

BID DOCUMENT

Cum Request For Proposal / Quotation
Through e-tender

e-TENDER NOTICE no. WBSEPS/04/DMS/Biswa Bangla/2014-15

For empanelment
of Human Resources Agencies
for providing Personnel
for BISWA BANGLA

West Bengal State Export Promotion Society
www.wbseps.com



WEST BENGAL STATE EXPORT PROMOTION SOCIETY

Government of West Bengal
2, Church Lane, 4th floor, Room No.401, Kolkata – 1.
Phone: 2243-9188, Tele-fax: 91-33-22439187
E-mail: wbseps@gmail.com

e-TENDER NOTICE no. WBSEPS/04/DMS/Biswa Bangla/2014-15

Tenders are invited by the West Bengal State Export Promotion Society from the experienced and resourceful agencies/firms for:

Empanelment for rate contracts of agencies/firms for Providing HR staffing solution for Biswa Bangla Showrooms/Warehouse/Haats

Eligibility criteria:

- a) The **eligibility criteria** for qualification of a Service provider to submit bid is given below:
 - i. Should be in operation of the HR business for more than 5 years
 - ii. Direct presence in 2 or more cities with clients across India
 - iii. Should have clientele in the area of retail showrooms
 - iv. Ability to identify and train staff for handling retail showrooms
 - v. Experience of handling new startup in retail
 - vi. Availability of a pool of adequate trained and qualified staff to offer as and when required by WBSEPS.
 - vii. Maintain appropriate registration for statutory compliances as applicable at all times.
 - viii. ***Capable of handling new concepts and flexibility in adopting new ideas***

All papers including terms & conditions / work details / tender forms etc. will be uploaded in the website of WBSEPS i.e. www.wbseps.com & in the website <http://wbtenders.gov.in>. on 09.12.2014. Willing bidders will have to download the same up to 1.00 p.m. of 22-12-2014.

Tender (both Technical Bid and Financial Bid) are to be uploaded in the website up to 1.00.. P.M. of 22-12-2014 through e-tendering by applying Digital Signature Certificate (D.S.C.) of bidders on all working days from 12.00 noon to 5.00 p.m. The

Technical Bid will be opened on 23-12-2014 at 12.00 noon in presence of those bidders who may remain present at the time of opening or if they so desire, tenderer may send their authorized persons during the time of opening (not more than one person for each bidders). Authorized officers will open the e-tender by their D.S.C.

Interested parties are requested to go through the terms & conditions and other related papers and to submit the tender with all relevant papers as mentioned in the terms & conditions within the specific date as mentioned above.

Sd/-

Director & Member Secretary
West Bengal State Export Promotion Society

Instruction for tenderers / bidders.

1. Tenderers/bidders should have Digital Signature Certificate (D.S.C.). Tenderers/bidders who have no DSC, they may apply for it for on line e-tendering in the prescribed form for centralized e-tendering at the website [<http://nicca.nic.in>] or they may contact with NIC office.

In the event of e-filing, intending bidder may download the tender documents, terms & conditions etc. from the website <http://wbtenders.gov.in>] directly with the help of Digital Signature Certificate. Necessary cost of tender (tender fees) and the earnest money may be remitted through demand draft / pay order issued from any nationalized bank in favour of the "West Bengal State Export Promotion Society" payable at Kolkata and also documents through e-filing. The original receipt of tender fees, earnest money should be submitted physically to the office of the West Bengal State Export Promotion Society at "Oswal Chamber", 2, Church Lane (4th floor, Room No. 401), Kolkata – 700 001 under sealed cover as stipulated in the time schedule.

Both "Technical Bid" and "Financial Bid" are to be submitted concurrently duly digital signed in the website <http://wbtenders.gov.in>.

The Technical Bid and Financial Bid should be submitted on line on or before 22 - 12-2014 up to 1.00 p.m.

The Financial offer of the prospective bidders will be considered only if the Technical Documents of the bidder found qualified by the tender committee of this office or authorized nodal officer. The list of Qualified Bidders will be displayed both in the website and also in the Notice Board of this office of West Bengal State Export Promotion Society on scheduled date and time.

The agencies/bidders who have been delisted by any Government Department shall not be eligible in any way for submission of tender.

Technical Proposal:

The Technical proposal should contain scanned copies of the following in two covers (folders).

(a). Statutory Cover Containing the following documents:

Copies of demand draft / pay order towards earnest money and tender application fees.

NIT (signed and sealed)

(b). Non-statutory Cover Containing the following documents:

Sl. No.	Category Name	Sub-Category Description	Detail(s)
A.	Certificate(s)	Certificate(s)	P. Tax Registration and deposit receipt challan for the year 2013-14.; Pan Card, I. T. Return ; VAT Registration, if any ; Service Tax Registration, if any ; Licence from appropriate body for running of security services.
B.	Company Detail(s)	Company Detail	Valid Trade License ; Registered Deed of partnership Firm/Article of Association & Memorandum ; Power of Attorney ;
C.	Credential	Credential -1 Credential -2	Credential documents as per eligibility criteria ;
D	Financial Info		Balance Sheet and Profit & Loss Account for last three years or payment documents ;

Financial Bid containing the following:

The financial proposal should contain in one cover (folder) along with bill of quantity / rate of each unit on line through computer in the space marked in the format for quoting the rate.

Date and time schedule:

Sl. No.	Particulars	Date & time
01.	Date of up loading of NIT documents (on line)	09.12.2014 at 12 noon.
02.	Starting date for down loading / sell start date(on line)	09.12.2014 at 1.00 P.M.
03.	Last date of down loading / sell up to 1.00 p.m.	22.12.2014 at 1.00 P.M.
04.	Bid submission start date	09.12.2014 at 1.00 P.M.
05.	Last date of submission of original documents / demand draft / pay order up to 1.00 p.m.	23.12.2014 upto 1.00 P.M.
06.	Last date of submission of Technical Bid and Financial Bid on line	22.12.2014 at 1.00 P.M.
07.	Date of opening of Technical Bid on line	23.12.2014 at 12 noon
08.	Date of opening of Financial Bid on line	23.12.2014 at 2.00

		P.M.
09.	Date of uploading the final list of Technically qualified bidder (online) after negotiation, appeal etc. (offline), if any.	Will be informed later on.

**Tender Form for empanelment for rate contracts of agencies/firms for
providing HR staffing solution for Biswa Bangla**

To
The Director & Member Secretary,
West Bengal State Export Promotion Society,
2, Church Lane, (4th floor),
Kolkata – 700 001.

Sub: Submission of e-tender for empanelment for rate contracts
for
Providing HR staffing solution for Biswa Bangla

Sir,

With reference to your tender, we are submitting herewith the rate along with
the following documents:-

- (1) Name and address of the firm :

- (2) Telephone Number for contact :

- (3) Name & address of directors/partners/proprietors :

- (4) Name of Bankers with Account Number :

- (5) Nature of business :

- (7) Number of persons employed :

- (8) Copy of valid Trade Licence :
- (9) Copy of P. Tax Registration and deposit
Receipt/ challan for the year 2013-14. :
- (10) Copy of Pan Card, I. T. Return for the assessment year 2014-15:
- (11) Copy of VAT Registration, if any. :
- (12) Copy of Service Tax Registration, if any. :
- (13) a.) Copy of Registered Deed of partnership Firm (for partnership firm)
/Article of Association & Memorandum (for Private Limited Company):
b.) Copy of Licence from appropriate body for running of security services.
- (14) Documents on Power of Attorney. :
- (15) Copy of Balance Sheet and Profit & Loss Account for last three years or
payment documents. :
- (16) Copies of Credential documents as per eligibility criteria. :
- (17) Details and Copies of demand draft / pay order towards earnest
Money and tender application fees :

Enco: As stated

Date:.....

Signature & seal of the tenderer.

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- Part - A – Quote for providing staff at Biswa Bangla Haats
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Government of West Bengal has planned to promote "Brand Bengal" while setting up Biswa Bangla (BB) Showrooms and Biswa Bangla Haats for showcasing host of traditional products of the State, while creating a market for traditional artisans.

Biswa Bangla Haats have been set up at Shantiniketan, Birbhum, West Bengal and at Newtown, Kolkata and Biswa Bangla Showrooms have been set up in Kolkata airport and at Dakshinapan, Dhakuria, Kolkata and will spread in major cities in India and overseas with an objective to promote Brand Bengal.

West Bengal State Export Promotion Society (WBSEPS) has been entrusted to set up Biswa Bangla Haats in the state and Biswa Bangla Showrooms in the State and outside and for the Biswa Bangla Warehouse.

WBSEPS proposes for empanelment of HR Service Providers (companies / firms) experienced in providing HR / Staffing for its Biswa Bangla Haats and Biswa Bangla Showrooms and warehouses for Biswa Bangla. Award of engagement order for deployment of manpower may be distributed among the empanelled bidders on the basis of lowest rates obtained for individual position. Such engagement order will be issued Showroom wise or Haat wise or Warehouse wise as decided by WBSEPS.

The Terms of Reference (TOR) for selection of the Service Provider are as follows:

A. Scope

The requirement of staff / personnel initially will be for three (3) months. However, the same may be extended for another term of 3/6/12 months as per requirement and depending on the performance of the HR Services Provider. Initially the HR Services / Personnel requirement is for Kolkata Airport Showroom and Warehouse Only. However, WBSEPS may require HR Services / Personnel for other five (5) showrooms in Kolkata and other parts of the Country proposed to be set-up in future.

The HR Service Provider shall fulfill the following requirements:

1. Identify, train and deploy appropriate personnel where ever required by WBSEPS
2. Provide trained staff to operate the showrooms in accordance with showroom timings
3. Provide trained staff to operate the warehouse in accordance with timings to be intimated
4. Provide training to the staff from time to time for better handling of customer

5. Willing to operate additional and distant locations and provide HR services as required by WBSEPS
6. Ensure that the staffing in the showrooms and warehouse is adequate and that the operations are not hampered due to non-availability of staff including providing substitutes for absentees
7. Ensure that the staff deployed by it are appropriately compensated as per Labour laws and regulations, and compliances with PF, ESI and other statutory requirements
8. Ensure that all legal requirements are fully complied by it in the various jurisdictional areas where their services will be required.
9. The Bidder has to respect the Intellectual Property Rights of Client in respect of information, data or any process that is typical of the clients operation and /or has been specially designed and developed for Biswa Bangla Showroom.

B. Time Schedule

- For Haats, Showrooms and Warehouses located at Kolkata:
 - Staff shall be positioned within 3 days from date of acceptance of Letter of Intent
- For Haats, Showrooms and Warehouses located at Kolkata and at other locations:
 - Staff shall be positioned within 3 days from the date of intimation by WBSEPS for supply of the same at that location

C. Terms of Payment

Payment shall be made on monthly basis within 20 days after submission of invoice for the deployment of staff in the previous month in each location and shall be paid after verification of supported deployment statement and attendance sheet. Statutory deductions will be made as per rules.

D. Bid Submission

- (a) Selection shall be made through two-bid process based on technical and financial evaluation. The bidders are required to submit a **SEALED ENVELOP** containing **two separate sealed envelopes** comprising of -
 - i. **Technical bid**
 - ii. **Financial bid**

- (b) The **Technical bid** shall contain in addition to Technical bid form in Annexure-A duly filled in:
- i. The company background and capability statement, supported by company registration certificate and financial statements for last 3 years
 - ii. Document stating that firm is in operation of the HR business for more than 5 years
 - iii. The number and locations of showrooms it provide personnel support for their clients
 - iv. The number and details of firms as their clients it provide personnel support
 - v. Organization chart and list of its technical staff specialized in retail
 - vi. Description of key staff with their, qualifications, experience, role etc. to be deployed
 - vii. Ability and willingness to operate additional and distant locations and provide HR services as required by WBSEPS
 - viii. Willingness to provide HR services / personnel at the same rate and terms and conditions after 3 months period for a further period of 3/6/12 years in same location and in other locations within Kolkata and outside Kolkata, if required by WBSEPS
 - ix. Ability to source and train staff
 - x. Statement that all legal requirements are fully complied by it
 - xi. All other documentary evidence to support the above credentials where applicable.
- (c) Bidders are required to fill up the **Financial Bid format** attached as **Annexure-B** with full details
- The quoted amount shall include all taxes, duties and cost for all statutory compliances. However, all applicable taxes or duties has to be mentioned separately as per statutory norms.
- (d) Bid should be submitted with Demand Draft for Application Money and Bid Security

E. Bid Evaluation & Selection

The broad guidelines for evaluation of bids are as follows:

- i. Technical bids will be opened first and evaluated on eligibility criteria and on basis of the submissions in support of the technical credentials

- ii. Financial bid of bidders whose Technical bids are found eligible and accepted will be opened.
- iii. The lowest acceptable bid will be considered further for selection of the bidder after complete clarification and price negotiations if desired / decided by WBSEPS.
- iv. If there is a discrepancy between words and figures, the amount in words will prevail.

F. Information Memorandum

1.0 General

WBSEPS includes its successors and permitted assigns as decided by the Government of West Bengal at any time.

2.0 Validity of Bids

The bids shall remain valid till 6 months from the date of submission and quoted price shall be valid for a period of 12 months from the date of deployment of staff.

4.0 Cost of Bid Document / Application Money, Bid Security & Performance Security

Bid document can be downloaded from www.wbseps.com. and <http://wbtenders.gov.in.on>. The bids should be submitted with:

- (a) A Demand Draft of Rs. 5,000/- (non-refundable) in favour of West Bengal State Export Promotion Society drawn at Kolkata as **Application Money**.
- (b) A Demand Draft of Rs. 10,000/- (refundable) as **Bid Security**. The bid security of unsuccessful bidder shall be returned within 60 days of completion of bid process.
- (c) **Performance Security** :
The selected bidder shall be required to furnish a **Performance Security** by way of Bank Guarantee (from any nationalized Bank) within 3 days of issuance of Letter of Intent (LOI) for a sum equivalent to 10% of the total amount quoted and negotiated amount less the Bid Security amount and shall be valid for a period of 1 (one) year.

5.0 Right of Bid Rejection

- (a) WBSEPS reserves the right to accept or reject any bid and to annul the selection process and reject all bids, 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 bidder does not provide, within the time specified, the supplemental information sought for purposes of evaluation can lead to the rejection of the bid.

6.0 Quality

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

7.0 Termination

WBSPS shall be entitled to terminate agreement with the selected Service Provider 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.

8.0 Arbitration

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

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

9.0 Confidentiality

- (a) Selected Service Provider shall treat all information provided to it or obtained otherwise in connection with the services as confidential and not use the same partially or totally for any purpose without the prior written approval of WBSEPS

10.0 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 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

11.0 Notices & Contact Information:

All notices, queries, communication and submission of bids 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
Mobile : +91 9830370084
Email : wbseps@gmail.com

12. Tentative Consolidated Cost per month per person and Qualification, experience etc. of Personnel to be deployed:

Sl	Staff	Consolidated cost per month per person (tentative)	Qualification & Experience
01	Estate Manager	Rs.30,000/-	Graduate with good communication skill, experience in marketing.
02	Assistant Manager Admn/ Accounts/ Marketing	Rs.22,000/-	Graduate with 3-5 years administrative experience
03	Assistant (Admn/ Accounts/ Marketing)	Rs.15,000/-	Graduate with 2 years experience in the respective line
04	Assistant-cum-Cashier	Rs.15,000/-	B.Com with one year experience
05	Electrician	Rs.12,000/-	Class-VIII with 5 years' experience and having proper licence
06	Plumber	Rs.12,000/-	Class-VIII with 5 years' experience
07	Group- D	Rs.8,000/-	Class-VIII with required experience

08	Security Guard	Rs.7,000/-	With required experience
09	Cleaners	Rs.7,000/-	With required experience
10	Gardener	Rs.7,000/-	With required experience

B. Quote for providing staff at Biswa Bangla showroom at NSCBI Airport

SI	Staff	Consolidated cost per month per person (tentative)	Qualification & Experience
01	Store Manager	Rs.35,000/-	Graduate in relevant field. Min. 6 yrs experience in an up market store, CRM. Strong knowledge of IT/ Computer based store billing and communication technology.
02	Sales Executives	Rs.25,000/-	Graduate in relevant field. Min. 3 yrs experience in an up market store, CRM. Strong knowledge of relevant technology in store billing and communication technology.
03	Store Associates	Rs.20,000/-	Min. 1 yr experience in an up market store, CRM. Strong knowledge of relevant technology in store billing and communication technology.
04	House Keeping	Rs.12,000/-	Class X passed. Other courses helpful for work. Min. 1 year experience in a retail store.

C. Quote for providing staff at Biswa Bangla showroom other than Airport

SI	Staff	Consolidated cost per month per person (tentative)	Qualification & Experience
01	Store Manager	Rs.25,000/-	Graduate in relevant field. Min. 6 yrs experience in an up market store, CRM. Strong knowledge of IT/ Computer based store billing and communication technology.
02	Sales Executives	Rs.17,000/-	Graduate in relevant field. Min. 3 yrs experience in an up market store, CRM. Strong knowledge of

			relevant technology in store billing and communication technology.
03	Store Associates	Rs.13,000/-	Min. 1 yr experience in an up market store, CRM. Strong knowledge of relevant technology in store billing and communication technology.
04	House Keeping	Rs.6,300/-	Class X passed. Other courses helpful for work. Min. 1 year experience in a retail store.

D. Quote for providing staff at Warehouse

SI	Staff	Consolidated cost per month per person (tentative)	Qualification & Experience
01	Manager	Rs.24,000/-	Graduate in relevant field, Preferably MCOM/ CA /ICWA intern. Min. 6 yrs experience within a multi product warehouse. Strong knowledge of IT/Computer based store billing technology for warehouse management and communication technology.
02	Executives	Rs.18,000/-	Graduate in relevant field, Preferably MCOM/ CA /ICWA intern. Min. 3 yrs experience within a multi product warehouse. Strong knowledge of IT/Computer based store billing technology for warehouse management and communication technology. preferred knowledge of banking, local taxes/ bulk packaging.
03	Associates	Rs.15,000/-	Graduate in relevant field, Preferably MCOM/ CA /ICWA intern. Min. 1 yr experience within a multi product warehouse. Strong knowledge of IT/Computer based store billing technology for warehouse management and communication technology.
04	Staff	Rs.13,000/-	Class X passed. Other courses helpful for work. Min. 1 year experience in a retail store.

e-TENDER NOTICE no. WBSEPS/04/DMS/Biswa Bangla/2014-15

Enlistment for rate contract of agencies/firms for
Providing HR staffing solution for Biswa Bangla

FORMAT OF FINANCIAL BID
(To be submitted online only)

Name & Address of the bidder:

A. Quote for providing staff at **Biswa Bangla Haats** Amount in INR

Sl	Staff	Consolidated cost per month per person	Service Charges	Total cost per month
01	Estate Manager			
02	Assistant Manager Admn/ Accounts/ Marketing			
03	Assistant (Admn/ Accounts/ Marketing)			
04	Assistant-cum- Cashier			
05	Electrician			
06	Plumber			
07	Group- D			
08	Security Guard			
09	Cleaners			
10	Gardener			

B. Quote for providing staff at **Biswa Bangla showroom at NSCBI Airport**

Amount in INR

SI	Staff	Consolidated cost per month per person	Service Charges	Total cost per month
01	Store Manager			
02	Sales Executives			
03	Store Associates			
04	House Keeping			

C. Quote for providing staff at Biswa Bangla showroom other than Airport

Amount in INR

SI	Staff	Consolidated cost per month per person	Service Charges	Total cost per month
01	Store Manager			
02	Sales Executives			
03	Store Associates			
04	House Keeping			

D. Quote for providing staff at Warehouse

Amount in INR

SI	Staff	Consolidated cost per month per person	Service Charges	Total cost per month
01	Manager			
02	Executives			
03	Associates			

04	Staff			

Note:

The quoted amount shall be inclusive of all taxes, duties and cost towards statutory compliances, etc. However, all applicable taxes or duties has to be mentioned separately as per statutory norms. Please provide break up of details. Service taxes will be paid extra as applicable.

Declaration :

- i. We agree to provide HR services / personnel at the same rate and terms and conditions after 3 months period for a further period of 3/6/12 years in same location and in other locations within Kolkata and outside Kolkata, if required by WBSEPS.
- ii. We agree to all terms and conditions of the Request for Proposal / Bid Document.

(Signature of the Bidder)