

**GOVERNMENT OF WEST BENGAL
FINANCE DEPARTMENT
DATA PROCESSING CENTRE
Writers' Buildings; Block – IV, Ground Floor
Kolkata 700 001.**

No. 222/ FY/P/1E – 180/2011

Dated, Kolkata, 30th August, 2011.

TENDER NOTICE

Sealed tenders are hereby invited from bona fide I.T. service providers for providing hardware and software support to the DDO offices in West Bengal. Tender Forms with detail information are available at the Website www.wbfin.nic.in and www.banglarmukh.com. The sealed tender in prescribed format is to be dropped in the tender box meant for this purpose at the Data Processing Centre, Finance Department, Block – IV, Ground floor, Writers' Buildings, BBD Bag, Kolkata – 700001, by 15.00 hrs. on **26-09-2011**. The tenders will be opened on the same date at 15.30 hrs.

Sd/-
Additional Secretary
Finance Department.

GOVERNMENT OF WEST BENGAL
FINANCE DEPARTMENT

*Notice inviting tender
for providing support services to the DDO Offices
in West Bengal for computerization of Salary Bills
of the State Government employees.*

September, 2011

**Writers' Buildings
Kolkata – 700 001**

Section I

INTRODUCTION

GENERAL & COMMERCIAL DETAILS

1.0 Introduction & Background :

There are about 7,500 Drawing and Disbursing Officers (DDOs) belonging to different Departments and posted all over West Bengal whose primary responsibility is to draw monthly salary bills, grants-in-aid bills and other third party bills on behalf of their respective offices and arrange for disbursement of the same to the ultimate claimants. The DDOs submit their bills to the designated Treasuries to which they are attached. There are 87 Treasuries in West Bengal. All Sub-divisional Headquarters in West Bengal including Sadar Sub-divisions have Treasuries and the DDOs located anywhere (even at Block level) in a particular Sub-division are attached with the treasury located at that Sub-divisional Headquarters for the purpose of submission of bills and collection of cheques for disbursement of salary, grant-in-aid and other third part payments. A DDO present cheques received by him from Treasury against his bills to the linked bank branch (usually SBI) attached to that Treasury. The Linked Bank branch also handles State Government receipts. **A table indicating Zones, numbers of DDO offices attached to corresponding treasuries are given in Annexure-I & II.**

Since preparation of monthly salary bills is one of the major functions of the DDOs, the State government took initiatives to computerise the same and consequently, National Informatics Centre (NIC) West Bengal Unit was approached to develop application software for this purpose. NIC has since developed application software popularly known as COSA (Computerisation of Salary Accounting) for this purpose incorporating functionalities as suggested by the Finance Department and the application is being successfully utilized by about 2,100 DDOs across West Bengal for the last nine years. For timely preparation of accurate salary bill and also with a view to computerisation of the employee's database, the State Government has decided to implement the 'COSA' software packages in all State Government Offices at the earliest.

But till date, about 5,500 DDO offices located all over West Bengal are still preparing their monthly salary bills manually. Delay in implementation of COSA application software package in these DDO offices is either due to non-availability of computer or non-availability of support in case of problem in 'COSA' Software package. To overcome these problems, the State Government has decided to associate services of private organisations to accelerate computerisation of monthly salary bills generation by implementing COSA application package developed by NIC, West Bengal Unit at all the State Government Offices.

2.0 The Objective :

The primary objective of computerisation of DDO functionality is error-free and timely submission of bills to Treasuries in electronic media, which will ultimately help in building up state Government employee database.

3.0 The existing ICT scenario at the DDO offices :

As stated earlier there are about two thousand (2000) plus DDO offices who are using COSA application package for quite sometime. But there are many DDOs (about 5,500) who could not utilize this application package due lack of necessary infrastructure – (1) either due to absence of skilled support manpower or (2) due to lack of requisite computer facilities.

4.0 Scope of the bid :

- 1) To provide technical support services to the DDO offices where COSA have already been implemented.
- 2) To implement COSA in DDO offices where PCs and Printers are available but COSA has not been implemented due to lack of technical supports.
- 3) For rest of DDOs, Finance Department will setup a Facility Centre with one/two PC and one/two Printer in all 85 Treasuries to be manned by technical support personnel of the selected vendors from where DDOs can get their job done.

5.0 Roles, Responsibilities & Accountability :

The Comprehensive support and services as mentioned in section 4.0 are described below :-

Selected Vendor(s):

- 1) Installation/Re-installation (as and when required) of OS, Drivers and COSA Software at the respective DDO office.
- 2) Creation of Master Data for each office.
- 3) On the job training for at least 2 persons from each office for seven (7) working days on operations of the entire system.
- 4) On-site Technical Support for each DDO-Office as and when called for.
- 5) Posting of problems encountered in an office in a given web enabled application.
- 6) Deployment of updated version of software downloadable from net.

- 7) Following functions where facilities are provided at the Treasuries for DDOs who do not have computer facilities :
- a) Initial data entry on behalf of the DDOs who have opted for using the facility.
 - b) Updating database and generation of monthly pay-bills.
 - c) Taking back-up of data at the end of every day in an external hard disk to be supplied by the F.D.
 - d) Deployment of updated version of software downloadable from net.
- 8) The vendor(s) shall comply with all relevant laws in force in India.
- In particular, the vendor(s) shall provide and employ only such personnel who are skilled and experienced in their respective callings and supervisory staff who are competent to adequately supervise the work at hand.
- 9) The Contractor assumes primary responsibility for all the testing of the Infrastructure Solution, in accordance with relevant provisions of this RFP.
- 10) To achieve the above deliverables the Contractor on receipt of the contract would
- a. Designate a Project Manager within 7 days from the award of contract. The project manager will be the single point of contact for FD/DDOs.
 - b. Activate help desk in respect of the current project and intimate Point of contact to the DDOs concerned.
 - c. Submit detailed IMPLEMENTATION PLAN.
 - d. Integrate with the Internet feed
 - e. Coordinate with other vendor /agencies
 - f. Set up central monitoring facility

Drawing Disbursing Officers:

- 1) To arrange PCs and Printers for running of COSA application package for generation of monthly salary bills.
- 2) To ensure that the machines are in good conditions and virus-free.
- 3) To deploy at least two trained persons for running COSA application package / preparing database / updating database before generation of monthly salary bills.
- 4) To back-up of updated database at the end of the day.
- 5) To keep access to the COSA database secured by utilizing users' access control mechanism like secret password.

- 6) The persons so deployed shall keep close liaison with the engineers of the selected vendor for trouble-free operations.
- 7) In case of DDOs who are using application packages for pay-bills generation other than the COSA developed by NIC, data migration, if required, for switching over to the COSA have to be done by the DDOs at their own initiatives.

National Informatics Centre:

- 1) Maintenance and updating /upgrading of the COSA application software in consultation with the F.D.
- 2) Identification of Software Change Requirements.
- 3) Resolution of problems raised by the users and addressing their queries in consultation with the FD.
- 4) Imparting training on COSA application software to Technical Support Personnel of selected vendor(s).

6.0 Zones :

- 1) There shall be 6 zones comprising of different Districts of West Bengal as mentioned in the Annexure – I where support services will be required to be provided.
- 2) A bidder can at most bid for two zones.
- 3) The bidders who intend to quote for two Zones, shall submit their bid documents separately for Zone.
- 3) Earnest Money Deposit (EMD) of Rs.10,000/-, as mentioned in para -10 (Section-II), has to be submitted for each Zone separately.
- 4) The EMD of Rs.10,000/- for each Zone furnished by successful bidders shall be converted into Security Deposit (para-9 of Section-I).

7.0 General Terms & Conditions :

1. FD will have no liability regarding any matter concerning to the salaries, other payments, welfare, uniform etc. of the persons deployed for the job. Hence, the staff of the bidder (executor) will have no right to claim on FD in any respect of employment.
2. The bidder should quote for all items/works separately failing which the quote of the bidder (executor) will be summarily rejected.
3. Each page of the tender document should be signed and stamped by bidder.

4. Tenders containing omissions and alterations are liable to be rejected. Where corrections are necessary, the same must be made in ink and all such corrections are to be attested by full signature of the bidder and dated.
5. The bidder shall treat the contents of the tender documents as private and confidential.
6. In the event of the executor's business or its concerned division is taken over/bought over by another party, all the obligations and execution responsibilities under the tender/contract with FD shall be passed on for compliance to that another party.
- 7. Incomplete and unsigned quotations are liable to be rejected.**
8. FD also reserves the right to modify/relax any of the terms & conditions or cancel the tender.

8.0 Bidders shall quote "On-call" basis rates (i.e. rate per job) for the following technical support service as per Technical Bid Format (refer to Section-III clause-6) :

- 1) Installation/Re-installation (as and when required) of Software at the respective DDO office
- 2) Creation of Master Data for each office.
- 3) On the job training for at least 2 persons from each office for seven (7) working days on operations of the entire system.
- 4) On-site Technical Support for each DDO-Office for troubleshooting as and when called for.
- 5) Posting of problems encountered in an office in a given web enabled application and deployment of updated version of software downloadable from net.
- 6) Deployment of updated version of software, downloadable from net, at the DDO's Office.
- 7) Following functions where facilities are provided at the Treasuries for DDOs who do not have computer :
 - a) Installation/Re-installation (as and when required) of Software.
 - b) Initial data entry on behalf of the DDOs who have opted for using the facility.
 - c) Updating database and generation of monthly pay-bills.
 - d) Taking back-up of data at the end of every day in an external hard disk to be supplied by the F.D.
 - e) Deployment of updated version of software downloadable from Internet.

- f) Generation of 'e-Bill' for submission to treasuries / website as and when decided by the Government.
- g) Conversion of old version of COSA to new version where COSA software is already in operation.

The payment for Technical Support Service shall be made by the DDO who requisition the service on monthly basis. Penalty clause will operate for complaints, which are not attended within the stipulated time, as indicated in Penalty Clause.

9. Security Deposit :

The Earnest Money Deposit of Rs.10,000/- per Zone of successful bidder(s) shall be retained as Security Deposit till the end of the contract period for smooth performance failing which formal contract for Support Service will be cancelled and the Security Deposit will be forfeited.

10. Duration of Agreement :

This Contract shall be valid for a period of one year starting from the forenoon of first day till last day (afternoon) of the contract. It may be extendable annually for two more years on early basis subject to satisfactory services and suitable commercial terms offered by the firm.

11. Penalty Clause

Sl No	Description	Maximum Downtime permitted per instance	Downtime Penalty
2	Call not attended at DDOs location	One day	Rs.50/- per day
2	Call not attended at Treasury location	6 Hours	Rs.100/- per day

The above criteria will however not be applicable to any force majeure event occurrence.

Section II

GENERAL TERMS & CONDITIONS

Instructions to Bidders

1. DEFINITIONS :

In this document, the following terms shall have following respective meanings:

“**Agreement**” means the Agreement to be signed between the successful bidder and FD including all attachments, appendices, all documents incorporated by reference thereto together with any subsequent modifications, the RFP, the bid offer, the acceptance and all related correspondences, clarifications, presentations.

“**Bidder**” means any firm offering the solution(s), service(s) and /or materials required in the RFP. The word Bidder when used in the pre-award period shall be synonymous with Bidder, and when used after award of the Contract shall mean the successful Bidder with whom FD signs the agreement for supply, installation, commissioning and rendering services for the systems deployed in various treasuries / offices.

“**Contract**” is used synonymously with Agreement.

“**Contract Price**” means the price to be paid to the Contractor by the FD for providing the Solution, in accordance with the terms of agreement.

“**Contractor**” means the Bidder whose bid to perform the Contract has been accepted by FD and is named as such in the Letter of Award.

“**FD**” means the Finance Department, Government of West Bengal.

“**Fraudulent Practice**” means a misrepresentation of facts in order to influence a procurement process or the execution of a Contract and includes collusive practice among Bidders (prior to or after Bid submission) designed to establish Bid prices at artificial non-competitive levels and to deprive eventually Govt. of W. Bengal of the benefits of free and open competition.

“**Good Industry Practice**” shall mean the exercise of that degree of skill, diligence and prudence which would reasonably and ordinarily be expected from a reasonably skilled and experienced Operator engaged in the same type of undertaking under the same or similar circumstances.

“**Government**” / “**Gov. of W. Bengal**” means the Government of West Bengal.

“**Gov**” shall stand for the Government of India.

“**Party**” means the GoWB or the Bidder, as the case may be, and “**Parties**” means both of them.

“**Personnel**” means persons hired by the Bidder as employees and assigned to the performance of the Solution or any part thereof.

“**Project**” means the installation of the systems at designated sites of the Government of West Bengal

“**Services**” means the work to be performed by the Bidder pursuant to this Contract, as described in the detailed Scope of Work.

“**Interest rate**” means ‘364 days Government of India (GoI) Treasury Bills’ rate.

“**Law**” shall mean any Act, notification, bye law, rules and regulations, directive, ordinance, order or instruction having the force of law enacted or issued by the Central Government and/ or the Government of West Bengal or any other Government or Regulatory Authority.

“**LOI**” means issuing of Letter of Intent constituting the intention of the FD to enter into contract with the successful bidder.

“**Operator**” means the company providing the services under the Agreement.

“**Requirements**” shall mean and include schedules, details, description, statement of technical data, performance characteristics, standards (Indian as well as International) as applicable and specified in the Contract.

“**Site**” shall mean the location(s) for which the Contract has been issued and where the service shall be provided as per agreement.

“**Service**” means provision of Contracted service viz., operation, maintenance and associated services for DEPLOYED SYSTEMS as per Section titled “Scope of Work “

“Termination Notice” means the written notice of termination of the Agreement issued by GoWB

2. COST OF BIDDING :

The Bidder shall bear all costs associated with the preparation and submission of the Bid, and FD will in no case be responsible for those costs, regardless of the conduct or outcome of the bidding process.

3. BID DOCUMENT :

Bidder is expected to examine all instructions, forms, terms, and requirements in the bid document. The invitation to Bid together with all its attachments thereto, shall be considered to be read, understood and accepted by the Bidder unless deviations are specifically stated in seriatim by the Bidder. Failure to furnish all information required by the bid document or the event of a Bid not substantially responsive to the bid document in every respect may result in the rejection of the Bid.

4. PRE BID CONFERENCE :

A pre-bid conference will be held the **Data Processing Centre, Finance Department, Writers Buildings, Block-IV, Ground Floor**. The date and time of pre-bid conference will be informed later. Bidders can send in their queries as per format attached. Queries received 2 working days prior to the pre-bid conference will only be answered.

The entrance to the pre-bid conference will be limited to only 2 persons per bidder carrying valid authorization letter on official letterhead bearing company seal. Bidders who purchase the bid documents will only be eligible to attend the pre-bid conference.

5. AMENDMENT OF BID DOCUMENT :

At any time before the deadline for submission of bids, FD for any reason, whether at its own initiative or in response to the clarifications requested by bidders may modify the bid document by amendment thereto.

All bidders who have purchased the bid document will be notified of the amendment, and such modification will be binding on them.

6. MODIFICATION AND WITHDRAWAL OF BIDS :

The Bidder may modify or withdraw its bid after submission, if written notice of the modification or withdrawal is received by FD before the deadline prescribed for bid submission.

The Bidder's modification shall be prepared, sealed, marked and dispatched as follows:

The Bidders shall provide an original and one (1) copy of any modifications to its bid, clearly identified as such, in two inner envelopes duly marked "Bid Modifications-Original" and "Bid Modifications-Copies". The inner envelopes shall be sealed in an outer envelop, which shall be duly marked "Bid Modifications".

Other provisions concerning the marking and dispatch of bid modifications shall be in accordance with the RFP.

A Bidder wishing to withdraw its bid shall notify FD in writing prior to the deadline prescribed for bid submission. A withdrawal notice may be sent by post or by telefax followed by confirmation postmarked not later than the deadline for submission of bids. The notice of withdrawal shall be addressed to FD at the address as mentioned / stated in the documents, bear the tender reference number and the words "BID WTHDRAWAL NOTICE".

Bid Withdrawal notices received after the bid submission deadline will be ignored, and the submitted bid will be deemed to be a validly submitted bid. No bid may be withdrawn in the interval between the bid submission deadline and the expiration of the bid validity period specified in the RFP.

Withdrawal of a bid during this interval may result in the Bidder's forfeiture of its EMD, pursuant to this RFP.

7. LANGUAGE OF BID :

The Bid prepared by the Bidder, as well as all correspondence and documents relating to the Bid exchanged by the Bidder and FD, shall be in English. Supporting documents and printed literature furnished by the bidder may be in any other language provided they are accompanied with an accurate translation of the relevant pages in English. For purposes of interpretation of the bid, the translation shall govern.

8. BIDDERS SOLUTION :

The bidders are required to study the detailed configuration of hardware and software in different locations carefully. While working out the supports plan, the bidder has to give due emphasis on quick response time.

9. BIDDER'S ELIGIBILITY :

The bidder shall meet the following criteria for eligibility :

1. The bidder shall be an Information Technology company or be a subsidiary of an Information Technology. The bidder shall have experience in change management and experience in Information Technology especially knowledge about technology trends and also experience in project implementation and monitoring experience, and operations control.
2. The bidder should have proven credibility of supporting Application Software Maintenance projects covering multi location offices and should be in a position to ensure the manpower availability in strategic locations covering all the offices in West Bengal.
3. The bidder should have proven credibility of supporting similar kind of order mainly from Government & Govt. Undertaking customer.
4. The bidder shall have bank's certificate of solvency.
5. **The bidder shall have valid PAN, registration certificate issued by the competent authority, valid sales tax registration certificate, valid service tax registration certificate and all licenses required to perform the works mentioned in the Scope of Work.**
6. **The bidder shall have a minimum turnover of Rs.10 lakh in providing hardware / software maintenance support services for each of the past two financial years. Copies of Audited balance sheet for F.Y. 2009-10, 2010-11 have to accompany the bid.**

7. **The bidders should have executed or has been maintaining at least one similar kind of hardware /software maintenance support services for an amount of not less than Rs.2.0 Lakh in a single order from any office under West Bengal Government or Government Undertaking located in West Bengal in last two Financial Years. Copy of order along with necessary report to be attached.**
8. The bidders' technical support personnel should have experience in installation and maintenance of Windows OS, Antivirus software, Printers Drivers, etc. Credential in this respect is to be submitted
9. The bidder should have a call centre operational at least between 9 AM and 7 PM on all days of the year, except Sundays. Each registered call would be provided a unique number. All received calls and their resolution details have to be communicated to Head Office on a fortnightly basis during the entire period of the contract. For proper evaluation of the bidder's aftercare infrastructure the bidder must include, detailed call handling procedure, automation tools used, call accounting procedure, escalation procedure etc
10. The local presence of the bidder in Kolkata is mandatory.

10. BID SECURITY i.e. EARNEST MONEY DEPOSIT (EMD) :

Each bid must accompany an original challan in T.R. Form No. 7 showing deposit of Rs.10,000 only for each Zone at Reserve Bank Of India, Kolkata in favour of the SSA & Ex Officio Deputy Secretary, Finance Department, Data Processing Centre, Writers' Buildings, Kolkata, under the Head of Account "8443 – 00 – 103 – 001 – 07 – Earnest Money Deposit".

EMD of unsuccessful bidders will be refunded.

In case of successful bidders, the aforesaid amount will be converted into Security Deposit to be retained during the validity of contract.

11. CONDITIONS FOR INVOCATION OF EMD :

The EMD may be forfeited :

- a. If the Bidder withdraws its bid during the period of bid validity specified by the FD.
- b. If the Bidder does not accept an arithmetical correction in its Bid Price.
- c. In the case of a successful Bidder, if the Bidder fails within the specified time limit to furnish the acceptance of Letter of Award and/or Security Deposit.
- d. In the event the contractor fail to deliver and commission the service beyond 30 days of the stipulated delivery period

Unsuccessful Bidder's Bid security shall be returned within sixty (60) days after the expiration of the period of Bid validity prescribed by FD or decision of Award of contract, whichever is later.

12. FORMS AND FORMATS :

Please refer to the Section titled Forms, for the formats in which the information is to be provided on Organizational Capability, technical capability, financial capability, and record of accomplishment of bidder. The various inputs for the Techno Commercial as well as Financial Bids are to be submitted strictly in the formats specified.

13. DOCUMENTS TO ACCOMPANY THE BIDS :

The bidders shall drop their sealed bids at the Tender Box located at the Data Processing Centre, Finance Department, Writers' Buildings, Block-IV, Ground Floor, which shall contain the following documents:

1. EMD (Bid Security)

Each bid must accompany an original challan in T.R. Form No. 7 showing deposit of Rs.10,000 only at Reserve Bank Of India, Kolkata in favour of the SSA & Ex Officio Deputy Secretary, Finance Department, Data Processing Centre, Writers' Buildings, Kolkata, under the Head of Account "8443 – 00 – 103 – 001 – 07 – Earnest Money Deposit" vide para-10 above.

2. Organizational Capability

- 2.1 The audited financial statement/ audited annual report of the last three financial years
- 2.2 Company registration certificate, where applicable.
- 2.3 Valid sales tax/VAT registration certificate.
- 2.4 Valid service tax registration certificate.
- 2.5 Documentary proof in support of type of firm
- 2.6 Details of projects executed as per eligibility criteria including type of project, type of service, Finance model, project value, customer contact details, project completion certificate, customer satisfaction certificate etc.
- 2.7 Memorandum and Articles of Association, where applicable.
- 2.8 Valid Trade Licence
- 2.9 Valid PAN of the bidder.
- 2.10 Location offices and along with manpower and infrastructure in the Zone.

3. Techno-commercial

- 3.1 Power of Attorney of Authority for signing the bid.
- 3.2 Bid Letter Form duly filled in.
- 3.3 Clause by clause Compliance statement including all annexures.

- 3.4 Services offered shall be strictly as per requirements mentioned in this Bid document. Please spell out any deviations clause-wise in your bid under the heading "Deviation Statement"
- 3.5 Proposed solution with the following details
- 3.5.1 Deployment of Technical Personnel.
 - 3.5.2 Post implementation services
 - 3.5.3 Training
 - 3.5.4 Helpdesk facility with details of automation tool.
- 3.6 Bidder to provide additional Information, if desired.

4. Financial

Financial Bid as per forms provided in the relevant section is to be submitted in a separate envelope as mentioned in the NIT.

14. EVALUATION PROCEDURE :

Bid Security

Bidders who have submitted the valid bid security (EMD) as per the format shall be considered for further evaluation. Absence of proper EMD may lead to summary rejection of the bid.

Organizational Capability

A detailed organization profile of the bidder outlining their capability in executing complex projects, skills and experience in similar service/ systems, their financial strength would be evaluated.

Technical

The bid shall also be rated based on the following:

- i) Compliance to the requirement
- ii) Proposed solution
- iii) Proposed Project Management Methodology, approach and time schedule
- iv) Proposal Presentation including the completeness of the technical bid.

Financial

Financial Bids of only those who have techno-commercially qualified shall be opened for further evaluation and would be taken into consideration for overall rating. **GoWB reserves the right to choose the most overall responsive bidder even if it is not the bidder with lowest Financial Quote.**

15. BID EVALUATION :

The FD will examine the bids to determine whether they are complete, whether any computational errors have been made, whether required sureties have been

furnished, whether the documents have been properly signed, and whether the bids are generally in order.

Before the detailed evaluation, the FD will determine whether each bid is of acceptable quality, complete, and is substantially responsive to the Bidding Documents. For purposes of this determination, a substantially responsive bid is one that conforms to all the terms, conditions, and specifications of the Bidding Documents without material deviations, exceptions, objections, conditionality, or reservations. A material deviation, exception, objection, conditionality, or reservation is one:

- (i) That limits in any substantial way the scope, quality, or performance of the maintenance support;
- (ii) That in any substantial way is inconsistent with the Bidding Documents, the FD's rights or the successful Bidder's obligations under the Contract;
- (iii) The acceptance of which would unfairly affect the competitive position of other Bidders who have submitted substantially responsive bids.

If a bid is not substantially responsive, it will be rejected by the FD and may not subsequently be made responsive by the Bidder by correction of the nonconformity. The FD's determination of bid responsiveness will be based on the contents of the bid itself and will be final and binding on the bidders.

16. EXAMINATION OF TECHNO-COMMERCIAL BIDS :

The technical bids including Organizational Capability shall be examined for completeness and clarifications, if any, shall be sought for from the respective Bidders in case the same is considered essential. Non-conformity of the specifications of services as mentioned in the Technical Section can lead to a bid being considered as "not substantially responsive" and hence summarily disqualified.

17. EVALUATION OF TECHNO-COMMERCIAL BIDS:

Techno-commercial bids shall be compared for the complete scope of work. No margin of preference will be granted for any other price component, and Bidders will not be permitted or required to modify the source of any hardware, Software, related equipment, Materials, products, or other Goods, as well as related Services after bid opening.

18. EVALUATION CRITERIA :

Techno-Commercial Bids

The evaluation methodology would take into consideration both the Techno Commercial responsiveness and the financial response. During the evaluation process, the evaluation committee will assign each desirable/preferred feature a whole number score for the Techno Commercial Bid (including Organizational Capability).

TECHNICAL SCORE

Any proposal achieving a Total Techno-commercial Score (T) less than 75 will be treated as Not Substantially Responsive and will not be considered further.

TECHNO-COMMERCIAL BID EVALUATION :

Description	Maximum Score P	Score T=P/10	Total Score
A. Organization Capability			35
Bid quality		5	
Organisation of the bid	15		
Availability of all supporting statutory commercial documents with initial bid	35		
A1. Organizational Profile		20	
Presence in State Head Quarters (Manpower & Infrastructure)	10		
Presence in District Head Qrs. under the concerned Zone (Manpower & Infrastructure)	120		
Presence in Sub Div. Qrs. Under the concerned Zone (Manpower & Infrastructure)	70		
A2. Financial Profile		10	
Turnover per annum (Of Bidder Company) as mentioned in eligibility criteria.	60		
Single Tender as mentioned in eligibility criteria	40		
B. Technical Capability			65
B1. Technical Support		35	
Windows,	75		
SQL, O.S.	200		
Software package, Printer Driver, Anti-virus and Data Back up. :	75		
B2. Customer Support infrastructure		20	
Call centre	50		
Customer Support management procedure	150		
B3. Project Management		10	
Technical Capability in executing & managing projects having similar technologies (Software). List/Details of at Least Three Projects to be submitted	100		
Total Rating (T)	1000	100	100

Financial Bid:

Financial Bids of only those who are found qualified after evaluation of Techno-commercial Bids will be opened and considered for final evaluation.

19. POST QUALIFICATION :

The determination will evaluate the Bidder's financial, technical, design, integration, customization, production, management, and support capabilities and will be based on an examination of the documentary evidence of the Bidder's qualifications, as well as other information the FD deems necessary and appropriate. This determination may include visits to or interviews with the Bidder's clients referenced in its bid, site inspections, and any other measures. At the time of post-qualification, the FD may also carry out tests to determine that the solutions offered meet those stated in the Detailed Technical Specification.

20. AWARD OF CONTRACT :

An affirmative post-qualification determination will be a prerequisite for award of the Contract to the most overall responsive Bidder. A negative determination will result in rejection of the Bidder's bid, in which event the FD will proceed to the next lowest evaluated Bidder to make a similar determination of that Bidder's capabilities to perform satisfactorily.

The FD will award the Contract to the successful Bidder whose bid has been determined to be substantially responsive after the final negotiation held with the most responsive bidder, if required.

21. CONTRACT EXECUTION :

On receipt of the Letter of Award the contractor should sign the contract with FD for execution of the project.

22. TIME SCHEDULE :

The entire maintenance support service described herein shall have to be provided during the period of ONE YEAR from the date of signing of Contract.

23. PROGRAMME OF WORK :

The Contractor at least seven (7) days before the commencement of execution of the contract shall submit to the FD a programme of deployment of technical personnel. These programmes shall be subject to approval and/or modification by the FD.

24. PATENT & COPYRIGHT :

The contractor shall not under any circumstances unauthorizely use/ install COSA package in any office other than the DDO offices specifically indicated by the respective Treasuries in writing. The vendor shall not unauthorizely install the COSA package in any office for commercial gain. The vendor shall not under any circumstances change / modified / update the COSA package.

25. GOVERNING LAWS :

This Contract shall be governed by and interpreted in accordance with Laws in force in India. The Courts at Kolkata shall have exclusive jurisdiction in all matters arising under the contract.

The Contractor shall keep himself fully informed of all current national, state and municipal laws and ordinances. He shall conduct the work in compliance with all such laws and ordinances. The Contractor, shall, at his own expense, obtain all necessary permits and licenses and pay all fees and taxes required by law.

26. EQUIPMENT :

All software tools & tackles necessary for the work shall have to be procured by the Contractor unless otherwise specified elsewhere in these tender documents. The tools used by the Contractor for a particular work /service must be appropriate for the type of work /service. The Contractor shall maintain the equipments used in the work properly so that they are in good working condition. In no case shall the Contractor use defective or imperfect tool in the work. The Contractor shall arrange to replace or repair all defective equipment so that the progress of the work is not hampered. No defective and damaged tools should be left at the site of work, and the Department shall not be responsible for any loss of or damage to any of these tools during the course of the execution of the work.

27. SUB-CONTRACT :

The FD does not recognize the existence of Sub-contractors. The Contractor's responsibilities are not transferable.

28. TERMINATION FOR DEFAULT :

FD may without prejudice to any other remedy or right of claim for breach of contract, by giving not less than 30 days' written notice of default sent to the Contractor, terminate the Contract in whole or in part :

If the Contractor materially fails to render any or all the services within the time period (s) specified in the Contract or any extension thereof granted by FD in writing and fails to remedy its failure within a period of thirty (30) days after receipt of the default notice from FD ;

If the Contractor in the judgment of FD has engaged in corrupt or fraudulent practices in competing or in executing the contract ;

If the project (maintenance support) is not carried out according to specification due to deficiency in service as per terms of the contract ;

In such case FD shall forfeit the Security Deposit of the contractor and may black-list the contractor.

29. BANKRUPTCY :

If the Contractor becomes bankrupt or has a receiving order made against him or compound with his creditors or being a corporation commences to be wound up, not being a voluntary winding up for the purpose only or amalgamation or reconstruction, or carries on their business under a receiver for the benefit of their creditors or any of them, FD shall be at liberty to terminate the engagement forthwith without any notice in writing to the Contractor or to the liquidator or receiver or to any person in whom the Contractor may become vested and without any compensation to give such liquidator or receiver or other person the option of carrying out the engagement subject to their providing a guarantee for the due and faithful performance of the engagement up to an amount to be determined by FD.

30. SUSPENSION OF OBLIGATIONS :

The obligation stipulated in this specification can only be suspended in the case of any particular item of work, in the event of Force Majeure as defined in **Clause 31** or as the result of an agreement between the parties.

In the event of force majeure, neither of the parties may be considered in default of its obligations under the terms of this RFP.

31. FORCE MAJEURE :

Force Majeure is hereby defined as any cause, which is beyond the control of the Contractor or FD as the case may be, which such party could not foresee or with a reasonable amount of diligence could not have foreseen, and which substantially affects the performance of the Contract, such as:

- (a) War, hostilities, or warlike operations (whether a state of war declared or not), invasion, act of foreign enemy, and civil war;
- (b) Rebellion, revolution, insurrection, mutiny, usurpation of civil or military government, conspiracy, riot, civil commotion, and terrorist acts;
- (c) Confiscation, nationalization, mobilization, commandeering or requisition by or under the order of any government or de jure or de facto authority or ruler, or any other act or failure to act of any local state or national government authority;
- (d) Strike, sabotage, lockout, embargo, import restriction, port congestion, lack of usual means of public transportation and communication, industrial dispute, shipwreck, shortage of power supply epidemics, quarantine, and plague;
- (e) Earthquake, landslide, volcanic activity, fire, flood or inundation, tidal wave, typhoon or cyclone, hurricane, nuclear and pressure waves, or other natural or physical disaster;

If either party is prevented, hindered, or delayed from or in performing any of its obligations under the Contract by an event of Force Majeure, then it shall notify the other in writing of the occurrence of such event and the circumstances of the event of Force Majeure within fourteen (14) days after the occurrence of such event. The party who has given such notice shall be excused from the performance or punctual performance of its obligations under the Contract for so long as the relevant event of Force Majeure continues and to the extent that such party's performance is prevented, hindered, or delayed.

The party or parties affected by the event of Force Majeure shall use reasonable efforts to mitigate the effect of the event of Force Majeure upon its or their performance of the Contract and to fulfill its or their obligations under the Contract, but without prejudice to either party's right to terminate the Contract.

No delay or nonperformance by either party to this Contract caused by the occurrence of any event of Force Majeure shall:

- (a) Constitute a default or breach of the Contract;
 - (b) Give rise to any claim for damages or additional cost or expense occasioned by the delay or nonperformance;
- if, and to the extent that, such delay or nonperformance is caused by the occurrence of an event of Force Majeure.

32. HANDLING OF DOCUMENTS / CONFIDENTIALITY :

FD shall own copyright in materials created as the result of the Contractor's performance of services and the Contractor shall be permitted to use the same.

The Contractor shall take all necessary steps to ensure confidential handling of all information developed or acquired by him from FD under terms of the Contract or in performance thereof.

The employees of the Contractor who have been associated with the project may, subject to limitations of human memories use the experience and the general knowledge gained by them in the course of performance of this project.

The bidder should locate his service personnel at strategic location so that any call reported is attended within the response time specified.

33. GRAFTS, COMMISSIONS, GIFTS ETC. :

It is the F.D. policy to require that Bidders, Suppliers, Contractors, and Consultants under contracts, observe the highest standard of ethics during the procurement and execution of such contracts. Any graft, commission, gift or advantage given, promised or offered by or on behalf of the Contractor or his partner, agent, officers, director, employee or servant or any one on his or their behalf in relation to the obtaining or to the execution of this or any other Contract with FD, shall, in addition to any criminal liability which it may incur, subject the Contractor to the cancellation of this and all other contracts and also to payment of any loss of or damage to FD

resulting from any cancellation. FD shall then be entitled to deduct the amount so payable from any monies otherwise due to the Contractor under the Contract

34. ENFORCEMENT OF TERMS :

The failure of either party to enforce at any time any of the provisions of this Contract or any rights in respect thereto or to exercise any option herein provided, shall in no way be construed to be a waiver of such provisions, rights or options or in any way to affect the validity of the Contract. The exercise by either party of any of its rights herein shall not preclude or prejudice either party from exercising the same or any other right it may have hereunder.

35. BID FORMS :

Wherever a specific form is prescribed in the Bid document, the Bidder shall use the form to provide relevant information. If the form does not provide space for any required information, space at the end of the form or additional sheets shall be used to convey the said information.

For all other cases, the Bidder shall design a form to hold the required information.

FD shall not be bound by any printed conditions or provisions in the Bidder's Bid Forms

36. LACK OF INFORMATION TO BIDDER :

The Bidder shall be deemed to have carefully examined all contract documents to his entire satisfaction. Any lack of information shall not in any way relieve the Bidder of his responsibility to fulfil his obligation under the Contract. If the bidder has any queries relating to the RFP document, he can send in the queries in the prescribed form provided in the section titled 'Forms'. The queries have to reach the F.D. seven (7) working days prior to the last date of bid submission.

No queries outside those thus submitted will be entertained. FD will respond to the queries latest by 4 working days prior to the last date of bid submission. If the number of queries from various parties are large FD may arrange for a pre-bid conference and discuss the queries. No bid extension can be granted on account of queries.

37. VALIDITY OF OFFER :

The proposals shall remain valid for a period of 180 days after scheduled date for submission of the 'Technical & Commercial Proposal'. In absence of compliance with the prescribed validity period the bid is liable to be rejected. In exceptional circumstances, the F.D. may solicit the Bidder's consent for extension of the bid validity period. When the Bidder extends the validity period, the Bidder shall do the same without any modification to the bid proposal.

38. TAXES & DUTIES :

- The prices shall be inclusive of all taxes & levies including service tax. However the rate of Taxes should be indicated separately in the Price Schedule. The Purchaser shall reimburse taxes and levies at actual as applicable at the time of delivery. However, in case the Contractor deployed systems to claim differential price for any levies e.g. customs duty, excise duty, the claim will be admissible only if substantiated with actual statutory documentation.
- The Purchaser shall be authorized to deduct any tax as applicable from the Bidder.
- For the purpose of the Contract, it is agreed that the Contract Price specified in Price Schedule, is based on the taxes or duties and charges prevailing at the date one (1) day prior to the last date of bid submission date. If any rates of tax are increased or decreased, a new tax is introduced or an existing tax is abolished, or any change in interpretation or application of any tax occurs in the course of the performance of contract, which was or will be accessed on the Bidder in connection with performance of the Contract, an equitable adjustment of the Contract Price shall be made to fully take into account any such change by addition to the Contract Price or deduction therefrom as the case may be.

39. SEALING AND MARKING OF BID :

Proposals in the form of BID in duplicate are requested for the item(s) in complete accordance with the documents/ attachments as per following guidelines:

Bidder shall submit their bids in FOUR PARTS, each in a separate sealed envelope super-scribed with the RFP document number, due date, time, Project name and nature of bid (bid security, Organizational capability, Techno-commercial bid or Financial Bid).

PART-I: The Bid Security.

PART-II: ORGANISATIONAL CAPABILITY BID, complete with all details

PART-III: TECHNO-COMMERCIAL BID, complete with all technical and commercial details.

Note: Filling up prices in Part III will render the bidder disqualified.

PART-IV: FINANCIAL BID with full price details.

The envelopes containing Part-I, Part-II, Part-III and Part-IV of offer shall be enclosed in a larger envelope duly sealed. The Proforma of the format to be used on the envelope is mentioned below.

PROFORMA OF FORMAT TO BE USED ON THE OUTER ENVELOPE CONTAINING BID SECURITY, ORGANISATIONAL CAPABILITY, TECHNO-COMMERCIAL & FINANCIAL BIDS

DO NOT OPEN – THIS IS A BID

Client : FINANCE DEPARTMENT,
RFP No :
Project Name : Providing support services to the DDOs for implementation of
COSA
Name of the Zone :

Due Date :
Time :

From To
<Name of Bidder> FINANCE DEPARTMENT,

<Address> Data Processing Centre, Finance Department,
Writers Buildings, Block-IV, Ground Floor,
Kolkata – 700001.

**PROFORMA OF FORMAT TO BE USED ON EACH OF THE INNER ENVELOPES
CONTAINING BID SECURITY/ ORGANISATIONAL CAPABILITY/ TECHNO-
COMMERCIAL/ FINANCIAL BIDS (Mention the appropriate option on each
envelope)**

DO NOT OPEN – THIS IS A BID

Original

**Bid Security/ Organisational Capability Bid/ Techno-commercial Bid/ Financial
Bid**

Client : GoWB, FINANCE DEPARTMENT
RFP No :
Project Name : Providing support services to the DDOs for implementation of
COSA
Name of the Zone :

Due Date :
Time :
From To
<Name of Bidder> GoWB, FINANCE DEPARTMENT
<Address>

- The outer envelope shall indicate the name and address of the bidder to enable the bid to be returned unopened in case it is declared "late".
- If the outer envelope is not sealed and marked as required, the bid will not be accepted.

- The Organisational Capability, Techno-commercial and Financial bids shall be placed in separate sealed envelopes and then placed in outer envelope as explained above.
- If these inner envelopes are not sealed and marked as required, the bid will be rejected.

40. DISCREPANCIES IN BID :

- In case of discrepancies in financial (price) bids, the following will be adopted to correct the arithmetical errors for the purpose of evaluation.
- In case of discrepancy between the original & copies of bid, the original bid will be considered correct.
- Arithmetical errors will be rectified on the following basis. If there is a discrepancy between the unit price and the total price, which is obtained by multiplying the unit price and quantity, or between subtotals and the total price, the unit or subtotal price shall prevail, and the total price shall be corrected.
 - If there is a discrepancy between words and figures, the amount in words will prevail. If a Bidder does not accept the correction of errors, its bid will be rejected and its bid security may be forfeited.
 - The F.D. may waive any minor informality, nonconformity, or irregularity in a bid that does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any Bidder.

41. AUTHORISED REPRESENTATIVES :

Any action required or permitted to be taken, and any document required or permitted to be executed, under this Contract by the F.D. or the Bidder may be taken or executed by the officials authorized for the purpose.

42. BID DUE DATE :

Bid shall be received by the Finance Department at the address specified in the Notice Inviting Tender (NIT) not later than the date and time specified in the NIT.

FD may, at its discretion, on giving reasonable notice by fax, cable or any other written communication to all prospective bidders who have been issued the bid documents, extend the bid due date, in which case all rights and obligations of the **FD** and the bidders, previously subject to the bid due date, shall thereafter be subject to the new bid due date as extended.

43. LATE BID :

Any bid received by the FD after the bid due date and time prescribed in NIT is liable to be rejected. It would be the purchaser's sole discretion to accept or reject a "Late Bid"

44. OPENING OF BIDS BY FINANCE DEPARTMENT :

Bids shall be opened in the presence of Bidders' representatives (Maximum 2 per bidder), who choose to attend. The Bidders' representatives who are present shall sign a register evidencing their attendance and produce necessary authorization.

The Bidders' names, Bid modifications or withdrawals, discounts and the presence or absence of relevant Bid security and such other details as the **FD** officer at his/ her discretion, may consider appropriate, shall be announced at the opening.

Immediately after the closing time, the **FD** Tender committee shall open the bid security. The Techno-Commercial bids (including Organizational capability) of those who have submitted the valid bid security shall then be opened. The Financial Bid envelopes shall be in the custody of a designated officer. Financial Bid envelopes of only those who have qualified in the Techno-commercial evaluation will then be opened for comparison.

45. CONTACTING FINANCE DEPARTMENT :

Bidder shall not approach **FD** officers after office hours and/ or out side **FD** office premises, from the time of the bid opening till the time the Contract is awarded.

Any effort by a bidder to influence **FD** officers in the decisions on bid evaluation, bid comparison or contract award shall result in rejection of the Bidder's offer. If the Bidder wishes to bring additional information to the notice of the Gov of W. Bengal, they shall do so in writing.

46. FINANCE DEPARTMENT'S RIGHT TO REJECT ANY OR ALL BIDS :

FD reserves the right to reject any bid, annul the bidding process and reject all bids at any time prior to award of Contract, without thereby incurring any liability to the affected Bidder(s), and it has no obligation to inform the affected Bidder(s) of the grounds for such decision.

SECTION III

FORMS & FORMATS

1. Format for Bidder's Organisation Details

1	Name of the Firm	
2	Registered Office address Telephone Number Fax Number e-mail	
3	Correspondence/ contact address	
4	Details of Contact person (Name, designation, address etc.) Telephone Number Fax Number e-mail	
5	Is the firm a registered company? If yes, submit documentary proof. Year and Place of the establishment of the company	
6	Former name of the company, if any.	
7	Is the firm a Government/ Public Sector Undertaking a proprietary firm a partnership firm (if yes, give partnership deed) a limited company or limited corporation a member of a group of companies (if yes, give name and address, and description of other companies) a subsidiary of a large corporation (if yes, give the name and address of the parent organisation) If the company is subsidiary, state what involvement, if any, will the parent company have in the project.	
8	Is the firm registered with Sales Tax Department? If yes, submit valid sales tax /VAT Registration certificate.	
9	Is the firm registered for Service Tax with Central Excise Department (Service Tax Cell)? If yes, submit valid service tax registration certificate.	
10	Is the firm registered under Labour Laws Contract Act? If yes, submit valid registration certificate.	
11	Valid Trade Licence	
12	Valid PAN of the bidder.	
13	Attach the organizational chart showing the structure of the organization. Total number of employees	
14	Location offices and along with manpower and infrastructure in the Zone.	
15	How many years has your organization been in business under your present name?	

16	<p>What type best describes your firm? (FD reserves the right to verify the claims, if necessary)</p> <ul style="list-style-type: none"> • Manufacturer • Supplier • System Integrator • Consultant • Service Provider (pl. specify details) • Software Development • Total solution provider (Design, Supply, Integration, O&M) • IT Company 	
17	Number of Offices / Project Locations in West Bengal	
18	Please give details of Key Technical and Administrative staff who will be involved in this project, their role in the project, their Qualifications & experience and the certifications.	
19	List the major clients with whom your organization has been/ is currently associated.	
20	Were you ever required to suspend a project after commencement? If so, give the names of project and reasons for the same.	
21	Have you in any capacity not completed any work awarded to you? (If so, give the name of project and reason for not completing the work)	
22	Have you ever been denied tendering facilities by any Government Department/ Public sector Undertaking? (Give details)	

2. Format for Financial Capability

A. FINANCIAL INFORMATION

Sl. No.	Name of the bidder	Turnover (Rs.)	
		2009-2010	2010-2011

Note:

1. Submit the audited financial statement/ audited annual report of the last TWO financial years.

3. Format for Technical Capability

S. No.	Project Name	Start Date	End date/ status	Brief Description of Project & Scope of work (implementation, Operation & maintenance)	Type of project	No of Locations	Approx. Value of the project	Contact details of the Customer

Note:

1. Type of Project shall indicate the implementation of services (Hardware, Software Implementation, system operation/ FM support etc).
2. Scope of work shall indicate whether it is implementation, Operation or maintenance.
3. Submit details of the order indicating the project value, customer contact details, project completion certificate, customer satisfaction certificate etc.
4. Submit details of execution of at least one projects involving /software within last three years.
5. The F.D. reserves the right to contact the customer mentioned and /or visit any of the sites as mentioned above.

4. Compliance Statement

A) Technical

. Compliance should be specifically indicated against individual features of each service.

All details of the Technical Specifications to be furnished in detailed
Absence of compliance for any item will be treated as deviation and scoring will be accordingly made during evaluation.

B) Non-Technical

S. No	Tender Clause No.	Page No.	Description	Compliance (Complied/ Not complied)	Documentary proof reference	Comments

Note:

1. By signing and affixing rubber stamp on each page of the NIT document, the bidder implicitly expresses his compliance to all clauses mentioned in the NIT. In the event of any deviation or disagreement the vendor is supposed to detail out in a separate item-wise deviation statement.

5. Bid Letter Form

From
(Registered name and address of the Bidder.)

Date _____

To

The Finance Department
Data Processing Centre,
Writers Buildings,
Block-IV, Gr. Floor,
BBD Bag,
Kolkata-700001.

Sir,

Having examined the bidding documents, we the undersigned, offer to implement the provision of the services as detailed in the bidding document in response to your RFP No. dated

Project title: Technical Support Services to the DDO Offices in West Bengal for implementation of COSA.

Zone No:

If our Bid is accepted, we undertake to;

1. Implement the Technical Support Services as specified in the bid and provide services for a period of **TWO (2) years** in conformity with the bidding documents (and as amended from time to time) against payment schedule as provided in the bid document.
2. Execute all contractual documents and provide all securities & guarantees as required in the bid document (and as amended from time to time)
3. Provide the requisite services within the time frame as defined in the bid documents (and as amended from time to time).
4. Maintain validity of the Bid for a period of 180 days from the date of Bid opening as specified in the bidding document, which shall remain binding upon us and may be accepted at any time before the expiration of that period.

Dated this _____ day of _____.

Signature

.....

(in the capacity of Duly Authorised to sign bid for and on behalf of.....)

Witness:

Address:

6. Financial Bid Format

Sl No	Description		Rate per Unit (R) (Rs.)	Tax (T)	Total T=(R +T)	Remarks
1	Installation of Windows XP/Vista/7 and related Service Packs at DDOs Location					
2	Installation of SQL Database Server 2005/2008 Express Edition at DDOs Location					
3	Installation of Printer Drivers and Antivirus Software at DDOs location.					
4	Installation of COSA Software at DDOs Location [per location]					
5	Data entry per employee using COSA package					
6	Data back-up at DDOs Office					
7	Support on existing COSA software at DDOs Location per call, if problem arises					
8	Installation of up-graded version of COSA, when release, at DDOs Location					
9	COSA operation including monthly pay-bills, reports generation per DDO at DDOs location					
10	Training for 5 days at DDOs location					
11	Installation of Windows XP/Vista/7 and related Service Packs at Treasury Location					
12	Installation of SQL Database Server 2005/2008 Express Edition at Treasury Location					
13	Installation of Printer Drivers and Antivirus Software at Treasury location.					
14	Installation of COSA Software at Treasury Location [per location]					
15	Data entry per employee using COSA package at Treasury location					
16	Data back-up at Treasury Location					
17	Support on existing COSA software at Treasury Location per call, if problem arises					
18	Installation of up-graded version of COSA, as and when released, at Treasury Location					
19	COSA operation including monthly pay-bills, reports generation per DDO at Treasury location					
20	Training for 5 days at Treasury location					

Note:

1. Any corrections/ overwriting in the Financial bid must be countersigned
2. The format to be filled up with type font not less than 10 points
3. Tax %age to be explicitly mentioned in the Remarks column
4. No additional charge for any other account whatsoever needed to complete this project will be admissible.
5. The support service should be provided at any place in West Bengal upto Block level at State Government Offices and the autonomous bodies of the State Govt.

7. Proforma For Queries

Queries

Name of the bidder: _____

Sl. No.	Section No.	Clause No.	Page No.	Queries

Please Note that the cut off date for receiving of queries would be 3 days before the date of Pre Bid meeting. Queries received after the cut off period would not be accepted. The Purchaser reserves the right to respond all queries over e-mail.

ANNEXURE - I

ZONES	DISTRICTS
ZONE -1	1) Jalpaiguri 2) Coochbehar 3) Darjeeling
ZONE-2	1) Uttar Dinajpur 2) Dakshin Dinajpur 3) Malda
ZONE-3	1) Murshidabad 2) Nadia 3) Birbhum
ZONE-4	1) Burdwan 2) Purulia 3) Bankura 4) Pashim Medinipur
ZONE-5	1) Howrah 2) Hooghly 3) Purba Medinipur
ZONE-6	1) Kolkata 2) North 24-Parganas 3) South 24-Parganas

Annexure - II
List of Zone-wise Treasury-wise DDOs using COSA package

Zone / District	Treasury	Regular	Grant_in_Aid	Total	Regular	Grant_in_Aid	Total	Regular	Grant_in_Aid	Total
		DDOs	DDOs	DDOs	DDOs	DDOs	DDOs	DDOs	DDOs	DDOs
					(using COSA)	(using COSA)	(using COSA)	(not using COSA)	(not using COSA)	(not using COSA)
ZONE-1										
Jalpaiguri	Jalpaiguri-I	100	38	138	33	0	33	67	38	105
	Jalpaiguri-II	69	10	79	24	1	25	45	9	54
	Mal	30	11	41	11	0	12	19	11	29
	Alipurduar	83	30	113	11	0	14	72	30	99
Coochbehari	Cooch Behar-I	82	20	102	21	3	25	61	17	77
	Cooch Behar-II	40	9	49	10	3	13	30	6	36
	Dinhata	41	11	52	3	1	5	38	10	47
	Mathabhanga	45	12	57	7	3	10	38	9	47
	Mekhliganj	29	13	42	6	3	10	23	10	32
	Tufanganj	30	9	39	2	0	3	28	9	36
Darjeeling	Darjeeling	96	30	126	10	0	10	86	30	116
	Kalimpong	37	14	51	1	0	3	36	14	48
	Kurseong	34	12	46	4	0	5	30	12	41
	Siliguri-I	110	23	133	0	0	1	110	23	132
	Siliguri-II	78	16	94	0	0	0	78	16	94
ZONE-WISE	TOTAL	904	258	1162	143	14	169	761	244	993
ZONE-2										
Dakshin Dinajpur	Balurghat-I	57	21	78	3	0	4	54	21	74
	Balurghat-II	58	11	69	10	0	10	48	11	59
	Gangarampur	41	18	59	18	0	19	23	18	40
Uttar Dinajpur	Raigunj-I	77	28	105	17	0	18	60	28	87
	Raigunj-II	58	13	71	10	0	10	48	13	61
	Islampur	67	17	84	3	0	4	64	17	80
Malda	Malda-I	147	49	196	28	1	29	119	48	167
	Malda-II	69	28	97	24	0	28	45	28	69
	Chanchal	58	27	85	10	0	12	48	27	73

Annexure - II
List of Zone-wise Treasury-wise DDOs using COSA package

ZONE-WISE	TOTAL	632	212	844	123	1	134	509	211	710
ZONE-3										
Murshidabad	Berhampore-I	68	27	95	4	2	9	64	25	86
	Berhampore-II	121	27	148	13	2	16	108	25	132
	Domkal	42	18	60	7	0	9	35	18	51
	Jangipur	78	33	111	1	0	3	77	33	108
	Kandi	64	25	89	1	0	2	63	25	87
	Lalbagh	64	22	86	1	0	2	63	22	84
Nadia	KrishnaNagar-I	110	44	154	41	17	59	69	27	95
	KrishnaNagar-II	83	14	97	53	6	60	30	8	37
	Ranaghat	78	29	107	8	3	13	70	26	94
	Tehatta	45	18	63	7	4	11	38	14	52
	Kalyani	85	23	108	7	5	16	78	18	92
Birbhum	Birbhum-I	108	42	150	67	13	100	41	29	50
	Birbhum-II	59	14	73	34	12	46	25	2	27
	Bolpur	62	29	91	25	5	31	37	24	60
	Rampurhat	94	40	134	31	11	43	63	29	91
ZONE-WISE	TOTAL	1161	405	1566	300	80	420	861	325	1146
ZONE-4										
Burdwan	Burdwan-I	171	72	243	63	34	109	108	38	134
	Burdwan-II	118	27	145	34	12	48	84	15	97
	Asansol-I	37	19	56	11	9	23	26	10	33
	Asansol-II	96	20	116	18	4	24	78	16	92
	Durgapur	107	37	144	17	10	32	90	27	112
	Kalna	73	27	100	17	12	31	56	15	69
	Katwa	71	27	98	13	11	27	58	16	71
Purulia	Purulia	248	90	338	55	0	59	193	90	279
	Raghunathpur	67	25	92	0	0	2	67	25	90
	Bankura	198	61	259	103	36	164	95	25	95

Annexure - II
List of Zone-wise Treasury-wise DDOs using COSA package

Bankura	Bishnupur	77	34	111	29	15	53	48	19	58
	Khatra	79	38	117	29	15	46	50	23	71
Paschim Medinipur	Ghatal	63	31	94	7	0	9	56	31	85
	Jhargram	94	35	129	12	0	14	82	35	115
	Kharagpur	124	52	176	21	0	21	103	52	155
	Midnapore	213	62	275	34	0	34	179	62	241
ZONE-WISE	TOTAL	1836	657	2493	463	158	696	1373	499	1797
ZONE-5										
Howrah	Howrah-I	51	4	55	39	0	39	12	4	16
	Howrah-II	128	59	187	81	0	83	47	59	104
	Uluberia	109	50	159	69	0	71	40	50	88
Hooghly	Hooghly-I	55	7	62	6	2	8	49	5	54
	Hooghly-II	123	52	175	19	12	35	104	40	140
	Arambagh	82	35	117	6	12	24	76	23	93
	Chandernagore	74	27	101	4	4	10	70	23	91
	Sreerampore I	28	12	40	6	5	11	22	7	29
	Sreerampore II	62	29	91	2	0	2	60	29	89
Purba Medinipur	Tamluk	133	45	178	46	0	48	87	45	130
	Contai	97	34	131	11	0	12	86	34	119
	Egra	49	20	69	9	1	12	40	19	57
	Haldia	68	28	96	18	0	19	50	28	77
ZONE-WISE	TOTAL	1059	402	1461	316	36	374	743	366	1087
ZONE-6										
Kolkata	Kolkata PAO-I	403	79	482	80	12	92	323	67	390
	Kolkata PAO-II	287	109	396	55	2	58	232	107	338
	P D Cell, Kolkata	1	0	1	0	0	0	1	0	1
	Kol. Collectorate	1	0	1	1	0	1	0	0	0
	Barasat-I	163	73	236	27	5	34	136	68	202
	Barasat-II	13	2	15	8	0	8	5	2	7

Annexure - II
List of Zone-wise Treasury-wise DDOs using COSA package

North 24-Parganas	Barrackpore-I	128	60	188	8	0	10	120	60	178
	Barrackpore-II	1	0	1	0	0	0	1	0	1
	Basirhat	113	53	166	19	0	20	94	53	146
	Bidhannagar	176	41	217	7	1	8	169	40	209
	Bongaon	55	18	73	4	0	5	51	18	68
South 24-Parganas	Alipore-I	103	40	143	6	0	6	97	40	137
	Alipore-II	151	36	187	14	3	19	137	33	168
	Baruipur	86	38	124	8	3	14	78	35	110
	Canning	46	22	68	5	2	9	41	20	59
	Diamond Harbour	107	34	141	16	8	31	91	26	110
	Kakdwip	49	16	65	6	3	10	43	13	55
ZONE-WISE	TOTAL	1883	621	2504	264	39	325	1619	582	2179
TOTAL OF SIX	ZONES :	7475	2555	10030	1609	328	2118	5866	2227	7912