and is not an offer or invitation by WBEIDC LTD. to any other party. The terms on which the project is to be developed and the right of the successful applicant shall be as set out in separate agreements. WBEIDC LTD. reserves the right to accept or reject any or all applications without giving any reasons thereof. WBEIDC LTD. will not entertain any claim for expenses in relation to the preparation of NIT submissions.

Abbreviation

Abbreviations	Descriptions
DSC	Digital Signature Certificate
GM	General Manager
EMD	Earnest Money Deposit
GST	Goods & Service Tax
IT	Information Technology
LOI	Letter of Intent
PBM	Pre Bid Meeting
PAN	Permanent Account Number
PBG	Performance Bank Guarantee
PO	Purchase Order
NIT	Notice Inviting e-Tender
WBEIDC LTD.	West Bengal Electronics Industry Development Corporation Limited

TABLE OF CONTENTS

GENERAL GUIDANCE FOR E-TENDERING7

IMPORTANT DATES & INFORMATIONS8

SECTION-A: INTRODUCTION & OBJECTIVE OF THE PROJECT.....10

1. INTRODUCTION.....10

2. OBJECTIVE OF THE PROJECT.....10

SECTION - B: INSTRUCTION TO BIDDER12

SECTION - C: ELIGIBILITY CRITERIA22

SECTION - D: TECHNICAL EVALUATION CRITERIA25

 1. TECHNICAL EVALUATION25

 2. SELECTION METHODOLOGY25

SECTION-E: SCOPE OF WORK27

 PROJECT SCOPE27

 TEAM STRUCTURE.....31

SECTION – F: PROJECT TIMELINE, PAYMENT SCHEDULE32

 1. PROJECT TIMELINES32

 2. MILESTONES AND DELIVERABLES (T= CONTRACT SIGNING DATE).....32

 3. PAYMENT SCHEDULE33

SECTION– G: FORMATS FOR ELIGIBILITY CRITERIA.....34

ANNEXURE-1: POWER OF ATTORNEY34

ANNEXURE-2: NIT DECLARATION.....35

ANNEXURE–3: DECLARATION FOR ELIGIBILITY CRITERIA37

ANNEXURE–4: FORMAT FOR BIDDER’S PARTICULARS.....40

ANNEXURE–5: BIDDER’S ANNUAL TURNOVER OVER LAST 3 FINANCIAL YEARS42

ANNEXURE-6: DECLARATION FOR NOT BEING BLACKLISTED43

ANNEXURE-7: FIRM’S EXPERIENCE.....44

ANNEXURE-8: TEAM COMPOSITION, ASSIGNMENT & KEY EXPERT’S INPUT45

ANNEXURE-9: LIST OF DOCUMENTS SUBMITTED48

ANNEXURE–10: FORMAT FOR PERFORMANCE BANK GUARANTEE.....49

SECTION– H: FORMATS FOR COMMERCIAL BID52

ANNEXURE-11: COVER LETTER FOR COMMERCIAL BID.....52

NOTICE INVITING E-TENDER

2nd Call

Tender Reference Number: WEBEL/EOT/COM/19-20/00055R Dated: 21-10-19

West Bengal Electronics Industry Development Corporation (WBEIDC) Limited, nodal agency of Department of Information Technology & Electronics (DIT&E), Government of West Bengal (GoWB), invites e-tender on behalf of Department of Information Technology & Electronics, Government of West Bengal for the work mentioned in the Table 1 below. Bids are invited from globally reputed Market Research firms specialized in market survey & research activities in India and/or abroad. Submission of bid should be through electronic bidding process. Duration of engagement is initially for three years.

Table 1: Detail of the Scheme

Name of the Project	Tender Document Cost in INR (Non-Refundable)	Earnest Money Deposit in INR (Refundable)
Request for Proposal for selection of an Market Research firm to conduct an industry based survey and enumeration of organisations in IT, ITeS and ESDM sector in West Bengal	Rs. 500/= (Rupees Five Hundred Only)	Rs. 15,000/=(Rupees Fifteen Thousand Only)

- a) Intending bidders to download the tender documents from the website <https://wbtenders.gov.in> directly.
- b) 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. 500 (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.
- c) 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.
- d) Digitally signed Technical Bid and Financial Bid, to be submitted through the website <https://wbtenders.gov.in>
- e) Submission of the Bid should be done as per the stated time schedule mentioned in “IMPORTANT DATES & INFORMATIONS” section of the RFP.

- f) The Financial Bid of the prospective bidder will be considered only if the Technical Bid is found qualified by the 'Tender Evaluation Committee'. The decision of the 'Tender Evaluation Committee' will be final and absolute in this respect.

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.

i. Registration of Bidder:

Any Bidder 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 Bidder is to click on the link for e-Tendering site as given on the web portal.

ii. Digital Signature Certificate (DSC):

Each Bidder 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 Website <https://wbtenders.gov.in>. DSC is given as a USB e-Token. The Bidder can search & download N.I.T. & BOQ (Bill of quantity) electronically from computer once he logs on to the website mentioned above using the Digital Signature Certificate. This is the only mode of collection of Tender Documents.

iii. Submission of Tenders:

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

IMPORTANT DATES & INFORMATIONS

Table 2: Fact Sheet

1.	Tender No. & Date	WEBEL/EOT/COM/19-20/00055R Dated: 21-10-19
2.	Tender Version	1.0
3.	Brief description of project	Request for Proposal for selection of an Market Research firm to conduct an industry based survey and enumeration of organisations in IT, ITeS and ESDM sector in West Bengal
4.	Tender document Fee	Rs. 500 (Rupees Five Hundred Only) submitted online only.
5.	Earnest Money Deposit	Rs. 15,000 (Rupees Fifteen Thousand only) submitted online only.
6.	Tender issuing entity	West Bengal Electronic Industry Development Corporation (WBEIDC) Limited
7.	Date of uploading of N.I.T. & other Documents (online) (Publishing Date)	21-10-19
8.	Documents download start date (Online)	21-10-19
9.	Last Date and time of sending the queries	Date: 24-10-19 (4:00 pm)
10.	Pre Bid Meeting at WBEIDC LTD. Office (Offline)	Date: 25-10-19 (12:00 pm) The person should have proper authorization in respective company Letter Head. Queries will be sent to Mr. Pratul Show, G.M.(Comm.) E-Mail: pratul.show@webel-india.com
11.	Corrigendum, if any, will be published on Line	Date: 31-10-19 (4:00 pm)
12.	Bid Submission start date & time (On line)	Date: 01-11-19 (4:00 pm)
13.	Last Date & time of submission of original Earnest Money Deposit (On line) and Tender Fee (On line)	Date: 05-11-19 (12:00 pm)
14.	Bid Submission closing date & time (On line)	Date: 05-11-19 (12:00 pm)

15.	Bid opening date & time for Technical Proposals (Online)	Date: 07-11-19 (3:00 pm)
16.	Date of uploading the final list of Technically Qualified Bidder (online) after disposal of appeals (if any).	To be notified later.
17.	Opening of Financial Bid (Online) and declaration of result	To be notified later.
18.	Contact Persons	Mr. Pratul Show, G.M.(Commercial) E Mail: pratul.show@webel-india.com

SECTION-A: INTRODUCTION & OBJECTIVE OF THE PROJECT

1. Introduction

The West Bengal Electronics Industry Development Corporation Limited (WBEIDC), incorporated on 4th February, 1974, is the nodal agency of the Government of West Bengal (GoWB) for overall development of Information Technology (IT), Electronics and Information Technology enabled Services (ITeS) industries in the State of West Bengal. It is under the administrative control of Department of Information Technology and Electronics (DITE), Government of West Bengal. WBEIDC has been spearheading all the digital progression in the State.

West Bengal has been regarded as one of the fastest growing destinations in utilizing advance Technologies to reach out to its people for various citizen centric initiatives. The Department of Information Technology & Electronics has been striving tirelessly to spread Information Technology activities and build robust futuristic infrastructure across the State. It has successfully ensured that IT/ ITeS/ ESDM industry is evolving across Tier I, Tier II and Tier III cities. The department is continuously monitoring the impact of the ongoing State level policies, schemes and proactive to make timely amendments to facilitate the operating companies, industry bodies, Start-ups, Educational institutions in providing better infrastructure, operational essentials, growth opportunities and ease of doing business. Thereafter, the State has witnessed a significant increase in employment in IT, ITeS and ESDM sector, which resulted in overall economic growth.

2. Objective of The Project

The objective of this project is to plan, execute, monitor and analyse the industrial survey and enumerate IT, ITeS and ESDM companies across West Bengal.

In order to know the current environment prevailing in the state in terms of IT/ ITeS/ ESDM industry, the Department of Information Technology and Electronics, Government of West Bengal has proposed a State wide IT survey based on listed Key parameters:

- Number of IT, ITeS and ESDM companies operating in the State
- Number of Employees (Permanent and Contractual)
- Last year's Revenue (In Lakhs)
- Last year's Investment (In Lakhs)
- Area of expertise
- Number of personnel having technical/functional skills

This State wide IT survey will significantly help the State:

- to depict the state's economic and sustainable growth in terms of number of operating companies, number of employees, Investment and Revenue

- to analyse the future need of physical and digital infrastructure in terms of State Data Center, State Wide Area Network, Rapid Application Development Platform, Smart IT Parks, Electronic Parks, Hardware Parks and other platforms to facilitate the realization of the vision of the State.
- in identifying the employability quotient/ requirements and futuristic skills required
- to gauge the cybersecurity requirements to protect the state from any threats or attacks
- in their respective State Departments in adopting best practices, guidelines, policies and standards vis-a-vis implementation and use of ICT.
- to improve and work towards Ease of Doing Business/ services and operational needs

SECTION - B: INSTRUCTION TO BIDDER

1. Definitions

In this document, the following terms shall have following respective meanings:

“Agreement” means the Agreement to be signed between the successful firm and West Bengal Electronics Industry Development Corporation (WBEIDC) Limited including all attachments, appendices, all documents incorporated by reference thereto together with any subsequent modifications, the RFP, the bid offer, the acceptance and all related correspondences, clarifications, presentations.

“Bidder” means the firm who applies the tender

“Contract” is used synonymously with Agreement.

“Deliverables” means the documents as mentioned in this RFP

“Default Notice” shall mean the written notice of Default of the Agreement issued by one Party to the other.

“Fraudulent Practice” means a misrepresentation of facts in order to influence a procurement process or the execution of a Contract and includes collusive practice among Bidders (prior to or after Bid submission) designed to establish Bid prices at artificial non-competitive levels and to deprive the WBEIDC LTD. and eventually Govt. of West Bengal of the benefits of free and open competition.

“Law” shall mean any Act, notification, by law, rules and regulations, directive, ordinance, order or instruction having the force of law enacted or issued by the Government of India and/or the Government of West Bengal or any other Government or regulatory authority or political subdivision of government agency.

“LOI” means issuing of Letter of Intent shall constitute the intention of the WBEIDC LTD. to place the Purchase Order with the successful firm.

“Services” means the work to be performed by the Bidder pursuant to this Contract, as described in the detailed Scope of Work.

2. Submission of BID

Bids are to be submitted online to the website stated earlier in two folders at a time, one is Techno Commercial Proposal & the other is Financial Proposal, before the prescribed date & time using the Digital Signature Certificate (DSC). Only the Digitally Signed documents are to be uploaded after proper virus scanning. The documents will be encrypted (transformed into non-readable formats).

3. Pre-Bid Meeting

- i. WBEIDC LTD. may host a Pre-Bid Meeting for queries (if any) by the prospective bidders. The representatives of the bidders may attend the pre-bid meeting at their own cost. The purpose of the pre-bid meeting is to provide a forum to the bidders to clarify their doubts/seek clarification or additional information necessary for them to submit their bid.
- ii. All enquiries from the bidders relating to this Bid Document must be submitted to the designated contact person as mentioned earlier via email. The queries are to be submitted in Microsoft Excel readable format - .xls. The queries should necessarily be submitted in the following format:

Table 3: Format of Pre-bid queries

#	RFP Document Reference			Content of the RFP requiring clarification	Clarification Sought
	Section No.	Sub-Section	Page No.		
1					
2					
3					

4. Cost of Bidding

The bidder shall bear all costs associated with the preparation and submission of the bid. WBEIDC LTD. Shall not be responsible for these costs regardless of the conduct or outcome of the bidding process.

5. Bid Document

Bidders to examine all instructions, forms, terms and requirement in the bid document. The invitation to bid together with all its attachment thereto shall be considered to be read, understood and accepted by the bidder. No deviations will be accepted. Failure to furnish all information required by the bid document or a bid not substantially responsive to the bid document in every respect may result in rejection of the bid, subject to the discretion of tender evaluation committee

6. Amendment of Bid Document

At any time prior to the deadline for submission of proposals, WBEIDC LTD. reserves the right to add/modify/delete any portion of this document by issuance of a Corrigendum, which would be published on the website. The Corrigendum shall be binding on all bidders and will form part of the bid documents. Corrigendum can be published at least 3 days prior to the last date of Bid submission, with extension of 4 days of bid submissions deadline, such that the bidders gets at least 7 days to submit the bid after a corrigendum is published.

7. Modification and Withdrawal of Bids

The bidder may modify or withdraw its bid after submission, before the deadline prescribed for bid submission.

8. Language of Bid & Correspondence

The proposal will be prepared by the Bidder in English language only. All the documents relating to the proposal (including brochures) supplied by the firm should also be in English, and the correspondence between the Bidder & WBEIDC LTD. will be in English language only. The correspondence by e-mail must be subsequently confirmed by a duly signed formal copy.

9. Earnest Money Deposit (EMD)

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: <https://wbtenders.gov.in> 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.

10. Forfeiture of EMD

EMD by Bidder may be forfeited under the following conditions:

- If Bidder withdraws the proposal before the expiry of bid validity period.
- During the evaluation process, if a Bidder indulges in any such activity as would jeopardize the process. The decision of WBEIDC LTD. regarding forfeiture of EMD shall be final and shall not be called upon for explanation under any circumstances.
- If Bidder violates any of the provisions of the terms and conditions of the proposal.
- In the case of successful Bidder, if Bidder fails to:
 - a) Accept the work order along with the terms and conditions.
 - b) Furnish performance security.
 - c) Abide by any of the work conditions of this proposal or indulges in any such activities as would jeopardize the work.
 - d) Ensure submitting false/misleading information/declaration/documents/proof/etc.

The decision of WBEIDC LTD. regarding forfeiture of EMD shall be final and shall not be called upon to any explanation under any circumstances.

EMD of unsuccessful bidders shall be returned after the signing of LoA with the successful bidder.

11. Forms and Formats

The various inputs for the Technical as well as Price bid are to be submitted in the format specified. The bidder shall use the form, wherever specified, to provide relevant information. If form does not provide space for any required information, space at the end of the form or additional sheets shall be used to convey the said information. For all other cases, the bidder shall design a form to hold the required information.

12. Lack of Information to Bidder

The bidder shall be deemed to have carefully examined the Bid document to his entire satisfaction. Any lack of information shall not relieve the bidder of his responsibility to fulfil his obligation under the bid. If bidder has any queries related to bid document then they can send the queries before/during the Pre Bid Meeting.

13. Evaluation Procedure

- Bidders who have submitted the valid Bid Security, i.e., EMD, Tender Document Fee & NIT Declaration (Annexure – 12) as per requirement shall be considered as pre-qualified for further

evaluation. Absence of these pre-qualifying documents may lead to rejection of the bid.

- The Eligibility Criteria (Annexure – 3) will be evaluated by Tender Committee and those who qualify will be considered for further evaluation.
- 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 **75 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 bidder with the highest total score 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.

14. Performance Bank Guarantee (PBG)

Within 21 days of notifying the acceptance of proposal for the award of contract, the successful bidder shall furnish a Performance Bank Guarantee (PBG) from an Indian nationalized bank, as per Annexure-11, amounting to the 10% of the total bid value for the entire contract period as its commitment to perform services under the contract.

PBG should be valid for the contract period and 90 days beyond the contract end date. Bidder may be asked to extend the PBG according to project progress.

Failure to comply with the requirements shall constitute sufficient grounds for the forfeiture of the PBG. The PBG shall be released after expiry of contract provided there is no breach of contract on the part of the bidder. No interest will be paid on the PBG.

15. Signing of Agreement

WBEIDC LTD. will award the contract to the bidder as per the evaluation process stated in the tender.

16. Liability

In case of any default on bidder's part or other liability, WBEIDC LTD. shall be entitled to recover damages from the firm. In each such instance, regardless of the basis on which WBEIDC LTD. is entitled to claim damages from the firm (including fundamental breach, negligence, misrepresentation, or other contract or tort claim), firm shall be liable for no more than:

- Payment referred to in the Patents and Copyrights clause.
- Liability for bodily injury (including death) or damage to real property and tangible personal property limited to that cause by the firm's negligence.

- As to any other actual damage arising in any situation involving non-performance by firm pursuant to or in any way related to the subject of this RFP, the charge paid by WBEIDC LTD. for the individual product or Service that is the subject of the Claim.
- However, the firm shall not be liable for any indirect, consequential loss or damage, lost profits, third party loss or damage to property or loss of or damage to data or for any direct loss or damage that exceeds the total payment for Contract Price made or expected to be made to the firm hereunder.

17. Patents & Copyright

If a third party claims that a product delivered by the firm to WBEIDC LTD. under this project, infringes that party's patent or copyright, the firm shall defend WBEIDC LTD. against that claim at firm's expense and pay all costs, damages, and attorney's fees that a court finally awards or that are included in a settlement approved by the firm.

18. Governing Laws

This contract shall be governed by and interpreted in accordance with Laws in force in India. The courts at Kolkata shall have exclusive jurisdiction in all matters arising under the contract. The firm shall keep himself fully informed of all current national, state and municipal law and ordinances. The firm shall at their own expense, obtain all necessary permits and license and pay all fees and taxes required by law. These will be firm's entire obligation regarding any claim of infringement.

19. Termination for Default

In case the performance of firm is deemed unsatisfactory (manifested in delays, lack of quality, unavailability of resources, lack of results/outcomes as expected and agreed) the client reserves the right to issue a letter of concern in case of dissatisfaction with selected bidder's work. Selected bidder may be asked to submit clarifications or a reply regarding the same. In case of incomplete/delayed/dissatisfactory response or if the concerns are not adequately addressed, the client reserves right to issue letter of dissatisfaction to the firm stating the reasons. On issuance of two or more such letters of dissatisfaction, the client (WBEIDC LTD.) reserves the right to terminate the contract by issuing a 30 days' notice period to the firm. In such eventuality WBEIDC LTD. will invoke the amount held back from the firm as PBG. Decision of WBEIDC LTD. in this regard will be final and abiding without any prejudice to any other remedy or right of claim for breach of contract for the firm.

20. Jurisdiction Clause

Jurisdiction of the engagement would be limited only to courts in Kolkata.

21. Arbitration Clause

In case of any disputes, the arbitrator may be selected based on mutual agreement between the client WBEIDC Ltd. and the successful firm.

22. Force Majeure

It is hereby defined as any cause, which is beyond the control of the firm or WBEIDC LTD. as the case may be, which such party could not foresee or with a reasonable amount of diligence could not have foreseen and which substantially affect the performance of the contract, such as

- War, Hostilities or warlike operations (whether a state of war be declared or not), invasion, act of foreign enemy and civil war.
- Rebellion, revolution, insurrection, mutiny, usurpation of civil or military, government, conspiracy, riot, civil commotion and terrorist activity.
- Confiscation, nationalization, mobilization, commandeering or requisition by or under the order of any government or de facto authority or ruler, or any other act or failure to act of any local state or national government authority.
- Strike, sabotage, lockout, embargo, import restriction, port congestion, lack of usual means of public transportation and communication, industrial dispute, shipwreck, shortage of power supply epidemics, quarantine and plague.
- Earthquake, landslide, volcanic activity, fire flood or inundation, tidal wave, typhoon or cyclone, hurricane, nuclear disaster and pressure waves or other natural or physical disaster.

If either party is prevented, hindered or delayed from or in performing any of its obligations under the Contract by an event of Force Majeure, then it shall notify the other in writing of the occurrence of such event and the circumstances of the event of Force Majeure within fourteen days after the occurrence of such event. The party who has given such notice shall be excused from the performance or punctual performance of its obligations under the Contract for so long as the relevant event of Force Majeure continues and to the extent that such party's performance is prevented, hindered or delayed.

The party or parties affected by the event of Force Majeure shall use reasonable efforts to mitigate the effect of the event of Force Majeure upto its or their performance of the Contract and to fulfil its or their obligation under the Contract but without prejudice to either party's right to terminate the Contract.

No delay or non-performance by either party to this Contract caused by the occurrence of any event of Force Majeure shall.

- Constitute a default or breach of the contract.
- Give rise to any claim for damages or additional cost or expense occurred by the delay or non-performance. If, and to the extent, that such delay or non-performance is caused by the occurrence of an event of Force Majeure

23. Corrupt or Fraudulent Practices

The Tender Committee requires that the bidders under this Tender observe the highest standards of ethics during the procurement and execution of such contracts. For this purpose the definition of corrupt and fraudulent practices will follow the provisions of the relevant laws in force.

The Tender Committee will reject a proposal for award if it detects that the bidder has engaged in corrupt or fraudulent practices in competing for the contract in question.

The Tender Committee will declare a firm ineligible, either indefinitely or for a stated period of time, if it at any time determines that the firm has engaged in corrupt and fraudulent practices in competing for, or in executing, a contract.

24. Binding Clause

All decisions taken by the Tender Committee regarding the processing of this tender and award of contract shall be final and binding on all parties concerned. The Tender Committee reserves the right:

- To vary, modify, revise, amend or change any of the terms and conditions mentioned above and,
- To reject any or all the Tender/s without assigning any reason whatsoever thereof or to annul the bidding process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder(s) or any obligation to inform the affected bidder(s) of the grounds for such decision

25. Grafts, Commissions, Gifts, etc.

It is the Purchaser's policy to require that the bidder under contracts, observe the highest standard of ethics during the procurement and execution of such contracts. Any graft, commission, gift or advantage given, promised or offered by or on behalf of the firm or any one on his or their behalf in relation to the obtaining or to the execution of this or any other contract with WBEIDC LTD. shall in addition to any criminal liability which it may incur, subject the firm to the cancellation of this and all other contracts and also to payment of any loss or damage to WBEIDC LTD. resulting from any cancellation. WBEIDC LTD. shall then be entitled to deduct the amount so payable from any monies otherwise due to the firm under contract.

26. Enforcement of Terms

The failure of either party to enforce at any time any of the provision of this contract or any rights in respect thereto or to exercise any option here in provided shall in no way be construed to be a waiver to such provisions, rights or options or in any way to affect the validity of the contract. The exercise by either party of any of its rights herein shall not preclude or prejudice either party from exercising the same or any other right it may have hereunder.

27. Period of Validity of Offer

For the purpose of placing the order, the proposals shall remain valid till 180 days from bid submission date. During the period of validity of proposals, the rates quoted shall not change.

28. Taxes & Duties

- **The prices quoted shall be exclusive of all taxes.**
- Deduction of all statutory and necessary Tax from each bill will be made as per Government Order prevailing at the time of payment. Necessary tax deduction certificate will be issued on demand by the Company.
- Bidder submitting a tender shall produce up to date, Income Tax and Profession Taxes Certificate as well as the GST certificate issued by the concerned Tax Authority or a Certificate that the assessment is under consideration. All such clearance certificates shall remain valid on the last date of submission.

29. Discrepancies in Bid

Discrepancy in the amount quoted by the bidder due to calculation mistake of the unit rate then the unit rate shall be regarded as firm.

30. Late Bid

Late bid shall not be accepted by WBEIDC LTD.

31. Contacting WBEIDC LTD.

Bidder shall not approach WBEIDC LTD. officers beyond office hours and/or outside WBEIDC LTD. office premises from the time of the Bid opening to the time of finalization of successful bidder. Any effort by bidder to influence WBEIDC LTD. office in the decision on Bid evaluation, Bid comparison or finalization may result in rejection of the Bidder's offer. If the bidder wishes to bring additional information to the notice of WBEIDC LTD., it should be in writing.

32. WBEIDC LTD's Right to Reject any or all Bids

WBEIDC LTD. reserves the right to reject any bid and to annul the bidding process and reject all bids at any time prior to award of Contract, without thereby incurring any liability to the affected bidder(s) or any obligation to inform the affected bidder(s) of the grounds for such decision.

33. Bid Currencies

Prices shall be quoted in Indian Rupees, inclusive of all prevailing taxes, levies, duties, cess etc.

34. Price

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

35. Canvassing

Canvassing or support in any form for the acceptance of any tender is strictly prohibited. Any bidder doing so will render him liable to penalties, which may include removal of this name from the register of approved firms.

36. Non-Transferability of Tender

This tender document is not transferable. Only the bidder, who has purchased this tender form, is entitled to quote.

37. Formats & Signing of Bid

The original and all copies of the proposals shall be neatly typed and shall be signed by an authorized signatory (ies) on behalf of the Bidder. The authorization shall be provided by written Power of Attorney accompanying the proposal. All pages of the proposal, except for un-amended printed literature, shall be initialled by the person or persons signing the proposal. The proposal shall contain no interlineations, erase or overwriting. In order to correct errors made by the Bidder, all corrections shall be done & initialled with date by the authorized signatory after striking out the original words/figures completely.

38. Withdrawal of Bid

Bid cannot be withdrawn during the interval between their submission and expiry of Bid's validity period. Fresh Bid may be called from eligible vendors for any item(s) of work, if so required.

39. Interpretation of documents

If any bidder should find discrepancies or omission in the specifications or other tender documents, or in doubt as to the true meaning of any part thereof, it shall make a written request to the tender inviting authority for correction/clarification or interpretation or can put in a separate sheet along with his technical bid document.

40. Compliance with Law

The firm hereto agrees that it shall comply with all applicable central, state and local laws, ordinances, regulations and codes in performing its obligations hereunder, including the procurement of licenses, permits certificates and payment of taxes where required.

The firm shall establish and maintain all proper records (particularly, but without limitation, accounting records) required by any law, code/practice of corporate policy applicable to it from time to time including records and returns as applicable under labour legislation.

41. Clarification of Bids

During evaluation of the bids, the Customer/Tender Committee, at its discretion may ask the bidder for clarification of its bid. The request for the clarification and the response shall be in writing (email) and no change in the substance of the bid shall be offered or permitted.

42. Authentication of Bids

The Proposal should be accompanied by a power-of-attorney in the name of the signatory of the Proposal.

43. General Obligations of the Bidder

- An agreement is to be signed between the successful bidder and WBEIDC Ltd within thirty days from the date of placement of order.
- Tender conditions will be part of the agreement.
- Successful bidder may consider setting up branch office in Kolkata, West Bengal, India (clause is not binding upon the successful bidder).
- Exit Management: The Bidder shall provide all such information as may reasonably be necessary to effect as seamless a handover as practicable in the circumstances to the WBEIDC LTD. and which the Bidder has in its possession or control at any time during the exit management period.
- The Bidder shall commit adequate resources to comply with its obligations under Exit Management Schedule.

44. Consortium

- No consortium will be allowed.

SECTION - C: ELIGIBILITY CRITERIA

Table 4: Eligibility Criteria

#	Basic Requirement	Eligibility Criteria	Document Proof
1.	Average Annual Income	Should have average turnover of more than Rs. 10 Cr for last 5 (five) financial years (ending with FY 2018-19) from market research, market intelligence & statistical analysis domain. Must have been a profit-making organization for last 5 (five) financial years ending 31.03.2019	Extracts from the Balance sheet and Profit & Loss/Certificate from the statutory auditor or Chartered Accountant/Self Certification by Managing Director or equivalent authorized signatory of the firm
2.	Work experience	Performed 5 (five) state wide/nationwide market research/ Statistical project having minimum budget of Rs. 30 Lakhs each with minimum 5000 sample size	<p>Completed Projects: Completion certificate + Work Order issued by the client</p> <p>Ongoing Projects: Ongoing projects may submit as their experiences. Partial completion certificate issued by client may be attached.</p> <p>AND</p> <p>Minimum 60% of original value has been received (Client certificate/ Client email is required)</p> <p>OR</p> <p>Minimum 60% of the annual billing value has been received (client certificate/ client email is required)</p>
3	Manpower Strength	<ul style="list-style-type: none"> • Should have at least 100 persons on the payroll of the firm having experience in market research & survey 	<ul style="list-style-type: none"> • A self-declaration of the authorised representative of the firm
4	Legal Entity	<ul style="list-style-type: none"> • Bidder may be a Company, Partnership Firm or Sole Proprietorship Firm. • The bidder should have existence in India for last five (5) years at the end of 31st March 2019. 	<ul style="list-style-type: none"> • Certificates of incorporation for Company/ Partnership Deed / Proprietorship firm self-declaration

		<ul style="list-style-type: none"> • The bidder should be into the business of market research/ market intelligence services for the last five (5) years at the end of 31st March, 2019. • The bidder shall be solvent at the date of bidding 	<ul style="list-style-type: none"> • Certificate from Statutory auditor / Chartered Accountant for existence of firm for last five years along with last three years balance sheet. • Certificate from Statutory auditor / Chartered Accountant for Market Research services business for last 5 (five) years • Certificate from Statutory auditor / Chartered Accountant for Solvency declaration
5.	Other legal documents	<ul style="list-style-type: none"> • Trade License • GST Certificate • Income Tax Return (Latest 5 years) • Copy of PAN • Articles of Association/ Company Registration (depending on company type) 	Copy of the valid documents
6.	Blacklisting	The responding firm must not be blacklisted by any Department of Government of West Bengal or any other state/central Government entity for breach of ethical conduct or fraudulent practices.	A self-declaration that the bidder has not been blacklisted is to be submitted. In case it is found after issuing Work Order that the concerned organization is blacklisted, the work order will be cancelled.
7.	Power of Attorney	The bidder shall submit the Power of Attorney of Authorization for signing the bid in Rs.100.00 Non-Judicial Stamp Paper.	Scanned copy of Power of Attorney needs to be uploaded
8.	Submission of EMD	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: https://wbtenders.gov.in 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.	
9.	Submission of Tender Document Fee	Bidder should submit Tender Document Fee of Rs. 500 (Rupees Five Hundred only) through net banking or through RTGS/NEFT in the portal of the website: https://wbtenders.gov.in 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.	
10	Local Office	The bidder should have an office at Kolkata for last 3 years from where the market research activities were carried out	Scan copy of valid supporting documents

Note:

- No Consortium will be allowed
- No sub-contracting will be allowed to any agency or third party.
- In absence of any of the above, the bid will be treated as non-responsive and summarily rejected.

SECTION - D: TECHNICAL EVALUATION CRITERIA

1. Technical Evaluation

Evaluation of Technical Bids will be as follows:

Sl. No.	Type	Marks
A	Carried out at least 5 (five) market research/ market intelligence & statistical survey projects for any (State/Central) Govt. / Corporate/ Social Organization of having minimum budget of Rs. 30 (thirty) lakhs and above. The citation should contain objective, approach, methodology & outcome. Length of each citation should not be more than one A4 page. (7 marks per project) The citations should be from the last 5 (five) years from date of bid submission.	35
B	Detailed Project Plan with timeline for performing IT Survey in 23 (twenty-three) districts of West Bengal. It consists of – i. Project Plan for 23 districts – 5 marks ii. Resource deployment plan for 23 districts – 10 marks	15
C	Approach and methodology for performing IT survey for 23 (twenty-three) districts of West Bengal should contain – (5 marks in each sections) i. Data collection methodology & techniques including sampling plan ii. Sample questionnaires iii. Data analysis methods iv. Survey reporting structure/ format	20
D	CV of professional to be deployed for IT Survey : i. Project Manager (1 person) = 4 marks ii. Market Research Expert (23 persons) =1 mark each = 23 marks • As per the timeline for the physical/ door to door survey, the Market research Expert deployment tenure should be for minimum of 3 months. iii. Data Analyst (1 Person) = 2 mark iv. Content Writer (1 person) = 1 mark	30
Total		100

2. Selection Methodology

The evaluation committee will evaluate each of the bids on the basis of Technical Evaluation criteria. At the stage of technical evaluation, WBEIDC LTD. will assign points (quality of services score) to the pre-qualified bidders based on the technical evaluation criterion mentioned in this RFP.

To qualify the technical evaluation stage, the bidder must score a minimum of 75 marks.

The commercial bid of the technically qualified bidders will then be opened and reviewed to determine whether the commercial bids are substantially responsive in respect of commercial considerations. **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.**

The bidder with the highest total score would be declared successful.

The cost indicated in the Commercial Proposal shall be deemed as final and reflecting the total cost of services and should be stated in INR only. The lowest Commercial Proposal (Fm) will be given a score (Sf) of 100 points.

The Financial scores (Sf) of the other Commercial Proposals will be determined using the following formula:

$$Sf = 100 \times Fm/F;$$

In which Sf is the Commercial score, Fm is the lowest Commercial Proposal, and F is the Commercial Proposal (in INR) under consideration.

Proposals will be finally be ranked in accordance with their combined technical (St) and financial (Sf) scores:

$$S = St \times Tw + Sf \times Fw;$$

Where S is the combined score, and Tw and Fw are weights assigned to Technical Proposal and Commercial Proposal that will be in the ratio of **80:20**.

For Additional information/clarification (if reqd.), WBEIDC LTD. reserves the right to ask for any additional information. Bidders that fail to submit additional information or clarification as sought by evaluation committee within 10 days of the receipt of letter requesting for such additional information and/or clarification from WBEIDC LTD., their bids will be evaluated based on the information furnished along with the bid proposal.

SECTION-E: SCOPE OF WORK

The overall scope of work revolves around the end-to-end State wide IT survey involving enumeration of IT, ITeS and Electronic manufacturing (ESDM) companies (individually) operating in the state. The vendor need to collect individual company information via census model. The Department of Information Technology and Electronics, Government of West Bengal plays a vital role to transform the State into a knowledge driven welfare society by extensive use of IT and ITeS in governance and in overall IT policy formulation, conceptualization, investment promotion, various e-governance initiatives, stipulating IT standards for compliance, facilitating IT growth enabled services through proactive measures and build a strong infrastructure backbone in the State.

It is imperative upon the Market Research/ Market intelligence agency to follow the best practice related to universe estimation, sampling, data collection, analysis and reporting for the said survey. The agency will undertake following project activities as part of Industry Research folio. Before submission of any deliverables, the format need to be pre-approved by the Project Review Board. The bidder is responsible for the enumeration of following activities:

1. Number of IT, ITeS and ESDM companies operating in the State
2. Number of Employees (Permanent and Contractual)
3. Last year's Revenue (In Lakhs)
4. Last year's Investment (In Lakhs)
5. Area of expertise
6. Number of personnel having technical/functional skills.

Note:

- a. The bidder need to collect/ collate information for the all the individual IT, ITeS and Electronic manufacturing (ESDM companies) operating in West Bengal.
- b. The bidder need to provide a weekly report for the surveyed companies and data collected/ collated.
- c. The final report shall comprise of State, District, Municipality, Block wise depiction along with graphical representation in concurrence with respective domain of the companies

Project Scope

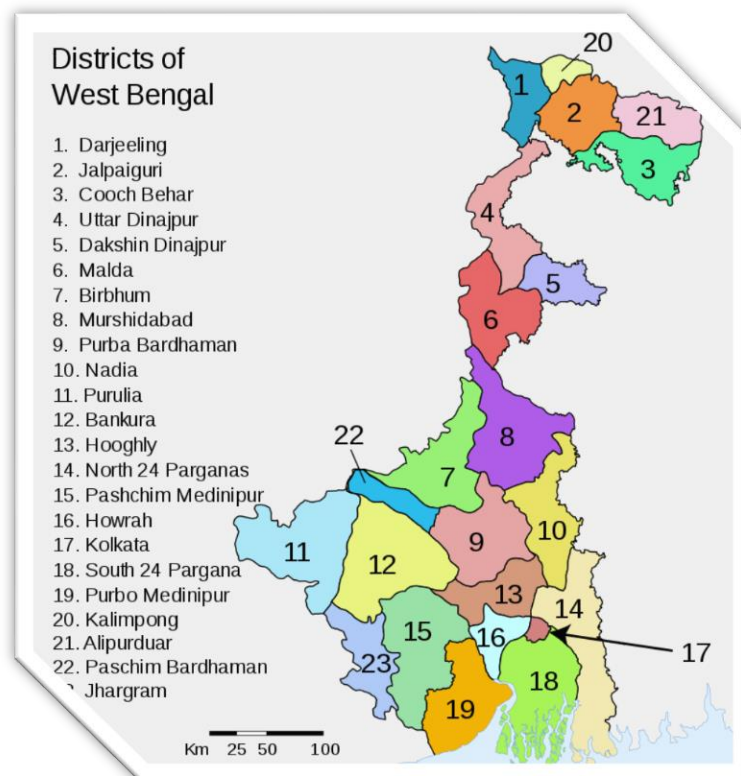
This section details out the identified scope element of this tender. The bidder is responsible for the enumeration of following activates under this project.

- i. Selection or Identification or Mapping of the Universe (under project scope)**



Target universe

West Bengal



(Source: <https://www.wikipedia.org>)

ii. 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:

- Covering/ capturing all 23 district
- Population density of the respective district
- Industrial presence in the respective district

- Industrial categorisation in the respective district

iii. The design of questionnaires for IT survey

The questionnaires must cover-up the following areas of the survey requirements:-

1. Companies operating in West Bengal:
 - a. Information Technology companies
 - b. Information technology enabled services companies
 - c. Electronic Manufacturing companies (ESDM)
 - d. Common Service Center (CSCs) and Cyber Cafes
2. The Company details required:
 - a. Company Name
 - b. Company Address- Registered & Branch office/s
 - c. Company Contact details- Name of the Employee, Mobile Number and E-mail ID
 - d. Company Website (URL) Name
 - e. Company domain- IT/ ITeS/ ESDM/ CSCs
 - f. Company Line of activities
 - i. Information Technology services
 - ii. Application Development/ Programming
 - iii. Emerging Technologies- Artificial Intelligence, Blockchain, IoT, FinTech, Quantum computing and Others
 - iv. Product Engineering & Development
 - v. Electronic manufacturing- All type of Electronic manufacturing
 - vi. Maintenance & Support- IT and/ or Electronics
 - vii. Service delivery and Operations
 - viii. Enterprise, Mobile and Web development
 - ix. BPO/ KPO/ LPO
 - x. Call Centers
 - xi. Common Service Centers (CSCs)
3. Horizontal Technologies worked and verticals distribution serviced (Example: Agriculture, Retail, Banking, Education, Transportation, etc.
4. No. of employees in individual IT, ITeS & ESDM units (Permanent and Contractual)
5. Company's Last year's Revenue (In Lakhs)
6. Company's Last year's Investment (In Lakhs)
7. Want to get connected with Government- Yes/ No
8. To compile the accurate details (employment, turnover, revenue, Operational locations etc.) of the IT, ITeS & Electronic industry in West Bengal and to submit the same to Department of IT&E, GoWB/ WBEIDCL.

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.

iv. Data collection methodology

The vendor (Market Research/ Market Intelligence agency) needs to collect data based on the quantitative semi structured questionnaire. Bidders may also propose the dimensions as per their assessment and understanding of the project. The Departmental IT survey selection criteria depend on following factors:

- Approach for universe estimation and use of appropriate Sampling methods
- Qualitative & Quantitative Data Management- Innovative way for **Verification-Validation – Processing (VVP)**
- Proposed methodology of the survey in concurrence with the provided timeline
- Preparation & Submission of Draft & Final Report

WBEIDC Ltd. reserves the right not to accept the draft report if the findings are not proper/satisfactory and in that case the selected vendor will redraft the report with proper assessment. The selected vendor needs to give a presentation to WBEIDC Ltd. on the outcome of the findings of the assessment. After getting the feedback from WBEIDC Ltd., the selected vendor will finalise the report and share it with WBEIDC Ltd. The raw data and responses would be the property WBEIDC Ltd. The reporting templates needs to be pre-approved by WBEIDC Ltd. before submission.

Team Structure

Sl. No.	Name of position	Requirements
1	Project Manager	<ul style="list-style-type: none">• MBA/PGDM or equivalent degree from reputed organisation• Must have 10 years of relevant experience in working market research project
2	Market Research Expert	<ul style="list-style-type: none">• Bachelor or higher Degree from any reputed organisation• Having min. 5 years' experience in market research project• Excellent communication skills, both oral and written
3	Data Analyst	<ul style="list-style-type: none">• Bachelor or higher Degree from any reputed organisation• Having min. 5 years' experience as data analyst in relevant projects• Ability to analyse and interpret results using standard statistical tools and techniques• Ability to mine data from primary and secondary sources
4	Content Writer	<ul style="list-style-type: none">• Bachelor or higher Degree from any reputed organisation• Having min. 5 years' experience in working in content management project

SECTION – F: PROJECT TIMELINE, PAYMENT SCHEDULE

1. Project Timelines

Sl. No.	Work streams	W1	W2	W3	W4	W5	W6	W7	W8	W9	W 10	W 11	W 12	W 13	W 14	W 15	W 16
1	Concept report on market research																
2	Drafting of detailed Market Research Plan																
3	Market Research activities of 23 districts in the State																
4	Data Analysis																
5	Preparation of draft Market Research Report																
6	Preparation of final Market Research Report																

2. Milestones and Deliverables (T= contract signing date)

Miles tones	Timeline (in weeks)	Deliverables
1	T+2	Concept report on market research + Market Research Plan
2	T+3 to T+14	Weekly Status Report on progress of IT Survey
3	T+15	Draft report on IT Survey
4	T+16	Final report on IT Survey

3. Payment Schedule

Sl. No	Event	Timeline (in weeks)	Payment Milestone (% of total cost)
1	Milestone 1	T+2	10%
2	Milestone 2	T+3 to T+14	20% at the end of M1,M2 &M3 each month
3	Milestone 3	T+15	-
4	Milestone 4	T+16	30%
		TOTAL	100%

SECTION– G: FORMATS FOR ELIGIBILITY CRITERIA

Annexure-1: Power of Attorney

FORMAT FOR POWER OF ATTORNEY FOR SIGNING BID

(On a Stamp Paper of Rs. 100/-)

Know all men by these presents, we (Name and address of the registered office) do hereby constitute, appoint and authorize Mr. / Ms/Mrs..... (Name and address of residence) who is presently employed with us and holding the position of as our attorney, to do in our name and on our behalf, all such acts, deeds and things necessary in connection with or incidental to our Bid for the Selection of Firm for IT Survey, RFP number, including signing and submission of all documents and providing information/responses to West Bengal Electronics Industry Development Corporation (WBEIDC) Limited, representing us in all matters before West Bengal Electronics Industry Development Corporation (WBEIDC) Limited , and generally dealing with West Bengal Electronics Industry Development Corporation (WBEIDC) Limited in all matters in connection with our Bid.

We hereby agree to ratify all acts, deeds and things lawfully done by our said attorney pursuant to this Power of Attorney and that all acts, deeds and things done by our aforesaid attorney shall and shall always be deemed to have been done by us.

Signature

(Name, Title and Address)

I Accept

..... (Signature)

(Name Title and Address of the Attorney)

Annexure-2: NIT Declaration

(To be submitted on the Letterhead of the bidder)

(Place)

(Date)

To,

The General Manager (Commercial)

WBEIDC Ltd

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

Salt Lake, Bidhan Nagar, and Kolkata:-700091

Ref: WEBEL/EOT/COM/19-20/00055R Dated: 21-10-19

Sub: Submission of proposal in response to RFP for Selection of a Market Research firm to conduct an industry based survey and enumeration of organisations in IT, ITeS and ESDM sector in West Bengal

Dear Sir,

- We have examined the RFP document, we, the undersigned, herewith submit our proposal in response to your RFP no. _____ dated _____ for “Selection of a Market Research firm to conduct an industry based survey and enumeration of organisations in IT, ITeS and ESDM sector in West Bengal” in full conformity with the said RFP document.
- 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 proposal shall not be given effect to.
- In the event of acceptance of our bid, we do hereby undertake:-
 - To commence services as stipulated in the schedule of delivery forming a part of the attached proposal.
 - We affirm that the price quoted is exclusive of all taxes.
- We agree to abide by this proposal, 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.
- The EMD of INR 15,000 (Rupees fifteen thousand only) submitted online by us may be encashed if we do not submit the requisite Performance Bank Guarantee within 60 days of award of contract.

- We further declare that we have agreed and accepted all the clauses / sub-clauses / formats / terms & conditions other requirements related to the said tender and we will abide by the same as mentioned in the tender document while participating and executing the said tender.
- 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.
- We hereby declare that all the information and statements made in this proposal are true and accept that any misrepresentation contained in it may lead to our disqualification.
- We understand you are not bound to shortlist / accept any proposal you receive

Sincerely,

Signature of Authorized Signatory and Seal of the bidder

Name:

Designation:

Date:

Annexure-3: Declaration for Eligibility Criteria

<<To be printed on lead bidder company's letterhead and signed by Authorized signatory>>

WEBEL/EOT/COM/19-20/00055R Dated: 21-10-19

ELIGIBILITY CRITERIA FOR BIDDER

#	Basic Requirement	Eligibility Criteria	Document Proof
2.	Average Annual Income	Should have average turnover of more than Rs. 10 Cr for last 5 (five) financial years (ending with FY 2018-19) from market research/ market intelligence & statistical analysis domain. Must have been a profit-making organization for last 5 (five) financial years ending 31.03.2019	Extracts from the Balance sheet and Profit & Loss/Certificate from the statutory auditor or Chartered Accountant/Self Certification by Managing Director or equivalent authorized signatory of the firm
2.	Work experience	Performed 5 State wide/nationwide market research project having minimum budget of Rs. 30 Lakhs each with over 5000 sample size	Completed Projects: Completion certificate + Work Order issued by the client Ongoing Projects: Ongoing projects may be submitted as experiences. Partial completion certificate issued by client may be attached AND Minimum 60% of original 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)
3	Manpower Strength	<ul style="list-style-type: none">Should have atleast 100 persons on the payroll of the firm having experience in market research & survey	<ul style="list-style-type: none">A self-declaration of the authorised representative of the firm
4	Legal Entity	<ul style="list-style-type: none">Bidder may be a Company, Partnership Firm or Sole Proprietorship Firm.	<ul style="list-style-type: none">Certificates of incorporation for Company/ Partnership Deed / Proprietorship firm self-declaration

		<ul style="list-style-type: none"> • The bidder should have existence in India for last 5 (five) years at the end of 31st March 2019. • The bidder should be into the business of Market Research services for the last 5 (five) years at the end of 31st March, 2019. • The bidder shall be solvent at the date of bidding 	<ul style="list-style-type: none"> • Certificate from Statutory auditor / Chartered Accountant for existence of firm for last five years along with last three years balance sheet. • Certificate from Statutory auditor / Chartered Accountant for Market Research services business for last five years • Certificate from Statutory auditor / Chartered Accountant for Solvency declaration
5.	Other legal documents	<ul style="list-style-type: none"> • Trade License • GST Certificate • Income Tax Return (Latest 5 years) • Copy of PAN • Articles of Association/ Company Registration (depending on company type) 	Copy of the valid documents
6.	Blacklisting	The responding firm must not be blacklisted by any Department of Government of West Bengal or any other state/central Government entity for breach of ethical conduct or fraudulent practices.	A self-declaration that the bidder has not been blacklisted is to be submitted. In case it is found after issuing Work Order that the concerned organization is blacklisted, the work order will be cancelled.
7.	Power of Attorney	The bidder shall submit the Power of Attorney of Authorization for signing the bid in Rs.100.00 Non-Judicial Stamp Paper.	Scanned copy of Power of Attorney needs to be uploaded
8.	Submission of EMD	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: https://wbtenders.gov.in 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.	
9.	Submission of Tender Document Fee	Bidder should submit Tender Document Fee of Rs. 500 (Rupees Five Hundred only) through net banking or through RTGS/NEFT in the portal of the website: https://wbtenders.gov.in 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.	
10	Local Office	The bidder should have an office at Kolkata for last 3 years from where the market research activities were carried out	Scan copy of valid supporting documents

Signature of Authorized Signatory (with official seal)

Name :
Designation :
Address :
Telephone& Fax :
Mobile Phone No :
E-mail address :

Annexure-4: Format for Bidder's Particulars

<<To be printed on bidder company's letterhead and signed by Authorized signatory>>

To,
The General Manager (Commercial)
WBEIDC Ltd
Webel Bhavan, Block-EP & GP, Sector-V,
Salt Lake, Bidhan Nagar, 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.	Quality Certificates and its validity	
11.	GST registration No.	
12.	Permanent Account Number (PAN)	
13.	Corporate Identity Number (CIN)	

Contact Details of officials for future correspondence regarding the bid process:

Details	Authorized Signatory	Secondary Contact
Name		
Title		
Company Address		
Mobile		
Fax		
Email Id		

Yours Sincerely,

Signature of Authorized Signatory (with official seal)

Name :

Designation :

Address :

Telephone& Fax :

E-mail address :

Annexure-5: Bidder's Annual turnover over last 3 financial years

<<To be printed on bidder company's letterhead and signed by Authorized signatory>>

Date: dd/mm/yyyy

To,
The General Manager (Commercial)
WBEIDC Ltd
Webel Bhavan, Block-EP & GP, Sector-V,
Salt Lake, Bidhan Nagar, and Kolkata:-700091

Dear Sir,

I have carefully gone through the Terms & Conditions contained in the RFP Document. I hereby declare that below are the details regarding Overall turnover over last 3 financial years for our organization.

#	Details	FY 2016-17 (in Crores) (a)	FY 2017-18 (in Crores) (b)	FY 2018-19 (in Crores) (c)	Average Turnover [(a+b+c)/3]
1	Overall Annual Turnover				
2	Income from market research service Business				

Yours Sincerely,

Signature of Statutory Auditor (with official seal)

Name :
Designation :
Address :
Telephone& Fax :
E-mail address :

Annexure-6: Declaration for not being blacklisted

(Self-declaration for not being blacklisted by any Government Entity)

(To be submitted on the Letterhead of the responding firm)

(Place)

(Date)

To,

The General Manager (Commercial)

WBEIDC Ltd

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

Salt Lake, Bidhan Nagar, and Kolkata:-700091

Ref: RFP for Selection of a Market Research firm to conduct an industry based survey and enumeration of organisations in IT, ITeS and ESDM sector in West Bengal. Ref: RFP No. WEBEL/EOT/COM/19-20/00055R Dated: 21-10-19

Dear Sir,

In response to the above mentioned RFP I/We, _____, as _____ <Designation> of M/s _____, hereby declare that we are not blacklisted or ineligible to participate for bidding by any State/Central Government, Semi-Government or PSU.

Sincerely,

Signature of Authorized Signatory and Seal of the bidder

Name:

Designation:

Annexure-7: Firm's Experience

- i. A brief description of the firm's experience with relevant supporting documents to be submitted. An indicative format is given below.
- ii. List only previous assignments successfully completed/ ongoing in the last 5 years from date of bid submission.
- iii. List only those assignments for which the firm was legally contracted by the Client as a company. The firm should be prepared to substantiate the claimed experience by presenting copies of relevant documents and references if so requested by the Client.

Duration	Assignment name/& brief description of main deliverables/outputs	Name of Client & Country of Assignment	Approx. Contract value (Rupees in lakhs)	Role on the Assignment

Undertaking on Total Responsibility

Date:

To,

The General Manager (Commercial)

WBEIDC Ltd

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

Salt Lake, Bidhan Nagar, and Kolkata:-700091

Dear Sir,

Sub: Self-certificate regarding Total Responsibility

This is to certify that we undertake total responsibility for the successful completion of the assignment as per the scope of work mentioned in this RFP.

Thanking you,

Yours faithfully

(Signature of the Authorized signatory of the Bidding Organisation)

Name :

Designation :

Date :

Time :

Seal :

Business Address:

Annexure-8: Team Composition, Assignment & Key Expert's Input

N°	Name	Position														Subtotal Man month	
			W1	W2	W3	W4	W5	W6	W7	W8	W9	W10	W16		
K-1																	
K-2																	

N°	Name	Position	W1	W2	W3	W4	W5	W6	W7	W8	W9	W10	W16	Subtotal Man month
K-3																
K-n																
Total Man month																

Note:

- 1) The input should be indicated individually for the same positions as required under the Section E- Scope of Work
- 2) Months are counted from the start of the assignment/mobilization. One (1) month equals twenty two (22) working (billable) days. One working (billable) day shall be not less than eight (8) working (billable) hours.

Curriculum Vitae (CV)

Proposed Position: <<to be inserted later>>

Name of Firm:

Name of Staff:

Date of Birth:

Nationality:

Education:

Year	Degree	Institution

Countries of Work Experience:

Languages:

Language	Speaking	Reading	Writing

Employment Record:

From [Year]	To [Year]	Employer	Position held

Certification and training:

<<to be inserted >>

Detailed Tasks Assigned:

<<to be inserted >>

Work Undertaken that Best Illustrates Capability to Handle the Tasks Assigned:

Name of Assignment/job or project	
Year	
Location	
Client	
Main project features	
Positions held	

Activities performed	
----------------------	--

Certification:

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes myself, my qualifications, and my experience. I understand that any wilful misstatement described herein may lead to my disqualification or dismissal, if engaged.

Date:

Place:

Signature: <<to be inserted >>

Annexure-9: List of documents submitted

Technical Solution is to be documented in a structured manner. Check-list for the mentioned documents to be included in the Technical bid in following format:

#	Documents to be submitted	Submitted (Y / N)	Documentary Proof (Page No.)
1.	Eligibility Criteria Cover letter (Annexure-3)		
2.	Power of attorney / board resolution to the authorized Signatory of the Bid (Annexure-1)		
3.	Scanned copy of EMD & Tender Fee		
4.	Bidder's particulars (Annexure-4)		
5.	Bidder's annual turnover for last 3 years (Enclose copy of Audited Balance Sheet for last 3 years, Copy of the audited Profit & Loss Statements for each of the last 3 financial years) (Annexure-5)		
6.	Declaration for not being black-listed (Annexure – 6)		
7.	Team Composition, Assignment & Key Experts (Annexure-8)		
8.	NIT Declaration (Annexure – 2)		
9.	Certified copies of valid PAN document/GST registration		
10.	Technical Capability / Past Projects with undertaking total responsibilities (Annexure – 7)		
11.	Cover Letter for Commercial Bid (as per Annexure-11)		

Annexure-10: Format for Performance Bank Guarantee

(On non-judicial stamp paper of appropriate value to be purchased in the name of executing Bank)

PROFORMA OF BANK GUARANTEE FOR SECURITY DEPOSIT-CUM-PERFORMANCE GUARANTEE

Ref Bank Guarantee no.....

Date.....

PROFORMA OF BG FOR SECURITY DEPOSIT

KNOW ALL MEN BY THESE PRESENTS that in consideration of WBEIDC Ltd, a Government of West Bengal Enterprise under the Department IT & Electronics, Govt. of West Bengal having its registered office at Webel Bhavan, Block-EP & GP, Sector-V, Salt Lake, Bidhan Nagar, Kolkata:-700091, (hereinafter called "The Purchaser") having agreed to accept from _____ (hereinafter called "The firm") Having its Head Office at _____, a Bank guarantee for Rs. _____ in lieu of Cash Security Deposit for the due fulfilment by the firm of the terms & conditions of the Work Order No. _____ dated _____ issued by the Purchaser for _____ (hereinafter called "the said work order _____ dated _____)". We _____ (Name & detailed address of the branch) (hereinafter called "the Guarantor") do hereby undertake to indemnify and keep indemnified the Purchaser to the extent of Rs. _____ (Rupees _____) only against any loss or damage caused to or suffered by the Purchaser by reason of any breach by the firm of any of the terms and conditions contained in the said Work Order No. _____ Dated _____ of which breach the opinion of the Purchaser shall be final and conclusive.

(2) AND WE, _____ DO HEREBY Guarantee and undertake to pay forthwith on demand to the Purchaser such sum not exceeding the said sum of _____ Rupees _____) only as may be specified in such demand, in the event of the firm failing or neglecting to execute fully efficiently and satisfactorily the order for _____ Work Order no. , _____ dated _____

(3) WE _____ further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said order as laid down in the said Work Order No. _____ dated _____ including the warranty obligations and that it shall continue to be enforceable till all the dues of the Purchaser under or by virtue of the said Work Order No. _____ Dated _____ have been fully paid and its claims satisfied or is charged or till the Purchaser or its authorized representative certified that the terms and conditions of the said Work Order No. _____ dated _____ have been fully and properly carried out by the said firm and accordingly discharged the guarantee.

(4) We _____ the Guarantor undertake to extend the validity of Bank Guarantee at the request of the firm for further period of periods from time to time beyond its present validity period failing which we shall pay the Purchaser the amount of Guarantee.

(5) The liability under the Guarantee is restricted to Rs. _____ (Rupees _____) only and will expire on _____ and unless a claim in writing is presented to us or an action or suit to enforce the claim is filled against us within 6 months from _____ all your rights will be forfeited and we shall be relieved of and discharged from all our liabilities (thereinafter)

(6) The Guarantee herein contained shall not be determined or affected by liquidation or winding up or insolvency or closer of the firm.

(7) The executants has the power to issue this guarantee on behalf of Guarantor and holds full and valid power of Attorney granted in his favour by the Guarantor authorizing him to execute the Guarantee.

(8) Notwithstanding anything contained herein above, our liability under this guarantee is restricted to Rs. _____ (Rupees _____) only and our guarantee shall remain in force up to _____ and unless a demand or claim under the guarantee is made on us in writing on or before _____ all your rights under the guarantee shall be forfeited and we shall be relieved and discharged from all liabilities there under.

WE, _____lastly undertake not to revoke this guarantee during the currency except with the previous consent of the Purchaser in writing. In witness whereof we _____have set and subscribed our hand on this _____ day of _____.

SIGNED, SEALED AND DELIVERED

(Stamp of the executants)

WITNESS

1) _____

2) _____

(Name & address in full with Rubber Stamp)

INSTRUCTIONS FOR FURNISHING BANK GUARANTEE

1. B.G. for security Deposit-cum-Performance Guarantee, Earnest Money should be executed on the Non-Judicial Stamp paper of the applicable value and to be purchased in the name of the Bank.
2. The Executor (Bank authorities) may mention the Power of Attorney No. and date of execution in his/her favour with authorization to sign the documents. The Power of Attorney is to be witnessed by two persons mentioning their full name and address.
3. The B.G. should be executed by a Nationalised Bank/ Scheduled Commercial Bank preferably on a branch located in Kolkata. B.G. from Co-operative Bank / Rural Banks is not acceptable.
4. A Confirmation Letter of the concerned Bank must be furnished as a proof of genuineness of the Guarantee issued by them.
5. Any B.G. if executed on Non-Judicial Stamp paper after 6 (six) months of the purchase of such stamp shall be treated as Non-valid.
6. Each page of the B.G. must bear signature and seal of the Bank and B.G. Number.
7. The content of the B.G. shall be strictly as Proforma prescribed by WBEIDC Ltd. in line with Purchase Order /LOI/ Work Order etc. and must contain all factual details.
8. Any correction, deletion etc. in the B.G. should be authenticated by the Bank Officials signing the B.G.
9. In case of extension of a Contract the validity of the B.G. must be extended accordingly.

10. B.G. must be furnished within the stipulated period as mentioned in Purchase Order / LOI / Work Order etc.
11. Issuing Bank / The Vendor are requested to mention the Purchase Order / Contract / Work Order reference along with the B.G. No. For making any future queries to WBEIDC LTD.

SECTION– H: FORMATS FOR COMMERCIAL BID

Annexure-11: Cover Letter for Commercial Bid

Date:

To,

The General Manager (Commercial)

WBEIDC Ltd

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

Salt Lake, Bidhan Nagar, and Kolkata:-700091

Sub: Submission of Commercial Bid documents

Dear Sir,

We, the undersigned, offer to provide the industry based survey and enumeration of organisations in IT, ITeS and ESDM sector in West Bengal in accordance with your Request for Proposal WEBEL/EOT/COM/19-20/00055R Dated: 21-10-19. Our Technical Proposal and Our Technical & Commercial proposal are uploaded as per guideline of the RFP in the e-tender portal.

Our Technical & Commercial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal.

Thanking you,

Yours faithfully

(Signature of the Authorized signatory of the Bidding Organisation)

Name :

Designation :

Date :

Time :

Seal :

Business Address: