

**West Bengal Cyber Security Centre of Excellence
Department of IT & Electronics,
Government of West Bengal**

EOT/COM/18-19/00073 Dated: - 10-10-18

**Expression of Interest (EOI) for setting up of contact centre
operations to support the Complaint and Grievance Redressal
Management System (CGRMS)
For prevention and protection against Cyber Crime of the
Citizens residing in the state of West Bengal**

**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**

Table of Content

Disclaimer 3

Key Information..... 5

Fact Sheet 5

Objective..... 6

Background on cyber-crime and cyber- incidents..... 6

Helpline features 7

Scope 7

Instruction to Bidders 8

Eligibility Criteria 10

Scoring Matrix..... 11

Disclaimer

- The information contained in this EOI or subsequently provided to bidders, whether verbally or in documentary or any other form by or on behalf of the WBEIDCL herein called the **Authority** or any of its employees or advisers, is provided to bidders on the terms and conditions set out in this EOI and such other terms and conditions subject to which such information is provided.
- This EOI is issued by WBEIDCL. This EOI is not an agreement and is neither an offer nor invitation by the Authority to the prospective bidders or any other person. The purpose of this EOI is to solicit Techno commercial offers from interested parties for taking part in the selection process leading to selection of vendor(s) for the scope of work as mentioned in this document.
- This EOI includes statements, which reflect various assumptions and assessments arrived at by the Authority in relation to the implementation of Cyber Security Helpline. Such assumptions, assessments and statements do not purport to contain all the information that each Applicant may require.
- This EOI may not be appropriate for all persons, and it is not possible for the Authority, its employees or advisers to consider the objectives, technical expertise and particular needs of each party who reads or uses this EOI. The assumptions, assessments, statements and information contained in this EOI, may not be complete, accurate, adequate or correct. Each Applicant should, therefore, conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments and information contained in this EOI and obtains independent advice from appropriate sources.
- Information provided in this EOI to the bidders is on a wide range of matters, some of which depends upon interpretation of law. The information given is not an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. The Authority accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on the law expressed herein.
- The Authority, its employees and advisers make no representation or warranty and shall have no liability to any person including any Applicant under any law, statute, and rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this EOI or otherwise, including the accuracy, adequacy, correctness, reliability or completeness of the EOI and any assessment, assumption, statement or information contained therein or deemed to form part of this EOI or arising in any way in this Selection of Selection Process.

- The Authority also accepts no liability of any nature whether resulting from negligence or otherwise however caused arising from reliance of any Bidder upon the statements contained in this EOI. The Authority may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumption contained in this EOI.
- The Bidder shall bear all its costs associated with or relating to the preparation and submission of its Proposal including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by the Authority or any other costs incurred in connection with or relating to its Proposal. All such costs and expenses will remain with the Bidder and the Authority shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a Bidder in preparation or submission of the Bid, regardless of the conduct or outcome of the Selection Process.

Key Information

West Bengal Electronics Industry Development Corporation Limited (WBEIDC Limited), nodal agency of the Government of West Bengal (GoWB), invites EOI from reputed organizations having sufficient experience and credentials for setting up and running of Cyber Security Helpline in West Bengal. Submission of EOI should be through offline mode.

Bidder agencies are advised to study this EOI document carefully before submitting their proposals in response to the EOI Notice. Submission of a proposal in response to this notice shall be deemed to have been done after careful study and examination of this document with full understanding of its terms, conditions and implications. This EOI document is not transferable.

Fact Sheet

#	Information	Details
1.	Project Name	Expression of Interest (EOI) for setting up of contact centre operations to support the Complaint and Grievance Redressal Management System (CGRMS) For prevention and protection against Cyber Crime of the Citizens residing in the state of West Bengal
2.	EOI reference No and Date	EOI Reference No. : EOT/COM/18-19/00073 Dated:-10-10-18
3.	Tender fee [Non-Refundable]	Rs 500.00 (Rupees Five Hundred only) in the form of a DD Drawn in favour of WBEIDC Limited, payable at Kolkata.
4.	Last date for submission of written queries for clarifications.	31-10-18.
5.	Date & Time of pre-bid meeting	02-11-18 at 12:00 p.m. Venue:- Webel Bhavan, Block - EP & GP, Sector - V Bidhannagar, Salt Lake Kolkata 700091.
6.	Last date (deadline) for receipt of proposals in response to EOI notice.	16-11-18 and time :- 3:00 p.m.
7.	Place, Time and Date of opening of the EOI	WEST BENGAL ELECTRONICS INDUSTRY DEVELOPMENT CORPORATION LIMITED, Webel Bhavan, Block - EP & GP, Sector - V Bidhannagar, Salt Lake Kolkata 700091., on 19-11-18, at 4:00 p.m.
8.	Presentation on technical proposal by the bidders	To be informed later.

9.	Publication of final list of qualified bidder in the website.	To be informed later.
10.	Contact Person for queries.	<p>For Technical queries: - Mr.Prodip Mukhopadhyay, CEO (WIL) Email: prodip.mukhopadhyay@webel-india.com.</p> <p>For Commercial queries: Mr. Pratul Show, Dy.G.M. (Commercial) Email: pratul.show@webel-india.com.</p>

Objective

West Bengal Government is conceptualizing a 24/7 Cyber incident helpline for citizens on a collaborative Framework to act as a platform to integrate users, manufacturers, police, government, service providers, policy makers, law enforcement agencies at the state, regional and national level, public prosecutors and other stakeholders. In addition to setting up the Cyber Helpline in the State capital Kolkata, WBEIDC will also be setting up similar helplines in different parts of the state. This initiative will be first of its kind in Eastern India.

Background on cyber-crime and cyber- incidents

Cyber-attacks, Hacking, Banking fraud, Ransomware, Bitcoin, Cyber Forensics, Cyber Law – some of the recent keywords from the current news affairs have left common people in a high and dry situation where common people are wondering as to what are the cyber-security measures to be adopted and where to seek help from in case of any cyber incident.

The ground reality is that in case of a cyber-fraud, the victim is clueless about the way forward. Most of the times multiple stake holders end up in diverting cyber complaints and confusing complainants and in effect the victim gets confused and does not find any roadmap to resolution.

Cyber-crime awareness generation and issue resolution is a governance priority which needs immediate utmost attention. It is the general perception that whenever a cyber-crime or incident occurs people tend to believe that this is something remote and that they would not fall victim to similar crimes or incidents. But in practice, when a cyber-attack or cyber-crime does happen, people are clueless as to how to approach or whom report the crime or incident. It is the need of the hour to create an integrated helpline for cyber-crimes and incidents to make it easier for victims to seek resolution.

It has also been observed that there is scarcity of trained resources on the ground at different levels to perform different kinds of cyber security related work starting from Prevention to Resolution of cyber-crimes and attacks.

For these reasons the Cyber Security Center of Excellence (CS-CoE) under the aegis of the department of Information Technology and Electronics proposes to set up a cyber-security helpline. This helpline will be a first source of resolution, where people or organizations can call seeking assistance on cyber security issues, get emergency support, get knowledge about Cyber Law and legal assistance and any other required information.

This helpline is planned to add following values for the citizens:

- Immediate psychological relief of talking to a helpline where people are dealing with the specific kind of crimes you are a victim of.
- The helpline to be backed by a team of technology experts, banking experts, police, law enforcement, legal professionals and prosecutors so that you have a comprehensive assessment of the victim's situation and citizens will be enabled with guidance regarding the resolution steps to be followed.

Such kind of a helpline will be a deterrent for cyber criminals as they capitalize on the lack of awareness and inexperience of users / victims who find themselves helpless while they are victim of such cyber-crimes.

Helpline features

West Bengal Government launching 24/7 Cyber Help Line for Citizens

- Take calls on toll free no (three digit or four digit) from citizens
- There will be technical agents for handling calls in shifts
- The help line will be backed by center of excellence, industry, community, manufacturers and law enforcement agencies
- There will be structured process for call handling, Escalation Matrix, Call Recording and Monitoring
- Apart from Helpline toll free numbers there will be Web Portal and Mobile App as well to enable citizens to access knowledge repository and get guidance about cyber security.
- A mechanism will be developed to verify the real identity of the caller to avoid any malicious or frivolous complaints to prevent misuse of the cyber-security helpline.
- The data collected and compiled by the partner agency shall be property of the Government of West Bengal.

Scope

West Bengal Government will arrange the space, toll-free numbers, technical and managerial supervisors for the entire project. The government is looking for partners who can work as enabler to support this initiative. The government shall provide hardware in the form of computer systems of standard configuration with operating systems. However, any specialized software required for running of the helpdesk operations have to be supplied by the partner vendor. Below is the overall expected responsibility of the selected agency:

- Driving the design, development and operations for the proposed Helpline
- Provide man power resources for running of the proposed call centre
- Provide any required specialised hardware and software tools (if required) for running of the call-centre/ helpdesk operations.
- Develop the standard operating procedure (SOP) based on best practices for disposal of the incidents and complaints received by the cyber helpline/help-desk.
- Train and guide call center agents with knowledge, drafting FAQ, designing process on Escalation Matrix, Call Recording and Monitoring.
- Enable and assist in creation of the knowledge repository and industry connect between Government, Manufacturers, Policy Makers, Users, Academia and so on.
- Mentor and Monitor the entire project. Prior exposure, experience and proven record of dealing in the domain of cyber security is compulsory.
- Drive the Web App and Mobile App helpline initiative side by side along with telephonic Cyber Helpline.
- The partner needs to assist the state government to promote and spread the helpline concept electronically so that the same can be spread faster to the citizens.
- The partner must be able to implement a mechanism for the identification and establishment of the real identity of caller to the helpline. This is intended to discourage malicious callers from misusing the services of the helpline number.

Instruction to Bidders

- a. Necessary Tender fee (Non-Refundable) shall be submitted along with the bid by D.D drawn in favour of WBEIDC limited from any Schedule Bank payable at Kolkata.
- b. Interested Bidders are required to submit their techno-commercial proposal in a sealed envelope as per instructions given below: - The firm shall seal & mark various parts of the proposal as follows: The EOI document in one envelope super-scribed with words: - “Expression of Interest (EOI) for setting up of contact centre operations to support the Complaint and

Grievance Redressal Management System (CGRMS) For prevention and protection against Cyber Crime of the Citizens residing in the state of West Bengal". "EOI No: EOT/COM/18-19/00073 DATE 10.10.2018"& "Do Not Open Before 16.11.2018, at 15:00 Hrs". This envelope will also contain the Tender fee in separate small envelope inside it.

- c. The sealed envelope containing the sealed Techno-Commercial Bid should be addressed to the Deputy General Manager (Commercial), WBEIDC Limited, Block-EP & GP, Sector -V, Salt Lake, Kolkata -700 091, through post / speed post / Courier or dropped personally within the stipulated time. No other mode of delivery shall be accepted. WBEIDC Ltd will not be responsible for any postal delay. Late submission of Bid will not be accepted.
- d. Submission of EOI response will be done as per time schedule stated in this document.
- e. For technical queries regarding this EOI, please contact with Mr.Prodip Mukhopadhyay, CEO (WIL) Email: prodip.mukhopadhyay@webel-india.com. For other terms and conditions, please contact with Mr. Pratul Show, Dy.G.M. (Commercial) Email:pratul.show@webel-india.com on or before last date of submission of queries. No queries will be entertained after this timeframe.
- f. WBEIDCL may terminate the EOI process at any time and without assigning any reason. WBEIDCL makes no commitments, express or implied, that this process will result in a business transaction with anyone. This EOI does not constitute an offer by WBEIDCL.
- g. The responses prepared by the bidder and all correspondence and documents relating to the bids exchanged by the bidder and WBEIDCL, shall be written in English language. Any printed literature furnished by the bidder in another language shall be accompanied by an English translation, in which case, for purposes of interpretation of the bid, the English translation shall govern. If any supporting documents submitted are in any language other than English, translation of the same in English language issued by competent authority is to be duly attested by the bidder.
- h. EOI response should contain :
 - ✓ General information of the bidder
 - ✓ Credentials of the bidder along with relevant work orders, agreements and completion certificates
 - ✓ Declaration of non-blacklisting
 - ✓ Understanding and technical write-up on scope of work and approach and methodology.
 - ✓ The details of the project executed and Work Order copies along with job completion certificates from the customers duly attested.
 - ✓ Valid scanned copies of the following **mandatory documents**:
 - Certificate of Incorporation,
 - Power of attorney establishing the authorized signatory (mandatory for partnership firms)
 - GST Copy
 - PAN Card,

- Income Tax Return
 - Audited Balance Sheets and Profit & Loss Statements for the Financial Years 2014-2015 ,2015-2016 and 2016-2017
- i. This EOI document, with all pages has to be signed by the authorized signatory
 - j. All data collected and compiled by the agency and the process of cyber incident redressal shall be the property of the Government of West Bengal. The agency is not allowed to use any data collected during the operations of this helpline for any purpose without authorization from the West Bengal Government authority identified for this purpose.

Eligibility Criteria

The agency is required to meet the following criteria and submit documentary proof along with their offer:

- The agency must be a company registered under the Companies Act, 1956/2013, Partnership Proprietary Firm, charitable trust or duly registered Non-Governmental Organization (NGO). Documentary (Certificate of incorporation/Relevant document) evidence to be submitted.
- The agency must have an own office in West Bengal with valid statutory registration. Valid statutory registration document to be submitted.
- The agency must have valid GST Registration Number & PAN Number. Bidder shall have to submit photocopy of the documents.
- The Agency must be having domain expertise and pool of people to drive the initiative.
- **The Project is for Citizen's benefit and in effect the interested parties have to deal with this voluntarily as Government will not be able to extend any financial remuneration.**
- The applicants have to submit methodology and present the same post EOI
- **The absence of any mandatory documents as mentioned in "Instructions To Bidder" will be considered as non-responsive**

Scoring Matrix

A. Bidder's General Competence (40 marks)			
Evaluation Criteria	Max. Marks	Point System	Supporting document
Experience in cyber security projects for a minimum period of 2 years	20	<ul style="list-style-type: none"> • Two projects: 10 marks • Each additional project during last 5 financial years (FY 2012-13, 2013-14, 2014-15, 2015-16 & 2016-2017): 5 marks per project (maximum 10 marks) 	Work order mentioning the detailed scope and value for all the stated projects and project completion certificate from the respective clients for the completed project amongst the stated project.
No of years of experience in Project Management /Capacity Building / Helpdesk Management	20	Organization's experience shall be evaluated as per the following: <ul style="list-style-type: none"> • = 10 Years : 10 Marks (1 mark for each year) • Every additional year over 10 years : 2 Mark each (maximum 10 marks) 	Valid copy of Work Order. Experience shall be considered from the date of issue of the Work Order
B. Technical Proposal Presentation (60 marks)			
Evaluation Criteria	Max. Marks	Point System	Supporting document
Submission of detailed Technical Proposal, and Presentation in front of Evaluation Committee	60	<ul style="list-style-type: none"> • Detailed understanding of the scope of project : 10 Marks • Approach and Methodology specific to project : 10 Marks • Training and Capacity Building approach : 15 Marks • Proposed Project Organization and Resource Deployment 	Technical Proposal documentation and Presentation Slides <i>(This would be rated in relative manner i.e. best proposal will get full marks & others in relative manner)</i>

		Plan : 15 Marks • Technical Presentation and Clarifications / Answers given to the EC during the Presentation by the bidders : 10 Marks	
Total marks : (A+B)	100		

Evaluation of Bids

All the information provided for complying with the pre-qualification criteria will be evaluated.

The EOI Evaluation Committee (EEC) may invite bidders to make a presentation as part of the technical evaluation.

The EEC may require verbal/written clarifications from the bidders to clarify ambiguities and uncertainties arising out of the evaluation of the bid documents. Evaluation shall be done based on the information provided in the proposal (& subsequent clarification, if any) and Clarifications / Answers given to the EEC during the Presentation by the bidders. The decision taken by EEC will be considered as final.

The bidder scoring highest marks will be considered as the successful bidder