

Inviting

EXPRESSION OF INTEREST (EoI)

For

Selection of Service Provider for Closed User Group (CUG)

connections to officers under the Labour Department,

Government of West Bengal

Last date for submission of EoI:

30th September, 2019 at 3:00 pm

Disclaimer

The information contained in this EOI document or information provided subsequently to vendor(s) or applicants whether verbally or in documentary form by or on behalf of Labour Department, is provided to the vendor(s) on the terms and conditions set out in this EOI document and all other terms and conditions subject to which such information is provided.

This EOI document is not an agreement and is not an offer or invitation by Authority to any parties other than the applicants who are qualified to submit the bids ('vendors'). The purpose of this EOI is to provide the vendor(s) with information to assist the formulation of their proposals. This EOI does not claim to contain all the information each vendor may require. Each vendor should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this EOI and where necessary obtain independent advice. Authority makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this EOI. Authority may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this EOI.

SCHEDULES AND CONTACT INFORMATION

Name of the organization	Labour Department, Government of West Bengal
Date of issue	12th September, 2019
Last date for submission of queries seeking clarification	19th September, 2019
Date of Pre-bid meeting	23rd September, 2019 at 3:00 pm
Last Date and Time for submission of proposals in response to this Request for EOI	30th September, 2019 at 3:00 pm
Date and Time of Opening of Proposals	17th October, 2019 at 4:00 pm
Venue for pre-bid meeting/Opening of proposals	Labour Department, Government of W Bengal, Conference Hall, 12 th Floor, New Secretariat Building, 1 K. S Roy Road
Contact person	Shri IKHLAQUE ISLAM, Special Secretary, Labour Department
Email ID	<i>jslab2016@gmail.com</i>

Note:

Any Corrigenda / Extension of dates / Clarifications / Responses to bidders' queries in respect of this EOI shall only be posted on our website <https://wblabour.gov.in/> and no separate notification shall be issued in the press. Bidders are therefore requested to regularly visit our website to keep them updated in this connection.

I. BACKGROUND

The Labour Department, since 2015, has reformed procedures and practices under the regulatory functions. The steps have reduced the hassles involved in availing the services by any business entity without compromising on the safety and security of the workers.

Further, the Department has undertaken massive digitization measures and almost all its services to business entities are now delivered online. Considerable process reengineering has also gone into the way inspections were carried out under various Labour Laws. Inspections are now carried out in synchronized manner with the help of hand-held devices and high-speed internet connectivity.

Majority of the above measures require real-time transfer of data and thereby the requirement for seamless high-speed internet connectivity arises. Since this Department has field offices and officers spread across the length and breadth of the State, it is imperative that the officers are provided with dependable seamless high-speed internet connectivity to effectively deliver online services to the Business houses and the citizen.

II. SCOPE OF WORK FOR THE TELECOM SERVICE PROVIDER

I. AS-IS assessment: The following activities may be included in this step

- a. Detailed analysis of the existing users and their current service providers
- b. Getting feedback from users whether they want a new connection or would like to port their existing mobile number to the CUG.

Deliverable: Submission of As-Is Report – $T_0 + 2$ weeks {where T_0 is the date of commencement of work by the selected Telecom service provider}

II. Preparation of Plan for KYC of each and every proposed user:

- a. The selected Telecom service provider shall be required to prepare a detailed plan for authentication of each user under the Closed User Group.

Deliverable: KYC Plan – $T_0 + 3$ weeks.

III. Supply of SIMs:

- a. The selected Service Provider would be required to supply 150 CUG SIMs at the Labour Department premises.

IV. Formulation of Plan for inclusion / exclusion of users from the Closed Group

The selected Service Provider would be required to formulate an action plan cum operating procedure for inclusion or exclusion of users from the Closed User Group.

A. Role of the Labour Department, Government of West Bengal:

- a. To Facilitate necessary communication with the Directorates.
- b. To provide addresses and coordinated for communication with field offices.
- c. To nominate Point of Contact(s) for necessary guidance and coordination.
- d. To provide inputs wherever necessary.

III. ELIGIBILITY CRITERIA

1. The bidder should be authorized by the Telecom Regulatory Authority of India to offer services in the “4G / VoLTE” spectrum in West Bengal. The bidder must have seamless high-speed 4G (backed by 3G) internet network at all the administrative Sub-Divisions in West Bengal.
2. Should have experience of providing CUG Connections to Departments under the Government of West Bengal; with minimum 300 connections.
3. Experience of working with the Labour Department for internet or telephone services would be preferred.

POINTS OF REFERENCE:

1. Number of Connections required: **150 (One hundred and fifty)**
2. Budgetary cap: **249/- per connection** (*inclusive of applicable taxes*)
3. Location of delivery: **Labour Department, West Bengal, 12th Floor, New Secretariat Building, 1 K. S Roy Road, Kolkata, 700001**

4. CONTACT PERSON:

Shri **IKHLAQUE ISLAM**, WBCS (Exe), Special Secretary, Labour Department, 12th Floor, New Secretariat Building, 1 K. S Roy Road, Kolkata, 700001 EMAIL: ***jslab2016@gmail.com***

NOTE: Labour Department, Government of W Bengal may call for presentation on proposal from the selected bidders and date for the presentation will be intimated at least 3 days in advance. Labour Department, Government of W Bengal at its discretion may change the Scope of Project.

Eligible and Interested telecom service providers may submit their proposals **in hard copy within 30th September, 2019 (3:00pm)** to:

Shri IKHLAQUE ISLAM, WBCS (Exe),

Special Secretary, Labour Department,

12th Floor, New Secretariat Building, 1 K. S Roy Road, Kolkata, 700001

IV. DOCUMENTS TO BE SUBMITTED:

EoI documents to be submitted as per Annexure –I

V. GENERAL TERMS AND CONDITIONS:

Following terms are used in the document interchangeably to mean: Bidder/Respondent – signify those who submit response to the EOI. Proposal/Bid – signify the documents submitted in response to this EOI.

- i. **Timely Submission:** Bidders are solely responsible for timely delivery of the EOI proposals to the location as mentioned above, set forth herein prior to the stated Proposals Submission due date and are solely responsible for delays in receipt, including but not limited to third party carriers. Proposals not received on or before the last date and time of submission will not be considered.
- ii. **Opening of Proposal:** Proposals will be opened in front of vendor's representatives (if present).
- iii. Authority reserves the right at any time to postpone or cancel a scheduled bid opening. The bids will be opened at the address mentioned above.
- iv. **Use & Release of Vendor Submissions:** Authority is not liable for any cost incurred by the Vendor in the preparation and production of any Proposal, the preparation or execution of any benchmark demonstrations, simulation or laboratory service or for any work performed prior to the execution of a formal contract. All materials submitted will become the property of Authority and may be returned at its sole discretion. The content of each Vendor's Proposal will be held in strict confidence during the evaluation process, and details of any Proposals will not be discussed outside the evaluation process.
- v. Labour Department, Government of West Bengal reserves its right to evaluate/shortlist/accept/reject/eliminate any vendor at any stage without assigning any reasons and it is at the sole discretion of the Authority to provide any reason thereof to the vendor.
- vi. **Validity Period of Proposals:** The proposals submitted will be valid for a period of **two years** from the date of submission. **Labour Department, Government of West Bengal** reserves the right to shorten or extend the validity period.
- vii. **Award of Work:** Proposal submission does not guarantee any commitment by **Labour Department, Government of West Bengal** to award work.

NOTE:

Any Addenda / Corrigenda / Extension of dates / Clarifications / Responses to bidders' queries in respect of this EoI shall only be posted on our website <https://wblabour.gov.in/> and no separate notification shall be issued in the press. Bidders are therefore requested to regularly visit our website to keep them updated in this connection.

APPLICANT'S EXPRESSION OF INTEREST

Date

To
The Special Secretary,
Labour Department, 12th Floor, New Secretariat Building,
1 K. S Roy Road, Kolkata, 700001

Sub: Submission of Expression of Interest for Selection of Service Provider for Closed User Group (CUG) connections to officers under the Labour Department, Government of West Bengal

Dear Sir,

In response to the Invitation for Expressions of Interest (EOI) published on _____ for the above purpose, we would like to express interest to carry out the above proposed task.

I hereby submit my proposal as per Annexure 1.

I understand you are not bound to accept any proposal you receive.

Yours Sincerely,

Signature:

Name of Telecom Service Provider

Address:

Note: This is to be furnished on the letter head of the organization.

ANNEXURE -1

No	Description	Data Sought
1	Name of the Telecom Service Provider.	<i>Full name</i>
2	Address with telephone No	<i>Provide the complete addresses and Attach the copy of latest landline telephone bill</i>
3	Date and Registration No of Telecom Service Provider	<i>Attach copy of Registration</i>
4	Details of the grant of 4G spectrum in favour of the Telecom Service Provider by competent authority	<i>Attach a copy of Registration and a copy of client list with the fund value individually & aggregated (with contact details)</i>
5	Information on the past experience with Government of West Bengal for CUG Services	<i>Self-declaration and copy of orders to be submitted.</i>

Declaration

We hereby confirm that we are interested in competing for the proposal regarding Selection of Service Provider for Closed User Group (CUG) connections to officers under the Labour Department, Government of West Bengal.

All the information provided herewith is genuine and accurate.

Authorized Person's Signature.

Name and Designation:

Date of Signature:

Seal
