

# **CHANGE MANAGEMENT UNIT**

**A Registered Society under  
DEPARTMENT OF MUNICIPAL AFFAIRS ,  
GOVERNMENT OF WEST BENGAL**

**Notice inviting tender**

**for**

**Provisioning Help Desk  
Support for Municipal Affairs  
Department**

**for facilitating eTendering  
through GOWB Portal**

**Tender no: MAD/CMU/IT/002/12-13 Dated: 24/12/2012**

NOTICE INVITING TENDER Date: 24/12/2012

Sealed Tenders (in duplicate) are invited for the following job from reputed organization providing facility management/ help desk support to Government entities for IT related activities through on site location of persons from their role

Brief description of work	Earnest Money Deposit (EMD) (Rs)	Start date of Tender availability at website	Last date and time of Tender submission	Date of opening of Tender (Technical Part)
Provisioning Help Desk Support for Municipal Affairs Department for facilitating eTendering through GOWB Portal	Rs. 10,000/- (In the form of DD in favor of CMU payable at Kolkata)	24/12/2012	04/01/.2013 (14.00 Hrs)	04/01/.2013 (15.00 Hrs).
Bid Submission & Opening Venue	Change Management Unit ILGUS Bhavan Salt Lake Sector 3 Kolkata -700 106			

The bidder can download the tender documents from CMU's website [www.changekolkata.org](http://www.changekolkata.org).

For technical queries regarding this tender please contact Sri Monish Mukerjee, IT Expert, CMU Mobile:9831054918, or by e-mail at mail ID monishm@kusp.in on or before **16.00 Hrs, 31/12/2012** No queries will be entertained thereafter.

If tender committee feels, suitable corrigendum will be hosted in our web site before **2/1/2013** for the information of all prospective bidders.

Canvassing in any form shall be liable for disqualification.

CMU reserves the right to accept or reject any or all the tenders without assigning any reason thereof.

Sealed tenders are hereby invited by Change Management Unit under Municipal Affairs Department Gov. of West Bengal, from reputed organization providing facility management/ help desk support to Government entities for IT related activities through on site location of persons from their role

## **1. Background**

Department of Finance, Government of West Bengal has made it mandatory for all state Government Departments, their subordinate offices and all autonomous Bodies/Local Bodies/Corporation/PSUs under their control to publish their "Tender Related Information" [TRI] on the centralized e-Tender Portal[<http://wbtenders.gov.in>] if the tender value is Rs. 50 lakhs and above. The Tender related Information means and covers e-Procurement, e-Tendering, e-Selling and e-Auction, Request for Expression of Interest, Notice for Pre-Qualification, Registration of the Contractor, Notice inviting Tender/Bid or Proposal in any form, Tender Enquires, Corrigenda and also the details of the contract awarded as a result of finalization of the Tender process.

The Portal has been launched by National Informatics Centre and has been customized for different state government. The state team of NIC manages and operates the centralized portal hosted at their facility.

It has also been stated that the Digital signature Certificate, Which is essential, for e-Tendering shall have to be obtained from the NIC-CA which is also acting as a Certifying Authority.

Change Management Unit has been nominated by Municipal Affairs Department, Government of West Bengal to oversee the introduction of the eTendering process for single procurements involving value of Rs 50 Lakh being taken up by any of the constituent offices of the Department like State Urban Development Agency (SUDA), CMU, Municipal Engineering Directorate (MED), Directorate of Local Bodies(DLB) etc as well as all 127 Urban Local Bodies .

To operate tenders through the specified portal, the organization concerned has to follow the procedure specific to the NIC developed and administered portal. As all the organizations including the ULB would be engaging in the eTendering process mostly for the first time, capacity building/ handholding is going to be necessary. This tender is being floated to select an agency to provide the necessary support over an initial period of six months by setting up and manning a help desk to be located in CMU at ILGUS Bhavan at Salt Lake.

## **2. SCOPE OF WORK**

The contractor has to locate manpower onsite at CMU and would have to engage with the organizations of Municipal Affairs Department and hand hold them to participate in the e-Tender process. The primary activity will be:

1. Providing support for finalization of technical RFP/NIT and allied work

2. Formulating and Up loading of bill of quantities (BOQ) of equipments/ works in the NIC's template of e-Portal.
3. Customization of tender related information for the e-Portal
4. Uploading of tender documents in the e-Portal
5. Handholding during Bid Opening
6. Guide the constituent unit for interaction with the Portal at various stages of Bid evaluation
7. To participate in the Bidding process the vendors would need to register themselves using Digital signatures. Though some of the bidders might already be exposed to the portal having participated in similar e tenders for other government departments there may be prospective bidders who would be participating in the process for the first time. Seminars / sessions may have to be organized for the prospective bidders to familiarize them on the process for e-Registration and various nuance of bidding.

Initially for 1 month the contractor will have to locate 1 person for setting up of the help desk. Subsequently the number of persons will have to be increased to 2 as the work picks up. As most of the ULBs who would be floating large tenders may be located outside the Kolkata Municipal Areas , the personnel manning the Help Desk may have to make occasional onsite visits to these ULBs.

### **3. EARNEST MONEY**

- 3.1 The tender should be accompanied by earnest money of Rs. 10,000/- (Rupees Ten Thousand only) by crossed Bank Draft/ Pay Order payable at Kolkata, drawn in favour of "Change Management Unit".
- 3.2 Any tender not accompanied by earnest money in an acceptable form shall be rejected by CMU, KUSP as non-responsive.
- 3.3 Refund of earnest money
  - (a) The earnest money of unsuccessful bidders will be returned within 30 days from the date of awarding the contract to the successful bidder.
  - (b) The earnest money of the successful bidder will be released after the completion of the contract period
- 3.4. In any case, the earnest money will not bear any interest.
- 3.5 The earnest money is liable to be forfeited
  - a) If after bid opening during the period of bid validity or issue of the Work order, whichever is earlier, any bidder
    - i) withdraws his tender or
    - ii) makes any modification in the terms and conditions of the tender which is not acceptable to CMU, KUSP.

- b) in case any statement/ information/ document furnished by the tenderer is found to be incorrect or false.
- c) in the case of a successful tenderer, if the tenderer fails to commence the work within 7 (Seven) days after the date of issue of the Letter of Intent./ Work order

In case of forfeiture of earnest money as prescribed hereinabove, the tenderer shall not be allowed to participate in the re-tendering process of the work, if any.

#### **4. TENDER VALIDITY**

- 4.1 The tenders shall be kept valid for a period of 180 days from the last date of submission of tenders or any extended date as indicated below.
- 4.2 In exceptional circumstances, CMU may solicit the bidder's consent for extension of the bid validity period. The request and the responses shall be made in writing. When the validity period is extended by the bidder, the same is to be done without any modification to the bid proposal by the bidder.
- 4.3 All prices quoted must be firm and valid during bid validity period and extended periods. All prices quoted shall not be affected by any escalation in prices of labour or materials, machinery, equipment etc. or in rupee exchange rate during the bid validity period whatsoever.

#### **5. ISSUE OF TENDER DOCUMENT**

- 5.1 Tender Documents are to be obtained by downloading from the website of Change Management Unit : [www.changekolkata.org/tenders.html](http://www.changekolkata.org/tenders.html).
- 5.2 Tender Documents downloaded from CMU, KUSP website shall be considered valid for participating in the tender process. During scrutiny, if any modification / correction etc. is noticed as compared to the original documents posted on the website, the bid submitted by such bidder is liable to be rejected in whole.
- 5.3 All questions, correspondence and inquiries regarding the Tender Documents should be directed in writing to the Project Director, Change Management Unit. Questions regarding this ToR shall be received in writing at the address mentioned. A soft copy of the same must be sent to the e-mailaddress: [monishm@kusp.in](mailto:monishm@kusp.in), not later than **16:00 hrs. on 31.12.2012**.
- 5.4 The responses/clarifications will be available to all prospective bidders on the website: [www.changekolkata.org](http://www.changekolkata.org).

#### **6. LAST DATE TO SEND IN REQUESTS FOR CLARIFICATION**

The last date to send in requests for clarification is **31.12.2012** till **16:00** at the office of CMU, KUSP in written format and softcopy of the same to be sent to [monishm@kusp.in](mailto:monishm@kusp.in).

#### **7. AMENDMENT OF TENDER DOCUMENTS**

- 7.1 Before the deadline for submission of tenders, the Tender Documents may be modified by CMU, KUSP by issue of addendum/ corrigendum from time to time, as may be required.
- 7.2 A formal written amendment/addendum/corrigendum shall be issued only to all the prospective bidders, who have submitted any points for clarification through e-mail and the same would also be available at the website [www.changekolkata.org/tenders.html](http://www.changekolkata.org/tenders.html).
- 7.3 All the responses/ clarifications along with modifications/ additions/ alterations/ amendments/ addendum/ corrigendum made by CMU, KUSP before the last date of submission of bids shall be treated as a part of the Tender Documents and shall be binding upon all bidders.

7.4 To give prospective bidders reasonable time in which to take the addendum/ corrigendum into account in preparing their tenders or for any other cause or reason, deadline for submission of tenders may be extended as considered necessary by CMU, KUSP.

## 8 SUBMISSION OF TENDER & DATE OF SUBMISSION

### 8.1 Deadline for submission of Tender

Tenders must be received by CMU, at the following address not later than 14.00 hrs. on **4.01.2013**. In the event of the specified date for the submission of the Tender being declared a holiday by CMU, or due to unforeseen reasons, the office of the CMU, KUSP not functioning / being closed, the tenders will be received up to the appointed time on the next working day of CMU, KUSP.

### 8.2 Extension of deadline

CMU, KUSP may extend the deadline for submission of tenders by issuing an amendment in writing in accordance with clause 5.4 in which case all rights and obligations of CMU, KUSP and the bidders previously subject to the original deadline will be subject to the new deadline.

### 8.3 Late tender / delayed Tender

Any tender received by the CMU, KUSP after the specified date and time of receipt of tender will be returned unopened to the tenderer.

### 8.4 The bid is a single bid, Two envelope procedure. The bidders should submit two separate sealed envelopes – namely (a) Qualification & Information Bid and (b) Financial Bid as follows:

- i) The Qualification Bid must include documents evidencing fulfillment of the prequalification criteria as mentioned in Section B of this TOR/Tender.
- ii) The Information Bid must provide commitment of the quality including educational and professional qualification of person proposed to be deputed for the help desk manning
- iii) The Financial Bid must be submitted as per the specified format given in Section C of this TOR/Tender Documents.
- iv) Both the envelopes (Qualification & information bid , Financial Bid) must be submitted in one single sealed envelope, clearly marked on top “Provisioning Help Desk Support for Municipal Affairs Department for facilitating eTendering through GOWB Portal” and addressed to Project Director, Change Management Unit, ILGUS Bhavan, HC Block, Sector III, Bidhannagar, Kolkata – 700 106.

### 8.5 All bids shall be completed in all respects and must be submitted as per the bid submission format contained in the Sections mentioned above. It shall be free from any ambiguity, erasing or overwriting.

### 8.6 The bid shall be typed in English only, in A4 size paper with 1.5 line spacing and the pages properly numbered.

### 8.7 The Bids must be sent in 2 hard copies (original and 1 copy) and 1 CD media (Acrobat/MS Word). The Financial Bid must be sent in 1 hard copy and 1 CD media (Acrobat/ MSWord).

### 8.8 All pages of the original bid are to be duly signed by an authorized representative of the bidder with the rubber stamp of the bidder and dated at appropriate place in confirmation of having understood the contents and in acceptance thereof.

### 8.9 All supporting documents must be indexed properly and signed by the authorized representative of the bidder. Any loose sheet enclosed along with the bid will not be treated as a part of the bid.

### 8.10 CMU shall not be responsible for misplacement, loss or premature opening if the envelopes are not sealed and/or marked as stipulated in which case the bid may be rejected.

- 8.11 Bids which are received within the deadline for submission of bids will be accepted. Bids sent by e-mail or fax or any other mode than prescribed, will not be accepted.
- 8.12 Each bid should be marked 'original' or 'copy' as appropriate. If there are discrepancies in the 'original' and the 'copy', the 'original' shall prevail

**9. COST OF BIDDING**

The bidder shall bear all costs associated with the preparation and submission of its bid, and the Change Management Unit, will not be responsible for any costs or expenses incurred by Bidders in connection with the preparation or delivery of bids.

**10. Declaration:**

The bidder shall furnish a declaration as provided in ANNEXURE I.

**11. BIDDER'S RESPONSIBILITY**

Before submitting the bid, the TOR/Tender Documents should be carefully read and all points mentioned in the TOR/Tender Documents must be complied with; in default the bid will be liable to be rejected. It is expected that the bidder should be thoroughly familiar with all requirements of this TOR/Tender Documents. Any failure or omission in the submission of documents shall not be considered and may be liable for cancellation.

**12. CMU'S RIGHT OF ACCEPTANCE OF TENDER**

- 12.1 If required, CMU may ask any bidder the break-up of unit rates, if any. If the tenderer does not submit the clarification by the date and time required by the CMU, KUSP, its bid is liable to be rejected.
- 12.2 The competent authority on behalf of CMU does not bind himself to accept the lowest or any other tender and reserves to himself the authority to reject any or all the tenders received without assignment of any reason. Tenders in which any of the prescribed conditions are not fulfilled or any condition is put forth by the bidder shall be summarily rejected.

**13. CANVASSING PROHIBITED**

Canvassing whether directly or indirectly, in connection with tenders is strictly prohibited and the tenders submitted by the bidders who resort to canvassing will be liable to rejection.

**14. MISCELLANEOUS RULES AND DIRECTIONS**

- 14.1 Use of correcting fluid anywhere in the Tender Document is not permitted. Such tender is liable to be rejected.
- 14.2 All rates shall be quoted as per the prescribed format given in the TOR/ Tender documents. The amount for each item should be worked out and requisite totals given. Special care should be taken to write the rates in figures as well as in words and the amount in figures only, in such a way that interpolation is not possible. The total amount should be written both in figures and in words.

- 14.3 The rates quoted by the bidders shall include all taxes such as sales-tax/VAT, purchase tax, turnover taxes or any other taxes/cess on material, labour and works in respect of the project. CMU, KUSP will not entertain any claim whatsoever in respect of the same.

## **ANNEXURE I**

### **DECLARATION BY THE BIDDER**

(Affidavit on Non-Judicial Stamp Paper of Rs 10/- duly attested by a Notary/Magistrate)

This is to certify that we, M/s \_\_\_\_\_, in submission of this offer confirm that:-

1. We have not made any misleading or false representation in the forms, statements and attachment in proof of the qualification requirements;
2. We do not have records of poor performance such as abandoning projects, not properly completing the contract, inordinate delays in completion for reasons only attributable to us or financial failures etc.
3. Business with us is not currently banned by any Central /State government Department/ Public Sector Undertaking or Enterprise of Central /State. We are not currently black listed for doing business with any Central /State government Department/ Public Sector Undertaking or Enterprise of Central /State.
4. We have submitted all supporting documents and furnished the relevant details as per prescribed format.
5. The information and documents submitted with the tender by us are correct and we are fully responsible for the correctness of the information and documents submitted by us.
6. We understand that in case any statement/information/document furnished by us is found to be incorrect or false, our earnest money deposit in full will be forfeited.

Date :

(Signature of BIDDER)  
[with Rubber Stamp]

## **Section B: ELIGIBILITY CRITERIA**

1. Bidder should be an established agency providing Facility Management support for various eGovernance projects to different government entity
2. Bidders providing hand holding support for administration of eTendering projects specially involving the Government of West Bengal eTendering portal (<http://wbtenders.gov.in>) is preferred
3. The bidder should have their at least one registered center with call logging facility at Kolkata. Supporting documents for existence of Centre with phone numbers has to be attached.
4. The bidder shall be required to give a declaration in their letter head that they have not been banned by any Government Agencies / Govt. Department / Quasi Govt. Dept / PSU / Board / Council or similar organization. If any Government Agencies / Govt. Department / Quasi Govt. Dept / PSU / Board / Council or similar organization has banned the bidder and later on lifted Theban, the fact must be clearly stated.
5. Bidder should have supplied manpower for support in at least 2 Government department or enterprise for eGovernance/e Procurement projects over a period of last 2 years. Orders with individual value of Rs. 2 lakhs or more will qualify as valid credential.
- ..
6. The bidder should have an Annual Turnover of Rs.10 Lakhs or above in the last Financial Year (2011-12). **AND** Aggregate of Turnover of last three (3) Financial Years (2009-10, 2010-11 & 2011-12) should be Rs 20 Lakhs. above.
7. Valid PAN, Registration certificates for VAT, Professional Tax, Service Tax, Factory or Shop & Establishment, Trade License along with its return (PAN, VAT, S.TAX) submission documents are to be enclosed with the bid.

However, CMU. reserves the right to evaluate the Bidder's performance through the report from any Govt. Department / Quasi Govt. Dept / PSU / Board / Council or similar organization at their own discretion or ask the bidder to produce service satisfaction certificate from the customer base mentioned as per above criteria.

**In absence of any one of the above, the offer may be treated as non-responsive & in that case Tender Committee will have the right to decide accordingly.**

## SECTION C

### Price Bid Format

SI No	Description	Unit	Base Rate in INR	Service Tax	Total
1.	Provisioning Of manpower to provide helpdesk support for e-Tendering in NIC portal with on side base location at CMU	Per person /Per Month			
2.	Out of pocket expense reimbursement for on site deputation(This expense will be paid in addition to expense on travel ticket by bus/3 tier railway at actual) maximum limit of Rs. 500/- per person per day	Per person/per day			

**Signed:**

**Seal of organization**

**Note:**

1. For evaluation purpose a standardized quantity of 10 days will be taken for item in sl no 2. However the expense will be reimbursed at actual factored by the quoted unit price.
2. Bidder to fill up all vacant columns.

## **SECTION D – BID EVALUATION PROCESS AND OFFER OF CONTRACT**

### **Bid Evaluation Process**

After submission of the bid, all the bids submitted will be opened in presence of the evaluation committee of CMU, . The details of the bid evaluation will be intimated to the bidders once the evaluation will be over. A single step three-envelope bidding procedure will be used for the evaluation. Under this process, initially the **Qualification and technical bid** will be opened and examined. The correctness of the DDs submitted against EMD is checked. In the event there is any discrepancy the bids are liable for immediate rejection

If all the qualification criteria are fulfilled, then the bidders will be eligible for evaluation of technical bid. The evaluation of the bids will follow the steps outlined below.

#### **1. Compliance against eligibility criteria - Section B**

The evaluation committee of CMU will decide whether the bidder's response satisfies the stated eligibility criteria specified in the TOR. Any shortfall (including omissions and variations) will be recorded. If a bid is not meeting the eligibility criteria, it shall be rejected and cannot be made eligible by correction or amendment.

The short listed technical bids shall be examined for completeness and clarifications if any shall be sought for from the respective Bidders in case the same is considered essential. Once the examination of the Technical Bids is completed, the Financial Bids of only those bidders whose technical bid is acceptable is to be opened. The financial bid opening date and time will be conveyed to the relevant bidders.

#### **2. Examination of Financial Bids –Section C**

CMU will determine whether the Financial Proposals , opened, are complete, i.e. whether the Bidder has included all components as per the tender document. If not, CMU may reject the bid as nonresponsive.

Financial bids shall be compared for the complete scope of work as per the Price Proposal Schedule, inclusive of all taxes and duties. The price schedule shall also have the indicative Price Break-ups.

##### **2.1 Discrepancies in Bid**

In case of discrepancies in bids, the following will be adopted to correct the arithmetical errors for the purpose of evaluation.

In case of discrepancy between the original & copies of bid, the original bid will be considered correct. Arithmetical errors will be rectified on the following basis. If there is a discrepancy between the unit price and the total price, which is obtained by multiplying the unit price and quantity, or between subtotals and the total price, the unit or subtotal price shall prevail, and the total price shall be corrected.

If there is a discrepancy between words and figures, the amount in words will prevail. If a Bidder does not accept the correction of errors, its bid will be rejected and its bid security may be forfeited.