

Request for Financial Proposal

For

Selection of Transaction Advisor for

Home & Hill Affairs Department Govt. of West Bengal

Limited FINANCIAL BID

for

**Selection of 2(Two) Transaction Advisors for
taking forward E-Governance Initiatives in Home
& Hill Affairs Department, Govt. of West Bengal**

To :

1. Ernst & Young
2. KPMG
3. PwC

No. 01/PL/O/8I-09/2020

Date:19.01.2021

Sub: Request for Proposal for providing 2(Two) Transaction Advisors for E-Governance & Ease of doing business initiatives by Home & Hill Affairs Department

Sir,

As your firm is an Empaneled Transaction Advisor under Panel E enlisted by the Finance Department, Government of West Bengal, vide no. FS-116(PPP Cell)/2012 dated 10-09-2012 and no. 3738-F(Y) dated 11-06-2018 of Finance Department (PPP Cell), you are requested to submit your Bid as per the RFP document enclosed, for Transaction Advisors for E-Governance Support.

Yours faithfully,

Special Secretary
Home & Hill affairs Department

Notice inviting tender No.- _____, of Secretary, Home & Hill Affairs
Government of West Bengal, invites Tender for Transaction Advisors for E-Governance Support.
(Physical Submission of Bid).

Sl. No.	Name of the work	Earnest Money (Rs.)	Initial period of Engagement
1.	Selection of 2 (Two) Transaction Advisors for E-Governance & Ease of doing business Initiatives in Home & Hill Affairs Department	Rs 2Lakhs	365 Days

1. Bids are invited for 2(Two) Transaction Advisors to support E-Governance initiative of Home & Hill Affairs Deptt Govt of West Bengal
2. Intended bidder(s) may download the tender document from the website **https://http://home.wb.gov.in/** directly & submit bids offline. (Details of which have been narrated in **“Instruction to Bidders”** i.e. **Section-A**). Where an individual person happens to be a director or partner, such individual person shall, while submitting any tender for and on behalf of such company or firm, invariably attach a copy of the registered power of attorney showing clear authorization in his favour, by the rest of the directors of such company or the partners of such firm.

3. Necessary earnest money will have to be deposited by the bidder through Demand Draft
4. Financial Bid will have to be submitted duly signed in sealed envelope addressed to “the Secretary, Home & Hill Affaires Department, Government of West Bengal” Tender document may be downloaded from website & submission of Financial Bid as per the Date/Time Schedule. The documents submitted by the bidders should be scanned copy of self-attested documents with seal & should be properly indexed. GST on Works contract is applicable as per rules as defined & amended under provisions of GST Act. Their quoted rates shall be exclusive of GST. Aplicable GST should also in indicated separately
5. **Bids shall remain valid** for a period not less than one year from the last date of submission of Financial Bid/ Sealed Bid. If the Bidder withdraws the Bid during the period of Bid validity his Earnest Money Deposit will be forfeited
6. **Date & Time Schedule: -**

Particulars	Date & Time
1. Date of Publishing NIT & Tender Documents	19/01/2021
2. Document download Start Date	19/01/2021
3. End Date for submission of bid document	27/01/2021 at 1700Hrs
4. Date of opening of Bids in presence of all the Bidder	28/01/2021 at 1500 Hrs.
5. Time limit to signing of agreement by the successful Bidder after completion of bid process	7 days

7. Earnest Money:

The amount of Earnest Money is Rs 2.0 Lakhs. Earnest Money will be deposited through Demand Draft.

8. The intending Bidders shall clearly understand that whatever may be the outcome of the present invitation of Bids, no cost of Bidding shall be reimbursable by the Department. Home & Hill Affaires Department, Government of West Bengal reserves the right to accept or reject any offer without assigning any reason whatsoever and is not liable for any cost that might have incurred by any Bidder at any stage of Bidding.

9. No Conditional/ Incomplete Bid/ Tender will be accepted under any circumstances.

10. Home & Hill Affairs Department, Government of West Bengal reserves the right to cancel the N.I.T. due to unavoidable circumstances and no claim in this respect will be entertained. At any stage of bidding or even after award of contract if any inadvertent typographical mistake is found in the BOQ or any other tender document, the same will be so corrected as to conform to the prevailing relevant Schedule of Rate and/ or Technically Sanctioned Estimate or any other document as the case may be.

11. The Earnest Money may be forfeited –

- a) If the Bidder withdraws the Bid during the period of Bid validity.
- b) In case of a successful Bidder, if the Bidder fails within the specified time limit to Sign the agreement.
- c) During scrutiny or at any stage of bidding or even after award of contract, if it is come to the notice to tender inviting authority that the credential or any other papers found
- d) incorrect/manufactured/fabricated, the bid will be considered as non-responsive and out rightly rejected with forfeiture of Earnest Money and action will be taken.

SECTION – A

INSTRUCTION TO BIDDERS

A.1. The intending bidder can search & download NIT & Tender Documents electronically from <http://home.wb.gov.in> .

A.2. Submission of Tenders

General process of submission, Tenders are to be submitted through offline to the Office of **the Secretary, Home & Hill Affaires Department, Government of West Bengal at Nabanna, Room No. 402, 325 Sarat Chatterjee Road, Howrah-711102** and only the Financial Proposal to be submitted before the prescribed date & time in the dropbox provided.. The Financial proposal will be in excel format. Where an individual person happens to be a director or partner of a Firm intending to submit the bid, such individual

person shall, while submitting any bid for and on behalf of such company or firm, invariably attach a copy of registered power of attorney showing clear authorization in his favour, by the rest of the directors of such company or the partners of such firm. The power of attorney shall have to be registered in accordance with the provisions of the Registration Act, 1908.

A.2.1 Tender Committee (TC)

i. Tender Committee headed by Secretary (Coordination), Home & Hill Affairs Department will function as Tender Committee for determination financially qualified Consultancy Agencies.

ii. Opening of Technical proposal: -

Technical proposals will be opened by the Tender Committee

iii. Pursuant to scrutiny & decision of the Tender committee the summary list of eligible bidder & the serial number of work for which their proposal will be considered will be uploaded on the departmental website.

iv. During evaluation of the bidder the Tender Committee may summon any of the bidder & seek clarification/ information or seek additional documents or original hard copy of any of the documents already submitted & if these are not produced within the stipulated time frame, their proposals will be liable for rejection

A.2.2 Financial proposal

i. The bidder shall quote their rate of the intended job for a year

A.3. Penalty for suppression / distortion of facts:

Submission of false document by bidder is strictly prohibited & if found bid will be considered as non-responsive and out rightly rejected with forfeiture of Earnest Money and action may be referred to the appropriate authority for prosecution as per relevant Act.

A.4. Opening of Bid:

A.5. Financial proposals will be opened by authorized representative of Tender Committee.

Award of Contract:

A.6.1. The Bidder whose Bid has been accepted will be notified by the Tender Inviting & Accepting Authority and will be published on the website. The notification of award will constitute the formation of the Contract.

A.6.2. The Tender Accepting Authority will reject a proposal for award if it determines that the Bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question and may declare the firm ineligible, either indefinitely or for stated period of time, for awarding contract with Home & Hill Affairs Department, Government of West Bengal.

In this contract, there is no provision of Price Escalation or Price Adjustment Price preference

B. Terms of Reference

Introduction : Government of West Bengal has undertaken large no of e-Governance initiatives to improve Citizen Centric Services in the State of West Bengal. West Bengal Police and Kolkata Police have also started a good number of IT based applications to improve citizen's interaction with Police Departments by using latest software technology in various Police Units and its supervisory offices. Home & Hill Affairs Department, Govt. of West Bengal is the controlling department of West Bengal Police and Kolkata Police in addition to WBFSL, Directorate of Economic Offences, Home Guard and Directorate of Security. Home & Hill Affairs Department is also the licensing department for non-prohibited bore arms, gun dealership licenses and private security agencies. This Department is also responsible for all citizenship matters and Visa issue authority for Bangladesh. There is an dire need to integrate all the existing and new digital initiatives in a planned, coherent and institutionalized manner to take maximum benefit of technological advancement in the field of information technology.

Objectives : Both West Bengal and Kolkata Police Departments under Home & Hill Affairs are implementing large no of IT applications like GIS based Modern Police Control Room, CCTV Surveillance System, Online Traffic Chalan System, Online Police verification, Social Media, Websites etc for improving citizen centric services and improving security scenario in the State of WB. Kolkata Police also has its inhouse Data Centre and WAN and LAN. Govt. of

West Bengal has also introduced a large number of e-Governance initiatives file e-office, IFMS, HRMS, CMO Public Grievance portal etc. for West Bengal & Kolkata Police and other line departments under administrative control of this Department. Govt of India also provides funds for implementing technology based solutions under different schemes like Modernization of Police Fund (MPF), Safe City, Women Safety and State Action Plan. Both WBP & KP has engaged good no. of IT Professionals on contract basis to manage their digital initiatives. 32 Services related to Home Dept has also been notified under West Bengal Right to Public Service Act 2013 vide GO No 1098/1E-02/15 Home & Hill Affairs Dept Dt 11/12/2015. Most of these scheme are technology based and require efficient IT support.

Home & Hill Affairs Dept has to play a pivotal role in implementation of these IT solutions but doesn't have sufficient in house technical expertise to implement these schemes. Hence it is proposed to set up a Project Monitoring Unit(PMU) comprising of 2 Transaction Advisors and representatives from all line department under Home & Hill Affairs department. This PMU will report directly to Home Secy/Secy(Co-ordination) Home & Hill Affairs Dept. This PMU will help in achieving following objectives within Home & Hill Affairs Department, Government of West Bengal.

- Standardization of the departmental business processes and maintaining inventory of all existing IT applications running under this Department
- Preparation of the Standard Operating Procedures for various processes of the department for implementing IT applications to improve efficiency.
- Reviewing the existing processes and preparation of business process re-engineering plan for Home & Hill Affairs Department to achieve to meet expectation of common people by appropriate use of Information Technology.
- Assist in functional integration & customization of already developed system and IT applications
- Prepare a Enterprise Resource Plan for different wings of all line departments under administrative control of this department and integration with other department of the

State Govt. if required.

Derivables :

1. **Comprehensive study** of functioning of all departments, divisions, and any other team/group working within Home & Hill Affairs Department followed by analysis of its findings. The Transaction Advisors will objectively assess, analyse and document all the current processes of the Department, and identify the functional areas for improvements in citizen-centric services and internal functioning of this Department.

2. **Department wise Business Processes Review and Standardization** focused on detailed analysis of current (as-is) processes, identification of gaps, benchmarking with existing standards and best practices outside the State and Country , and design of future (to-be) processes to enable seamless, integrated, effective, and efficient execution of the mandate of this Department and the State Government.

3. Preparing cost-effective and more efficient set of **Standard Operating Procedures (SOPs)** for various internal processes across the Home & Hill Affairs Department, by redesigning, reorganizing and reengineering all existing business processes related to Citizen-centric services and its internal functioning and introducing the new ones, if necessary. Key Activities under this would involve the following:
 - a. **Field Visit-** Extensive visit to line departments in person and interaction with staff and senior officers to determine how the business processes are done currently, what are the existing problems and issues, and how to solve critical business problems and achieve key business objectives.

 - b. **As-Is Study** – Review, map and analyse current organizational structure and processes including the roles and responsibilities of different organisations under this department.

- c. **Gap analysis** - Analyse performance and efficacy of current processes and the redesign better processes and clearly point-out the benefits, and challenges that could impact other aspects of the department functioning.
- d. **To-Be Study** - Provide detailed recommendations on business process improvements with a focus to increase inter and intra agency coordination, improved effectiveness, greater efficiency and tangible reduction of transaction costs,

4. **Integration of existing e Governance initiatives** – Coordination between different stakeholders, risk identification and its mitigation strategy, implementation and handholding support for the e-Governance services of this department

5. **Development of effective digital communication strategy** within different units of Home & Hill Affairs Department and also for better interaction with citizen.

6. Preparing plan document for improving policing in the State by exploiting different information technologies like GIS, Open source platforms, CMS, Social Media etc and Asset and Resource Management tools within Home & Hill Affairs Department. All such statements to be integrated to make robust and comprehensive enterprise resource plan for the Department

7. Preparation of various documents for applications like Functional Requirement Specification (FRS), and Software Requirement Specification (SRS), Proof of Concept etc of various solutions and suggesting appropriate cost effective information technology tool for the same.

8. **Project Timelines & Payment**

Payment will be done on quarterly basis depending on achievement of following milestone :

1.First Quarter : Field visits, as is, gap analysis and to be study

2. **Second Quarter** : Preparing solution documents for integrating existing e-Governance initiatives, improving digital communication strategy and identification of appropriate information technology solution with FRS, SRS and POC for the same. Once approved Preparation of DPR, Bid documents and Bid management for the same.
3. **Third Quarter** : Software development of the projects approved by the department by 3rd Party software development team engaged by the department and mobilizing resources for the same, implementation and testing of the pilot projects of all application approved.
4. **Fourth Quarter** : Full fledged implementation of all the pilot projects and software solution tested in pilot mode earlier.

9.Resource Person Requirement:

Sl.No	Position	No. of Head
1.	Sr. Transaction Adviser	One
2.	Transaction Adviser	One

10.Qualification & Work Experience of Resource Persons

#	Name of position	Requirements
1	Sr. Transaction Adviser	BE/B.Tech/MCA or equivalent or Science Graduate with suitable Certification in Information Technology related subjects. He/She should have at least 5 years' experience in IT industry and must have worked as Team Lead for minimum three years and implemented end to end IT applications including software development and web hosting in data centers in industry standard secure environment.
2	Transaction Adviser	BE/B.Tech/MCA or equivalent or Science Graduate with suitable Certification in Information Technology related subjects. He/She must possess minimum 3 years hands-on experience of software development with both open source and propriety platforms for front and and back end application development including database servers.

11.*All resources to be deployed full time for the entire duration of the project. Resources expect the SME should be company payroll to ensure quality, accountability and consistency of work to be delivered for this project

12.Sélection Process:

Bids to be evaluated on basis Financial Bids submitted by intended bidders.

By Order

Secretary, Co-ordination & E-Governance
Home & Hill Affairs Department
Government of West Bengal