



West Bengal Industrial Infrastructure Development Corporation
Head Office
Block DJ, Plot No. 10,
Sector II, Saltake City,
Kolkata: 700 091,
Phone : 033 2321 5804 & 2334 5806-07
E mail : wbiidc.ho@gmail.com

Design & Development of E-Office (File Tracking System) exclusively for WBIIDC

EOI
For

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Issued On: 17/01/2024

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Dated: 17/01/2024

NOTICE INVITING Expression of Interest (EOI)

The web based E-Office (File Tracking System) exclusively for WBIIDC which is included the following facilities:

E-Office is a workflow-based system that replaces the existing manual handling of files with a more efficient electronic system. This system involves all stages, including the diary of inward letters, creation of files, making notes and referencing, preparation of draft for approval, issue of letter, movement of receipts and files and finally the archival of records. With this system, the movement of receipts and files becomes seamless and there is more transparency in the system since each and every action taken on a file is recorded electronically. E-Files can be easily searched and retrieved and actions on them can be taken instantly. They can also link to and reference relevant files, documents, rulings and decisions. This simplifies decision making, as all the required information is available at a single point.

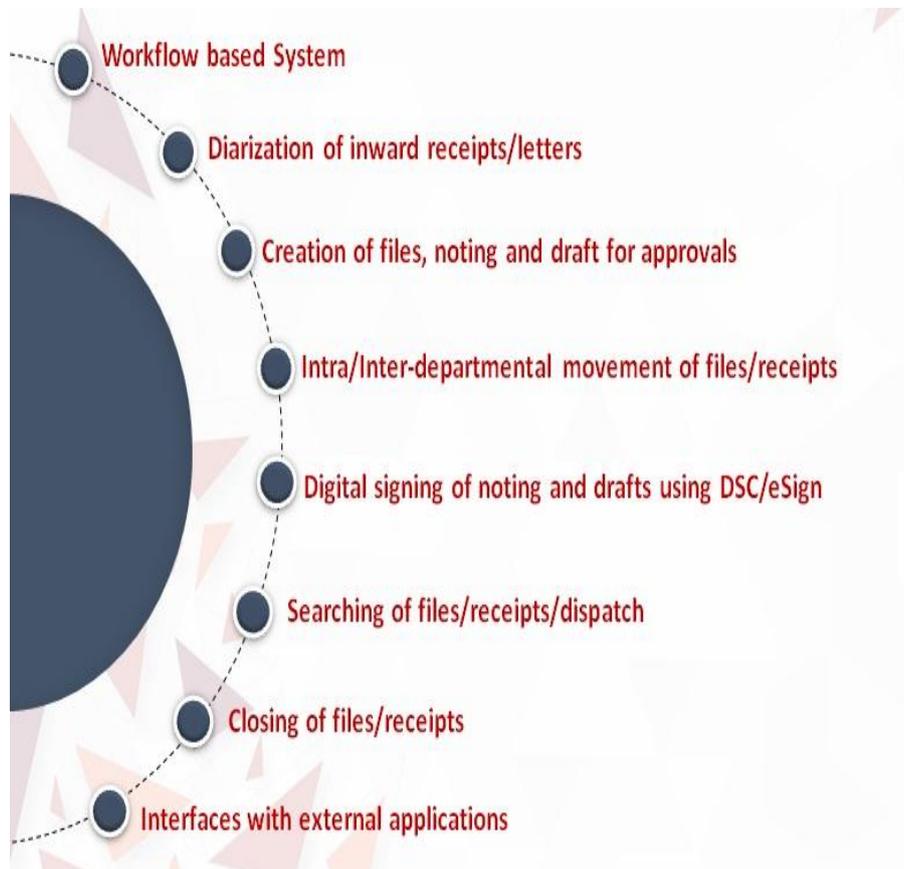
Challenges

- Searching, retrieving and tracking of files
- Storage and Secure Preservation of files
- Intra/Inter departmental file movement delays
- Vulnerable – fire, flood, insects, rats, fungus etc
- Loss of Physical Files
- Multiple copies of documents (Circulars/Notices)

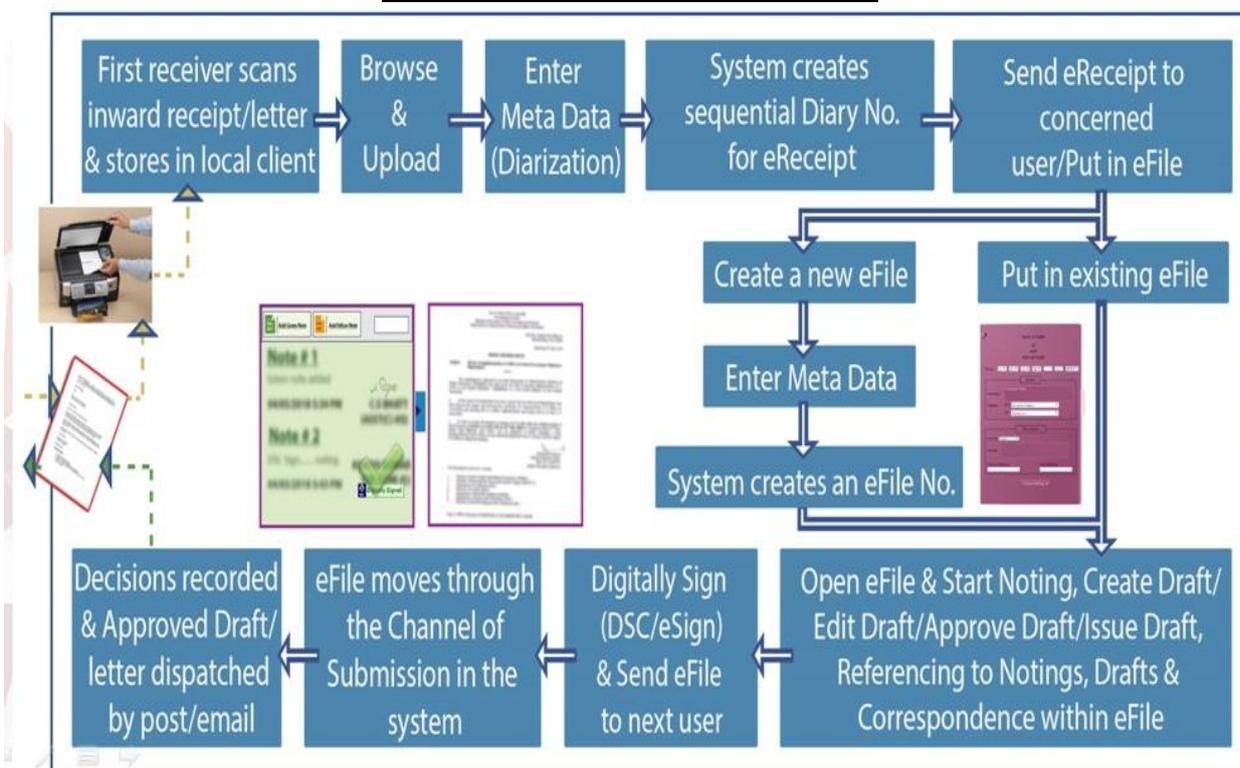
Components



Standard File Management System (e-File)



Standard e-File Process



A. Receipt (DAK Management)

- i. On receiving a fresh correspondence, either in hardcopy or softcopy, only one-time Diarization work is to be done by the employee authorized for diarizing in eOffice at the section where it is initially received and hard copy of the correspondence is to be preserved in Physical file/files. After electronic diarization of the dak, it may be sent to the addressee/concerned eOffice users through eOffice.
- ii. Typically, CR (Central Receiving) section of an office receives all physical Dak and then it is distributed after CEO forwarding. At this point, all Dak is to be diarized and sent in eOffice to concerned user. Any closed envelope marked with 'Confidential', 'Personal', 'Secret' or 'Top Secret' is to be opened by the addressee only. Depending upon the confidentiality or secrecy, the addressee has to decide for its movement through eOffice.
- iii. Requirement of addition of new subject in 'Main Category' and its 'Sub-Subject Category' is of continuous nature. A correspondence, the subject of which does not appear in 'Main Category', should be initially diarized by selecting 'General' in 'Main Category' and after addition of the respective subject, the said receipt should be edited to keep under appropriate category head for future record.
- iv. Subject should be as per subject of correspondence.

- v. The following shall be treated as Receipt and should be sent only through E-Office amongst eOffice users:
- a) All official correspondence being received in hard copy or soft copy duly signed by the Sender (like letter, meeting notice, meeting agenda, minutes of the meeting, record note of discussions, Action taken reports, Notices, Memorandum, Memo, Office orders, notifications, Work/Purchase order, RTI applications, Circulars, guidelines, reports, PQ, Application or representation by employee/Trade Union/Association etc.)
 - b) Scanning should be done on maximum 200 DPI and preferably in Black and White, for eOffice purpose to avoid big file size.vi. Sometimes voluminous documents may be received in hard copy as enclosures to a letter. The diarization employee has to scan only the letter and mention in the Enclosure field about the enclosures while diarizing meta data. This enclosure is to be sent to the dealing section in hard copy as per prevalent practice.
- vii. Sometimes, the scanned images may exceed more than 20 MB size and it may not be uploaded. In that case, it should be compressed to minimize the size within 20 MB so that it can be uploaded.
- viii. Fill up all the meta data fields, whichever available. This is important in order to trace a receipt in future. While filling meta data field Name of the sender is to be filled like Deb Kumar Jana. If abbreviated name is given in the letter like DK Jana, the same should be filled like DK Jana and not D.K. Jana or D K Jana or Shri DK Jana.
- ix. Write the eOffice receipt number and date on the hardcopy of the correspondence received and put the same in physical file for future reference. The correspondences which are getting diarized in eOffice do not require diarization in physical receipt register. eOffice provides facility of Report generation in respect of Receipt, File and Dispatch in various formats, therefore, physical docketing at every section should be stopped.
- xi. Receipts, if received in Duplicate or those Receipts, for which no action is required, should be closed by the recipient.
- xii. Retention period for physical folders shall be specified in due course.
- xiii. Storage of physical dak after scanning shall be done as follows: -
- a) Central Repository Unit (CRU) will retain physical dak in a folder.
 - b) Dak will be kept chronologically. At periodic intervals, the folder will be stitched and kept safely by CRU in its custody.
 - c) Any dak required in physical form by a section will be collected by them from CRU. In such a case, CRU shall keep a copy of the first page of the dak and take receipt on it

from the recipient.

B. File Management

- i. Once the file classification work of a particular section gets completed and mapped, the user of the said section can create a new file for the mapped subjects.
- ii. The purpose of eOffice is to build institution history and for that, it is imperative that files are created in a judicious manner. Opening up file for every matter has to be strictly avoided. It should be ensured that cases are put up only in created relevant files. Creation of new files should be done only when required and Section Heads should monitor this. Also, Part file in the system should be used only when it is a necessity i.e. main file is in movement and there is an urgent need to put up the file.
- iii. Receipts are to be attached on the correspondence side. Documents referred in the note should be uploaded under 'References'. If any eFile is required to be referred, the same may be linked through 'Link' button. Any eFile which seeks consideration along with present file may be attached through 'Attachment' of file. For attaching a scanned copy of physical file, the same should be attached in Note Sheet of eFile. In case of any of above, it is the responsibility of the user to specifically mention in the Green Note regarding references uploaded, File/Receipt attached, File linked etc.
- iv. When work on a file has been done (e.g. a note got approved and some approved draft has been issued), the file typically is in the inbox of the officer who has initiated the file. At this point, the file should be parked otherwise; it will be shown as pending in the inbox. Whenever some new work comes on that file, the file should be unparked and work done on the same. The file should be closed when the work is permanently complete for the file.

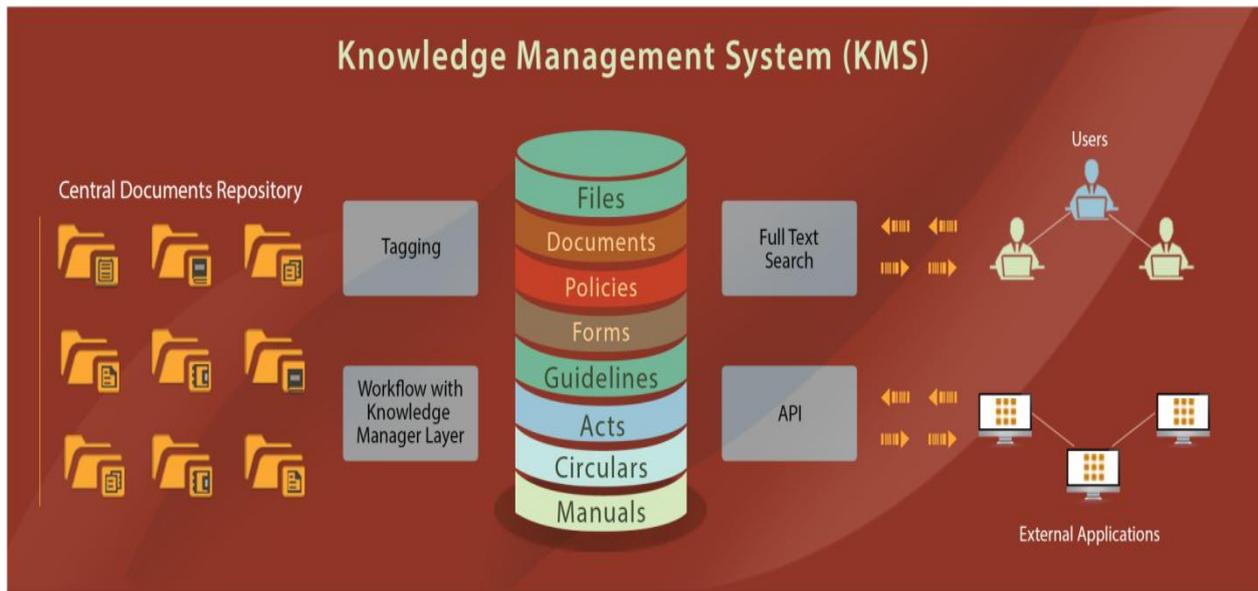
GENERAL WORKFLOW FOR (WBIIDC)

After Completing DAK management general work flow of (User) file management for WBIIDC may be as follows.

Note sheet initiator → Reporting Officer → CEO → Reporting Officer → Note sheet initiator

KNOWLEDGE MANAGEMENT SYSTEM (KMS)

- KMS supports the life cycle of documents of an organization, enabling users to create and manage electronic documents that can be viewed, searched, shared and published.
- Knowledge Management Portal for an organization is developed with the objective of knowledge sharing and discovery among the users of an organization to enable efficient utilization of knowledge.



KMS FEATURES



OUTCOMES

Quick Decision Making and Faster Delivery of Services	<ul style="list-style-type: none">• Access of Files Any Where Any Time• Movement of files in real time irrespective of geographical locations• Delays removed because of transparency and accountability
Reduction in Corruption, Venal Practices and Red Tapism	<ul style="list-style-type: none">• Personal priorities/discretions eliminated because of transparency and accountability• Deleting/replacing the notings or tearing of files etc can not be even thought of
Accountability and Transparency	<ul style="list-style-type: none">• Citizens can track the papers they have submitted to an office. In states like Kerala, a citizen can go to an office between 3-4, to find the status of his paper and where it is pending.• Pendency Monitoring
Environment Friendly and Go Green Initiative	<ul style="list-style-type: none">• Tonnes of papers are saved which in turn saves trees• Infrastructure like Printers, Cartridges, Cupboards, Office Spaces are also saved• Saving on Account of travel for transporting of files from one location to other
Always available Files never be lost and stored for perpetuity	<ul style="list-style-type: none">• Natural Storms, Corona, floods but Government functioning is not at all impacted• Officials could work on their files seamlessly, in secured & safe manner from offices/homes

West Bengal Industrial Infrastructure Development Corporation (WBIIDC) invites sealed EOI under two envelope system (Part-I: Technical EOI and Part-II: Price EOI) from the organizations of e-Office website as per the terms and conditions stipulated in this document.

The interested Quotationer should submit their Quotations to WBIIDC Head Office Block DJ, Plot No. 10, Sector II, Salt lake City, Kolkata: 700 091 on or before 29/01/2024 upto 04:00 .The Quotations shall not be accepted beyond the stipulated date and time under any circumstances what so ever.

WBIIDC reserves the right to cancel the Quotation at any time or amend / withdraw any of the terms and conditions contained in the Quotation Document without assigning any reason thereof.

Slater
17.01.2024.

EXECUTIVE ENGINEER (D&P)
West Bengal Industrial Infrastructure Development Corporation

Executive Engineer (Civil)
Design & Planning, WBIIDC

SECTION1: INTRODUCTION**1. BACKGROUND:**

WBIIDC was conceived and established as a key agency of State's commerce and Industries Department for providing of requisite industrial infrastructure spread across West Bengal to cater to both advanced and backward industrial regions of the state. Till date, WBIIDC has established 11 Industrial Parks on build operate and maintain basis. There are over 500 Industrial/commercial units working in these Industrial Estates under WBIIDC. The present felt need is for a Decision Support System (DSS) which will provide the WBIIDC's administrators a unique tool for viewing and working with large dataset (detailed data of over 500 Units) of the Corporation. This specific tool is required to show every unit under WBIIDC, in one visualization page with the lowest level of details. The web-based system should have the capability of searching any unit, answering specific query (based on available data) and highlighting those units which fulfills the desired criterion of the query. The system should be based on a robust RDBMS, capable of data analysis and generating reports.

2. List of important dates:**A. Pre-Bid Meeting:**

- 1) Date: 22.01.2024.
- 2) Time: 3.00 p.m.
- 3) Venue: Board Room of WBIIDC.

B. Submission of EOI:

- 1) Last date of submission: 29.01.2024
- 2) Time of submission: From 11 a.m. to 4.30 p.m.
- 3) Place : West Bengal Industrial Infrastructure Development Corporation
Government of West Bengal
DJ – 10, DJ Block, Sector - II
Kolkata - 700091

3. Address for communication:

West Bengal Industrial Infrastructure Development Corporation Limited,
DJ – 10, DJ Block, Sector - II
Kolkata - 700091
E-mail:wbiidc.ho@gmail.com

SECTION2: INFORMATION TO BIDDERS

- 1) The bidders are invited to submit a Technical Proposal against the above mentioned EOI.
- 2) Attending the pre-bid meeting is optional.
- 3) Bidders shall provide professional, objective and impartial advice and should always hold the WBIIDC (here in after referred to as Contracting Authority) interests paramount, without any consideration for future work and strictly avoid conflicts with other assignments or their own corporate interests.
- 4) Bidders should observe the highest standard of ethics during the selection and execution of such contracts.
- 5) The period of validity of this EOI is of 30days from the date of submission of the EOI.

6) PREPARATION OF EOI

EOI shall consist of Technical Proposal based on Scope of Work mentioned in Page 6 of the document.

a. Technical Proposal

In preparing the Technical Proposal, bidders are expected to examine the documents comprising these EOI in detail. Material deficiencies in providing the information requested may result in rejection of a Proposal.

The Technical proposal should be submitted as per the information using the attached Standard Forms (Proforma1).The intending bidders should submit the following necessary documents:

- I) Annual Report of the preceding three years
- II) Audited Balance Sheet and Profit & Loss Account for the preceding three years.
- III) Acknowledgement of Income Tax Return for the preceding three years.
- IV) Completion Certificates of similar types of works done in the last three years.

Note: Submitted copies should be attested by appropriate authority.

7) Submission of EOI

- An authorized representative of the company should sign with initials in all pages of the Proposal. The representative's authorization should be confirmed by an authorization letter.
- The sealed EOI (Technical Proposal along with supportive documents shall bear the name and communication address of the bidder along with contact details and clearly. Marked with name/subject of job "Expression of Interest (EOI) for Development of Web Portal showing each Industrial Unit in all Industrial Parks developed by WBIIDC".
- The completed EOI must be delivered at the below mentioned address on or before the stipulated time and date. Any Proposal received after the closing times for submission of proposals will not be accepted.

ADDRESS:

West Bengal Industrial Infrastructure Development Corporation Limited,
DJ – 10, DJ Block, Sector - II
Kolkata - 700091

SECTION 3
MODEOFSELECTION

1. PROPOSAL EVALUATION

The EOI containing the Technical Proposal will be opened before the Screening Committee.

CONFIDENTIALITY:

Information relating to evaluation of proposals and recommendations shall not be disclosed to the bidders who submitted the proposals or to other persons not officially concerned with the process, until the list of Web portal developers is notified in the website of WBIIDC.

2. Incomplete EOIs are liable to be rejected. WBIIDC reserves the right to accept or reject any of the EOIs without assigning any reason thereof and without thereby incurring any liability to the affected parties. WBIIDC takes no responsibility for delay, loss or non-receipt of offer or any letter sent by post either way.
3. Selection will be made based on particulars and documents furnished by the applicant as required and satisfactory verification carried out by WBIIDC. If any information furnished by the applicant is found incorrect at a later stage they shall be liable to be debarred from tendering & taking up the work. WBIIDC reserves the right to verify the particulars furnished by the applicant independently.
4. All related correspondence exchanged by the Bidders along with the EOI should contain no interlineations or overwriting, except as necessary to correct errors made by Bidders themselves or to evidence provision. The persons who signed the Proposal must initial any such corrections, interlineations or overwriting.
5. Any effort by a Bidder to influence WBIIDC in examination, evaluation, recommendation will result in rejection of the Bidder's Proposal.
6. For any other clarifications, intending agencies may attend the Pre bid meeting at the above mentioned date and venue as mentioned in this EOI.

SECTION 4

ELIGIBILITY & SCOPE OF WORK

ELIGIBILITY:

The Bidder(s) should have fulfilled the following criteria:

- (a) Intending bidders should have experience and successfully developed Web portal during the last three years.
- (b) The agencies having manpower and appropriate computer software etc. will be preferred. (Relevant proof in this regard should be attached)
- (c) Bidder should have technical, financial and managerial capabilities as provided herein;
- (d) Bidder should have Average Annual Financial Turnover during the last three years of at least Rs.50 Lacs (Rupees Fifty Lacs) only.
- (e) Bidders should have Technical Personnel qualified for Web portal Development having minimum 2 (two) years' experience.

SCOPE OF WORK:

Web portal Development: Web portal should show each Industrial unit under all Industrial Parks of WBIIDC, each Unit should be represented as a polygon and attached with all relevant data about the unit. The System should have facility to make query on different data sets and the result thereof should be pictorially highlighted in the displayed unit polygons as well as in report form. The system administrator should be allowed to update data on a regular basis on real time. The Server should be maintained by the proposed Vendor with 95 % Server time availability

The web portal: The web portal would be developed and ported in a server. It will be linked seamlessly with the existing web site of WBIIDC. Support for the web portal should be provided for 12 months. Any Updating required during this period would not be payable.

SECTION -5
TERMS
AND
CONTIONS

Responsibility:

The Bidder shall be responsible for all consequence of errors and omissions arising from errors solely attributable to Bidder or on the part of their employees to the extent and with the limitation specified by WBIIDC.

CORRECTNESS AND ACCURACY OF DATA:-

The Bidder shall be fully responsible for the correctness and accuracy of the data. If any inadequacy is observed in the work performed by them, they shall at their own initiative and at no extra cost to WBIIDC take all steps necessary to remedy/rectify the said defects or inadequacies. The Bidder shall incorporate all the modifications or changes as desired by WBIIDC.

CODE OF PRACTICE

The report for all works shall confirm to local building bye laws and other state regulation as well as to relevant latest Indian Standard Specifications and / or Standard code of Practice. All reports, computations etc. shall be submitted in English language and in metric/SI units.

DISPUTE RESOLUTION

In case of any dispute with regard to interpretation of any section as contained in this EOI or as may arise by and between the contracting parties the same shall be referred to Managing Director, WBIIDC whose opinion shall be final and binding on all the parties.

PROFORMA-I

A. TECHNICAL PROPOSAL SUBMISSION FORM

[Location, Date]

FROM:

(Name and Address of Firm)

TO:

(Name and Address of WBIIDC)

Subject: **“Design & Development of E-Office (File Tracking System) exclusively for WBIIDC”**

We, the undersigned, offer to provide the services for the above in accordance with your Expression of Interest.

We are hereby submitting our Proposal which includes this Technical Proposal. We understand you are not bound to accept any Proposal you receive. We remain,

Yours sincerely,

Authorized Signature:

Name and Title of Signatory:

Name:

Email:

Details of the Bidder

- 1) Name of the Bidder.
- 2) Address.
- 3) Year of Establishment.
- 4) Status of the bidder : (Whether Company/Firm/Proprietary)
- 5) Name of Directors/ Partners/Proprietor :
- 6) Whether registered with the Registrar of Companies/Registrar of Firms :
If so, mention number and date:
- 7) PAN No. of I.T and furnish copies of I. T. return for the preceding three years :
- 8) Furnish copies of Balance Sheet and Profit & Loss Account for the preceding three years
(Audited or unaudited as applicable) i.e., as on 31.03.2021, 31.03.2022 & 31.03.2023.
- 9) Whether empanelled with other Govt. /Semi Govt. / Statutory Agency:
If so, furnish details.
- 10) Specify turnover in last 3 years. In Rs.(Lakhs)

2020-2021 ----
2021-2022 ----
2022-2023 ----
- 11) Other relevant information: (A separate sheet may be attached if needed)

C. Similar types of works done in the last three years

Using the format below, provide information on each reference assignment for which the bidder was legally contracted. Completion certificates should be provided.

Bidder's Name: _____

SI. No.	Assignment Name (in detail)	Name of Contracting Authority with address	Starting Date / Completion Date	Name of Associated Bidder if any	No. of Staff (Professional)	Approx. Value of Services/Turnover (in Rs.)	Name of Senior Staff involved and functions performed

Note: A separate sheet may be attached if needed.

