

Government of West Bengal
Department of Urban Development & Municipal Affairs
[IT & e-Governance Cell]
Nagarayan, DF-8,
Sector-I, Bidhannagar, Kolkata-700 064

No: 179-IT&e-Gov/UDMA/E1471862

Date: 27.08.2026

Section-1
Notice Inviting Tender

Selection of agency for running Grievance Management System (GMS) along with LIVE PHONE-IN Platform for Department of Urban Development and Municipal Affairs, Government of West Bengal.

Proposal issuing Authority: Government of West Bengal, Department of Urban Development and Municipal Affairs [IT & e-Governance Cell]

Address: Nagarayan, DF-8, Sector-I, Bidhannagar, Kolkata-700064

Contact Details: Deputy Secretary, Department of Urban Development and Municipal Affairs (IT & e-Gov. Cell)

Ph No: 033-2334-9356/Email ID: egov.udma@gmail.com

Deputy Secretary, Department of Urban Development and Municipal Affairs (IT & e-Governance Cell), Government of West Bengal invites online proposals from state and national organizations, having adequate experience and qualified personnel for providing the services.

1. RFP schedule:

Sl. No	Particulars	Date & Time
1	Date of Publishing of NleT (Notice Inviting e-Tender) and Tender Documents by Department of Urban Development & Municipal Affairs (online publishing date)	31 st August, 2026
2	Pre-Bid Meeting (through online mode) with the intending Bidders (Optional for the Bidders)	03 rd September, 2026
3	Start of Tender Documents downloading by prospective bidders (online opening)	03 rd September, 2026
4	Start Date of Bid Submission (Technical and Financial) (Online)	04 th September, 2026, 03:00 PM
5	Closing date and time of download of Tender Document (online)	22 nd September, 2026, 03:00 PM
6	Closing date and time of Bid Submission (Technical and Financial) (online)	25 th September, 2026, 03:00 PM
7	Date and time of opening of Technical Proposals (online)	28 th September, 2026, 02:00 PM
8	Date, Time, Venue and modalities for presentation on technical proposals (if any)	30 th September, 2026, 11:00 AM
9	Date and time of uploading the list of technically qualified bidders (online)	30 th September, 2026, 02:00 PM
10	Date of uploading of final list of the technically qualified bidders after disposal of appeals, if any	30 th September, 2026, 05:00 PM
11	Date and time of opening of Financial Proposal (online)	01 st October, 2026, 12:00 noon

- In the event, any of the specified dates as above being declared as a holiday or if the office of the Department being closed on such date, the event of the specified date will be taken upon the next working day at the same time.
- Intending organizations can download the RFP document from the website; they are requested to check

this website regularly for this purpose <http://wbtender.gov.in/> and also from the website of the Department viz. <https://udma.wb.gov.in/>. Any subsequent notice regarding this, RFP shall be uploaded on this website only. Bidders are requested to check this website regularly for this purpose.

4. The complete proposal documents should be submitted online in the website <http://wbtender.gov.in/> before scheduled date and time.



Deputy Secretary
Department of Urban Development and Municipal Affairs
Government of West Bengal
SOBHAN BHATTACHARYA
Deputy Secretary (H.O.)
U.D. & M.A. Deptt.
Govt. of W.B.

Section – 2

Terms of Reference For

Selection of agency for operating Call Centre for running Grievance Management System (GMS) along with toll-free helpline for LIVE PHONE-IN Platform for Department of Urban Development and Municipal Affairs, Government of West Bengal

1. Introduction

It may be stated that this department is committed to deliver citizen / industry centric services such as Online Building Plan Approval System (OBPAS /e-Grihanaksha), e-Trade License, Online Property Tax Information & Collection System (OPTICS) etc. to name a few. Further, to address the grievances of citizens related to any municipal services such as conservancy, sanitation, electrical works, public works & engineering, revenue / assessment, sewerage and drainage, social security, solid waste management, water supply etc., a need for a robust monitoring and redressal system has been felt by the higher authority of the Department.

Thus, with a view to expand the outreach of the citizen / industry centric services provided by the Urban Development and Municipal Affairs Department and effective monitoring and timely disposal of citizen's grievances, the competent authority in the department has decided to establish the following two centralized, technology-driven citizen engagement and grievance redressal mechanism for all Municipal Corporations and Municipalities across the State through Toll-Free Number:

- I. Integrated Grievance Management System (GMS)
- II. Live PHONE-IN Communication Platform for lodging grievances, suggestions, complaints etc.

2. Name of Work

Running an “Integrated Grievance Management System (GMS) along with the LIVE PHONE-IN Platform”.

3. Scope of Work

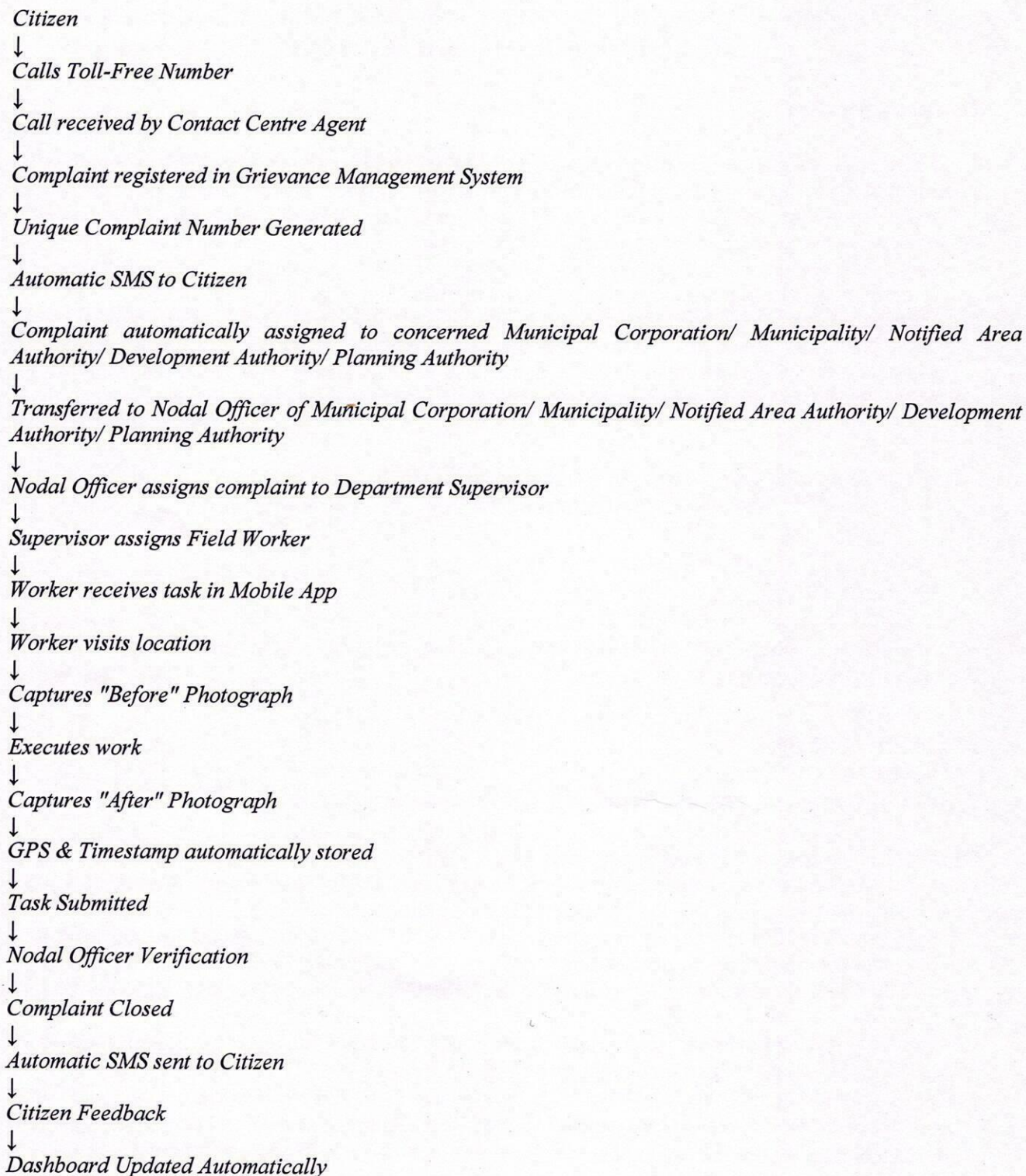
PART – I: Integrated Grievance Management System (GMS)

Objectives: The objective is to create a single digital platform through which every citizen residing within any Municipal Corporation/ Municipality/ Notified Area Authority/ Development Authority/ Planning Authority can lodge complaints using one Toll-Free Number as well as Grievance web portal. The solution aims to provide a seamless workflow for registration, monitoring, field-level execution of complaints and citizen feedback while ensuring complete transparency, accountability and real-time monitoring by the Department. The complaints are recorded by Tele Caller Operators and assigned to the respective Urban Local Bodies (ULBs) for resolution.

Components and methodology: The proposed Integrated Grievance Management System has been visualized with a framework broadly incorporating the following components:

- A centralized 10-channel Contact Centre integrated with a Toll-Free Number.
- A web-based Grievance Management System for complaint registration and workflow management.
- Automatic routing of complaints to the respective Urban Local Body (ULB)[ULB includes Municipal Corporation, Municipality, Notified Area Authority, Development Authority, Planning Authority will be included later on] and designated Nodal Officers.
- Citizen can also lodge digital complaint independently in the web-portal of the Grievance Management System (GMS).
- A role-based workflow for assignment, monitoring and escalation of complaints.
- A mobile application for field workers to receive assigned tasks, update progress and upload geo-tagged "Before" and "After" photographs as evidence for completion of work.
- Automatic status updates and SMS notifications to citizens at every stage of the complaint lifecycle.

Proposed Workflow: The entire workflow—starting from complaint registration to final resolution shall be monitored digitally. The End-to-End workflow proposed is as detailed below:



Services & support to be provided:

1. Citizen Complaint Registration should include:

- Complaint through Toll-Free Number
- Complaint through Web Portal
- Complaint through Mobile App (integration with Swachh App)
- Complaint through WhatsApp (Future Ready)
- Complaint through Email

2. Contact Centre Management must have the following infrastructure:

- 60 Concurrent Calls
- IVR
- Skill Based Routing
- Call Queue
- Agent Console
- Supervisor Console
- Live Monitoring
- Call Recording
- Voice Storage

3. Complaint Management

- Complaint Categories
- Priority
- Geo-tagging
- Complaint Number
- Escalation Matrix
- Service Level Agreement (SLA) Monitoring

4. Workflow Engine should have the following actors:

Citizen



Agent



Municipal Corporation/ Municipality/ Notified Area Authority/ Development Authority/ Planning Authority



Nodal Officer



Supervisor



Worker



Verification



Citizen

The Grievance Management System will be dynamic in nature. The workflow of the system may be modified (addition/alteration) as per necessity and requirements of the Department.

5. Worker Mobile Application (Android/iOS) App shall include:

- Log-in
- Task List with notifications
- GPS Navigation
- Before Photo
- After Photo
- Geo Coordinates
- Timestamp
- Work Completion
- Digital Signature
- Offline Mode
- Synchronization

6. Every ULB/Development Authority Portal shall receive:

- *Pending Complaints*
- *Worker Assignment*
- *Performance*
- *Citizen Feedback*
- *Reports*

7. Department Dashboard shall reflect:

- *Live Complaints*
- *Pending Complaints*
- *Closed Complaints*
- *Average Resolution Time*
- *ULB/Development Authority Ranking*
- *Officer Performance*
- *Complaint Heat Map*

8. Minister Dashboard shall reflect:

- *State Dashboard*
- *Today's Calls*
- *Pending Complaints*
- *Top Issues*
- *District Wise Status*
- *ULB/Development Authority Wise Status*
- *Citizen Satisfaction Index*
- *LIVE PHONE-IN Requests*

9. SMS & Notification Engine

- *Complaint Registered*
- *Complaint Assigned*
- *Complaint Resolved*
- *Citizen Feedback*
- *Escalation Alerts*
- *Reminder SMS*

10. Analytics must include:

- *Complaint Trend*
- *Ward Wise Analysis*
- *Department Wise Analysis*
- *Response Time*
- *Officer Performance*
- *Top Performing ULB/Development Authority*
- *Worst Performing ULB/Development Authority*
- *Citizen Satisfaction*

11. Document Repository must have

- *Photographs*
- *Voice Recordings.*
- *Call Recording*
- *Resolution Images*
- *Reports*
- *Audit Logs*

12. Security

- *Based Access*
- *OTP Login*
- *SSL Encryption*
- *Audit Trail*
- *Daily Backup*
- *DR Site Ready*

13. Infrastructure Support: *The contact Centre should typically have the following infrastructure:*

- *60 Voice Channels*
- *PRI/SIP*
- *IVR*
- *Recording Server*
- *Application Server*
- *Database Server*
- *Storage*
- *Firewall*
- *Backup*
- *Network*
- *Supervisor Console*

PART – II: Live PHONE-IN Communication Platform

Objectives: LIVE PHONE-IN is a citizen interaction programme through which citizens can directly interact with the Hon'ble Minister using the Toll-Free Number. It will facilitate structured and technology-enabled direct interaction between the Hon'ble Minister and citizens. The platform provides citizen registration, call screening, scheduling, moderator console, live interaction management, action tracking, recording and integration with the Grievance Management System, ensuring that every direction issued during the programme is digitally monitored until its final resolution.

Scope of work: Scope of work includes integration with the Grievance Management System (GMS), requirement analysis, system design, software development, mobile application development, contact centre integration, testing, implementation, user training, deployment, and comprehensive support and maintenance.

Communications between Honourable Minister-in-Charge (HMIC) and citizen will be documented in the **Grievance Management System (GMS)** through AI-based integration system.

The LIVE PHONE-IN Communication Platform:

- *Citizen Registration*
- *Call Screening*
- *Issue Categorization*
- *Priority Selection*
- *Call Scheduling*
- *Integration with the Grievance Management System (GMS)*
- *Minister Dashboard*
- *Live Call Transfer*
- *Recording*
- *Broadcast Support*
- *Archive*

Infrastructure Support: *The following infrastructure support is required for the project:*

- *Dedicated IVR*
- *Call Selection*

- Moderator Console
- Live Queue
- Digital Green Room
- Call Recording
- Voice Archive
- Real-time Dashboard
- Media Feed Support
- Programme Analytics
- Citizen Database
- SMS Notification

Social-Media Support: *The agency has to provide the following support regarding the LIVE PHONE-IN programme:*

- Advertisement of the LIVE PHONE-IN programme in the social media such as Facebook, YouTube, X-handle, Instagram etc.
- Live-streaming of the LIVE PHONE-IN programme in the social media such as Facebook, YouTube, X-handle, Instagram etc.
- Live feeding of the press meets of the Honourable Minister-in-Charge (HMIC) regarding the LIVE PHONE-IN programme in the social media such as Facebook, YouTube, X-handle, Instagram etc.
- Backdrop stand and banner in regard to the LIVE PHONE-IN programme.

4. Functionality & Components of the Project:

i. Procedure of handling the calls:

- a. The "Agency" would have to provide well-trained and dedicated manpower and robust technical solutions required for running the **Integrated Grievance Management System (GMS)** [i.e., if required, 24x6 helpdesk]. The Agency has to arrange adequate persons for attending phone calls with the knowledge of different languages viz. Bengali, Hindi and English. Initially there will be 10 (ten) seats in the Helpdesk. Number of seats vis-a-vis Operators may be increased / decreased as per direction of the higher authorities of Department of Urban Development and Municipal Affairs, depending on the requirement of the service. If number of seat and/or operator is increased / decreased, payment of the Agency will be made after enhancing / deducting the amount @ unit rate of seats and/or manpower to be quoted by the successful bidder, as the case may be. The **Integrated Grievance Management System (GMS)** [i.e., 24x6 helpdesk] would remain functional from **10.00 AM to 6.00 PM** on all working days in a week (except Sundays). In case of any emergency, it would be functional on holidays including Saturdays and Sundays/ Government Holidays and few exceptions as per discretion of the authority.
- b. Well oriented and trained manpower should receive the calls in a well-mannered way, record the call details and provide the response also instantaneously along with raising a ticket. The persons who receive the calls will have to be conversant with the subject and also be courteous and patient and must have the endeavor to satisfy the callers.
- c. The calls received should be properly stored, for retrieval in future and for performance audit. A knowledge management system should be developed to facilitate the call operators who receive the calls to access the knowledge system easily and provide appropriate responses to the callers. This is required to improve the quality and promptness of responses to the callers. Calls received for registering grievance will have to be entered (data punched) into MIS cum Ticket Management System. The daily, weekly and monthly reports of the MIS system will have to be submitted to the Department via email in the mutually agreed format. However, as and when demanded by the Department a backup of the MIS has to be provided as database dump (.sql or .csv) file format along with script documents including a handholding understanding of the same to the Department or its nominated representative.
- d. Queries received from the callers will be instantaneously transmitted to the concerned authorities at the State level or as informed by the Department for response. A Unique Ticket Number has to be allotted to each complaint received at the Call Centre by whatever means

- for future response. The response shall be directly given by the authority at the State level.
- e. The proposed system should have a capacity of handling multiple calls during peak time per day. The optimum capacity of the proposed solution/ GMS (Grievance Management System) to handle calls during peak hour should be clearly indicated by the interested bidder. The GMS (Grievance Management System) should have all the latest features like call routing, call recording for future and quality monitoring, call barging, Automatic Call Distributor (ACD) with dynamic queuing, IVR with intelligent routing, integration with database, call back scheduling, rule-based dialing etc. The GMS (Grievance Management System) operators shall have excellent knowledge of various dialects of the respective Local Language as per scope and communication skills so that the operator is able to communicate and understand the queries of people easily. The Department will have the right to evaluate the GMS (Grievance Management System) Operators appointed by the Service Provider/ Agency/ Bidder at any stage and can reject them in case they are not found suitable. Under such circumstances, the Service Provider shall replace the GMS (Grievance Management System) attendants within one week. Department shall also have the right to increase or decrease the number of GMS (Grievance Management System) attendants depending on the response received over a period. Frequent changes in operator should be avoided as far as possible.
 - f. The bidder needs to ensure that the GMS (Grievance Management System) and associated MIS (Management Information System) maintain the highest update possible near to real-time. Towards this end, it is expected that the bidders will incorporate fault-tolerance into their ICT and RDBMS setup. Data security will also be the responsibility of the selected bidder.
 - g. Incoming calls to the Helpline would be toll free. The complainant may call from a mobile phone or land line alike. Caller Identification System facilities are to be provided for registering the number of the caller in the software. The identity of each caller will have to be validated and registered by making query from the operators attending the GMS (Grievance Management System) and each and every validated query / complaint should be registered in the application software.
 - h. Action to satisfy the query or to attend to the complaint should be initiated immediately on receipt of the query / complaint, irrespective of the day of the week or the hour of complaint, by escalating the issue at the appropriate level in accordance with the instructions specified by the competent authority in the Department.
 - i. Payment of wages and other service benefits admissible to the GMS operators, including grant of weekly and compensatory holidays, subscription to Social Security Schemes etc. would be governed by the extant orders of the Labour Department of the Government of West Bengal and other directives of State Government and Central Government. Expenses in this regard are to be borne by the "Agency".
 - j. The software should have features for voice recording of all complaints / queries received through the Helpline, and action taken in each case, in consultation with the Department, preferably using open-source database software, and modify it to suit the requirements of the Department as and when required.
 - k. The Software proposed to be developed by the "Agency" solely for the purpose of Department of Urban Development and Municipal Affairs, the source code and updated database of the software so developed will have to be handed over to the Department on expiry of the contract or termination of the contract, and Knowledge Transfer incidental to such handover will also have to be arranged by the "Agency" during the last 3 months of the contract or within 01 (one) month from the date of notice of termination of contract in case of pre-mature termination of contract.
 - l. The manpower deployed to receive and make calls at the GMS should have the following skill sets and qualities:
 - Good Communication Skills, courteous and well-mannered.
 - Excellent command over Bengali language and Hindi language and working English language.
 - Problem solving skills.
 - Minimum Educational Qualification of 12th Class. List of GMS Operators having experience in working in analogous position and possessing adequate technical background will be given additional weightage.

- The Supervisors of the GMS Operators should have a better understanding of the scheme guidelines, experience in people management and good communication skills.
- Capability of handling different situations and the ability to handle the query/ issues arising during the calls to the satisfaction of the callers.

ii. The facilities/equipment which have to be provided by the Agency:

- a. Desktop PCs with dialing facilities for in-coming & out-going for each seat.
- b. Secured Server space / Web space storage to save the captured data and local server for dialing facility.
- c. Software required – Web based CRM software, dialing software.
- d. Local Area Network
- e. Appropriate number of terminals from tele-service provider's connection to the local server.
- f. Call transfer Facility on IP Telephone sets for LIVE PHONE-IN.
- g. Good Quality Head phones for each operator.
- h. IVRS
- i. PRI cards & Modems

Part A: Software Development & Implementation:

Components:

- i. **GMS Core Software & Mobile Apps**
 - Responsive Web Portal & Analytics Dashboard
 - Native Android & iOS Apps (Worker/Admin)
 - API Gateway Setup
- ii. **Omni-channel Contact Centre & AI Engine**
 - 10-Channel integration (WhatsApp, Web, SMS, etc.)
 - IVR & Cloud Call Recording Engine (1 Year License)
 - Chatbot NLP Engine (1 Year License)
- iii. **Contact Centre Manpower (10 Personnel)**
 - 10 Inbound/Outbound Agents + 1 Team Leader/QA
 - Structured monthly payout including statutory compliance
- iv. **Live Phone-In Programme Infrastructure & Execution**
 - Hardware: Studio Camera, HD TV, EPABX system and IP Phone, Performance Laptop
 - Technical Team: 02 Dedicated On-site Personnel (1 Year)
- v. **Social Media & Publicity Management**
 - Content Strategy & Maintenance (FB, X, Instagram, YouTube)
 - Target Ad Spend/Publicity for Live Broadcasts
- vi. **VAPT Security Audit**
 - Vulnerability assessment & safe-to-host certification
 - Completed by a CERT-In empaneled agency
- vii. **Cloud Hosting & Infrastructure (Estimated)**
 - Server instances, Database hosting, S3 Storage for recordings, security updates & backup
- viii. **Miscellaneous**
 - Specify the miscellaneous items (if any)

The participating agencies are requested to quote their respective bids taking into account the above-noted component list.

PART B: Infrastructure & Implementation:

Components:

- i. Servers & Storage 1 year
- ii. Contact Centre Hardware & Infra

- iii. Firewall, Backup & Security
- iv. Installation & Commissioning

The participating agencies are requested to quote their respective bids taking into account the above-noted component list.

PART C: Comprehensive Support & Maintenance:

Particulars:

- Software maintenance
- Contact Centre Technical Support
- Helpdesk Support (maximum of 10 Agents, if required)
- Quarterly Enhancements & Updates

The participating agencies are requested to quote their respective bids taking into account the above-noted component list.

Hence, the participating agencies are requested to quote their respective bids taking into account the above-noted component list in clause 4 (ii) containing Part-A, Part-B and Part-C. The L1 (Lowest quoting) agency will have to furnish component-wise break-up as mentioned in clause 4 (ii) containing Part-A, Part-B and Part-C above before awarding of final contract.

5. Pre-bid Meeting:

Pre-Bid meeting will be organized through **on-line** platform only. Only queries, reaching the Department on the date of Pre-Bid meeting by 03:00 PM, will be taken for consideration. The Department will share meeting/id links for meeting in the Departmental Portal in due course. If there is any change in date and time, the same will be intimated well in advance.

The Department will try to respond / reply, without any obligation in respect thereof, every reasonable query raised by the bidders. However, the Department will not answer any communication initiated by bidders after the completion of pre-bid meeting. The response / clarification / modification as decided by the bid inviting authority in response to pre-bid meeting or otherwise shall be posted in the website of the Department (udma.wb.gov.in). Bidders should invariably provide details of their email address as the Department may try to communicate the responses to queries to the bidder via email only. However, non-receipt of the response shall not be a ground for any dispute. The bidders are requested to see the website every day till closure of the bid. If the Department in its sole and absolute discretion deems that the originator of the query will gain an advantage by a response to a question, then the Department reserves the right to communicate such response to all bidders.

6. Data Ownership:

The Department shall be the sole owner of entire data collected from the caller or collected during the validity of contract by the selected agency on behalf of the Department. Similarly, the ownership of all telephone or toll-free number shall be with the Department. The Department reserves the right to change the tele-service provider with one month notice period.

7. Period of Assignment:

The assignment, i.e. contract, of providing Toll Free Helpline Services and Live Phone-In

programme will be for a **period of 01(one) year**. However, both parties will have the option to terminate the contract with a notice period of one month.

8. Eligibility Criterion:

- i. The bidder must be a company registered under Companies Act, 1956 /2013 or Partnership or LLP or Proprietary Firm. Documentary (Certificate of incorporation/relevant document) evidence to be submitted.
- ii. The bidder should have their presence in Kolkata with own office. Valid proof should be submitted along with the bid.
- iii. The bidder should have valid GST Registration Certificate & PAN. Valid proof should be submitted along with the bid.
- iv. The bidder should have minimum 03 years of experience in running call centres and live phone-in system in recognized concerns/ government bodies.
- v. The bidder should have System Integration experience in supply, installation and commissioning of hardware equipment and providing technical manpower support services in any turnkey project implementing software solution to automate the process for e-governance or any customized solution anywhere in India, for any Central Government/State Government/PSU, with a total value of not less than 03 crore during the last three years ending with 2025-2026.
- vi. The bidder should have a ready customizable cloud-based helpdesk application.
- vii. The bidders having experience of minimum 03 years in developing projects using **Power BI** will get additional weightage.
- viii. The bidder should have minimum 3 years of experience in data warehousing, big data & Artificial intelligence(AI).
- ix. The bidder should have relevant authorized Certificates related to Quality Management System, Information Security Management System and Public Interface Web Application. Copy of valid certificates to be submitted.
- x. The bidder should have experience in developing single application with minimum 10,000 concurrent users.
- xi. The bidder should have in-house IT Team with expertise in Dialer Configuration, PRI Gateway and PRI Card Installation, configuration and networking. A declaration in bidder's letterhead to be submitted.
- xii. The bidder should have standby hardware for immediate replacement (PRI Modem/PRI Gateway/PRI Card, server, switch, helpdesk call center management software). A declaration in bidder's letterhead to be submitted.
- xiii. The bidder should have an average annual turnover of not less than Rs. 1,00,00,000.00 (One Crore) only in the last three financial years (Considering FY-2023-24, 2024-25 & 2025-26). Bidder shall have to submit Audited Balance Sheet/Audited Accounts/Auditor Certificate in support of their claim.
- xiv. The bidder shall submit Bid Form (BOQ) duly signed by the authorized signatory of the company as per the format enclosed. Deviation in format may not be accepted.
- xv. The bidder shall submit NIT Declaration (Annexure-I) duly signed by the authorized signatory of the company as per the format enclosed. Deviation in format may not be accepted.
- xvi. The bidder shall not have been blacklisted by any State/Central Government or PSU or

bilateral/multilateral funding agencies for breach of ethical conduct or fraudulent practices as on date of submission of the proposal. Declaration on bidder's letterhead is to be submitted.

9. Terms and Conditions:

- i. Necessary all valid documents in regard to the establishment of general identity, address proof and eligibility criteria of the tele-callers must be submitted to the concerned authority of the Department.
- ii. Department may provide the Gate pass in favour of the tele-callers so engaged by the agency.
- iii. Attendance of the tele-callers will be facilitated by the Department.
- iv. Department supervisor may cross-check the work status of the tele-callers time to time.
- v. Live Phone-In programme will be held generally from the office of the Department of Urban Development and Municipal Affairs situated at Nagarayan, DF-8, Salt Lake, Sector-I, Kolkata- 700 064. It may so happen that the Live Phone-In programme may be held from outside Nagarayan. In that case, the transportation, accommodation and other related amenities for the personnel engaged by the agency for organizing the Live Phone-In programme have to be arranged and duly managed by the concerned agency that gets the award of the same project. The Department of Urban Development and Municipal Affairs shall not take any responsibility in this regard and shall not bear any expenditure.
- vi. Privacy of the data collected in connection to the Grievance Management System (GMS) and Live PHONE-IN programme is solely protected by the Department of Urban Development and Municipal Affairs under the provisions of the Digital Personal Data Protection Act, 2023.
- vii. The successful agency must ensure the fulfillment of the cyber security/safety of the equipment/process to be supplied/services to be rendered.

10. Two-Stage Bidding Process

- i. For the purpose of selection of the vendor, a two-stage Quality and Cost Based Selection (QCBS) bidding process will be followed with 70% weightage towards Technical Bid and 30% weightage towards Financial Bid. The response to the present expression of interest is to be submitted in two parts, i.e. Technical Bid and Financial Bid. These are two distinct and separate parts of the tender and shall be packed /submitted in separate envelopes.
- ii. The 'Technical Bid' will contain technical details, whereas the 'Financial Bid' will contain pricing information.
- iii. The Technical Bid should NOT contain any pricing or commercial information at all. Submission of the wrong type of Technical Proposal will result in the Proposal being deemed non-responsive.
- iv. The proposal as well as all related correspondences exchanged by the bidder shall be written in English language, unless specified otherwise.
- v. In the first stage, only the 'Technical Bids' will be opened and evaluated.
- vi. Those bidders whose bids satisfy the technical requirements and meet the minimum eligibility criteria as detailed in this RFP shall be short-listed for an individual presentation.
- vii. Under the second stage, the Financial Bids of those companies whose bids have been

short-listed earlier on the basis of evaluation of their Technical Bids and Presentation, will only be opened for further processing.

- viii. Bidders(s) shall express the price of their Assignment/Job in Indian Rupees.
- ix. The Department may call for further clarifications, additional particulars required, if any, on the technical / financial bids submitted. The bidders have to submit the clarifications/additional particulars in writing within the specified date and time. The Department at its discretion may disqualify the bidder's offer, if the clarifications / additional particulars sought are not submitted within the specified date and time.
- x. Amendments to this bid document may be issued at any time, prior to the deadline for the submission of bids. From the date of issue, amendments to the bid document shall be deemed to form an integral part of the bid document.
- xi. If the Department desires, then the successful agency should have to perform the work as a demonstration session (length of the session is sole discretion of the Department) before actual commencement of the work.

11. Bid Document:

There are three sections of the Bid Document viz:

- a) Section-I: Details of Earnest Money Deposit
- b) Section-II: Technical Bid
- c) Section-III: Financial Bid

12. Date, Time and Manner of Submission of Technical and Financial Bids:

Submission of Bids:

- i. Tender document shall be downloaded from the Website <https://wbtenders.gov.in>. The filled in tender document should be signed on every page by the authorized signatory with seal of the firm / company affixed below it as a token of confirmation that the tender document has been read and understood. Any corrections or overwriting should also be duly countersigned.
- ii. Any bidder willing to take part in the process of e-Tendering will have to be rolled & registered with the Government e-Tender / e-Procurement system through log-in to <https://wbtenders.gov.in> using the option "Click hereto Enroll". Possession of a Valid Class II Digital Signature Certificate (DSC) in the form of smart card / e-token in the Company's name is a pre-requisite for registration and participating in the bid submission activities through this website. Digital Signature Certificates can be obtained from the authorized certifying agencies, details of which are available in the web site <https://wbtenders.gov.in> under the link "Information about DSC".
- iii. Intending bidders can search and download NIT and tender document selecting on by logging in to the website <https://wbtenders.gov.in>, using the Digital Signature Certificate (DSC). This is the only mode of collection of tender documents.

13. Earnest Money:

An amount of Rs. 10,00,000/- (Rupees Ten lakh) only as earnest money is to be deposited through e-Tender portal (<https://wbtenders.gov.in>) by selecting from either of the following payment modes:

- i. Net banking (any of the banks listed in the ICICI Bank Payment gateway) in case of payment through ICICI Bank Payment Gateway.

- ii. RTGS/NEFT in case of offline payment through bank account in any Bank with his/her tender/quotation as per Memorandum No. 3975-F(Y) dated: - 28.07.2016 of Secretary to the Government of West Bengal, Finance Department. The L1 bidder shall make the Formal Agreement after getting the Letter of Acceptance (LOA) issued by the Tender Accepting Authority. Failure to make the Formal Agreement within the time period as prescribed in the Letter of Acceptance (LOA) for the purpose, may be construed as an attempt to disturb the tendering process and will be dealt with accordingly in a legal manner as deemed fit including blacklisting the bidder.

The registered SSI units shall be exempted from payment of EMD vide memo no. 4245-F(Y), dt.28.05.2013 of Finance department. To claim the exemption, necessary valid certificate of registration is required to be produced.

14. Technical Bid:

The Technical Bid should contain scanned copies of the following documents as mentioned in "A" and "B" in two covers (folders).

a. Statutory / Technical cover to contain:

- i. Copy of Notice Inviting Tender digitally signed by the bidder to be uploaded.
- ii. Supportive documents with reference to eligibility criteria mentioned in Technical & Financial Parameters for Evaluation section in RFP.
- iii. Filled in Section-1 (EMD details) of the Bid Document.
- iv. Filled in Section-II (Format for Technical Bid) of the Bid Document.
- v. Filled in and signed Annexure-I (Declaration by Bidder) and Annexure-II (Letter by Bidder) Tenders will be summarily rejected if any item in the statutory cover is missing.

b. Non-Statutory/ Technical cover containing:

- i. Professional Tax (PT) Clearance Certificates and valid IT PAN up to the date of opening of the tender. Application for such clearance addressed to the competent authority may also be considered.
- ii. GST Registration Certificate.
- iii. Certificate of incorporation in case of registered Companies. Besides that, Agencies will have to submit a MS Power Point Presentation of about 15 minutes duration, in a Presentation Session to be organized at NAGARAYAN on the date & time intimated later on. The Presentation should flag the salient features of the proposed Helpline, highlight the additional features proposed, if any, compliance with the terms and conditions indicated in the Notice Inviting Expression of Interest, and provide detailed explanation in respect of each of the evaluation parameters indicated in Section II of the Bid Document.

15. Financial Bids:

Agencies will have to submit Financial Bids in the prescribed BOQ Format. Rates quoted should be inclusive of all duties, taxes, charges, levies and incidental charges etc.

16. Information:

Information requested should be indicated in the format provided in Section-II only. Information submitted in any other form shall not be taken into consideration for evaluation. Bidders will have to submit proper documents in support of such information, wherever relevant.

17. Validity of Rates:

The successful Agency will have to sign a rate contract agreement indicating that the rates offered as Overhead Charges and Charges Per Seat Per Month will remain effective for 01 (one) year from the date of signing the agreement. The Helpline/ Call Centre will have to handle queries/ complaints of all description/nature, as per actual requirement, within the aforesaid period of one year.

18. Evaluation Process:

For evaluation of bids, information submitted by the Agencies in Section-II (Technical Bid) will be considered in conjunction with the rates quoted in Section-III (Financial Bid/BOQ). Suitable weightage will be assigned to different parameters for the evaluation of the overall capability, credibility, experience and efficiency of the Agency. Award of the Contract will be based on the total score of the Agency as may be obtained through calculation of weighted averages in the manner hereinafter prescribed.

Parameters for Evaluation: The evaluation would consist basically of two components - Technical and Financial.

a. Technical Evaluation:

Technical Score of an Agency would be computed based on the following Indicators:

- i. Core business areas of operation, number of years in the business, ownership and organizational structure of Firm.
- ii. Clientele and Project brief details of similar projects.
- iii. Vision of Firms for Call Centre solutions.
- iv. Project Plan for the proposed project along with System design, technical solution and detailed specifications together with a Project Tracker showing anticipated time schedule with milestones.
- v. Any other relevant information adding value to the technical proposal.

The Project Evaluation Committee (PEC) of the Department of Urban Development and Municipal Affairs will evaluate the Technical Proposals of the Pre- Qualified bidders as per below criteria:

Sl. No.	Technical Qualification Criteria	Maximum Points	Supporting Documents to be submitted
1.	The bidders should have experience in IT/ITES field: 03 years to 10 years' experience – 05 points - Above 10 years and up to 15 years – 07 points - Above 15 years' experience – 10 points	10	Certificate of Incorporation, MOA & AOA to be submitted.
2.	Average annual financial turnover of Bidders during the last three years ending with 2025-2026: 3 crores to 10 crores: 02 points 10 crores to 15 crores: 05 points - Above 15 crores: 10 points	10	Audited Balance Sheet or Turnover Certificate from a certified Chartered Accountant/Statutory Auditor.
3.	Proposed Security model, Data Safety with authorizations and authentications Redundancy & Data Security plan – 3 marks Performance Auditing & reporting model – 2 marks System Level, Application Level & Database Level Security – 3 marks User Level Security – 2 marks	10	Supporting documents to be enclosed by the bidder.
4.	Bidders having office in Kolkata and doing business: 3 years to 5 years: 02 points 5 years to 10 years: 03 points - Above 10 years: 05 points	05	Supporting documents to be enclosed by the bidder.
5.	Bidders should have System Integration experience in supply, installation and commissioning of hardware equipment/providing technical manpower support services in any turnkey project implementing software solution to automate the process for e-governance or any customized solution anywhere in India for any Central Government/State Government/PSU.	10	Copy of work order/agreement and work completion/letter of go-live from the client to be enclosed by the bidder.
6.	The bidders must have valid certification as on tender floating date: - ISO 9001:2015 or latest: 02 points - ISO/IEC 27001:2022: 05 points - CMMI Level 5 or above: 03 points	10	Copy of the valid certification to be enclosed by the bidder.
7.	Software application Proposed: Quality of software application and algorithms with relevant features -3 marks Call center design and operationalization Procedure – 2 marks Innovative features specified for Effective and efficient call center Approach & Methodology of Operations & Maintenance of all services– 5 marks	10	Supporting documents to be enclosed by the bidder.
8.	The bidders should have technical personnel with more than 30 personnel on its payroll, out of which at least 20 technical resources on roles with relevant technical experience as on RFP submission date.	5	Copy of letter to be enclosed from the signing authority in the company letterhead.
9.	Technical Presentation (Use of Power BI will be taken as advantage) cum demonstration regarding Bidders vision for GMS solutions and Project Plan for the proposed project along with system design and strategy for executing the requirements stated in the RFP with a Project Tracker showing anticipated time schedule with milestones.	30	Bidders shall give technical write-up on their project execution plan and strategy. If required, technical committee can invite selected bidders for technical presentation.
	Total	100	

b. Financial Evaluation:

The cost indicated in the Financial Proposal shall be deemed as final and reflecting the total cost of services and should be stated in INR only. Omissions, if any, in costing of any item shall not entitle the Applicant to be compensated and the liability to fulfill its obligations as per the Terms of Reference within the total quoted price shall be that of the bidder. The bidder shall bear all taxes, duties, fees, levies and other charges other than service tax imposed under the Applicable Law as applicable on foreign and domestic inputs. The lowest Financial Proposal (Fp) will be given a financial score (Sf) of 100 points. The financial scores (Sf) of the other Financial Proposals (Fp) will be determined using the following formula: $Sf = 100 \times Fp/F$

Here '**Sf**' is the **financial score**, '**Fp**' is the **lowest Financial Proposal**, and '**F**' is the **Financial Proposal** (in INR) under consideration.

c. Combination of Technical & Financial Bids:

Proposals will be finally ranked in accordance with their combined **technical (St)** and **financial (Sf)** scores:

$$S = St \times Tw + Sf \times Fw$$

Where '**S**' is the **combined score**, and '**Tw**' and '**Fw**' are **weights assigned to Technical Proposal and Financial Proposal** that will be **0.70&0.30** respectively. The bidder achieving the **highest combined technical and financial score** will be considered to be the successful bidder and work order will be issued in their favour (i.e., the Successful Bidder).

Justification of the bid value of the participating bidders is the sole discretion of the Tender Committee of the Department of Urban Development and Municipal Affairs.

Rate offered by the L1 (Lowest Quoting) agency shall be reviewed further by a technical committee. Before awarding the contract, the prevailing market rate for similar type of work will be compared component-wise as mentioned in clause 4 (ii) containing Part-A, Part-B and Part-C. Any discrepancy may be reviewed accordingly.

19. Period of bid validity:

The Bids shall be valid for a period of 90 days from the closing date for submission of the bid.

20. Right of the Department to accept or reject the bid:

The Department reserves the right to accept/reject any or all offers submitted in response to this without assigning any reason whatsoever. The Department also reserves the right to short-list the vendors based on the requirement of the Department and may call bidders for a presentation or otherwise before an evaluation committee, at bidder's cost. The department reserves the right to scale-up or scale-down the quantum of manpower at any point of time, at the sole discretion of the competent authority of the Department. The payment will be disbursed accordingly **ON PRO-RATA BASIS**.

Any invoice submitted by the service provider will be processed only after three months of satisfactory performance. If the Department provides any equipment for the service, necessary deduction from the invoice will be made accordingly.

21. Implementation and Payment Schedules:

The total time for full project implementation will be 15 days from the date of signing of the contract. In case the proposal of the successful bidder is accepted and order is placed, the work as per scope of work mentioned in this RFP against the order should be completed within the period stipulated in the order. The Department reserves the right to recover any loss sustained due to delayed delivery by the way of penalty. Failure to complete the work within the stipulated period shall entitle the Department for imposition of penalty without assigning any reasons at 0.25 percent of the total value of the contract as penalty per day subject to a maximum of 10% unless extension is obtained in writing from the Department on valid ground before expiry of delivery period. The Department expects the service provider to submit a clear road map for achieving the timelines. The ownership of customized software and the proposed solutions, its related Intellectual Property Right (IPR) with reference to Urban Development & Municipal Affairs Department will lie with the Department only. In case, the Department wishes to change the service provider for the scope of work mentioned in this RFP at anytime, the existing vendor / agency shall handhold and support the new vendor to migrate the existing services and its database within a time-bound manner.

22. Performance Bank Guarantee:

The vendor shall, at his own expense, deposit with the Department, within 30 (thirty) working days of the date of notice of award of the tender, a Performance Bank Guarantee from a scheduled commercial bank, payable on demand, for an amount equivalent to ten percent (10%) of the contract price for the due performance and fulfillment of the contract by the bidder. After submission of Performance Bank Guarantee (PBG), EMD shall be returned to the firm. The Performance Bank Guarantee may be discharged by the Department upon being satisfied that there has been due performance of the obligations of the vendor under the contract. The Performance Bank Guarantee shall be valid for 1 year from the date of notice of award of the tender. Failure on the part of the vendor to comply with the above requirement, or failure of the vendor to enter into a contract within 30 (thirty) days or within such extended period, as may be specified by the Department, shall constitute sufficient grounds, among others, if any, for the annulment of the award of the bid.

23. Signing of Contract:

The vendor shall be required to enter into a contract with the Department, within 10 (ten) working days of the award of the bid or within such extended period, as may be specified by the Department, on the basis of the Bid Document.

24. Notification of Award:

The acceptance of a bid, subject to contract, will be communicated in writing at the address supplied by the bidder in the tender response. Any change of address of the bidder should therefore be promptly notified to the Department.

25. Submission of Qualification Documents:

Bidders will have to upload the qualification documents and the Technical and Financial Bids in the formats prescribed for the purpose along with an Affidavit in the format provided in Annexure I along with a forwarding letter as per Annexure-II.

26. Governing Law and Disputes:

The bids and any contract resulting therefrom shall be governed by and construed according to the Indian Laws. All disputes or differences whatsoever arising between the parties (i.e., the Department and the Agency) out of or in relation to the construction, meaning and operation or effect of this Bid Document or breach thereof, shall be settled amicably. If, however, the parties are not able to resolve them amicably, the same shall be subject to the exclusive jurisdiction of the Hon'ble High Court at Kolkata.

27. Force Majeure:

In case either party is prevented from performing any of its obligations due to any cause beyond its control such as pandemic-like situation, fire, flood, earthquake, explosion, war, action or request of governmental authority, systemic breakdown, failure of electricity supply, accident and labor trouble, the time for performance shall be extended until the operation or such cause has ceased, provided the party affected gives prompt notice to the other party of any such factors or inability to perform and resume performance as soon as such factors disappear or are circumvented. Decision of the Department in this regard shall be final and shall not be questioned in arbitration or any other legal proceedings.

28. Limitation of Liability:

Notwithstanding anything to the contrary elsewhere contained in this RFP, neither Party shall, in any event, regardless of the form of claim, be liable for any indirect, special, punitive, exemplary, speculative or consequential damages. However, the foregoing shall not include any loss of data, business interruption, and loss of income or profits, irrespective of whether it had an advance notice of the possibility of any such damages. Subject to the above and notwithstanding anything to the contrary elsewhere contained herein, the aggregate liability of bidder under the Agreement shall not exceed the amount of Professional Fees actually paid by the Department. Provided, that aforesaid limitation of liability shall not be applicable in respect of claims arising as a result of infringement of Intellectual Property Rights of a third party.

29. Conditions under which this RFP is issued:

- i. This RFP is not an offer and is issued with no commitment. The Department reserves the right to withdraw the RFP and change or vary any part thereof at any stage.
- ii. The Department also reserves the right to disqualify any bidder, should it be so necessary at any stage.
- iii. Information provided in this RFP to the Applicants is on a wide range of matters, some of which depends upon interpretation of law. The information given is not a complete or authoritative statement of law. The Authority accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on the law expressed herein.
- iv. The Department may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumption contained in this RFP.
- v. The Applicant shall bear all its cost associated with or relating to the preparation and submission of its proposal including but not limited to preparation, copying postage, delivery fees, expenses associated with any demonstration or

presentations which may be required by the Department or any other costs incurred in connection with or relating to its proposal. All such cost and expenses will remain with the Applicant and the Department shall not be liable in any manner whatsoever for the same or for any other expenses incurred by an Applicant in preparation or submission of the Proposal.

- vi. The Department reserves the right to withdraw this RFP, if it is in the best interest of the organization. Timing and sequence of events resulting from this RFP shall ultimately be determined by the Department.
- vii. No oral conversations or agreements with any official, agent or employee of the Department shall affect or modify any terms of this RFP and any alleged oral agreement or arrangement made by a bidder with any agency, official or employee of the Department shall be superseded by the definitive agreement that results from this RFP process. Oral communications by the Department to bidders shall not be considered binding on the Department, nor shall any written material be provided by any person other than the Department. Neither the bidder nor any of the bidder's representatives shall have any claims whatsoever against the Department or any of their respective officials, agents, or employees arising out of or relating to this Department or these procedures (other than those arising under a definitive service agreement with the bidder in accordance with the terms thereof).
- viii. Applicants who are found to canvass, influence or attempt to influence in any manner the qualification or selection process, including without limitation, by offering bribes or other illegal gratification, shall be disqualified from the process at any stage.
- ix. The Department is not restricted in its rights to use or disclose any or all of the information contained in the proposal and can do so without compensation to the bidders.
- x. The Department shall not be bound by any language in the proposal indicating the confidentiality of the proposal or any other restriction on its use or disclosure.
- xi. In case of any bidder does not qualify as per the eligibility criteria mentioned in this document or submit any false or invalid document to establish their eligibility shall be disqualified and EMD shall be forfeited.
- xii. By submitting a proposal, each bidder shall be deemed to acknowledge that it has carefully read all sections of this RFP, including all forms, schedules and annexures hereto and fully informed itself as to all existing conditions and limitations.

30. Termination Clause:

If the Terms and Conditions mentioned in this bid document and also the conditions to be stipulated in the Service Level Agreement, the contract may be terminated by either party **after giving a notice of one (01) month**. Provided that the Agency will comply with the conditions mentioned in **clause 7** above before termination of the contract.

DATE AND TIME SCHEDULE

Sl No.	Event Particulars	Date & Time
1	Date of Publishing of NIT (Notice Inviting e-Tender) and Tender Documents by Department of Urban Development & Municipal Affairs (online publishing date)	31 st August, 2026
2	Pre-Bid Meeting (through online mode) with the intending Bidders (Optional for the Bidders)	03 rd September, 2026
3	Start of Tender Documents downloading by prospective bidders (online opening)	04 th September, 2026
4	Start Date of Bid Submission (Technical and Financial) (Online)	04 th September, 2026, 03:00 PM
5	Closing date and time of download of Tender Document (online)	25 th September, 2026, 03:00 PM
6	Closing date and time of Bid Submission (Technical and Financial) (online)	28 th September, 2026, 12:00 noon
7	Date and time of opening of Technical Proposals (online)	28 th September, 2026, 02:00 PM
8	Date, Time, Venue and modalities for presentation on technical proposals (if any)	30 th September, 2026, 11:00 AM
9	Date and time of uploading the list of technically qualified bidders (online)	30 th September, 2026, 02:00 PM
10	Date of uploading of final list of the technically qualified bidders after disposal of appeals, if any	30 th September, 2026, 05:00 PM
11	Date and time of opening of Financial Proposal (online)	01 st October, 2026, 12:00 noon


Signature of the Tender Inviting Authority
 ARPAN BHATTACHARYA, W.B.S.S.
 Deputy Secretary (HoO)
 U.D. & Municipal Affairs
 Govt. of W.B.

Annexure I

Declaration by the bidder

(Affidavit on Non-Judicial Stamp Paper of Rs.100/- duly attested by a Notary/Magistrate)

This is to certify that we, M/s _____, in submission of this offer, confirm that:

1. We have not made any misleading or false representation in the forms, statements and attachments in proof of the qualification/bid requirements;
2. We do not have records of poor performance such as abandoning projects, not properly completing a contract, inordinate delays in completion for reasons only attributable to us or financial failures etc.
3. Business with us is not currently banned by any Central/ State Government Department /Public Sector Undertaking or Enterprise of Central/ State Government.
4. We are currently not blacklisted by any Central/State Government Department/Public Sector Undertaking or Enterprise of Central/State Government.
5. We have submitted all supporting documents and furnished the relevant details as per prescribed format.
6. The information and documents submitted with the tender by us are correct and we are fully responsible for the correctness of the information and documents submitted by us.
7. We understand that in case any statement/information/document furnished by us is found to be incorrect or false at a later date, our earnest money deposit will be forfeited without any further reference to us.

Date:

Place:

(Signature of Bidder)

[Stamp]

Annexure II

Qualification information/checklist of documents/ letter by bidder

(On the letter head of the Bidder)

To
The Deputy Secretary
to the Government of West Bengal
Urban Development and Municipal Affairs Department

Sub: Submission of Qualification Information/documents as per checklist.

1. We hereby submit the following documents in support of our qualification criteria:
 - a) Self-attested copy of Memorandum and Articles of Association of the Company (if applicable).
 - b) Self-attested copy of PAN/TAN issued by Income Tax Department.
 - c) Self-attested copy of GST Certificate
 - d) Self-attested copies of Sales Tax, Works Contract Tax and Service Tax Registration Certificate etc. (as may be applicable).
 - e) Any other document on qualification and experience as required hereunder.
2. We have furnished all the information and details necessary to substantiate our bid.
3. We authorize you to approach any Bank, Individual, Employer, Firm or Corporation whether mentioned in the enclosed documents or not, to verify the genuineness of the documents adduced and our competence and general reputation.
4. We have also enclosed written Power of Attorney in favor of the signatory in this bid (wherever applicable).

Enclo:

Yours Faithfully,

(Signature of the Bidder)

[Stamp]

Date:

Place:

Financial BID format (BOQ format)

Sl. No.	Item	Unit	Rate	No of unit	Total price (In Indian rupees)	Remarks
(a)	(b)	(c)	(d)	(e)	(f)	(g)
1	Manpower Cost for tele-caller of GMS	Per operator per month	To be quoted	10	(d) x (e)	Wages to the operators is to be paid as per the minimum wages of the skilled labour duly notified by the Labour Department, Government of West Bengal from time to time. Other statutory liabilities such as PF, ESI, Bonus & other allowances admissible as per Act/Rule are the obligations of the Agency. All these things are to be factored in the Manpower Cost.
2	Manpower Cost for technical support for Live Phone-In Programme	Per technician per programme	To be quoted	02	(d) x (e)	Wages to the technicians is to be paid according to extant Government rates.
3	Overhead Cost	Per seat per month	To be quoted	To be quoted as per required man-days	(d) x (e)	Consolidated rate to be quoted taking into consideration all or more of the components as detailed in Clause 4 (ii) containing Part-A, Part-B and Part-C of the instant RFP.
4	One time and Incidental cost, if any				Lump Sum	Any other incidental charges such as Security Audit and other one-time charges as may be required to run the helpdesk and Live Phone-In programme successfully.
5	Grand Total				(1f+2f+3f+4f)	Comparative statement will be prepared on the basis of total rate arrived at Sl. No. 5 (1f+2f+3f+4f)