

Expression of Interest

Establishing Infra (Non Civil) and Information Technology set-up for proposed
IT/ITESBPO Center at Bhilai

Bhilai Municipal Corporation
G. E. Road, Supela, Bhilai, Durg (C.G.)

Website : <http://www.bhilainagarnigam.com>

Expression of Interest (EOI)

The office of the Bhilai Municipal Corporation is inviting Expression of Interest (EOI) for Establishing Infra (Non Civil) Vaishali nagar at Bhilai. Interested agencies may visit the website For further information. Response to this Expression of Interest (EOI) shall be deemed to have been done after careful study and examination of this document with full understanding of its implications. This section provides general information about the issuer, important dates and the overall eligibility criteria for the parties.

Key Information

Sl. No.	Particular	Details
1.	Name of the Client	Bhilai Municipal Corporation
2.	Method of Selection	Combined Quality and Cost Based Selection (CQCBS)
3.	Availability of EOI Document	-----
4.	Date of Issue of EOI	06-09-2023
8.	Last Date and Time for submission of Bid	27-09-2023, till 05:30 pm

9.	Date of opening of Technical Proposal	29-09-2023, 11:00 am
10.	Date of Technical Presentation	-
11.	Date of opening of Financial Proposal	To be informed based on Technical Evaluation
12.	Expected Date of Commencement of Assignment	To be intimated later
13.	Bid Processing Fee (Non-Refundable)	5,000/- INR in shape of Banker's Cheque / Demand Draft in favour of Commissioner, Municipal Corporation, bhilai drawn in any Scheduled Commercial Bank payable at Bhilai
14.	Earnest Money Deposit (EMD) (Refundable)	1,00,000/- INR in shape of Banker's Cheque / FDR in favour of Commissioner, Municipal Corporation, bhilai drawn in any Scheduled Commercial Bank payable at Durg
15.	Address for Submission of Proposal	Address: Project cell, Municipal corporation, bhilai Email: pariyojnadept41@gmail.com

Bid Processing Fee and Earnest Money Deposit:

The bidder must furnish, as part of technical proposal, the required bid processing fee amounting to **Rs. 5,000/- (Rupees Five Thousand Only)** in shape of Demand Draft/Bank Cheque from any Scheduled Commercial Bank in favour of “**Commissioner, Municipal Corporation, bhilai**” payable at Bhilai. Proposals received without bid processing fee will be rejected.

AND

The bidder must furnish, as part of the technical proposal, an Earnest Money Deposit (EMD) amounting to **Rs. 1,00,000/- (Rupees One Lakh Only)** in shape of FDR from any Scheduled Commercial Bank in favour of “**Commissioner, Municipal Corporation, bhilai**” payable Bhilai. The EMD of unsuccessful bidders shall be refunded within 45 days from the date of award of Contract.

The EMD of the successful bidder will be released after signing of the Contract or within 45 days from the date of rejection by the bidder to get into a contract.

**Commissioner
Bhilai Municipal Corporation**

Establishing Infra (Non Civil) Center at Bhilai

Bhilai Municipal Corporation (BMC) invites sealed EOIs from entrepreneurs and other organizations to start IT/ITES BPO (Voice/Non-voice) Business in Bhilai for Establishing Infra (Non Civil) BPO Center at Bhilai

EOI shall be available from the office of Bhilai Municipal Corporation, Bhilai Chhattisgarh.

Interested organizations are requested to submit the complete application with detailed business plan by, referring to the publication in newspaper/official website. Submission can be made by only post (Registered/Speed) Bhilai Municipal Corporation, Bhilai. This EOI will remain valid till and applications submitted after will be considered as per the merits of the submission by the committee specially formulated for this purpose by the Society.

All applications received by due date will be opened on in front of bidders or their representatives if they wish to be present based on the eligibility criteria as mentioned in EOI at hours.

For any further clarifications please contact Nodal Officer Bhilai Municipal Corporation, Bhilai at _____, Bhilai during official working hours (10:30 AM to 5:30 PM) only.

INTRODUCTION

- 1 Bhilai Municipal Corporation invites Expression of Interest from reputed OEMs/their authorized System Integrators to submit their techno-commercial proposal as well as capability and experience for:
 - a) Setup of a secured, centrally managed Infra equipped with advance BPO set up
 - b) Set up a complete IT / ITES BPO for 160 call center seats

2 SCOPE OF WORK

2.1 Brief Scope of Work

2.2

Bhilai Municipal Corporation, plans to establish a Proper set up of BPO infra and Data center along with all BPO IT / ITES advance technology and Telephony model. Centralized air-conditioned advance Infra for 160 work station Along with two training rooms, Cabins for support staff, Interview room, Conference room, furniture for 160 work station, Washroom facility. system based LAN through completely Managed Switching solution.

1. Submission of Proposal:

Bidder must submit their proposals by **Registered Post / Speed Post** only to the specified address on or before the last date and time for submission of proposals as mentioned in Bidder Data Sheet. The Client will not be responsible for postal delay / any consequence in receiving of the proposal. The proposal must have to be submitted in two parts. Each part should be separately bound with no loose sheets. Each page of the two parts should be signed by the representative of the bidder, page numbered and in conformation to the eligibility qualifications and clearly indicated using an index page. The Client will not consider any proposal that arrives after the deadline as prescribed in the Bidder Data Sheet. Any Proposal received after the deadline will be out rightly rejected.

The procedure for submission of the proposal is described below:

The Technical Proposal (Part A) and Financial Proposal (Part B) must be inserted in separate sealed envelopes, along with bidder's name and address in the left-hand corner of the envelope and super scribed in the following manner.

Format for Financial Proposal

The list of items indicated hereunder is indicative. The Participant shall consider the components and quantity to fulfil the EOI and project requirements in totality

Group	Particular	Specifications	Quantity Proposed	Unit Base Price (In Indian Rupees)	GST (In Indian Rupees) (Per Unit)	Total Price including GST (In Indian Rupees)
			A	B	C	D=A*(B+C)
Furniture	Agent Workstation	Generally required - 4/2 size	150			
	Support Workstation	48" X 24" Adjunct to Runners.	20			
	Training	For 1 training rooms of 25, Class Room Seating.750mm/ 600	25			
	Cabin Furniture	HR/Centre Head	2			
	Reception	Designer Reception table				

	BMS	Workstation & Storage at BMS room				
	Interview Room	1:1 sitting, size of each room: 5" x 8"	2			
	Meeting Room	1 room of 10	1			
	Conference Room	1 conference table with 20 chairs	1			
Chair	Chair	Ergonomic high Black Executive chairs with arm rest	200			
	Conference Room	Ergonomic high Black Executive chairs with arm rest	10			
	Recruitment Area	Stainless Steel 3 Seater Chair, Size: 1800 x 630 x 800 mm	10			
	Waiting area Sofa/Table/chair	15 seater setup for Reception	1			
	Cabin Chair with Headrest	Ergonomic high Black Executive chairs with arm rest	10			
Fixture	False Ceiling	Acoustic Board 2X2.	8000 sqft			
	Floor Carpet	Good Thickness, Woolen Carpet.	8000 sqft			
	Partitions & Fixtures	Glass & Wood partition	1			
Security	CCTV	NVR - IP Camera / 40 Pixels per foot resolution. 60 days backup.with 16 TB hard Drive	20			
	LED for Monitoring	80 cm (32 inches) HD Ready Smart LED Google enabled.	2			
	Fire Extinguisher	Dry, Wet & Foam based Fire Extinguishers Dry- Atleast 2Kg to 4Kg Wet - 4.5 Kg Foam - 9Litr	10 Dry Powder & 2 CO2			

	Smoke Detectors	Alarm Current 90 mA (max). Remote Output 15mA maximum open collector. Smoke Sensitivity (1.96 ± 0.76) % / ft obscuration Air Velocity 0 - 4000 fpm.	Complete Solution			
	Biometric / Access Control	Full face/Thumb Impression biometric.	As per Drawing			
Facility	Water Cooler	150 LTR Capacity.	1			
	Rollar Bliends	90% opaque with Pelmate				
	Deep Cleaning	Full floor with chemical & material				
	Beautification	Green plants, frams, hanging lights, strip lights, Frame etc				
	Glass fillm	One the fixed glass				
	Lockers	One Locker having 15 Compartments.	10			
Lights	LED Panels	White LED Panel 2X2,Power 36W- 48W Voltage 110-285 V	80			
Electrical	Diesel Genset	160 KVA	160			
Electrical	Workstation supply	6 module plate with 2 socket & 2 switches with UPS backup				
Wirings	Electrification	Switches, Panels, Modular Plates, Wire - Anchor/Hawells. Design as per drawing.	Complete Solution			
Earthing	Earthing	for UPS -copper earthing and also body earthing... Earth pit and bore				
AC	Air Conditioner	Daikin / LG / Voltas Mixture of Split/ Cassette & Highwall.	New Drawing			
Centralized Addressing System		PA System For Production, Non Production Floor and the cabins				
Server Room		False Flooring, novec & vesda Dual A.C., Industrial Socket.				
		Auto syncro panel with Row power & Disel Geneset				
		Distribution power panel, Row D.B. UPS D.B. etc.				

ELIGIBILITY CRITERIA-

Bidders must conform to the eligibility criteria given below and to this effect must produce the required supportive documents/information as indicated against each as part of their technical proposal:

Sl. No.	Eligibility Criteria	Supporting Documents Required
1	Single entity legally registered under appropriate authority in India. <i>Consortium or Joint Venture is not allowed.</i> <i>The Bidder must be</i> a Company as registered under Indian Companies Act, 1956 / 2013 or a Society registered under The Societies Registration Act, 1860 or a Trust registered under the Indian Trusts Act, 1882 or a Partnership Firm registered under the Indian Partnership Act, 1932 or a Limited Liability Partnership registered under The Limited Liability Partnership Act, 2008.	Copy of Certificate of Incorporation / Registration of the bidder
2	The agency should have valid PAN and GST registration number & its subsidiary compny's	
3	The agency should have a minimum average annual turnover of Rs.10 crore or more in the last 3 financial years i.e. in simillari work.	Copies of audited balance sheet/ Income Expenditure Statement for the last three financial years (2019-20, 2020-21, 2021-22)
4	The agency should have completed at least one stand-alone project commissioned	Copies of Work Orders / Contract Document / MoU/ Completion Certificate from the previous Clients
6	The bidder should not have been blacklisted by the Central Government / any State Government or their agencies in India.	Self-Declaration by the authorised representative on the bidder's letter held.

Technical Qualification Criteria and Marking

Sl.No	Technical criteria	Maximum Marks	Supporting documents
1	<p>The Sole Participant or Lead Participant should have average annual Turnover (TO) in any of the 2 out of last 4 financial years (FY 2018-19, 2019-20, 2020-21 and 2021-22) from IT/ICT/BPO Infrastructure.</p> <ul style="list-style-type: none"> • =>5 Crores and <10 crores - 15 Marks • More than 10 crores- 20 Marks 	30	Certificate from the Statutory auditor / CA clearly specifying the annual turnover for the specified years
2	Quality of Service	40	Infrastructure Acceptance Letter from the Tenant (Tektmahindra)
3	Presentation	30	<ul style="list-style-type: none"> • Participant to make a presentation on their Technical proposal highlighting Understanding of the scope. • Approach and methodology for implementation and operations. • Approach towards Job creation Core team. • Case studies to demonstrate the successful implementation. <p>*Presentation (Date and time will be intimated to technically qualified Participant at a later date)</p>
	Total Marks	100	

Note:

1. In case of Government project, end user certification from Govt/Semi Govt/Central/Private Enterprise to be obtained regarding Work Experience for Department/Company Authorised Signatory.

2. Participants need to submit the Affidavit on non-judicial stamp paper stating genuineness for all the documents submitted as per format.
3. **Financial Evaluation-**
 - a. All the Participants who score minimum of 20 marks in presentation and a minimum of 70 Marks in technical qualification will be notified to participate in Financial Bid opening process.
 - b. The commercial bids for the technically qualified Participants shall then be opened on the notified date and time and reviewed to determine whether the commercial bids are substantially responsive. Bids that are not substantially responsive are liable to be disqualified at Authority's discretion.
 - c. Commercial bids that are not as per the format provided in Section IV shall be liable for rejection
 - d. The commercial bids for the technically qualified Participants shall then be opened on the notified date and time and reviewed to determine whether the commercial bids are substantially responsive. Bids that are not substantially responsive are liable to be disqualified at Authority's discretion.
 - e. The bid price shall include all taxes and levies and shall be in Indian Rupees and mentioned separately.
 - f. Total Price shall be calculated based on the format provided in Section IV Each of the Commercial bids shall be evaluated on a score of 100 points. The Commercial Score of the Participant shall be calculated with respect the lowest Total Price by any Participant. The methodology of Commercial Score shall be as follows.
 - g. Commercial Score of the Participant under consideration

$$= (\text{Lowest Total Price from all Commercial Bids} / \text{Total Price quoted in Commercial bid by the Participant under consideration}) \times 100$$

Total Bid Calculation-

Combined Quality and Cost Based Selection (CQCBS) method will be followed during the overall selection process. Based on the evaluation of technical proposals, the technically qualified bidders shall be ranked highest to lowest Technical Score (S_T) in accordance to the marks obtained during the technical evaluation stage. There shall be 40% % weightage to technical score and 60 % weightage to financial score.

The individual bidder's financial score (S_F) will be evaluated as per the formula given below:

$$S_F = [F_{\min} / F_b] * 100 \text{ (rounded off to 2 decimal places)}$$

where,

- S_F = Normalized financial score of the bidder under consideration
 F_{\min} = Minimum financial quote among the technically qualified bidders
 F_b = Financial quote of the bidder under consideration
- **Combined Score (S) = $S_T * 0.4 + S_F * 0.6$**
 - Where S_T = Technical score secured by the bidder

The bidder securing the highest evaluated **Combined Score (S)** will be awarded the Contract observing due procedure. For the purpose of evaluation, the total evaluated cost shall be inclusive of all taxes & duties for which the District Administration will make

payment to the Bidding Agency including overhead expenses, such as travel, accommodation, logistics, report preparation, printing & other secretarial expenses.

Project Timelines and Payment Terms-

SNo	Milestone	Payment term	Acceptance Criteria	Timeline
1	Supply of material	50% of Capex	Submission and Acceptance of Delivered items at site.	T0+15 days
2	Fixing & Installation of material	30% of Capex	upon getting installation certificate from executive engineer	T0+1 month
3	Successfull operation & function of the establishment upto 1 month	20% of Capex	upon getting approval/completion certificate from executive engineer	T0+1 month
T0: Date of Contract/Agreement Signing				

3 GENERAL TERMS & CONDITIONS

- 3.1 The Bhilai Municipal Corporation, SupelaBhilai, Chhattisgarh would understand the solution and quantities suggested by all the bidders and shall have further right to decide the final quantity of equipment and/or service thereto.
- 3.2 The bidder should submit their technical response/architecture as per the brief scope of work mentioned above in hard copy duly signed/stamped.
- 3.3 Complete Technical details along with make, model number, complete specification, pamphlets, and literature in respect of the proposed solution and components thereof should be supplied along with the EOI.
- 3.4 Short-listing of the bidders will be done by the Bhilai Municipal Corporation, SupelaBhilai, as per bidder's technical capability which shall be totally based on the EOI response submitted by them.
- 3.5 After review of the EOI responses and if necessary, the bidders may be asked to give technical presentation. Only short-listed bidders would be invited to submit their techno-commercial (formal technical and financial bid) proposal.
- 3.6 The EOI responses shall be evaluated as per the eligibility criteria stated as above. However, within the broad framework of the eligibility criteria as stated in this EOI, the Bhilai Municipal Corporation, SupelaBhilai, reserves all the right to make modifications to the stated eligibility criteria in the EOI which would be uniformly applied to all the bidders.
- 3.7 The BMC further reserves the right to change, modify, add to or alter the bidding process for EOI including the right to rank and shortlist the pre-qualified bidders based on the detailed evaluation of capabilities.
- 3.8 Each page of the EOI document shall be duly signed and sealed by the authorized representative of the bidder.
- 3.9 The language for submission shall be English.
- 3.10 The BMC reserves the right to accept or reject any or all responses without assigning any reason. It also reserves the right to seek further information/details from the bidders/OEMs.

**Commissioner,
Bhilai Municipal Corporation,
Supela
Bhilai, Chhattisgarh**

BRIEF COMPANY PROFILE

1	Name of the Firm/Company				
2	Year of Incorporation/Registration of the Firm/Company				
3	Address of Corporate/Registered Office				
	Telephone				
	Fax				
	Email				
	URL				
4	Address for Communication				
	Telephone				
	Fax				
	Email				
5	Address of the local office in Chhattisgarh				
	Telephone				
	Fax				
	Email				
6	Representative's Full Name for this EOI				
	Telephone				
	Mobile				
	Fax				
	Email				
7	Audited Annual Turnover in last three years 2019-20 2020-21 2021-22	Annula turnover of the Firm/Company in INR			
		Financial Year	Profit before Tax	Profilt after Tax	Turnover
8	Certifications (ISO or any other)	Please provide detailed information including year of initial certification			
9	PAN No.				
10	TIN No.& GST No.				

EXPERIENCE ON GOVERNMENT PROJECTS

(Please attach individual sheets for each project)

Name of Client	
Scope of work	
Complete address where project was implemented	
Name and Complete address of the contact person from client who knows about the project	

REPRESENTATIVE AUTHORIZATION LETTER

(In Company/Firm letter head)

Ref: _____

Date: _____

To,

**Commissioner,
Bhilai Municipal Corporation,
Supela
Bhilai, Chhattisgarh**

Ms./Mr. _____, Designation
_____ Mobile No.

_____ is hereby authorized to sign relevant documents on behalf of the company/firm in dealing with EOI ref. XXXX. He/She is also authorized to attend meetings and submit technical and commercial information as may be required by you in the course of processing above said application.

Thanking you.

Authorized Signatory

Representative Signature

Signature attested

ACCEPTANCE OF TERMS AND CONDITIONS

(In Company/Firm letter head)

Ref: _____

Date: _____

To,

**Commissioner,
Bhilai Municipal Corporation,
Supela
Bhilai, Chhattisgarh**

Sir,

We have carefully gone/examined through the terms and conditions mentioned in the EOI document [Ref. No. XXXX] and I declare that all the provisions/clauses mentioned in this EOI document are acceptable to my company/firm. I further certify that I am an authorized signatory of my company/firm and am therefore competent to make this decision.

Thanking you.

Authorized Signatory

NAME:

Designation:

Seal of the Company/Firm

SELF DECLARATION

(In Company/Firm letter head)

Ref: _____

Date: _____

To,

**Commissioner,
Bhilai Municipal Corporation,
Supela
Bhilai, Chhattisgarh**

In response to the EOI [Ref. No. XXXX], I/We Ms./Mr.

_____ (Designation)

_____ hereby declare that our
company/firm _____ is
currently not declared as blacklisted or ineligible for corrupt and fraudulent practice by any
Government/Government organizations in the country.

Signature of witness

Date

Place

Signature of the bidder

Date

Place

OEM SUPPORT DECLARATION

(Must be submitted in addition to OEM Authorization, In Company/Firm letter head)

Ref: _____

Date: _____

To,

**Commissioner,
Bhilai Municipal Corporation,
Supela
Bhilai, Chhattisgarh**

Sir,

I, on behalf of M/s _____, confirm that the Networking products offered by M/s _____ to Bhilai Municipal Corporation Supela Bhilai, Chhattisgarh are based on latest technology and are not declared as End of Life on the date of EOI bid submission.

I, on behalf of M/s _____ confirm that in case of placement of order on M/s _____, District Bhilai Municipal Corporation Supela Bhilai, shall continue to be supported in providing back-up engineering and spare parts support by us for up to 3 years from the date of commissioning or from the date of purchase order whichever shall be earlier.

Authorized Signatory

NAME:

Designation:

Seal of the Company/Firm