

Micro, Small & Medium Enterprises

Government of West Bengal

New Secretariat Building(9th Floor), 1.Kiran Shankar Roy Road, Kolkata, West Bengal 700001

Website: <http://swasmsmewb.in>

NIT NO. 222/CC/online Conf.

Dated: 28.02.2018

TENDER NOTICE FOR ENHANCEMENT OF FEATURES OF 'SERVICE WITH A SMILE'(SWAS)APP

The Director, Micro Small & Medium Enterprises, Govt. of West Bengal invites sealed bid documents from the interested bidder for the work detailed below (Submission of Bid Offline only):

The Department of MSME and Textiles, Government of West Bengal has now taken an initiative to provide a mobile app that offers a help-desk and enquiry handling system. The system is a digital gateway for Micro, Small and Medium enterprises to reach the office concerned of the Department with their queries or concerns on statutory compliances and incentives.

Scope of work

SWAS Mobile App Enhancement Features	
Point No.	Discussed Points
1	A new MIS Report containing details (Ticket raised, Query Resolved, Query Pending etc) has to be shown in Super Admin (Director's) panel.
2	Delete Option to be given in Super Admin panel to delete any garbage/unnecessary tickets.
3	A visitor statistics to be given in Super Admin panel for the users who are selecting "I have got my answer/Satisfied".
4	Some New Reports to be prepared to perform "Outcome Analysis". Examples: How many registered? How many users registered but didn't perform any activity? How many users found their answers in FAQ Section?
5	SMS Gateway to be used and SMS for each activity
6	Bilingual version in Bangla to be developed
7	Toll free No. (If Any) to be showed in App
8	QR Code of the App to be given to department to be used in brochure.
9	There will be another FAQ Section i.e. "Start-Up". A new section to be added under Statutory Compliance and Incentive category.
10	Colors for the ticket status to be changed. Reopen: Deep Brown, Escalation: Red, Refer: Orange.
11	Refer: When selected "Refer" intimation to be given to other officers via Email and SMS. (Not in System Flow)
12	3 New districts to be added.
13	All the Joint Directors to be added in the app.
14	All TEST Data in the app to be deleted.

Instruction : -

Bid should be submitted in sealed envelope in prescribed format consisting with **Quotation with memo no.** in sealed covers.

Eligibility criteria for participation in quotation:

1. The prospective bidders shall have completed at least one similar nature of work during the last 3(three) years prior to the date of issue of this Notice under the authority of State/Central Gov., State/Central Gov. undertaking /Statutory Bodies constituted under the statute of the Central / State Government (Work Order Required)
2. GST Number, Pan Card, Professional Tax receipts Challan for the year 2017-2018, Income Tax Acknowledgement Receipt for assessment year (2016-2017) have to be submitted.
3. Registered Partnership Deed (for Partnership Firm only) along with Power of Attorney to be submitted along with application. (Non-Statutory documents).
4. A prospective outside bidder participating in a single job either individually or as partner of a firm or in Joint Venture shall not be allowed to participate in the same job in any other form.
5. Quotation shall remain valid for a period not less than 180(One Hundred Eighty) days after the dead line date for Quotation submission. Quotation valid for a shorter period shall be rejected by the 'Tender / Purchase Committee' as non-responsive.

5. Important Information:- (Date & Time Schedule)

Sl. No.	Particulars	Date & Time
1.	Date of issue / publish /upload of NIT Documents (Publishing Date)	28.02.2018
2.	Opening Date of collection /download of Tender Documents	28.02.2018
3.	Last Date of collection /Download of Tender Documents	19.03.2018
4.	Last Date of submission of Quotation	19.03.2018, 2:00 p.m.
5.	Date of opening of Quotation	19.03.2018, 3:00 p.m.

6. **Format**

Format for submitting financial BID

1. Name of the Enterprise (Bidder) :
2. Address of the Enterprise :
3. Phone No: :
4. Mobile No :
5. Website & e-mail address :
6. No. of key personnel (Technical) in the organization :
7. Experience of similar work :
(enclose documentary evidence)
8. Bid amount for the entire work : Rs.
9. *MS* **Service With a Smile**
(SWAS) page as mentioned in "Scope of Work"

Declaration: I have gone through the Notice inviting Quotation No..... Dated :
and clearly understood the nature of job. The information submitted in the format is true to the best of my knowledge.

Signature of the Bidder with Seal

Enclosure:

- i. Trade License
- ii. Up to date IT returns
- iii. Up to date VAT / GST Tax return
- iv. GST Registration No.
- v. PAN

Condition: (1) All papers / documents / Printed materials (Hard copy) will be collected physically by your representative from Directorate of MSME or it can be downloaded from the website www.wbmsme.gov.in.

(2) Minimum 3 Yrs. of experience in above mentioned type of work in Government department is required. (Proof of experience should be submitted).

(3) Payment will be made after satisfactory completion of the work order. The necessary bill & work done certificate issued by appropriate authority should be produced for making payment at that time.

(4) The intending bidder is required to quote the rate in figures as well as in words as price.

(5) No CONDITIONAL/ INCOMPLETE QUOTATION will be accepted under any circumstances.

(6) The Director, MS&ME reserves the right to cancel the N.I.Q. due to unavoidable circumstances and no claim in this respect will be entertained.

The Sealed Quotation must be super scribed "**Service With A Smile(SWAS) for Directorate of Micro, Small and Medium Enterprises**" and is to be submitted at Directorate of Micro, Small & Medium Enterprises, N.S. Building, 9th Floor, Room No. 10, A Block, 1, K.S. Roy Road, Kolkata 700 001. within 19th March, 2018 at 02.00 P.M. The tender/quotation will be opened at the same day at 03.00 P.M. in presence of the bidders or their representatives.

For any query please contact with Sri Abhijit Bandyopadhyay, Deputy Director of MSME. Contact No. 033-40613062.

The undersigned reserves the right to cancel the quotations or tender process suo motto without assigning any reason.


28/2/18
Director

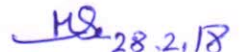
Micro, Small & Medium Enterprises,
West Bengal

No:

Date:

Copy forwarded for information & taking necessary action to:

1. Joint Director of MSME (P&S) / (Accounts) / (Audit),/ Dy. Director of MSME Dte. of M&SSE, WB
2. Notice Board & www.wbmsme.org of this Directorate for wide publication.
3. Office copy


28.2.18
For Director
MSME, WB