WEST BENGAL INDUSTRIAL DEVELOPMENT CORPORATION LIMITED

REQUEST FOR PROPOSAL (RFP)

FOR EMPANELMENT OF AGENCIES FOR COMPREHENSIVE PERMISSION FACILITATION FOR SET OF INDUSTRY IN WEST BENGAL

West Bengal Industrial Development Corporation Limited (WBIDC)

Industry, Commerce & Enterprises Department, West Bengal

Government of West Bengal

RFP Particulars	Details
RFP Reference No.	WBIDC/CC/ EMP/2026/1
Date of Issue	6/11/2026
Last date and time for submission	27/11/2026, 1pm
Pre Bid Meeting	17/11/2026
Date and time of opening of Technical Proposals	30/11/2026
Mode of submission	Submission in closed envelope to West Bengal Industrial Development Corporation Ltd Protiti", 23, Abanindranath Thakur Sarani, (Camac Street), Kolkata - 700017
Contact for clarification	somdatta.basu@wbidc.com
Validity of Proposal	120 days from the proposal submission deadline, unless otherwise specified

SECTION 1: INVITATION AND BACKGROUND

1.1 Invitation

WBIDC invites proposals, as specified in this RFP, from reputed and eligible firms, professional agencies, eligible persons and other service providers for empanelment as Comprehensive Permission Facilitation Agencies for Setting up of Industry (“Empanelled Agencies”). The agencies shall assist investors/project proponents in preparing, submitting, tracking and coordinating applications for permissions, registrations, licences, clearances, No Objection Certificates (NOCs) and other approvals required for setting up, expanding or operating industrial and business projects in West Bengal.

1.2 Background and objective

The objective is to create a panel of competent agencies with demonstrable domain expertise across relevant departments and approval areas, enabling investors to obtain structured facilitation and coordination support. Empanelment is intended to improve the quality, completeness and tracking of applications, provide a single facilitation interface, and support timely coordination with the concerned authorities.

1.3 Nature of empanelment

- Empanelment shall not constitute an assurance or guarantee of work, minimum business, revenue or assignment to any agency.

- WBIDC may empanel one or more agencies, including agencies with specialist expertise in particular permission/approval domains.
- Assignments may be allocated by the investors directly , upon their own choice
- The duration, extension and number of agencies to be empanelled shall be as determined by WBIDC and stated in the Letter of Empanelment.

1.4 Definitions

Term	Meaning
Applicant / Bidder	An entity submitting a proposal in response to this RFP.
Agency / Empanelled Agency	A successful applicant included in the panel by WBIDC.
Investor / Project Proponent	An individual, company, LLP or other entity seeking to establish, expand or operate a project in West Bengal.
Permission / Approval	Any licence, registration, consent, clearance, NOC, permission, authorisation or other approval required from a competent authority.
Competent Authority	The department, statutory body, local authority or other authority legally empowered to process or decide an application.
Assignment	A specific facilitation task entrusted to an Empanelled Agency by WBIDC or through an approved investor engagement.

SECTION 2: SCOPE OF SERVICES

Selected agencies will provide facilitation and advisory support, including:

- Investor Interface: Managing front-desk investor interaction and on-boarding.
- Documentation: Preparing, reviewing, and organizing investor application files.
- Inter-Departmental Coordination: Liaising with line departments and state authorities.
- Status Reporting: Tracking progress and providing regular updates to investors and WBIDCL.

The scope shall be need-based and may include the following services, depending on the assignment and the permission domains for which the agency is empanelled:

- Investor Handholding and Facilitation for obtaining licenses and permissions.
- Permission mapping: prepare a project-specific checklist and approval matrix identifying the relevant department/authority, application form, documents, fees, sequencing, dependencies and indicative statutory timelines, based on information officially available.
- Application readiness: assist in preparing, compiling, scrutinising and organising applications and supporting documents for completeness and consistency; identify gaps and communicate them to the investor.
- Portal and filing assistance: guide investors in using relevant government portals and assist with online/offline submission where authorised by the investor and permitted by the concerned portal/authority.

- Inter-departmental coordination: facilitate communication and follow-up with the concerned departments, authorities and WBIDC nodal officers; arrange meetings and record action points where required.
- Application tracking: maintain an approval-wise tracker showing submission date, acknowledgement/reference number, current status, queries, pending documents, responsible party and next action.
- Query and deficiency support: communicate official queries to the investor, assist in compiling responses and supporting documents, and track resubmission.

SECTION 3: ROLE LIMITATIONS AND STATUTORY AUTHORITY

Empanelled Agencies shall act solely in an advisory, facilitative, operational and administrative capacity. They shall not exercise, claim or imply any statutory or delegated authority.

- All powers to scrutinise, process, approve, reject, issue, renew, suspend or cancel any permission, licence, clearance, registration or NOC shall remain exclusively with the respective competent department or authority.
- No agency shall promise, assure or represent that any approval will be granted, or seek to influence any statutory decision.
- Agencies shall not collect statutory fees in their own accounts. Statutory fees, if any, shall be paid by the investor directly to the prescribed government account/portal unless a different lawful procedure is expressly authorised.
- The agency shall not represent itself as an employee, agent with statutory authority, or official representative of WBIDC or any Government department.
- Any suspected demand for an improper payment, conflict of interest, undue influence or other irregularity shall be reported immediately to WBIDC.
- Agencies shall not involve in any bribery.
- **Statutory Notice:** Empaneled agencies act solely in an advisory, operational, and administrative capacity. All statutory powers to review, approve, reject, or issue permits, licenses, clearances, and No Objection Certificates (NOCs) remain strictly with the respective competent departments and authorities.

SECTION 4: EMPANELMENT AND ASSIGNMENT FRAMEWORK

Comprehensive Service Providers for the Following:

category (illustrative; to be finalised by WBIDC)	**Examples of coverage**
Land, building and planning	Land use, land conversion where applicable, building plan, occupancy and local planning permissions
Environment and pollution control	Environmental clearances where applicable, Consent to Establish, Consent to Operate and related permissions
Factory, labour and industrial safety	Factory-related licences/registrations, labour

	compliances and safety permissions
Fire and emergency services	Fire safety plan approval, fire licence/NOC and related inspections
Power and utilities	Electricity connection, load sanction and utility coordination
Water, sewerage and drainage	Water connection, discharge, sewerage and related utility permissions
Local body and municipal permissions	Trade licence and other local authority permissions
Sector-specific and other approvals	Any other approval category identified by WBIDC in the application / empanelment schedule

4.2 Mode of Selection

Empanelment will follow an open, transparent, and competitive selection process based on technical capability, relevant experience, and competitive fee discovery

SECTION 5: ELIGIBILITY AND QUALIFICATION

Applicants shall meet the following minimum eligibility requirements as on the proposal submission deadline. WBIDC may seek documentary evidence or clarifications.

Sl.	Eligibility criterion	Documentary evidence
1	Legally registered entity in India, such as a company, LLP, partnership, proprietorship or other legally recognised entity.	Certificate of incorporation/registration, partnership deed or other constitutive document, as applicable.
2	Minimum 5 years of operational experience in consultancy, facilitation, project management, regulatory coordination or allied services.	Registration documents and relevant work orders/completion certificates/client references establishing experience.
3	Relevant experience in 5 government liaison, permission/approval coordination, regulatory advisory or management of facilitation desks.	Experience Certificates, Work orders, contracts, completion certificates or client references.
4	Valid PAN and GST registration, where applicable.	PAN and GST registration certificate; exemption declaration if applicable.
5	Adequate financial standing and operational capacity to perform assignments.	Audited financial statements for the last 3 financial years and turnover certificate from a Chartered Accountant.
6	Availability of qualified personnel with relevant domain expertise.	CVs, qualifications and proposed deployment structure.
7	Not blacklisted/debarred by any Central/State Government department, public sector undertaking, statutory body or government company as on the proposal deadline.	Self-declaration on the applicant's letterhead.
8	No conflict of interest that materially affects the proposed services.	Conflict-of-interest declaration.

Note: Any minimum turnover/net-worth requirement, solvency requirement or specific professional qualification requirement is not prescribed in the source EOI and shall be inserted by WBIDC only after approval of the competent authority. If no such additional requirement is approved, this paragraph shall not be used to disqualify applicants.

SECTION 6: PROPOSAL SUBMISSION

6.1 Proposal format

The proposal shall be submitted in ONE PART: (A) Technical Proposal and (B) Signed RF in one envelope.

6.2 Technical Proposal

- Covering letter in the format at Form 1.
- Applicant profile and legal constitution in Form 2.
- Eligibility compliance statement with supporting documents in Form 3.
- Relevant assignments and client references in Form 4.
- Domain-wise permission expertise and experience in Form 5.
- Proposed methodology, workflow, quality assurance and reporting approach.
- Team composition, CVs and deployment plan in Form 6.
- Undertakings, declarations and acceptance of statutory role limitations in Form 7.
- Any other information specifically sought in this RFP.

6.3 Clarifications and amendments

Applicants may seek written clarification up to the date specified in the RFP notice. WBIDC may issue clarifications, corrigenda or amendments on the notified portal/website. Applicants shall be responsible for checking the portal for updates. No oral clarification shall amend the RFP.

SECTION 7: EVALUATION AND SELECTION

Evaluation shall be carried out by a committee constituted by WBIDC. The process shall be transparent, documented and consistent with the RFP and applicable procurement rules.

7.1 Preliminary scrutiny

- Proposals received after the deadline or not submitted in the prescribed manner may be rejected.
- Incomplete proposals, unsigned documents, missing mandatory declarations or failure to meet minimum eligibility requirements may be treated as non-responsive.
- WBIDC may seek written clarification on submitted information; no clarification shall be permitted to materially alter the proposal or quoted fee.

7.2 Technical evaluation

Technical evaluation will be done in two parts:

1. Technical Quality Evaluation -70 marks

Only applicants meeting the minimum eligibility criteria with 35 marks out of 70 marks shall be evaluated technically for giving presentation.

2. Presentation- 30 marks

The following indicative marking framework is proposed for approval and finalisation by WBIDC before issue:

1. Technical Evaluation 70 marks		
Parameter	**Maximum marks**	**Indicative assessment**
Years of Experience in permission facilitation / regulatory coordination	20	5 years- 5 marks 10 years-10 marks 15 years-15 marks 20 years -20 marks
Domain expertise and permission coverage , Satisfactory performance evidence and client references with experience letter/work orders for companies with average annual turnover over Rs 25 cr in last 3 years	20	Demonstrated knowledge and experience in the domains applied for in the last 3 years: 3 cases -10 marks 6 cases- 15 marks 9 cases-20 marks experience letter/work orders to be submitted
Domain expertise and permission coverage, Satisfactory performance evidence and client references with experience letter/work orders for companies with average annual turnover over Rs 100 cr in last 3 years	10	Demonstrated knowledge and experience in the domains applied for in the last 3 years: 5 cases - 5marks 7 cases- 7 marks 10 cases-10 marks experience letter/work orders to be submitted
Team strength and qualifications	20	Relevant qualifications, experience, availability and proposed deployment
Total	**70 MARKS**	
2. Presentation 30 Marks		
Overall plan , Execution Plan Summary	**30**	10 slides maximum
Reporting, technology and quality assurance		
Total	**100 MARKS**	

Suggested qualifying score: 60 out of 100. WBIDC may approve a different qualifying score or domain-specific threshold before publication. The final score and any minimum domain-wise score shall be stated in the published RFP..

7.4 Empanelment decision

WBIDC may empanel all applicants who meet the approved technical and commercial requirements, or a limited number based on domain-wise requirements and available resources. Empanelment shall be communicated through a Letter of Empanelment setting out the approved domain(s), validity, applicable fee schedule, SLA, reporting requirements and other conditions.

Post selection of empaneled agencies, Rate Discovery Exercises shall be taken up

7.5 Right to reject

WBIDC reserves the right to accept or reject any proposal, annul the process, seek additional information, or not proceed with empanelment, without thereby incurring liability to any applicant, subject to applicable law and recorded approvals.

8. Performance review and corrective action

WBIDC may review performance periodically and issue observations, corrective-action directions or a notice to improve. Persistent failure, inaccurate reporting, misconduct, breach of confidentiality, unauthorised representation or other material breach may result in suspension, removal from the panel, termination of an assignment, recovery of loss where legally permissible, or other action under the agreement.

SECTION 9: COMMERCIAL AND CONTRACTUAL CONDITIONS

- Empanelment period: 2+ 1 years from the date of Letter of Empanelment, with extension, if any, at WBIDC's discretion and subject to satisfactory performance and approval.
- Payment: Payment shall be by the service seeker/taker directly to agency.
- No minimum work guarantee: WBIDC does not guarantee any minimum number or value of assignments.
- Personnel: The agency shall deploy personnel approved for the assignment and shall promptly replace any personnel found unsuitable, upon written direction of WBIDC.
- Confidentiality: All investor, project, commercial, technical and government information accessed during the assignment shall be kept confidential and used only for the assigned purpose.
- Data protection and records: The agency shall maintain secure records, restrict access to authorised personnel, follow WBIDC instructions for data handling, and return/transfer all records on completion or termination.
- Conflict of interest: The agency shall disclose actual or potential conflicts promptly and shall not represent parties with conflicting interests in the same matter without prior written approval.
- Integrity and anti-corruption: The agency and its personnel shall not offer, solicit or accept any undue advantage, facilitation payment, gift or gratification in connection with the services.
- Intellectual property: Reports, trackers, checklists, dashboards and other deliverables specifically prepared under the assignment shall vest in WBIDC, subject to any pre-existing tools or materials identified by the agency and accepted by WBIDC.
- Indemnity and liability: The final agreement shall specify the agency's responsibility for negligence, wilful misconduct, breach of confidentiality, infringement, unauthorised acts and third-party claims, subject to applicable law.
- Termination: WBIDC may suspend or terminate an assignment or empanelment for breach, unsatisfactory performance, misconduct, conflict of interest, insolvency, misrepresentation or administrative reasons, in accordance with the final agreement and applicable law.
- Force majeure and dispute resolution: These matters shall be governed by the final agreement. The governing law and jurisdiction shall be the laws of India and courts at Kolkata, unless otherwise approved and stated by WBIDC.

SECTION 10: GENERAL INSTRUCTIONS

- The proposal and all correspondence shall be in English.
- The proposal shall be signed by a duly authorised signatory. A board resolution, power of attorney or authorisation letter shall be enclosed, as applicable.
- All costs associated with preparation and submission of the proposal shall be borne by the applicant.
- False, misleading or suppressed information may lead to rejection, cancellation of empanelment and further action as permissible under law.
- Applicants shall promptly disclose any change in legal status, ownership, debarment status or other material information during the selection process and empanelment period.
- WBIDC may verify credentials, contact clients and inspect relevant records with reasonable notice.
- The applicant shall not canvass or attempt to influence the selection process. Any such conduct may result in disqualification.
- The RFP and subsequent corrigenda shall be read together. In case of inconsistency, the latest corrigendum and the final agreement shall prevail in the order specified by WBIDC.

ANNEXURE A: FORMS AND PROPOSAL TEMPLATES

FORM 1 – COVERING LETTER

To

The Managing Director

West Bengal Industrial Development Corporation Limited

[Address]

Subject: Proposal for empanelment of agencies for comprehensive permission facilitation –

Sir/Madam,

Having examined the RFP, including all corrigenda and clarifications, we, the undersigned, submit our proposal for empanelment in the permission/approval domains indicated in our Technical Proposal. We certify that the information furnished is true and complete; our proposal shall remain valid for the period specified in the RFP; and we accept the conditions of the RFP, subject to the deviations expressly listed, if deviations are permitted.

We understand that empanelment does not guarantee any assignment or minimum business. We further acknowledge that all statutory decisions shall remain with the respective competent authorities and that our role shall be limited to facilitation, advisory, operational and administrative support.

Authorised Signatory: _____ Name: _____

Designation: _____ Date: _____ Seal: _____

FORM 2 – ORGANISATIONAL PROFILE

Particulars	Applicant's response
Name of agency / firm	
Legal constitution (Company / LLP / Partnership / Proprietorship / Other)	
Date and year of establishment	
CIN / registration number, if applicable	
PAN	
GSTIN	
Registered office address	
Correspondence address	
Name and designation of authorised contact person	
Mobile number and email	
Website, if any	
Total number of professional employees	
Geographical presence / offices	
Domains for which empanelment is sought	

FORM 3 – ELIGIBILITY COMPLIANCE

Eligibility requirement	Yes / No	Supporting document reference
Entity registered / legally constituted in India		
At least 5 years of operational experience		
Total Years of Experience in Relevant Field		
Relevant facilitation / coordination experience		
PAN and GST registration, as applicable		
Audited financial statements for last 3 financial years enclosed (not compulsory)		
Turnover certificate enclosed(not compulsory)		
Qualified personnel available for proposed domains		
Not blacklisted / debarred		
Conflict-of-interest disclosure enclosed		

FORM 4 – RELEVANT ASSIGNMENT EXPERIENCE

Sl.	Client / organisation	Client's Avg Annual Turnover for 33 years	Assignment and scope	Permission domain(s)	Contract value (if disclosable)	Status / completion	Evidence enclosed
1							
2							
3							

FORM 5 – DOMAIN-WISE EXPERTISE

Sl.	Permission / approval name	Department / authority (if known)	Relevant experience and process knowledge	Projects handled	Proposed key expert
1					
2					
3					
4					

FORM 6 – TEAM COMPOSITION

Name	Proposed role	Qualification	Relevant experience (years)	Domain expertise	Employment / engagement status

Attach a brief CV for each key professional proposed. For a sole proprietorship or individual expert, provide relevant professional qualifications, experience and domain expertise.

FORM 7 – UNDERTAKINGS AND DECLARATIONS

- We declare that the information and documents submitted with this proposal are true, correct and complete to the best of our knowledge.
- We confirm that the applicant is not blacklisted or debarred by any Central/State Government department, public sector undertaking, statutory body or government company as on the proposal submission deadline, except as disclosed in the attached statement.
- We have disclosed all actual or potential conflicts of interest relevant to this RFP.
- We understand that the agency shall have no authority to grant, recommend as binding, approve, reject or issue any statutory permission, licence, clearance or NOC.
- We agree to maintain confidentiality, protect investor information and comply with WBIDC's instructions and applicable law.
- We understand that empanelment does not guarantee allocation of work, revenue or any minimum number of assignments.
- We agree to execute the SLA and other agreements in the form approved by WBIDC, if selected.

Authorised Signatory: _____

Name and Designation: _____

Date: _____ Place: _____

Seal of the Organisation: _____

ANNEXURE B: DOCUMENT CHECKLIST

- ☐ Certificate of Incorporation / Registration Certificate / Partnership Deed / Udyam certificate, as applicable.
- ☐ PAN card and valid GST registration certificate, where applicable.
- ☐ Audited financial statements for the last three financial years and turnover certificate from a Chartered Accountant.
- ☐ Organisation profile and details of key personnel proposed for the assignment.
- ☐ CVs and qualification documents of key personnel.
- ☐ Work orders, completion certificates, client reference letters or other evidence for similar assignments.
- ☐ Declaration regarding non-blacklisting / non-debarment.
- ☐ Conflict-of-interest declaration.
- ☐ Authorisation of signatory.
- ☐ Technical Proposal and Financial Proposal in the prescribed formats.

DISCLAIMER

This Request for Proposal ("RFP") is issued by West Bengal Industrial Development Corporation Limited ("WBIDC" or "the Corporation") solely for inviting proposals from eligible agencies for empanelment to provide comprehensive permission facilitation, investor interface and coordination support. The information contained herein is indicative and is intended to assist applicants in preparing their proposals.

WBIDC makes no representation or warranty, express or implied, as to the completeness or accuracy of this RFP and shall not be liable for any omission or interpretation. WBIDC reserves the right to amend, clarify, cancel or withdraw this RFP, reject any or all proposals, or modify the process, without assigning reasons, subject to applicable law and approval of the competent authority. Applicants shall bear their own costs of participation