

**Office of the  
Program Director  
West Bengal State NGRBA Program Management Group (SPMG)  
Urban Development Department  
Govt. of West Bengal**

**Email : [programdirector.spmg@gmail.com](mailto:programdirector.spmg@gmail.com)**

**Memo No. 46/NGRBA/SPMG/EOI-23/2011**

**Dated 14-11-2011**

**REQUEST FOR EXPRESSION OF INTEREST FROM SUITABLE 'IT'  
ORGANIZATIONS FOR DESIGN, DEVELOPMENT, OPERATION AND CONTENT  
MANAGEMENT OF THE NGRBA WEB PORTAL**

**EOI No. 04/2011**

SPMG is inviting expression of interest from suitable and experienced 'IT' organizations for Design, Development, Installation, Operation & Content Management of a Web-portal for NGRBA projects in West Bengal (*as per the guidelines given by the Department of Information Technology, Govt. of West Bengal*)

Expected Completion time – **45 days** from the date of issue of work order.

The portal has been envisaged to cater information and deliver services that connect people to content via integrated applications based on open source environment. As web portal it should rapidly evolve into a single point of access for e-governance, database of project related information and a host of other services. It should handle among others:

- 1 **Personalized delivery of content:** Giving people the ability to search for digital information (including images, texts, reports, official letters, GOs etc) and applications specific to their preferences (such as contents, font, encoding standards for the portal, as may be prescribed by The Dept of IT, Government of West Bengal). The Website should have capability of capturing photographs sent via email by authorized persons ( somewhat like YouTube for still photos only)
- 2 **Users IDs & Passwords :** Departmental Users should be provided with login user ids and password so that all kinds of data / pictures / videos etc can be uploaded to the website directly without inconvenience.
- 3 **Project related applications:** It should be able to handle project databases and should track progress of work against tenders floated along with financial progress of works.
- 4 **Documentation services:**
  - a) Uploading all letters/ minutes / GOs releasing funds / Budget etc issued by

- i) Govt. of India
  - ii) UD Department
  - iii) SPMG
  - iv) PMG, Delhi
  - v) World Bank
  - vi) Etc in a neat and intelligent manner with search options
- b) Hosting of all manuals and book references in PDF form for archival purposes. All such manuals / books / and all official data should be uploadable to the website with the help of the user-ids and passwords provided to the authorized personnel within the Department.
- c) It should have a 'showcase/News Room" for exhibiting good work to the public
- d) It should have links with relevant websites

A critical component for the portal strategy will be an infrastructure that can support the information integration with databases, business-intelligence, and content-management applications for the portal. It should enable rapid portal application development and deployment, with a centralized infrastructure for portal creation and administration, unified across the enterprise for low deployment and maintenance costs.

**SPMG envisages the following works , subject to modification that will be involved in this web-portal project:**

- Preparation of the Information Architecture by studying the best practices including addressing of the security concerns, keeping in view the National Level portal of NGRBA.
- The portal should have the capability to capture & upload photographs sent via email by authorized persons
- Development of the portal framework based on a long-term vision of evolution of the portal.
- Mapping of the Information Architecture onto this portal framework.
- The portal framework should be very robust and free from bugs / viruses & other kinds of online malware attacks and should be able to comply with future upgrades and enhancements without complications.
- Liaison with the designated stakeholders (e.g., State Govt. departments and others) to analyze their requirements and providing input to the development of the Information Architecture.
- Capability of the website to Monitor Progress of Physical & Financial Progress of projects against tenders floated.
- Interacting with the various stakeholders on an ongoing basis and collecting information updates and new requirements.
- Transforming the updates into appropriate e-Content formats and using the portal framework to submit the updates and incorporate requirements.

EOI FOR SELECTION OF EXPRESSION OF INTEREST FOR SELECTION OF 'IT'  
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- Managing the portal infrastructure including hosting.
- Uploading of all letters / minutes / GOs releasing funds / Budget etc issued by Govt. of India , UD Department, SPMG, PMG, Delhi, World bank etc in a neat and intelligent manner with search facility.
- The Agency must also take up necessary capacity building of Members from SPMG so that regular management of the content and day-to-day operations of the portal can be handled by the SPMG itself , after the exit of the agency / termination of the contract period.
- The website must be able to preserve all manuals & Reference books in PDF form with search options
- For exhibition of good work / better progress to the public, showcase/news room option should be available.
- Links should be available for connecting to relevant websites.

SPMG now desires to shortlist eligible organizations for carrying out the work on the basis of the understated parameters :

1. The qualification criteria must include:

- Expertise in using open source software. Must have developed and implemented at least one portal completely under open source environment.
- Experience in development, monitoring and maintenance of portals for at National / State Departments for least 3 years.
- Turnover of Rs. 10 lakhs for each of the last 5 financial years raised only through software development and website/portal development work.
- Total Company Turnover of atleast Rs. 3 Crores in the last 3 years.
- Experience of development of portals/websites for Governments /government undertakings. Such portals/websites must have implemented multi lingual facility.

2. The selection criteria for short listing from the EOI-s are given below. These are over and above the qualification criteria stated above:

Sl. No.	Criterion
(i)	Specific previous experience preferably in Government set-up on the following :
	- Web portal development and management
	- handling of data collection from the Departments of State Govt.
	- Data compilation for the Departments of State Govt.

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(ii)	Specific project experience with the following technologies:
	- Java
	- XML
	- Linux, SQL
	- Bengali and / or other Indian language fonts and Unicode
(iii)	Specific project experience with the following technologies:
	- Network Security
	- Firewalls
	- Web Security
(iv)	Experience for a web portal in the following areas :
	- installation
	- operation
	- support
(v)	Manpower
(vi)	Presentation (Parties fulfilling the above set of criteria will be asked to make presentations with creative ideas)
(vii)	Turnover of Rs. 10 lakhs for each of the last 5 financial years raised only through software development and website/portal development work
(viii)	Experience in development, monitoring and maintenance of portals for at National / State Departments for least 3 years.

Shortlisted agencies on the basis of their EOI's/Technical Qualifications will be subsequently directed to submit their Financial bids for the said assignment.

**Documentary evidence** on each of the above is required to be given by the firm submitting EOI.

The application must include the following information.

- 1 Profile of the company/ its owners/promoters/chief executives.
- 2 Copies of the past three years' audited balance sheets of the company, and audited reports including PAN & TAN.
- 3 List of similar experience in the last three years & testimonials and details of similar solutions provided to other organizations, especially those in the government/public sector.
- 4 List of ongoing works with supporting documents
- 5 Clearance certificate of IT,ST,VAT etc / IT Return ( Xerox copies) of last three years.

**Other Important Information :**

1. Website must be designed strictly as per the guidelines given by the Department of Information Technology, Govt of West Bengal. ( Guidelines can be downloaded from [www.itwb.org](http://www.itwb.org) by clicking on the link named : Guidelines for Websites & Portals of Govt of West Bengal )
2. All other information required in connection with the above mentioned assignment may be obtained from the Program Director, West Bengal State NGRBA Program Management Group ( SPMG ), Urban Development Department, 4<sup>th</sup> Floor, Nagarayan, DF-8, Sector-1, Bidhanagar, Kolkata -700064
3. The SPMG reserves the right to accept/reject any EOI application, modify the stipulations or cancel the process, without assigning any reason thereof.
4. Prospective bidders may submit their EOI (on their letterheads) in a sealed cover superscribed as "**EXPRESSION OF INTEREST FOR SELECTION OF 'IT' ORGANIZATIONS FOR DEVELOPEMENT, OPERATION AND CONTENT MANAGEMENT OF THE NGRBA WEB PORTAL**" in the formats provided in the Annexure along with the Information required in two copies latest by **7<sup>th</sup> Dec 2011** by 4.00pm at the following address:

**Program Director,**

**West Bengal State NGRBA Program Management Group ( SPMG ),**

**Urban Development Department, 4<sup>th</sup> Floor,**

**Nagarayan, DF-8, Sector-1,**

**Bidhanagar, Kolkata -700064**

5. Bidders who will fulfill the qualification criteria, laid earlier, will be invited to make detailed presentation as a part of the short listing exercise. Organizations, short listed shall be requested to submit detailed proposals.
6. Shortlisted agencies on the basis of their EOI's/Technical Qualifications will be subsequently directed to submit their Financial bids for the said assignment.

**Program Director, SPMG**

**Dated** \_\_\_\_\_

Memo No.....

Copy forwarded for information and necessary action to :

1.....

## **ANNEXURES TO BE USED BY THE AGENCIES**

### **APPLICATION FORMAT FOR SUBMISSION OF EOI (on their letter-heads)**

**From:**

**To:**

**SUBJECT:** APPLICATION FOR SELECTION OF 'IT' ORGANIZATION FOR DEVELOPEMENT,  
OPERATION AND CONTENT MANAGEMENT OF THE NGRBA WEB PORTAL

Dear Sir,

**In pursuance to your EOI No. \_\_\_\_\_ dt \_\_\_\_\_ I/ We apply for selection for undertaking the assignment. I/We have examined the details given in EOI Notice for the above subject, we hereby submit the relevant information for considering our eligibility**

1. We hereby certify that all the statements made and information supplied in the enclosed forms 'A' to 'D' and accompanying statements are true and correct.
2. We have furnished all information and details necessary for EOI and have no further pertinent information to supply.
3. We also authorize Urban Development Department or their authorized representatives to approach individuals, employers and firms to verify our competence and general reputation.
4. We submit the following certificates in support of our suitability, technical know-how and capability for having successfully completed the following projects along with prescribed format:
5. We shall be jointly and severally liable to the Client for all the Contractors obligation and liabilities as per the contract.
6. Certified that the organization has never been blacklisted/penalized by any Government Departments / Autonomous Bodies / Statutory Organisations & others

Enclosures:

Seal of applicant:

Date of submission:

**Signature of Authorized Representative**

**FORM - 'A'**

**GENERAL INFORMATION**

1. Name of the Agency:  
(Attach an attested photocopy of Certificate of Registration)
2. Legal Status of the Agency: Individual company/Partnership firm/Joint Venture firm:
3. Registered Address, telephone, telefax:
4. Contact Person, Designation and Address including email id:
5. Number of years of experience:
6. Number of similar projects for which similar comprehensive design and services have been provided during the last five years with details :
7. Details of Directors or Partners and Consortium (if formed for this assignment):
8. In case the company is subsidiary, the involvement, if any, of the Parent Company:
9. State whether in-house expertise is available for all services. If not, details of sub-system to be involved in the project:
10. Has the applicant or any constituent partner in case of partnership/Consortium, ever abandoned the awarded project before its completion? If so, give name of the project and reasons for abandonment
11. Has the applicant, or any constituent partner in case of partnership firm, ever been debarred/black listed for competing in any organization at any time? If so, give details
12. Has the applicant, or any constituent partner in case of partnership firm, ever been convicted.

**Signature of the Authorized Representative**

( All relevant testimonials to be attached as proof)



**FORM - 'C'**

**Details of Key Personnel proposed for this assignment**

Sl no.	Designation	Number of Proposed personnel	Technical Qualification	Total Years of Relavant Experience	Details in Annexure
1.					
2.					
3.					
4.					

**CV's of Key Personnel**

Name of the Personnel	
Designation	
Name & Address of the firm currently employed with	
Years with the Firm	
Proposed Position (and degree of responsibility)	
Qualification ( technical & general )	
Membership in Professional Bodies	
Experience & Training ( relevant in context of assignment )	
Employment record	Name of firm
	Position held
	Years of Employment

**Signature of Authorized Representative**

( All relevant testimonials to be attached as proof)

**FORM- 'D'**

**Financial Status**

Sl No.	Year	2010-09	2009-08	2008-07
1	Total Assets			
2	Current Assets			
3	Total Liabilities			
4	Current Liabilities			
5	Profit before Taxes			
6	Profit after Taxes			
7	Net Worth (1-3)			
8	Annual Turnover			

\* Attach audited balance sheets in support of the data clearly marking the relevant portion. Also attach copies of Income Tax Returns filed.

**Signature of Authorized Representative**