



# JEEVIKA

An Initiative of Government of Bihar for Poverty Alleviation

**Bihar Rural Livelihoods Promotion Society  
State Rural Livelihoods Mission, Bihar**



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Ref. No. - BRLPS/Proj-comm/909/16/1200

Date:- 10.07.2019.

**INVITATION FOR BID FOR CUG SERVICES (NON CONSULTING SERVICES)  
THROUGH e-PROCUREMENT**

To

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Dear Sirs,

**Sub: Invitation for Bid for Providing CUG Services for Approximately 6,000 BRLPS Employees**

1. Government of Bihar has received a Credit from the World Bank/IDA in various currencies towards the cost of "Bihar Rural Livelihood Project" and intends to apply part of the proceeds of this credit to eligible payments under the contract for which this invitation for quotations is issued.

**2. Important Dates and Times/Bid Document**

Date of commencement of download of bidding document	10/07/2019 through <a href="https://www.eproc.bihar.gov.in">https://www.eproc.bihar.gov.in</a>
Last date for download of bidding Document	31/07/2019 through <a href="https://www.eproc.bihar.gov.in">https://www.eproc.bihar.gov.in</a> till 03:30 PM
Last date and time for uploading Of bids	31/07/2019 through <a href="https://www.eproc.bihar.gov.in">https://www.eproc.bihar.gov.in</a> till 04:00 PM
Time and date of opening of bids	31/07/2019 through <a href="https://www.eproc.bihar.gov.in">https://www.eproc.bihar.gov.in</a> till 04:30 PM

**Note: - Interested bidders may attend the opening of bids.**

**3. Eligibility Criteria**

- 3.1. Should be a Private or Public Ltd. Company. Duly signed and stamped photocopy of supporting documents should be attached.
- 3.2. Should have registered with the GST. Signed and stamped photocopy of registration certificate should be attached.
- 3.3. Should have provided either CUG or GPRS post paid service to at least three clients in a single order for minimum of 500 connections. Signed & stamped photocopy of order /agreement should be furnished.
- 3.4. Should have its office in state capital of Bihar. An undertaking should be given clearly mentioning the period from which year the office is in state capital of Bihar.
- 3.5. Should be in a position to dedicate a full time service manager for the assignment. Name of the support staff with their hierarchy and mobile number should be provided with the bid.
- 3.6. Should have not been blacklisted under any Ministry, Govt. Department of their agencies or apex bodies in the State of Bihar. **[Self Declaration to be submitted.]**

*Sd/-*

- 3.7. The service provider should have minimum 4000 BTS including (CDMA + GSM) in the Bihar Telecom Circle. Signed & stamped photocopy of any valid documentary evidence issued by TRAI should be furnished.
- 3.8. The service provider should have its own 4G license in Bihar Telecom Circle – Signed & stamped photocopy of license should be attached.

**4. Bid Price**

- 4.1. Bidder has to quote rate in EXCEL sheets (Part – A & B) available on [www.eproc.bihar.gov.in](http://www.eproc.bihar.gov.in)
- 4.2. The price shall be quoted strictly for the services as described in the format of quotation attached herewith.
- 4.3. Interlineations, corrections, erasures and/or over writings shall be valid only if initialed by the persons or persons signing the bid.
- 4.4. Applicable GST must be clearly stated. All duties, taxes, freight, insurance, delivery charges and other levies payable by the contractor under the contract shall be included in the quoted price.
- 4.5. The rates quoted by the bidder shall be fixed for the duration of the contract and shall not be subject to adjustment on any account.
- 4.6. The Prices should be quoted in Indian Rupees only.
- 4.7. Discount offered, if any, and conditions thereof must be clearly stated in the bid itself.
- 4.8. Tax/es will be deducted at source if applicable.

5. **Customs Duty & Excise Duty:** - The BRLPS will not issue any Customs Duty Exemption Certificate or Excise Duty Exemption Certificate for any of the items mentioned above.

6. **Submission of Bids:** A bidder shall submit quotations through online portal [www.eproc.bihar.gov.in](http://www.eproc.bihar.gov.in). A bidder **shall not submit more than one quotation.**

**7. Scope of Work:-**

- 7.1. The areas of CUG services will be required in all over India.
- 7.2. The bidder has to extend unconditional support for doing any MNP, if required and their Performance Security will be refunded only when successful MNP/activation is closed.
- 7.3. The rental of the CUG should be fixed during the contract period. Service tax would be as applicable.
- 7.4. Apart from fixed rental, no other chargeable service in any form should be activated in CUG numbers except with the prior approval of client/purchaser.

**8. Validity Period of Quotation**

8.1 Quotation shall remain **valid for a period not less than 90 days** after the deadline specified for submission.

9. **Evaluation of Bids:** - The Purchaser will evaluate and compare the quotations determined to be substantially responsive i.e.

9.1 the bidder has obtained a minimum of 60 marks as per the following table;

S.No.	Requirement	Total Number	Marking
1	Bidders Circle/ Regional office in Patna	05	No = 00 Yes = 05
2	Bidders own Zonal/city office in Bihar Circle in not less than 6 places.	05	Having 1 place = 00 Having 2 - 3 places = 03 Having 4 - 5 places = 04 Having 6 places = 05

S.No.	Requirement	Total Number	Marking
3	CUG service provided by the bidders in Bihar Circle to at least three externally aided project/ Government bodies /Government undertaking in Bihar/Jharkhand for minimum of 300 Units – <b>self attested order copy to be furnished</b>	15	Provide service to 1 Project = 05 Provide service to 2 Project = 10 Provide service to 3 Project = 15
4	Total GSM connection in Bihar Circle	15	Up to 30 lakh = 0 >30 lakh but less than 50 lakh = 5 >50 lakh but less than 100 lakh = 7.5 >100 lakh but less than 150 Lakhs = 10 >150 lakh but less than 200 Lakhs = 15
5	Total GSM Connections in India	05	Up to 1 crore =0 >1 crore but less than 5 crores =1 >5 crores but less than 10 crores = 2.5 >10 crores but less than 20 crores = 5
6	Total Rural Connection in India	05	Up to 50 lakh = 0 >50 lakh but less than 100 lakh = 1 >100 lakh but less than 150 lakh = 2.5 >150 lakh but less than 200 Lakhs = 5
7	Average BTS Accumulated Downtime Figure in Bihar for quarter ending March'2019/latest (in percentage)	10	More than 2%= 0 Between 1.5% to 2% = 4 Between 1% to 1.49% = 6 Between 0.5% to 0.99% = 8 Less than 0.5% = 10
8	Number of BTS in Bihar Telecom Circle	10	More than 2000 = 03 More than 4000 = 05 More than 8000 = 10
9	Average Call set-up success rate within own network figure in Bihar for quarter ending March'2019/latest (in percentage)	05	Less than 94% = 0 94.1%-96% = 1 96.1%-98% = 3 98.1%-100% = 5
10	Average call Drop Rate Figure in Bihar for quarter ending March'2019/latest (in percentage)	10	1% - 2% = 2.5 0.5% - 1% = 5 Less than 0.5% =10
11	Average Metering and Billing Credibility Figure in Bihar –Post Paid for quarters ending March' 2019 latest (in percentage)	10	More than 0.10% = 0 Between 0.05 to 0.10 = 5 Less than 0.05 = 10
12	Average Resolution of Billing complaint in Bihar for quarter ending March' 2019/ latest March (in percentage within 4 week)	05	Less than 100% = 0 100% = 5
	<b>TOTAL:</b>	<b>100</b>	

**NOTE: Bidder has to prepare a format as above which should be duly and unambiguously filled up, signed and stamped and the same should be submitted as undertaking.**

8/19

9.2 The bidder should conform to the terms and conditions, technical specifications and Eligibility criteria of the bid.

#### 10. Award of contract

10.1 The Purchaser will award the contract to the bidder

10.1.1 whose quotation has been determined to be substantially responsive;

10.1.2 who, in the assessment / judgment and discretion of the BRLPS, has technical capability to execute the contract; and

10.1.3 who has obtained at least 60 marks in evaluation and has quoted the lowest price.

10.2 **Notwithstanding the above, the Purchaser reserves the right to accept or reject any quotation, to reject quotations for some or all items and to cancel the bidding process at any time prior to the award of contract.**

10.3 Prior to expiration of the quotation-validity-period, the award of contract/contracts by the purchaser will be notified to the bidder, whose offer has been accepted. The terms of the accepted offer shall be incorporated in the contract agreement.

#### 11. Performance Security

Successful bidder has to furnish a **Bank Guarantee** for **Rs. 2,00,000/-** valid 30 days beyond the contract period or Demand Draft in favour of **"Bihar Rural Livelihoods Promotion Society"** payable at Patna and the same will be returned after completion of contract obligations.

#### 12. Period of contract and start of service

The MNP is to be completed within 30 days from the date of contract. Delay in completion of MNP may attract punitive deduction @ 0.5% per week up to maximum of 45 days. On further delay, the contract may be cancelled and the performance security may also be forfeited. The period of contract will be for **ONE (01) YEAR** from the date of start of services which may be further extended upon satisfactory performance of the agency and mutual consent of the parties.

13. The BRLPS may **terminate** the contract by giving notice of 03 months either in case of non compliance of the service declaration or on the fulfillment of the assigned objective.

14. **Penalty due to deficiency in services:--** An amount equivalent to 2% of the running month bill will be deducted on account of deficiency in services like call drops, poor connectivity etc during the previous month

#### 15. Payments:

15.1 Service provider will provide unit wise separate consolidated bill(S) mentioning the total number, monthly rental, discounts & taxes etc and total amount payable against each number for all the 38 DPCUs (District office) and SPMU office in hard & Soft copy (in CD) of all employees. The payment of bill will directly be made to the services provider by the respective units (DPCU & SPMU) through RTGS/NEFT after due verification of bills.

15.2 Payment shall normally be made within 21 working days (excluding Sundays and Holidays) after submission of monthly bill in duplicate.

We look forward to receiving your quotations and thank you for your interest in this project.

**Encl: Format of Quotation**

  
10/7/19  
(Dr. Santosh)

**Procurement Specialist**

**FORMAT OF QUOTATION**

**[Please do not quote rate here]**

**[Rates are to be filled in excels sheet provided on <https://www.eproc.bihar.gov.in>]**

**Description of Service: CUG services for BRLPS employees**

<b>PART - A</b>			
<b>SN.</b>	<b>Particulars</b>	<b>Unit</b>	<b>Rate in Rs.</b>
1.	SIM Charges/Duplicate SIMS	As per need on connections	<b>NIL</b>
2.	Rental charges	Per month	
<b>Local Service Network Connectivity</b>			
3.	CUG to CUG	Per month	<b>Free</b>
4.	Same Network other than CUG	Per minute	
5.	Other network	Per minute	
6.	Free local calls from CUG to other network for 6,000 CUG members	Per month	<b>300 calls</b>
7.	Service Network to Landline	Per minute	
<b>STD Services Network Connectivity</b>			
8.	CUG to CUG outgoing	Per minute	<b>Free</b>
9.	Same network	Per minute	
10.	Other network	Per minute	
11.	Service Network to Landline	Per minute	
<b>Roaming Service Network Connectivity</b>			
12.	CUG to CUG Incoming	Per minute	<b>Free</b>
13.	Outgoing Local	Per minute	
14.	Outgoing STD	Per minute	
<b>SMS Services</b>			
15.	CUG to CUG	No. of Free SMS	<b>10 SMS per day</b>
16.	Local	Per unit	
17.	National	Per unit	
18.	International	Per unit	
<b>Freebies Services</b>			
19.	4 GB - 4G data and 3G unlimited data/ internet service on all CUG number.	Per month	
<b>ISD Services</b>			
20.	Band 1		
21.	Band 2		
22.	Band 3		

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PART - B				
SN.	Particulars	Service/freebies	Unit	Rate
1.	Other Services/Freebies offered in addition to items mentioned in PART - A (within rental charges as proposed in PART – A)	1)		
		2)		
		3)		
		4)		
		5)		
		6)		
		7)		

NOTE: Additional page may be used for submission of details. However, the name of services should be mentioned on top of each page.

We agree to supply, install and demonstrate the performance of the above services in accordance with the technical specifications for a contract price quoted against each item within the period specified in the Invitation for Quotations.

Signature of Bidder.....

Name.....

Business Address: .....  
 .....  
 .....

Place: .....

Date: .....