



THE JUTE CORPORATION OF INDIA LIMITED

Expression of Interest
for
E-Office

Ref: JCI/IT/2021-22/EO/EOI/1 Date: 03/11/2021

Latest date and time of submission: 15:00 hrs. on 24 of November, 2021

Place of submission JCI Head Office
15n, Nellie Sengupta Sarani
Hudco Building, 7th Floor
Kolkata – 700087

1. EOI SCHEDULE

Sr. No.	Particulars	Date
1.	EOI Publish	03/11/2021
2.	Last Date of submission of Pre-Submission Queries	09/11/2021
3.	Last Date of EOI Response Submission	24 /11/2021
4.	EOI Bid opening date	25 /11/2021

2. INTRODUCTION

THE JUTE CORPORATION OF INDIA LIMITED (herein after referred as JCI) invites Expression of Interest (hereinafter referred as EOI) from reputed software consultancy firms for Purchase and customization of E-office package and one year on-site Comprehensive Maintenance and Support solution including Disaster Recovery for the JCI. The Entire technology stack will be Open Source.

3. GENERAL INSTRUCTIONS

- i. This EOI is issued for inviting proposals for the Implementation of E-office (end-to-end) across all offices of the JCI covering all personnel, finance and administrative operations.
- ii. This EOI document is neither an offer letter nor a legal contract, but an invitation for expression of interest.
- iii. The Service provider is expected to read and examine all the terms and conditions, specifications and instructions in the Eoi document with full understanding of its implications.
- iv. The service provider is required to furnish all information as per the format mentioned in Eoi document required for submission of proposal.
- v. JCI may modify any / all of the terms of this EOI giving due notification through the JCI's website and shall be entitled if necessary to invite 'Request for Proposal' (RFP) only from select eligible bidders based upon transparently laid out norms set out in this document.
- vi. JCI will not be liable for any costs incurred by the bidder in the preparation of the response to this EOI.
- vii. All information included by the bidders in their proposal will be treated in strict confidence.
- viii. This EOI document contains the Scope of Work, Technical Specifications, Qualifying Requirements, Terms and Conditions, Forms and Procedure for Submission of Proposal for interested organisations.

4. INSTRUCTIONS FOR SUBMISSION OF PROPOSAL

- i. All eligible/interested vendors are required to download EOI documents from the website

www.jutecorp.in and participate. Vendors are requested to correspondence through e-mail ak2798@jcmail.in, for doubts/information/difficulty regarding submission of EOI response if any or contact the undersigned office.

- ii. The Vendors should have valid digital signature certificate (DSC).
- iii. The Eoi will be received only till the date scheduled and notified at the beginning of this document. Each copy of the Eoi document should be under stamp and signature of the service provider. No proposal will be accepted after due date under any circumstances whatsoever.
- iv. Any amendment / updates to the Eoi (which shall be uploaded on the official website of the JCI i.e. www.jutecorp.in) will be part of the Eoi. The Eoi shall be submitted in the prescribed format along with all supporting documents in compliance with the requirements of the Eoi. Missing / lacking documents may result in disqualification of the proposal.
- v. The vendor will be assessed **based on the desired prequalification criteria given in this document**. The vendor will be invited to make presentations/demonstrations before the designated committee preferably.
- vi. The vendor has to submit a detailed technical and financial proposal (Two BID System) for the objectives set forth in this EOI document. JCI reserves the right to accept or reject any or all the offers at any stage of the process without assigning any reasons thereof and no claim/dispute on this aspect shall be entertained. Please visit website at www.jutecorp.in or contact the undersigned for more details.
- vii. A **pre-bid meeting** will be held through Video Conference **at 11:00 AM on 09/11/2021**. Interested vendors may send queries prior to pre-bid meeting to ak2798@jcmail.in.
Link to join pre-bid VC:
For any further clarification, please get in touch with the **Assistant Manager (IT)**, JCI, Head Office, Kolkata-87. Mobile: 9051267626 or ak2798@jcmail.in

5. PRE-QUALIFYING REQUIREMENTS

Eligibility Criteria and supporting documents required for submission of EOI response:

Sl.No.	Eligibility Criteria	Supporting Document Required	Yes/No and Deviation, if any
1	The vendor shall be a single entity, registered as a Company, Firm or Society under respective acts in India and should have existence in India for the last five years.	Self-attested copies of Company Incorporation Certificate or Registration Certification from Registrar of Companies (ROC).	
2	The vendor must be registered in India with appropriate tax authorities.	Self-attested Copies a. GST Registration b. PAN Card	
3	Income Tax return of the last three financial years (FY 2017-18, FY 2018-19, FY 2019-20) should be submitted with the proposal.	Self-attested Copies of IT Return of last three years.	
4	Should have technically qualified and well-experienced strong in-house resource based on company roles.	Resumes of key resources available on company roles. (With proper seal and Signature)	
5	The organization should have adequate & extensive experience in automation of various processes of Central Government/PSU/Private	Self-attested copies of the major projects completed proving the experience as	

	Organisation Bodies. Copies of documents / purchase orders and letter of completion from customers for similar projects completed.	mentioned.	
6	The vendor should furnish an undertaking to the effect that the firm has not been black listed in India.	Undertaking document with proper seal and signature.	
7	Letter of Authorization	Authorizing signatory	

6. Selection of vendor

- I. The interested vendors may carry out the study of the requirements at their own cost, based on the Terms of Reference (TOR) of JCI.
- II. The technical proposals submitted by the vendor shall be evaluated by a Technical Evaluation Committee.
- III. The short-listed vendors may be called to provide detailed demonstration of similar types of works undertaken by them earlier, on specified date as will be decided by the JCI, in consultation with the vendor.
- IV. The financial proposal of the short-listed vendors will be evaluated by the Evaluation Committee formed by the authority of the JCI.

7. SCOPE OF WORK

- A. All the interested vendor has to submit a proposed E-Office project delivery milestone.
- B. The work includes software supply, testing, commissioning, training should be provided to 100 users.
- C. The vendor should ensure trial run of the software for 30 days for JCI (max-10users).
- D. The selected Bidder shall supply requisite E-Office software licenses issued in the name of "The Jute Corporation of India Limited" i.e., for 5 years. During this license period all updates and patches are to be provided by the vendor.
- E. The licenses shall be supplied along Technical Support for respective products provided during the license period.
- F. Proof of issuance of requisite licenses in "The Jute Corporation of India Limited" name at the time of claiming the payments as paper license.
- G. Provide details of contact person at the location/office who would be coordinating during installation and troubleshooting.

H. Details functionalities of E-Office

- I. Workflow based system.
- II. Efficient, transparent, accountable.
- III. Components like receipt, noting, draft, dispatch.
- IV. System creates sequential diary number for e-receipt
- V. Send e-receipt to concern user/ put in e-file
- VI. Send e-file to next user
- VII. Keeping record and tracking movement.
- VIII. Common Task scheduler.
- IX. File creation access based approve by authorized personnel.
- X. Two step authorization, a) user id/password b)OTP in Mobile.
- XI. Tampered proof noting.
- XII. Draft versions get maintained until discard or save.
- XIII. Draught for approval.

- XIV. Facility to dispatch via post/mail.
- XV. Reference tagging and attachment allowed.
- XVI. File/ Receipt can be attached with another File/ receipt by scanning or attached from google drive.
- XVII. A file can also be linked with another file.
- XVIII. E-file moves through the channel of submission in the system
- XIX. Auto Forwarding to higher office after a certain period of time
- XX. Flagging/Labeling as per important subject.
- XXI. Address book.
- XXII. Template Selection.
- XXIII. Advanced search on metadata.
- XXIV. Reminders, follow ups, MIS Repots.

8. TERMS AND CONDITIONS

- I. This Invitation for Bids is open to all eligible vendors.
- II. Pay per use model for software procurement.
- III. Selection of vendor will be made purely on the basis of merit, past experience and reputation. As the work to be entrusted is of very sensitive and important in nature, merely quoting lower rates will not make the Vendor eligible for selection.
- IV. Vendor Experience: The Vendor should have an ability to satisfy JCI's requirements and should have an experience of similar kind of project in any Government Organization/PSU/Private Organization etc. The offer should accompany the proof for the same in terms of supporting documents like Customer Purchase order copies, Past Experience and Past performance supporting documents clearly mentioning the Name of the customer, order value with Satisfactory Completion certificate issued by the customer for establishing the credibility of the vendor.
- V. Should have technically qualified and well-experienced strong in-house resources based on company role.
- VI. Cost of Bidding: The Vendor shall bear all costs associated with the preparation and submission of its bid and JCI will in no case be responsible or liable for these costs.
- VII. Authorized Signatory: The 'Applicant' mentioned in the EOI document shall mean the one who has signed the EOI response document form. The applicant should be duly Authorized Representative, for which a certificate of authority should be submitted. All certificates and documents (including any clarifications sought and any subsequent correspondence) received hereby, shall, as far as possible, be furnished and signed by the Authorized Representative.
- VIII. Submission of EOI Response:
For the purpose of selection of the vendor, a two-stage bidding process will be followed.
The response to the EOI should be submitted in two parts, Technical Bid and Commercial Bid, which must be submitted in separate sealed envelopes. The EOI response should be submitted in JCI, Head Office. Kolkata

9. Service Level Agreement

9.1 Delays

Late Eol / delayed Eol including postal delay and those not conforming to the prescribed terms and conditions will not be considered.

9.2 Risk purchase

In case delivery of material is not affected as per given schedule, we reserve the right to cancel the order placed on you, and procure the material from any other source and the deduction on account of penalty as well as excess mount to be incurred by us, would be recovered from the party's due payments or security amount held with us.

9.3 Liquidated damages for delay in delivery / quality problems

Successful vendor shall have to pay to the company by way of liquidated damages and not as penalty an amount equal to 0.5 % of the value of the materials so delayed for each week or part thereof such delay in delivery, subject to maximum of 5% of the total order value.

9.4 Delay due to Force Majeure

In the event of causes of force Majeure occurring within the agreed delivery terms, the delivery dates can be extended by the tenderer on receipt of application from the vendor within stipulated delivery period. Only those causes that depend on natural calamities, civil wars, national strikes and strikes /lockout at Vendor's works which have duration of more than seven consecutive calendar days are considered the causes of Force Majeure. The vendor must advise JCI by a registered letter duly certified by local chamber of commerce or statutory authorities, the beginning and end of cause of delay immediately, but in no case later than 10 days from the beginning and end of such cause of Force majeure condition as defined above.

JCI reserves the right to ask Vendor to suspend despatches of goods/materials covered by this order for such period as they may think fit in the event of strikes, accidents or other causes beyond JCI's control.

9.5 Sub-Contracts

The successful vendor shall not assign the Contract in whole or part without obtaining the prior written consent of JCI. The vendor shall, notwithstanding the consent and assignment, remain jointly and severally liable and responsible to JCI together with the assignee, for and in respect of the due performance of the contract and the vendor's obligations there under.

9.6 Control Regulations

Successful vendor warrants that all goods/materials covered by this order have been produced, sold, despatched, delivered and furnished in strict compliance with all applicable laws' regulations, labour agreement, working conditions and technical codes and statutory requirements as applicable from time to time. All laws and regulations required to be incorporated in executing this tender are hereby deemed to be incorporated by this reference. Owner can disown any responsibility for any irregularity or contravention of any of the statutory regulations in the manufacture or supply of goods covered in the order. The Vendor shall ensure compliance with the above and shall indemnify tenderer against any actions, damages, costs and expenses of any failure to comply as aforesaid.

9.7 Vendors Obligation

The vendor shall ensure that no damage is caused to JCI's property/or any decorative structure/fittings while carrying out the work. It is obligatory on the part of the vendor to rectify/make good such damages at their own cost. The Tenderer shall remove all unused material. wash and clean the floors at their own cost and hand over the site in proper manner on completion of the work.

The work executed should be got approved by JCI and the vendor shall rectify any bad workmanship pointed out at any stage and remove from site all the rejected materials immediately.

10. Statutory Compliance

The vendor should take coverage under the Workmen's Compensation Act for the workmen employed by them for the commissioning and erection of the items tendered in this tender. The successful vendor should also ensure that all compliances under PF/ESI/Contract Labor Registration etc. as applicable are complied with.

11. Arbitration

If any dispute or difference arises between the Parties inter alia in respect of the interpretation of this Agreement or of the rights or liabilities of either in respect of anything done or omitted or to be done or omitted hereunder, the Parties shall endeavour to settle such dispute amicably.

If not, such dispute or difference shall be referred for adjudication at Kolkata to a sole arbitrator to be appointed by MD, JCI.

The place of Arbitration shall be Kolkata, India. The arbitration proceedings shall be in the English language. Cost of Arbitration shall be equally shared between the Parties. It is expected that the arbitral award shall be a speaking award setting out reasons thereof. In making the award, the arbitrator(s) shall be bound by the intention of the Parties insofar as the same can be ascertained from this Agreement.