

**Request For Proposal (RfP)**  
**for**  
**Engagement of an agency for development of Single Application Gateway (SAG),**  
***web-based Internet Application System for Statutory Clearances***  
***covering, Software Development, Testing, Training and Maintenance***

**BACKGROUND**

MSME&T Department, Government of West Bengal has launched *myEnterprisewb.in* web portal with the objective of demystifying and simplifying the process of establishing and operating business in the State. This portal is a web-based statutory compliance assistance mechanism that provides simplified version of Acts & Rules applicable to MSME, basic info on government incentives available, customized requirement of statutory compliances, location of government offices etc. This site also provides on-line registration facility for both EM-I & EM-II and on-line application for registration or renewal of Factory License. In short, a visit to this portal ensures that an entrepreneur has the basic minimum knowledge and understanding of the statutory requirements to start and operate an MSME enterprise.

The Department also proposed to develop a *Single Application Gateway (SAG)* linked with the portal to provide Internet Application Facility for various statutory permissions, NOCs, licenses, permits, intimation, etc. to different government offices/agencies. *SAG* shall act as a 'virtual single point' to receive all applications made by an entrepreneur to different government entities for statutory compliance and for availing of government incentives. *SAG* shall be the software backbone of the MSME Facilitation Centre (MFC) being set up at District Industries Centre (DIC)/ Sub-DIC to provide all kinds of facilitation service to the entrepreneurs starting from application to delivery of certificate/license.

The Department has developed the pilot module of the software with the objective to establish the process flow and ensure synchronization of series of activities, from online submission by entrepreneurs, scrutiny/ acceptance of forms and supporting documents by DICs, scheduling meeting, submitting to department concerned, tracking status and finally delivery of certificates to the entrepreneurs. The need for the pilot module development has also been felt necessary to establish the virtual linkages with multiple Departments and with varied compliance formalities, different types of forms and supporting document requirements and catering to the different offices of the Departments concerned spread across the jurisdiction of 19 DICs and 2 Sub-DICs of the State. Presently, the System Architecture of *SAG* is functional and has been made live for testing and feedback. It is now intended to undertake the full-fledge development of the pilot module of the software, utilizing as far as possible, the System Architecture already functional and ensure operation and go-live of *SAG* as per its envisaged features.

West Bengal State Export Promotion Society (WBSEPS) on behalf of MSME&T Department, Government of West Bengal proposes to engage an agency (company / firm) experienced in IT/ Software Development for full-fledged development of the pilot module of web-based Single Application Gateway for Internet Application System for Statutory Clearances following the already functional System Architecture.

Terms of Reference (TOR) for engagement of the agency are as follows:

**A. SCOPE OF WORK**

The broad scope of work covers development of web-based Single Application Gateway (SAG) system, on the basis of the pilot module, by utilizing already functional System Architecture. The agency shall be responsible to complete the balance work to make SAG functional with all its envisaged features and go-live. Expected features of SAG are described in Annexure–A and screen snapshot of the pilot module of the software depicting the System Architecture are attached as Appendix.

The balance work to be undertaken to make SAG functional and go-live are as follows:

1. System Analysis of the pilot module and preparation of design basis report for the balance development to be undertaken for making SAG functional with all its envisaged features.
2. Scanning and Digitalization of various Departments’ application forms and relevant information (guidelines, instruction to fill, checklist of supporting docs., Dummy Forms, Fee Structure, Delivery Timeline). The list of Department is given in Annexure-B.
3. Creation of system database and web hosting of the database.
4. Software development for balance activities utilizing the System Architecture already developed, in ensure SAG is functional complete with all its envisaged features as described in Annexure-A.
5. Testing, Security Audit.
6. Documentation/ User Manual preparation.
7. Users’ Training (Users’ training and on-site support for trouble-shooting shall be limited to max. 30 days).
8. First-year Maintenance

**B. TIME SCHEDULE**

Single Application Gateway web based system shall be operational and go-live within 45 days from date of acceptance of Letter of Intent.

**C. TERMS OF PAYMENT**

- i. Payment shall be made on the following milestone basis:

1. Mobilization Advance (against bank guarantee, if required)	-	10%
2. Submission of System Analysis / Design Basis Report	-	15%
3. Successful operation, functioning and go-live of SAG	-	50%
4. Submission of User Manual	-	15%
5. Satisfactory completion of training	-	10%
- ii. 10% of the every invoice raised shall be withheld as Retention Money and shall be released at the end of the free maintenance period of 1 (one) year on successful functioning of the SAG. Alternatively, Performance Security by way of Bank Guarantee (from any nationalized Bank) for a sum equivalent to 10% of the total amount quoted and valid for a period of 1 (one) year can be furnished.

**D. ELIGIBILITY CRITERIA**

1. The eligibility and evaluation criteria are given below:

- i. The applicant agency must have been engaged in IT/ Software Development related works during last 5 years.
  - ii. The applicant agency must have the experience of development and maintenance of web portals/ online application facilities and have successfully completed at least one assignment of similar nature in any govt. organization during the last 5 years.
  - iii. The applicant agency should have office in West Bengal/ Kolkata, along with in-house software development team.
2. The applicant agency shall not be making loss in any of the last 3 financial years.
  3. Any agency that has been barred by the Central Government, any State Government, a statutory authority or a public sector undertaking, as the case may be, from participating in any project, shall be considered ineligible.

**E. PROPOSAL SUBMISSION**

1. The applicants are required to submit a SEALED ENVELOP containing two separate envelopes comprising of–
  - i. Technical proposal
  - ii. Financial proposal
2. The Technical proposal shall contain:
  - i. Documentary evidence, company background/ capability statement, testimonials / work order / completion certificate, financial statements, etc in support of the eligibility criteria.
  - ii. Description of the general approach / methodology along with a work plan demonstrating the functionality and process flow of the proposed Single Application Gateway facility.
  - iii. Organization chart and list of key personnel with their, qualifications, experience, role etc. to be deployed during development, training and maintenance.
3. The Applicants are required to submit Financial proposal in accordance with the Scope of Work.
  - i. All applicable taxes or duties have to be mentioned separately as per statutory norms.
  - ii. The cost of web hosting, if any shall be bear by client.
  - iii. The quoted amount shall include all expenditure including that of traveling within Kolkata.
  - iv. Optional quote - AMC of the software from the second year shall be quoted for future reference.
  - v. If there is any discrepancy between words and figures, the amount in words shall prevail.

## F. PROPOSAL EVALUATION

The broad guidelines for evaluation of proposals are as follows:

- i. Technical proposals shall be evaluated by constituting an evaluation committee. The evaluation parameters and weightages are given below:

<i>Evaluation Parameters</i>	<i>Max. marks</i>
• Experience of the applicant agency on basis of the submissions in support of the eligibility criteria	50
• Description of the general approach, methodology & work plan	25
• Suitability of the key personnel	25
<b>Total</b>	<b>100</b>

- ii. Based on the technical evaluation, scores shall be awarded and proposals of applicants, which obtain equal or more than the threshold score of 75, shall only be considered as technically eligible.
- iii. Financial proposals of technically eligible applicants shall only be considered for further evaluation.
- iv. Selection shall be made under Combined Quality Cum Cost Based System (CQCCBS) with following allotted weightages:

<i>Description</i>	<i>Weightages</i>
• Technical proposal	70%
• Financial proposal	30%
<b>Total</b>	<b>100%</b>

- v. The proposal with the highest combined weighted score for quality and cost shall be considered for selection of the applicant agency after obtaining clarification and price negotiations if desired.

## G. INFORMATION MEMORANDUM

### 1. General

WBSEPS includes its successors and permitted assigns as decided at any time by the Department of MSME&T, Government of West Bengal.

### 2. Validity of Proposals

The proposals shall remain valid till 3 months from the date of submission.

### 3. Cost of Proposal preparation

The applicants shall be responsible for all of the costs associated with the preparation of their proposals and their participation in the engagement process including subsequent negotiations/visits to WBSEPS, Department of MSME&T, site locations, etc.

### 4. Right of Proposal Rejection

- (a) WBSEPS reserves the right to accept or reject any proposal and to annul the

selection process and reject all proposals, at any time without notice and shall not have any liability or obligation for such acceptance, rejection or annulment, and without assigning any reasons thereof.

- (b) At any time, if a material misrepresentation is made or discovered, or the applicant does not provide, within the time specified, the supplemental information sought for purposes of evaluation can lead to the rejection of the proposal.

## 5. Proposal Submission and Opening Timeline

- (a) Proposal submission and opening timeline are given below:

1	Last date for submission of proposal	2:00 PM on the 14 <sup>th</sup> day from the date of notice inviting proposal
2	Opening of Technical & Financial proposals	4:00 PM on the last day of submission of proposal

- (b) If due to any exigency, the due date for opening of the proposals is a closed holiday or for any other reason, the proposals shall be opened on the next working day at the same time or on any other day / time, as intimated by WBSEPS. The applicants may depute their representatives, duly authorized in writing, to attend the opening of proposals on the due date and time.

## 6. Quality

The quality of the software and services delivered according to the Terms of Reference shall correspond to the conditions and standards or specifications enumerated therein.

## 7. Inspection

Time to time inspection shall be carried out by representative / authorized agency of WBSEPS/ Department of MSME&T at applicant agency's office, locations of integration, etc. for Quality Assurance of the software and services delivered according to the Terms of Reference.

## 8. Remedial Measures

Should the software or services thereof not delivered within the specified time schedule or not in accordance with the requirements of the Terms of Reference, WBSEPS/ Department of MSME&T shall after granting 24 hours time to cure the breach, be at liberty to cancel the work, wholly or to the extent of such default.

In the event WBSEPS/ Department of MSME&T takes help of any third party to rectify the breach on emergency basis, the cost incurred in such an event shall be recovered from any amount payable to the selected agency.

## **9. Termination**

WBSEPS shall be entitled to terminate agreement with the selected agency with prior notice of thirty (30) days, in case of breach of any conditions, provisions or stipulations of the Terms of Reference for selection or non-performance that is not cured within fifteen (15) days of issue of notice.

## **10. Arbitration**

All disputes or differences arising out of or in connection with engagement of the selected agency shall be settled by bilateral discussions. Any dispute, disagreement or question arising out of or relating to engagement or relating to performance, which cannot be settled amicably, may be resolved through arbitration under the Arbitration and Conciliation Act, 1996.

Engagement of selected agency shall be governed and construed in accordance with the laws of India. Courts of Kolkata shall have exclusive jurisdiction in all the matters

## **11. Patents and other Industrial Property Rights**

The quoted amount / rates shall be deemed to include all amounts payable for the use of patents, copyrights, registered charges, trademarks and payments for any other industrial property rights. The selected agency shall indemnify WBSEPS against all claims from a third party at any time on account of the infringement of any or all the rights, whether such claims arise in respect of development or use.

## **12. Confidentiality**

- (a) Selected agency shall treat all information provided to it or obtained otherwise in connection with the software development and integration as confidential and not use the same partially or totally for any purpose without the prior written approval of WBSEPS.
- (b) Deliverables of the selected agency shall be of exclusive ownership of WBSEPS/ Department of MSME&T and / or its designated agencies, as applicable.

## **13. Force Majeure**

Neither party shall bear responsibility for the complete or partial non-performance of any of its obligations (except for failure to pay any sum which has become due on account of receipt of goods or services under the provisions of the Terms of Reference), if the non-performance results from such Force Majeure circumstances as Flood, Fire, Earth Quake and other acts of God as well as War, Military operation, Blockade, Acts or Actions of State Authorities or any other circumstances beyond the parties control.

**14. Notices & Contact Information**

All notices, communication and submission of proposals shall be addressed to:

Shri S C Panja

Addl. Director

West Bengal State Export Promotion Society (WBSEPS)

2 No. Church Lane (4th floor), Room No. 401, Kolkata – 700 001

Tel: 033-2243 0380/9187, E mail: [wbseps@gmail.com](mailto:wbseps@gmail.com)

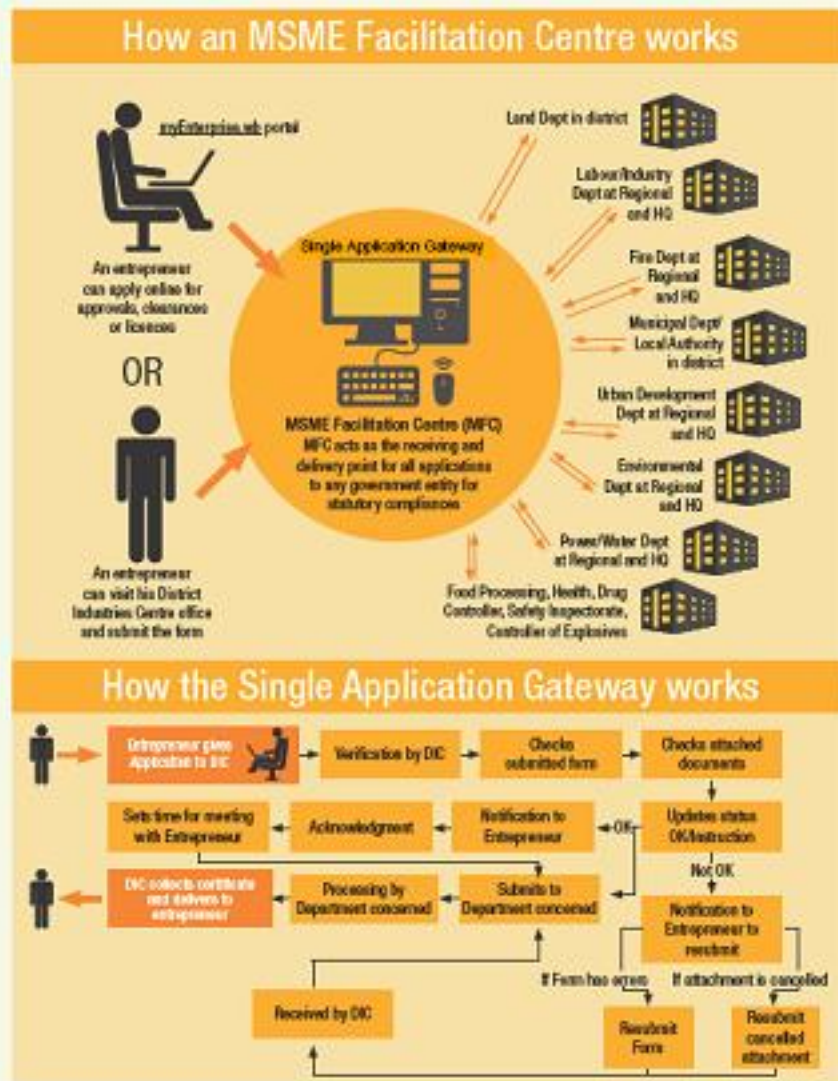
**Annexure – A**

**Process Flow & expected features of Single Application Gateway (SAG)**

1. Single Application Gateway is the Internet Application Facility linked to myEnterprisewb portal



2. Single Application Gateway is software backbone for MSME Facilitation Center (MFC)





3. Single Application Gateway (SAG) shall be web-based Internet Application System (System) for Statutory Clearances.
4. Single Application Gateway shall contain all application forms (scan copy for download & digitalized format for online application) and relevant information (guidelines, instruction to fill, checklist of supporting docs., Dummy Forms, Fee Structure, Delivery Timeline).
5. New users have to register in the System by providing EM I number, which will be mandatory for using SAG. The System shall authenticate the EM I registration number with the NIC database in which the EM I & II databases are presently housed/ located. This would require creating replica database and protocol for synchronization with NIC database real time.
6. The System shall automatically detect the DIC office under jurisdiction of the users, based on the address of the enterprises entered by the users.
7. During or after registration, Entrepreneur and Enterprise data shall be captured and store in database for auto propel of stored data in digital application forms.
8. Registered users can log in to the System and download scan copy of relevant forms from the list. Users can also view and download guidelines, instruction to fill up, dummy forms and checklist of supporting documents.
9. Users can fill up the forms manually, scan and upload the filled up forms along with all supporting documents as attachments.
10. Users can also otherwise fill up digital format of the forms, which will have the advantage of auto propel of stored information of the Entrepreneurs and the Enterprises that have been captured earlier.
11. The System shall have logical intelligence to scritinze, verify /authenticate each field of the digital application forms for completeness before user can submit applications.
12. Users shall have facility for partial saving of forms while filling application data in digital format for later editing and submission.
13. Application thus submitted, either with offline forms or in digital format shall be forwarded in the email of the concerned District Industries Center (DIC), General Manager.
14. Auto generated acknowledgement emails shall be send to the registered email address of the users by the System.
15. Users can Track Status of the submission by log in to the System.
16. The tracking status shall be for the following events:
  - i. Submission Rejected by DIC / Re-submit
  - ii. Submission Accepted by DIC and Schedule Appointment Date for visit to MFC
  - iii. Application softcopy Forwarded and hardcopy Submitted to concerned department
  - iv. Application Pending with concerned department/ Additional documents requested
  - v. Application approved by concerned department
  - vi. Application ready to collect from DIC office and Schedule Delivery Date

17. Acknowledge emails shall also be auto generated to the registered email address of the users every time the status of the submission changes.
18. In the event "Submission Accepted by DIC and Schedule Appointment Date for visit to MFC", the auto generated acknowledgement email shall also provide additional information:
  - i. Checklist of supporting documents which the users need to carry in original while visiting MFC.
  - ii. Fee for the application.
  - iii. Instruction to generate/print online challan by login to SAG & deposit fee in Bank.
  - iv. Time line for various track Status and expected delivery date of certificate/approval/license.
  - v. Schedule Appointment Date and Time.
  - vi. Address and location of the MFC to be visited.
19. The System shall have logical intelligence:
  - i. Schedule appointment date automatically based on pre-determined criteria.
  - ii. Calculate fee for each application of concerned departments/ agencies based on fee structure.
  - iii. Calculate timeline for delivery of certificate/approval/license based on specified criteria.
20. The System shall have separate module for log in by DIC officials for administration of the submissions by the users. The System shall provide access control/ privilege for different Officials. The concerned DIC officials can view the applications that are under its jurisdiction. The Officials can access the submissions, schedule appointment criteria, update tracking Status of submissions, generate reports, update contact details of various departments under its jurisdiction, etc.
21. The System shall have provision to log in the DIC module by DIC and Department Officials as Administrator with access control / privilege to update information on DIC offices and details of the Officials and access MIS Reports (using Query based search criteria) for all DICs.
22. The System shall have provision for log in the DIC module by concerned Officials of various departments with access control privilege to update Status in the System directly, only in case of update Status of:
  - i. Additional info/doc request
  - ii. Approved by the department
23. SAG shall have provision to offer all facilities of a state-of-the art web-based System, namely, SMS alert, Query based search, Query based Report generation, Management Information System (MIS), Print Facility, PDF Conversion, File size reduction for large attachments, Achieving of old submissions, future provision for availing cloud services, amongst others.

24. Other Scope of Services shall include:

- i. Testing
- ii. Web server configuration
- iii. Security Audit
- iv. Training to the users
- v. User Manual / Documentation
- vi. First year Maintenance

25. Snapshots of the Single Application Gateway are attached as Appendix.

**Annexure – B**

**List of Departments and applicable Compliances**

SI	Departments	Compliances
1	Land & Land Reforms	Mutation and Conversion of land, LTS and 14Y exemption cases
2	Fire & Emergency Services	Fire Safety Certificate & License/ PESO
3	Municipal Affairs/ Urban Development/ Local Authority	Site Plan and Building Plan approval, Land use change permission
4	Municipal Affairs/ Local Authority	Trade License
5	Labour	** Factory License, Shop & Establishment Certificate, Boiler License, ESI
6	Environment	Environmental Clearances/ Pollution Certificates
7	Food Processing &H/ Health	Food Safety License/ Drug License
8	Power (WBSEDCL/ CESC/ DPSC/ DVC/ DPL)	New connection, Capacity expansion, Installation of Generator, Lift/ Escalator
9	State Water Investigation (SWID)	Permission for ground water use/ New connection
10	Finance & Commercial Tax	VAT, CST, Excise, Service Tax, Professional Tax, Import Export License
11	MSME&T and C&I	** EM I & EM II, Incentives, Land
12	Others	Safety Inspectorate, Controller of Explosives

\*\* on-line facilities are functional