

**Change Management Unit
Kolkata Urban Services for the Poor
ILGUS Bhaban, Block HC, Sector 3
Bidhannagar, Kolkata 700106**

NOTICE INVITING EXPRESSION OF INTEREST

The Municipal Affairs Department of the Government of West Bengal intends to introduce E-Procurement in the Department and all the State Level Offices/ Parastatals under its control with immediate effect. The Units in which E-Procurement will be introduced immediately are:

1. Municipal Affairs Department, GoWB
2. Municipal Engineering Directorate
3. Director of Local Bodies, West Bengal
4. State Urban Development Agency
5. Institute of Local Government & Urban Studies
6. West Bengal Valuation Board
7. Change Management Unit, KUSP
8. Nabadiganta Industrial Township Authority

The facility may be extended to all the 127 (one hundred and twenty seven) Municipal Corporations/ Municipalities/ Notified Area Authorities of the State in phases, depending upon the efficacy of the E-Procurement Application and its acceptability among the Urban Local Bodies (ULB) of the State and the other Stakeholders.

The Department is looking for a Government, Semi Government, Quasi Government or Private Institution/ Organization/ Company or an undertaking of the Central / State Government capable of providing the following services on a Turn Key Basis, subject to the terms and conditions indicated hereinafter:

- a) The selected Government or Non-Government Institution/ Organization/ Company (hereinafter referred to as the "Agency") will have to design, customize and maintain the E-Procurement Portal on behalf of the Municipal Affairs Department and the organizations under its control, in a phased manner and on a Turnkey Basis, subject to the overall control and supervision of the Change Management Unit, Kolkata Urban Services for the Poor (hereinafter referred to as the "CMU").
- b) The Agency will have to arrange Registration (preferably online) of Vendors interested to participate in the Tenders on payment of Registration Fees at rates to be approved by the CMU. Such Registration would be valid for one year from the date of Registration and would have to be renewed annually thereafter, on payment of the fees prescribed.
- c) The E-Procurement Portal should have facilities for aggregation of similar demands put forward by different indenting bodies so that the procurement process can be easier and more cost efficient.

- d) The E-Procurement Portal should have facilities for hosting Tender Notices of different Organizations under the Department, through an easy login facility for each such entity. Authorized Users should be allowed to host Tender/ Retender Notices or Corrigenda in pdf format on the website round the clock.
- e) Elaborate searching facility for all Tenders hosted on the site should be available in public view. Vendors should particularly be able to view tenders by Category, Value, Location, Last Date and Times of Tender Dropping and Tender Opening.
- f) Electronic intimation regarding hosting of a Tender hosted on the website would be sent by email to all the Registered Vendors expressing interest in that particular Tender. All Corrigenda, Retender Notices and intimations regarding that particular Tender would also be sent to them through Email. Registered Vendors will also enjoy the facility of advanced search of tenders hosted on the website by category, location and value etc.
- g) Tender Forms should usually be downloadable from the web portal. Arrangements will have to be made for online collection of fees for the purpose, if any, through a suitable payment gateway. In case the Agency inviting the Tender desires that Fees should be paid in Cash/ Demand Draft, Challan for such deposit should also be auto generated from the website.
- h) Vendors should be able to post their Pre bid Queries, if any, on the web portal. Answers to such queries, as may be provided by the Tender Inviting Authority would also be provided online. If relevant, the Tender Inviting Authority will have to be given the option of putting the Pre Bid Queries and Replies to the queries in Public View.
- i) Vendors should be allowed to submit their Bids online. Complete secrecy will have to be maintained in relation to such Bids. None including the Tender Inviting Authority should have access to the bid before the appointed date and time. The names of the participating vendors will even not be disclosed.
- j) All bids received electronically will have to be stored in a Time locked box which can only be opened by the authorized Tender Opening Committee/ or their nominee on the due date and time. At the specified date and time, the technical bids of all the vendors will be opened and evaluated first. System will provide comparative report of Qualification and Technical Bids. Technical evaluation is required to be carried out by Departments. Subsequently, the commercial bids of the qualified vendors (Both in qualification and technical bid) would be opened for evaluation. At every stage, the tender initiator, approvers and the vendors would remain informed about the status of the tender through tender status bar and email notifications.
- k) On the date and time appointed for opening the tender, each of the bids will be opened one by one. As and when the bids are opened they will become viewable on the web portal, till all bids are opened. The Comparative Statement of Price Bids would also be auto generated and downloadable from the website.

- l) Customized Letter of Intent/ Work Order and the Service Level Agreements, if relevant, would also be generated from the web portal if the Tender Accepting Authority desires.
- m) Digital Signatures will have to be provided to each Official involved in processing the Tenders. The Vendors will also have to obtain digital signatures for participating in the E-tenders. The Agency may arrange provision of such digital signatures on payment of requisite charges by the Authorities/ Vendors, but procurement of digital signatures from the Agency would not be mandatory.
- n) The Agency will have to design a Comprehensive Training Module and impart working knowledge on the E-Procurement process for officials and employees handling E-Procurement in the Department and the other Offices under its control where the system would be introduced. Handholding support may also have to be provided for the initial period.
- o) The Agency will be allowed to collect Annual Registration Fees from the Vendors at the rates approved by the CMU. They may also be allowed to collect a Processing Fee from each vendor when they actually participate in a Tender. No other charges will be paid to the Service Provider for offering the E-Procurement solution, as aforesaid.
- p) As E-Procurement will involve large number of commercial transactions and publishing of organization specific sensitive data on a public domain, a very high level of security will have to be ensured so that a trustworthy access-control technology and authorization policy is in place. Security will have to be maintained not only of the data that is stored on the server but also of the information that is in transit, e.g. the bid documents or the individual bid figures sent electronically by the vendors. The process and the policies that are implemented for the security of the data and communication will also have to be compliant with the Information Technology Act 2000, so that the transactions and disputes arising thereof, if any, are admissible in the Courts of Law. Non-repudiation has to be taken care of within the purview of the Law, for the assurance to the organization and the vendors.
- q) Security should be ensured both at the level of content and payments. The following security features would have to be inbuilt in the system:
 - i) Usage of legally valid class of Digital Signature Certificate following the guide lines prescribed in the Indian Information Technology Act 2000 (issued by Licensed Certifying Authority) for Authentication and Non-repudiation at all levels.
 - ii) Usage of Time Stamping services.
 - iii) 128-bit encryption with SSL security or equivalent.
 - iv) Access to sensitive content such as price bid based solely on authorization.

- v) Rights allocation such that it ensures only authorized personnel to perform tasks such as tender floating, bidding, opening, etc.
- vi) Complete compliance to IT Act 2000 for legal sanctity

Expression of interest is therefore being invited from Resourceful, Experienced and Reputed Government, Semi Government or Private Institution/ Organizations/ Companies, having sound financial standing and proven track record of running similar E-Procurement Modules for Central/ State Government Departments and/or Undertakings/ Statutory Bodies under their Control, for selection of a suitable Service Provider on a turnkey basis.

Interested parties will have to Express Interest on their official letter head addressed to the Project Director, Change Management Unit, Kolkata Urban Services for the Poor along with information in the format provided at Annexure A, and dispatch it in a sealed envelope, so as to reach the Office of the undersigned, on or before 1400 Hours on the 7th February 2012. Applications received elsewhere or after the cutoff date will not be entertained under any circumstances.

Parties found prima facie suitable will be invited for an interaction with the CMU Authorities for clarification/ elaboration of the terms and conditions. Interested Parties will thereafter be requested to make Technical Presentations and submit Financial Bids in sealed covers on dates to be fixed for the purpose. Financial Bids of Technically qualified parties will only be opened to decide the final award.

Parties interested to obtain further information may contact Project Director, Change Management Unit, Kolkata Urban Services for the Poor at ILGUS Bhaban, Block HC, Sector 3, Salt Lake, Kolkata 700106 or mail their queries to pdcmu.wb@gmail.com

CMU, KUSP reserves the right to withdraw from the project or any component thereof at any point of time without assigning any reason whatsoever. It also reserves the right to reject any or all of the proposals without assigning any reasons. It may also be noted that Expression of Interest for the project shall not in any way confer any right for selection or consideration upon any Interested Party.

**Project Director, CMU, KUSP
& Ex Officio Joint Secretary to the
Government of West Bengal
Municipal Affairs Department**

ANNEXURE A

INFORMATION TO BE PROVIDED WITH EXPRESSION OF INTEREST FOR
RUNNING E-PROCUREMENT MODULE FOR MUNICIPAL AFFAIRS DEPARTMENT

1.1 Identity

(a) Name	
(b) Registered address	
(c) Phone number(s)	
(d) Fax	
(e) Email	
(f) Website	

1.2 Contact Person

(a) Name	
(b) Designation	
(c) Location	
(d) Mailing address	
(e) Phone number(s)	
(f) Fax	
(g) Email	

1.3 Profile

(a) Type of the organization	
(b) Registration/ Incorporation detail	
(c) ISO Certification Details, if any - please enclose a copy of the Certificate.	
(d) Age of the organization	
(e) Core competence of the organization	
(f) Turnover (Rs. in Lakh) over the last three financial years	FY 2008-09:
	FY 2009-10:
	FY 2010-11
(g) Number of regular employees in the organization	

1.6 Details of Government E-Procurement Modules Operated in the last 3 Years

Serial	Financial Year	Central/ State Govt. Department/ Undertaking/ Statutory Body etc.	Website	Details of Tenders Floated using the Website	
				Number	Total Value (Rs)
1					
2					
3					
Etc					

Date:

Place:

Signature