



WEST BENGAL HOUSING BOARD

(Estd. under W.B. Act XXXII of 1972)

'A B A S A N', 105, S. N. Banerjee Road, Kolkata – 700 014,

Phone : (033) 2265-1965, 2264-1967 / 3966 / 8968 / 4974 / 0950. Fax : (033) 2264-1480 / 0979,

Web site : www.wbhousingboard.in Email : wbhousingboard@gmail.com

Memo No:- 83 /JD(E.P)/WBHB

DATE:-25.02.2020

Notice Inviting Quotation No. WBHB/JD(E.P)/NIQ-09/2019-20, 2nd Call

West Bengal Housing Board (WBHB) invites sealed bids in two-fold system from experienced and reputed bidders for consultancy services for software development, testing, installation and commissioning of Software for Customer Relationship Management in West Bengal Housing Board as per particulars given hereunder.

Name of Work	Earnest Money	Cost of Bidding documents (Non-refundable)	Period of Completion	Officer in-charge of the work	Eligibility of Bidder
Proposal for "Development of Software for Customer Relationship Management in West Bengal Housing Board to manage the " Application to Handover" for Customers in each Project including installation, run, commissioning and maintenance under West Bengal Housing Board.	EMD fixed of Rs. 20,000.00 should be submitted along with bid documents in Technical folder	Cost of Bidding documents not required during participation in NIQ. To be deposited by the successful Bidder during formal agreement. Cost to be determined later.	30 days for development of software and further 7 days for installation and commissioning. Again further 36 (Thirty six) months for maintenance, with the provision of further extension.	Assistant Housing Commissioner - I, WBHB.	Bonafied and Resourceful Agencies having experience in similar nature of service fulfilling requisite eligibility criteria as stated in the NIQ Eligibility.

Bid document containing Scope of work, hard copy of flow chart and soft copy presentation clearly explaining the scope of the work based on which the program will be developed, in Packet 1, will be opened first and evaluated through a process of digital presentation presented by the bidder to WBHB. The Financial proposal in Packet 2 will be evaluated for only those bidders who will be considered eligible by WBHB in the digital presentation. Financial proposal in Packet 2 in respect of the eligible bidders only will be opened for evaluation of financial offers subsequently.

1. Procurement of quotation paper i.e. N.I.Q

Bid document term & condition etc. :- Bid documents will be available from .26.02.2020 to 11.03.2020
In the website of www.wbhousingboard.in

2 . Validity of Quotation

:- Bid shall remain valid for a period not less than 120 (one hundred and twenty) days

from the last date of submission of Financial Bid / Sealed Bid. If the bidder withdraws the bid during the period of bid validity the earnest money as deposited will be forfeited forthwith without assigning any reason thereof.

3. Last date & Time for submission of quotation

:- 11.03.2020 at 14.00 hrs

4. Date& Time for opening of quotation: 11.03.2020 at 15.00 hrs

5. Agency has to submit completion certificate / working progress certificate including comments on their up to date performance from the respective deptt. / Authority.
6. Agency should submit self-attested copies of the following (Original copies for each are to be produced for verification as and when asked for).
 - i) Income Tax return with acknowledgement for the current year including PAN Card.
 - ii) Professional Tax (PT) latest challan with certificate
 - iii) **Employees provident Fund (PF) enrollment certificate with code no (if any), or , self declaration on company letterhead stating that the company does not come under the purview of " Employees Provident Funds & Miscellaneous Provisions (EPF &MP) Act, 1952 "**
 - iv). **GST Registration number** / The agency should possess **GST registration number** and copies of necessary documents to this effect is to be submitted
 - v) Valid Trade license from respective Municipality/Panchayat,
 - vi) Power of Attorney/Authority to sign the quotation documents and Articles/Memorandum of Association (in case of companies)
 - vii) Partnership Deed- (In case of partnership firm.)
7. **The Agency should quote their rate inclusive of all taxes(ie inclusive of GST both in words and figures, in the prescribed form of WBHB of the Price Bid documents)**
8. Tender must be accompanied by EMD specified for the work in the shape of Bank Draft/Pay Order only on a Nationalized **Bank drawn in favor of West Bengal Housing Board payable at Kolkata**. E.M.D. Should be kept in a sealed envelope with a clear description and should accompany the name of work and N.I.Q. No.
9. **Quotation must be delivered to Joint Director (EP), West Bengal Housing Board** or in absence to any authorized officer of West Bengal Housing Board and will be opened on the same day in the presence of bidders or their authorized representatives.
10. **If the office happens to be closed on the date of receipt of quotation** as specified in the NIQ will be received and opened on the next working day at the same time and venue.
11. **The post Bidding negotiation** if required may be made with all the eligible Bidders which may be instant or afterwards.
12. **There will be no provision for arbitration** whatsoever in the contract.
13. **Successful Bidders would have to execute an agreement** as specified by the WBHB in non- judicial stamp paper of value Rs. 10/-only before issuing of formal work order by the WBHB
14. No conditional quotation will be accepted.
15. **Quotation will be received only in the tender box** kept in the office chamber of Joint-Director (EP), West Bengal Housing Board.105,S N Banerjee Road, Abasan (3rd floor), Kolkata-700014 and nowhere else.

16. **Submission of false misleading** and fabricated statement/ documents/information etc found at any point of time will lead to cancellation of the quotation.

17. **Acceptance of quotation will rest entirely with the WBHB** which does not bind itself to accept the lowest Bid and reserves the right itself the authority to reject any or all the quotations received without assigning any reasons thereof.

18. **Further details can be seen in the Bid documents itself.**

19. Joint Venture will not be allowed.

20. **Released of EMD:** The Earnest Money of every technically disqualified Tenderer as well as that of every technically qualified tenderer other than L.1 (i.e. 1st lowest tenderer) and L2 (i.e. 2nd lowest tenderer) tenderers shall be released after the comparative statement has been prepared and approved.

The Earnest Money of L2 Bidder shall be released after L1 Bidder has accepted the LOI (i.e. Letter of intent)

The Earnest Money of L1 Bidder shall, after he has accepted the LOI (i.e. Letter of Intent), be credited to the account of WBHB as 10% security deposit of the work which will be paid on successful completion of the job.

21. For any queries and clarification, interested Consultants may contact the Joint Director (Engg. Planning) at the address mentioned at below.

Address for Communication:

Joint Director (Engg. Planning),
WEST BENGAL HOUSING BOARD
'A B A S A N', 105, S. N. Banerjee Road, Kolkata – 700 014,
Phone : (033) 2265-1965, 2264-1967. Fax : (033) 2264-1480/ 0979.
Web site : www.wbhousingboard.in
Email : wbhousingboard@gmail.com
Phone : (033) 2265-1965, 2264-1967. Fax : (033) 2264-1480/ 0979.
Web site : www.wbhousingboard.in
Email : wbhousingboard@gmail.com

22. The decision of the Tender committee, W.B.H.B. will be final and absolute in this respect. The both list of Responsive and Non-Responsive Bidders will be displayed on the Notice Board of the Joint Director (EP), W.B.H.B. on the scheduled date and time.

23. Interested Consulting firms may consult the WBHB website mentioned above regularly to see Corrigenda/Addenda which may be issued by WBHB from time to time prior for submission of the proposal as given in Clause-3.

24. WBHB reserves the right to accept/reject any or all proposals without assigning any reason thereof.


Joint Director (Engg. Planning)
West Bengal Housing Board.

Memo No. : 83/1(9)JD(EP)/HB

Copy forwarded for favour of information to the :-

1. Housing Commissioner, WBHB
2. JHC & Secy., WBHB
3. FA-Cum-CAO, WBHB
4. CA-Cum-AP, WBHB
5. Director (Engg.), WBHB
6. AH.C.-I/WBHB.
7. L.A.O., WBHB
8. DD(E.P)/III, WBHB
9. AD(EP), WBHB

Date : 25.02.2020


Joint Director (Engg. Planning)
West Bengal Housing Board.

INSTRUCTIONS TO BIDDERS

A. GENERAL

1 Scope of Bid

1.1 Scope of Work

The scope of the work under these terms of reference would consist of but not limited to the provisions laid down below. WBHB promotes multiple housing projects and requires a CRM to manage the “application to handover” for customers in each project. The Consultancy firm shall develop the software, Commissioning it and run as per the terms laid down below in respect of the work which are summarized in following major activities:-

. Customer Registration

- Customers can register and apply for a specific project. The link to the CRM application will be available on the WBHB website
 - One time Customer registration and authentication using OTP. Email id = user id. Unique customer id assigned at registration
 - Enter customer details
 - Upload documents (desirable: System validation of PAN)
 - Online Payment (Card, online banking, ewallet)
 - For offline payment, backend payment matching using payment details from bank

Application screening

- Manual screening of documents
- Change status for successful applications
- System Generated Email/SMS to customers

Allotment

- Manual lottery
- Update application status
- Notify customer (thru standard letter template designed by WBHB)
- Preparation of sale agreement

Instalment payments

- System generated Email and paper doc. Demand notice and/or Invoice to customers
- Online/offline payment by customer, to be updated in the system
- Offline payment matching
- Reminders, Penalty notices (penalty calculation by the system)

Flat handover

- Notify Customer – system generated
- Create and print legal documents
- Update customer status in the system

Reports/Dashboard

- Tracking applications, allotments, payments, defaults
- Desirable : dashboard on mobile app
- Print letters, legal documents
- Reports regarding GST/Penalty/Dues, etc.

User Access control

- Enter user details
- Define System admin and regular user roles
- Selective access to system functions for each user
- User id, password based authentication
- Desirable: biometric user authentication

External Interfaces

- With Bank for offline and online payment details
- Interface with WBHB finance department

Non Functional requirements

- Cloud based system (Software IP with Developer, data owned by WBHB). (after completion of tenure and AMC soft copy of all data will be handed over to WBHB)
- Run on Windows, Chrome desktop/laptop
- Specially easy to operate using minimal key-strokes
- Maintain audit trail for all transactions
- Alerts (email and SMS)
- **Necessary approval of WBHB to be obtained on all such documents before finalization.**
- **Provision for further modification of the software at no extra cost to WBHB.**

FORM OF PRICE BID

Name of Contract: Proposal for "Development of Software for Customer Relationship Management in West Bengal Housing Board to manage the " Application to Handover" for Customers in each Project including installation, run, commissioning and maintenance under West Bengal Housing Board.

To

The Joint Director(Engg.Planning),
West Bengal Housing Board,
'ABASAN',
105, S. N. Banerjee Road,
Kolkata – 700 014.
West Bengal, India

Gentlemen,

- 1 In accordance with the Conditions of Contract and Specifications furnished by WBHB we the undersigned offer to conduct the Development of Software for Customer Relationship Management in West Bengal Housing Board to manage the " Application to Handover" for Customers in each Project including installation, run, commissioning and maintenance under West Bengal Housing Board for the amount of (insert amount first in numbers and then in words)
.....
..... quoted by us in the Financial Offer as prescribed by WBHB in accordance with the said Conditions and other bid documents.
2. We undertake, if our Bid is accepted, to commence the Works as soon as possible after the receipt of the notice to commence, and to complete the whole of the Works comprised in the Contract within the time stated in the Bid.
3. Unless and until a formal Agreement is prepared and executed, this Bid, together with your written acceptance thereof, shall constitute a binding Contract between us.
4. We agree to execute the works at the quoted lump sum fees without escalation from the date of LOA up to the date of completion including extensions.
5. We understand that you are not bound to accept the lowest or any bid you may receive.

Dated this day of, 2020.

Signature..... in the capacity of
..... duly authorized to sign bids for and on behalf of
..... (in block letters
or typed)

Address:

Witness:

Address:

Occupation: