

**GOVERNMENT OF JHARKHAND**  
**DEPARTMENT OF RURAL DEVELOPMENT**

**BIDDING DOCUMENT**

**For providing 5000 (Number may Increase or  
Decrease) Post Paid SIM Cards with Data and Unlimited  
Calls for officials up to Panchayat Level**

RURAL DEVELOPMENT DEPARTMENT,  
1<sup>st</sup> FLOOR, F.F.P. BUILDING,  
DHURWA, RANCHI – 834004, JHARKHAND

**Government of Jharkhand**  
**Department of Rural Development**  
1<sup>st</sup> Floor, F.F.P. Building, Dhurwa, Ranchi – 834 004  
(Ph. - 0651- 2400244 / 2400404 / Fax - 2400245)

**(Short Tender)**

**e-Tender Ref.No. :- 02-03 (Ara – Stha)/2017/2700/Gra.Vi., Dated : 30/05/2017**

**NAME OF THE WORK: SUPPLY OF 5000 (No. may increase or decrease) POST PAID SIM CARDS with Data and Unlimited Calls for officials up to Panchayat Level**

NAME OF PURCHASER : JOINT SECRETARY,  
RURAL DEVELOPMENT DEPARTMENT

DATE OF PUBLICATION OF TENDER : 01/06/2017  
ON WEBSITE

LAST DATE FOR SUBMISSION OF : 21/06/2017  
TENDER

COST OF BID DOCUMENT : Rs. 1000/- (One Thousand Only)

DATE AND TIME OF PRE BID : 08/06/2017 at 03:00 PM  
CONFERENCE

DATE AND TIME OF OPENING OF : 21/06/2017 at 03:00 PM  
TECHNICAL BIDS

DATE AND TIME OF OPENING OF : After finalization of technical bids  
FINANCIAL BIDS

PLACE OF OPENING OF BIDS : JOINT SECRETARY, RURAL DEVELOPMENT  
DEPARTMENT,  
ROOM NO- 100,  
1st FLOOR, F.F.P. BUILDING,  
DHURWA, RANCHI

ADDRESS FOR COMMUNICATION : CHIEF INFORMATION OFFICER,  
RURAL DEVELOPMENT DEPARTMENT,  
ROOM NO- 324,  
3rd FLOOR, F.F.P. BUILDING,  
DHURWA, RANCHI

CONTACT PERSON : Shri AKSHAY KUMAR SINGH

Email ID : manikakshay@yahoo.co.in

CONTACT NUMBER : 0651-2400044

## Section - I INSTRUCTIONS TO BIDDERS

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Tenders are invited from companies/firms for supply of 5000 (Number may increase or decrease) Post Paid SIM Card with Data and Unlimited Calls for officials up to Panchayat Level

1. **Earnest Money Deposit** in shape of Bank Draft/Bank Guarantee.
2. **Pre Bid Conference:** RDD, Jharkhand shall organize a Pre Bid Conference on the scheduled date and time at FFP Building, Dhurwa, Ranchi. The department may incorporate any changes in the RFP based on acceptable suggestions received during the interactive Pre-Bid Conference. The decision of the Department of Rural Development, Jharkhand regarding acceptability of any suggestion shall be final in this regard and shall not be called upon to question under any circumstances. The prospective bidders shall submit their questions in writing to reach Department of Rural Development, Jharkhand on or before .../.../2017 till 3:00 PM. It may not be possible at the Pre Bid Conference to answer questions which are received late. The responses will be conveyed to all the prospective bidders (by way of paper advertisement about hosting amendments / clarifications on the website i.e. at [www.jharkhand.gov.in](http://www.jharkhand.gov.in)) in accordance with the respective clauses of the RFP within 7 working days of completion of the Pre Bid Conference and no participant would be intimated individually about the response of the Department of Rural Development, Jharkhand.  
Maximum 1 (one) personnel from each bidder will be allowed to participate in the pre-bid conference.

3. **Technical Bid: -**
  - i. Up to Date VAT return (certificate)
  - ii. Up-to-date income tax returns (clearance certificate)
  - iii. Proof of sound financial capability of the bidder. The bidder should have achieved a minimum sales turnover of Rs 50 Crore in last three years ending 31<sup>st</sup> March 2017 & should furnish profit and loss statement, Balance Sheet and auditor's report, bankers certificates etc. in support of its Financial Standing & capability to perform the contract
  - iv. ISO Certificate of bidders. The other technical details should be filled in format Annexure-I

- 2.1 The content of the qualified bidders will be examined by a technical committee constituted for this purpose for its quality and utility. The committee will make bidders wise rating on quality and utility of the materials/content submitted by the qualified respective bidder to the purchase committee.

Then purchase committee will open the financial bid and after assessment of technical report the final recommendation will be made.

3. **Financial bid (Annexure-III)**

Technical bid will be evaluated at first stage. The financial bid of those bidders will only be evaluated, whose technical documents will be found satisfactory and according to instruction and specification, on the day, to be communicated later to the concerned bidder.

#### **4. Clarification of Bidding Documents**

A prospective bidder requiring any clarification of the bidding documents may notify the Purchaser in writing or by fax at the Purchaser's mailing address/fax no. indicated in the bidding documents. The purchaser will respond in writing to any request for clarification of the bidding documents which it receives no later than 15 days prior to the deadline for submission of bids prescribed by the Purchaser. Written copies of the Purchaser's response (including an explanation of the query but without identifying the source of inquiry) will be sent to all prospective bidders which have received the bidding documents.

#### **5. Amendment of Bidding Documents**

- 5.1 At any time prior to the deadline for submission of bids, the purchaser may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the bidding documents by amendment.
- 5.2 All prospective bidders who have received the bidding documents will be notified of the amendment in writing or by fax or by email, and will be binding on them.
- 5.3 In order to allow prospective bidders reasonable time in which to take the amendment into account in preparing their bids, the Purchaser, at its discretion, may extend the deadline for the submission of bids.

## **SCHEDULE TO THE INVITATION OF BIDDER**

Tender for supply of 5000 (Number may increase or decrease) Post Paid SIM Card with Data and Unlimited Calls for officials up to Panchayat Level

### **6. Earnest Money**

- (a) Rs. 50,000/- in the shape of Bank draft, or a bank guarantee from Nationalized / Scheduled Bank located in India issued in favour of Zila Gramin Vikash Abhi, DD Payable at Ranchi will have to be submitted at office before opening of the bid.
- (b) The amount of earnest money will be forfeited if the bidder withdraws his bid after the opening of bids or if the bidder fails to furnish performance security after awarding of contract.
- (c) The bid security shall remain valid for a period of 45 days beyond the original validity period of bids or beyond any period of extension requested subsequently.

### **7. Quotation Price**

- (a) Bidders will have to bid for entire 5000 (Number may increase or decrease) Post Paid SIM Card with Data and Unlimited Calls in the enclosed format of quotations.
- (b) The bidder must submit only rate of mentioned line items for the entire 5000 (Number may increase or decrease) Post Paid SIM Card with Data and Unlimited Calls strictly as per the Scope of work/technical specifications mentioned in section III. No variation or variable quotation will be accepted.
- (c) All items in the respective 5000 (Number may increase or decrease) Post Paid SIM Card with Data and Unlimited Calls have to be quoted for. Quoting rates for partial quantity of an item for the 5000 (Number may increase or decrease) Post Paid SIM Card with Data and Unlimited Calls will not be acceptable.
- (d) The rates quoted for each 5000 (Number may increase or decrease) Post Paid SIM Card with Data and Unlimited Calls shall be fixed for the duration of the contract and shall not be subject to adjustment.
- (e) The bidder must keep the fact in their mind that the quantity mentioned in the schedule of requirement is a tentative approximation of requirement for the above mention period.

### **8. Validity of quotation**

- 8.1 The successful bidder will have to sign a rate contract agreement with the undersigned which will be effective for a period of one year from the date of signing of agreement. The supply order may be placed with them at different time intervals for the said period.
- 8.2 Bids shall remain valid for 180 days after prescribed date of opening of technical bids. A bid valid for a shorter period shall be rejected by the Purchaser as non-responsive.

## **9. Condition for supply**

- (a) Delivery: On each order of supply from the office of Joint Secretary, Rural Development Department, the 5000 (Number may increase or decrease) Post Paid SIM Card with Data and Unlimited Calls will reach the final destination and handed over within 15 days.
- (b) Any delay in the period mentioned above in 9(a) will attract deduction in payment for the first month of ordered value in below mentioned ways:
  - (i) For a delay of less than 10 days - 1%
  - (ii) For a delay from 11 days to 19 days - 1.5%
  - (iii) For a delay of 20 days and above - 2% + 0.1% per day in excess of 20 days

## **10. Modification and Withdrawal of Bids**

- 10.1 The bidder may modify or withdraw its bid after the bid's submission, provided that written notice of the modification or withdrawal is received with the Purchaser prior to the deadline prescribed for submission of bids.
- 10.2 The bidder's modification or withdrawal notice shall be prepared, sealed and marked and dispatched in the manner original bid was sealed marked and dispatched. A withdrawal notice may also be sent by fax but followed by a signed confirmation copy, post marked not later than the deadline for the submission of bids.
- 10.3 No bid may be modified subsequent to the deadline for the submission of bids.
- 10.4 No bid may be withdrawn in the interval between the deadline for submission of the bids and the expiration of the period of Bid validity specified by the bidder on the bid form. Withdrawal of a bid during this interval may result in the bidder's forfeiture of its bid security.

## **11. Cost of Bidding Document**

Cost of bidding Document Rs. 1,000/- (non-refundable)

## **12. Applicable Law and Jurisdiction**

- 12.1 The Contract shall be interpreted in accordance with the laws of the Union of India.
- 12.2 In case of a legal dispute the jurisdiction for its settlement will be that of a Court of Law having Jurisdiction at Ranchi

## SECTION II: BACKGROUND

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The Department of Rural Development, Jharkhand invite Proposals through e-tendering from Service Providers for providing Post Paid SIM cards under Data and CUG Connections only (closed user group) to 1000 approx connections for DDCs, DIRECTORS DRDA, BDOs, PROJECT OFFICERS, BPOs, RSs & HEADQUARTER OFFICIALS, etc.

### **Section 2.1 Background**

The Department of Rural Development, Jharkhand wanted to connect with all DDCs, DIRECTORS DRDA, BDOs, PROJECT OFFICERS, BPOs, RSs & Senior Headquarter Staffs etc for Evaluating, Monitoring of Departmental Flagship Programme or Giving Directions to them. Generally, after their transfer, their mobile no is also changed. It is hard to contact with them. The Department has view to provide a unique no to all field officials. This no is concerned with Post not Person.

## SECTION III: SCOPE OF WORK/TECHNICAL SPECIFICATIONS

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### WORK DETAILS

**The contract will have the following work scope/technical specifications:**

- The bidder will have to provide CUG facility on the numbers.
- The rental should be fixed and no extra billing should be allowed other than quoted in Annexure III.
- The bidder needs to provide 2G/3G/4G services on the numbers on fixed rental.
- No extra billing should be allowed for Data service other than quoted in the financial bid in Annexure III.
- Data limit 10GB monthly with a maximum limit of 500 MB in a day. In a day if 300MB is crossed, user will be alerted by SMS. After 500 MB limit, the speed will be throttled.
- High speed data services will be refreshed daily.
- No other chargeable service in any form should be activated in numbers other than Fixed Rental / Billing.
- Unlimited local/STD calls on any network
- The SMS plan should support 100 SMS per day per connection
- All the above mentioned plans should be automatically refilled by the network provider at the start of every month and the same should be mentioned in proposal.
- The vendor should be in a position to provide SIM in entire State of Jharkhand up to at least Panchayat level. The vendor is allowed to have a back to back arrangement with any other service provider at places where the vendor is unable to provide services.
- Even though the department requires quotation for 5000 SIM cards with 1GB data per day and unlimited calls, there is a possibility of increase in the number of SIMS required. In that case, the vendor has to quote price variants for different slabs (as defined Annexure – III Part - B).
- The bid will be decided on the basis of technically qualified and commercially L1 vendor for the first 5000 SIM cards.
- If the rates of L1 vendor for first 5000 SIM card is more than that of L2/L3 and so on for slabs above 5000 SIM cards, the L1 bidder for first 5000 SIM cards will be allowed to match the L1 rate for further slabs.
- If the L1 for first 5000 SIM cards fails or refuses to match the rate of next slab's L1, it will be his responsibility to port all the numbers to the L1 of next slab.



#### SECTION IV: ELIGIBILITY CRITERIA OF BIDDERS

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Keeping in view the complexity & volume of the work involved, the following criteria are prescribed:

The Applicants should meet all the below listed criteria to qualify for the participation in the Tender. They need to provide the mentioned documentary evidence to support their qualification as listed below:

- Shall be a Private or Public Ltd. Company applying individually (consortium not allowed) – MOA, COI of the company to be furnished.
- Up to date Sale tax return (certificate) ii) Up-to-date income tax returns (clearance certificate) iii) Proof of sound financial capability of the bidder.
- The bidder should have achieved a minimum sales turnover of Rs 100 Lakhs in any last two years ending 31<sup>st</sup> March 2017. Balance sheet and auditor's report, banker's certificates etc. in support of its Financial Standing & capability to perform the contract
- ISO Certificate of bidders.
- Should have prior experience in mobile telephony service. - License Copy Issued by Govt. of India
- Should have its office in state capital of Ranchi, operational for at least past of 5 years – Agreement Copy
- Should be in a position to dedicate a full time Service Manager for the Assignment. – Name of the support staff with their hierarchy
- Should have provided either CUG or GPRS post-paid service to at least three government bodies / PSUs / Government undertaking in Jharkhand for minimum of 200 Units – Order Copy to be furnished
- Should have not been blacklisted under any Ministry, Govt. Department of their agencies or apex bodies in the State of Jharkhand. – Self Declaration to be submitted
- The Service provider should have minimum 1000 Global System for Mobile (GSM) BASE TRANCEIVOR STATION (BTS) in the Jharkhand Telecom Circle. – Any valid documentary evidence is required.
- The Service Provider should have its own 2G/3G/4G license in Jharkhand Telecom Circle – Any Justifiable Documentary Evidence

## SECTION V: SELECTION PROCEDURE - EVALUATION OF BIDS

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### 5.1. Bid Evaluation

- 5.11 Authority will formulate a Selection Committee for making technical and financial evaluation and ranking of Bids received. This committee(s) will undertake evaluation of technical bids & financial bid, final selection of the company, negotiations on various terms and conditions, etc. except quoted price.
- 5.12 All the proposals submitted will be scrutinized to assess the eligibility based on the qualifying criteria. Those proposals which do not meet the qualifying criteria will be rejected at any stage of detection.

### 5.2 Evaluation of Technical bids

The eligibility criteria will be first evaluated as defined in Notice Inviting Request for Proposal for each bidder. Detailed technical evaluation will be taken up in respect of only those bidders, who meet with the prescribed eligibility criteria. Scrutiny of the tender document will be done by the Selection Committee to determine whether the documents have been properly signed, Earnest Money Deposit (EMD) paid and all relevant papers submitted. Tenders not conforming to such requirements will be prima facie rejected.

A Technical Bid may not be considered for evaluation in any of the following cases:

- Bidder has not submitted bid security.
- The Technical Bid was submitted in the wrong format; or
- The Technical Bid included details of financial bid; or
- The Technical Bid submitted to the Authority after the submission closing time and date specified in the Data Sheet.
- After the technical evaluation is completed, the Authority shall notify Bidders whose Bids meet the minimum qualifying technical criteria.

#### 5.2.1 Technical Evaluation

- A. All the bids (applications) will be evaluated based on the Eligibility Criteria and Technical Specifications.

The Selection Committee will shortlist those companies which are satisfying the eligibility criteria in all respects and declare the companies which are technically qualified for further evaluation.

- B. For evaluation, a weighted composite success score will be calculated based on separate evaluations of the Technical Bid (70% weightage) and the Financial Bid (30% weightage). The Selection Committee will oversee the evaluation process.
- C. The Selection Committee would first thoroughly check the technical bid form and supporting documents and shortlist the eligible agencies based on the technical eligibility criteria.
- D. The Selection Committee would evaluate the quality of Bidders on the criteria formulated by it.

Points will be given on the basis of proposals submitted and the presentation given by the bidders.

The criteria for evaluation and marks will be as follows:

Sl. No.	Criteria	Max Marks	Evaluation Criteria
<b>A. Infrastructure &amp; Services offered(Marks=20)</b>			
1	Bidders having valid license form Govt, to operate 2G, 3G and 4G GSM Service in Bihar/Jharkhand	15	Only 1 (2G/3G/4G) = 5 Any 2 (2G/3G/4G) = 10 All 3 (2G/3G/4G) = 15
2	Service presently by the bidders in Bihar/Jharkhand Circle	5	Yes=5 No=0
<b>B. Presence/Subscriber Confidence (Marks=30)</b>			
3	Total GSM Wireless connection in Bihar/Jharkhand Circle	10	Up to 50 lakhs=0 >50 lakhs but less than 100 lakhs=2.5 >100 lakhs but less than 150 lakhs=5 >150 lakhs but less than 200 lakhs=7.5 >200 lakhs=10
4	Total GSM Wireless Connections in India	10	Up to 1 crores =0 >1 crores but less than 5 crores =1 >5 crores but less than 10 crores =2.5 >10 crores but less than 20 crores =5 >20 crores =10
5	Total Rural Connection in India	5	Up to 3 crores =0 >3 crores but less than 5crores =1 >5crores but less than 7.5 crores =2.5 >7.5 crores but less than 10.0 crores =4 >10.0crores =5
6	Total 3G/4G connection in Rural Jharkhand	5	Up to 1 lakh = 0 More than 1 Lakh=5
<b>C. Quality of Services- Network Related ( Marks=25)</b>			
7	Average BTs Accumulated Downtime Figure in Bihar/Jharkhand for quarter ending March 2017(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	Average Call set-up success rate within own network figure in Bihar/Jharkhand for quarter ending March 2017 (in percentage)	5	Less than 94%=0, 94.1%-96%=1 96.1%-98%=3 98.1%-100%=5
9	Average call Drop Rate Figure in Bihar/Jharkhand for quarter ending March 2017 (in	10	More than 2% = 0, 1%-2%=2.5, 0.5%-1%=5, Less than 0.5%=10

	Percentage)		
<b>D. Quality of services- Customer Services Quality Related:(marks=15)</b>			
<b>10</b>	Average Metering and Billing Credibility Figure in Bihar/Jharkhand-Post Paid for quarters ending March 2017	<b>10</b>	More than 0.10% = 0 Between 0.05 to 0.10 =5 Less than 0.05 = 10
<b>11</b>	Average Resolution of Billing complaint in Bihar/Jharkhand for quarter ending March 2017 (in percentage within 4 week)	<b>5</b>	Less than 100% =0 100%=5
<b>E. Value of Services:(Marks -10)</b>			
<b>12</b>	Number of Important corporate client (minimum 50 connection) in Bihar/Jharkhand availing CUG connection from the bidders	<b>10</b>	No client = 0 Up to 2 client = 3 Between 3 to 7 client = 6 More than 7 client=10
	<b>Total</b>		<b>100</b>

**Note: For Quality of Services (Block C & D above), the vendor will have to submit the latest TRAI report.**

The participating agencies will be assigned a Technical score (TS) out of a maximum of 100 points. Bidders with Technical score of 70 and above out of 100 will qualify for the evaluation in the commercial process/ Financial Evaluation.

- These "Qualified Companies" will be considered further for Financial/Commercial Evaluation".
- **Department of Rural Development, Government of Jharkhand** reserves the right to increase or decrease the qualifying marks for technical evaluation in case of greater competition or most of the applying agencies receiving less than the stipulated score for the purpose.

Accordingly, the weight-age financial score will be decreased or increased for Financial Evaluation.

## 6. Empanelment of Companies

- 6.1 All the proposals received will be scrutinized to assess the eligibility based on the qualifying criteria. Those proposals which do not meet the qualifying criteria will be rejected, forthwith, or at any stage of detection.
- 6.2 The companies will be evaluated based on the qualifying criteria.
- 6.3 The final selection of the companies for empanelment will be done by the committee based on criteria mentioned in technical form.

## 7 Evaluation of Financial Bids

- 7.1 At the public discussion of Financial Bids, Bidder representatives who choose to attend will sign an Attendance Sheet.
- 7.2 The Authority's representative will discuss each Financial Bid. Such representative will read out aloud the name of the Bidder and the total price shown in the Bidder's Financial Bid. This information will be recorded in writing by the Authority's representative.
- 7.3 Financial Proposals of only the Technically Qualified Bidders would be considered for further evaluation.
- 7.4 The Financial bid will be evaluated for the cost of all the components.
- 7.5 Bidders' attendance at the discussion of Financial Bids is optional.
- 7.6 The selection committee will review the detailed content of each Financial Bid. During the review of Financial Bids, the Committee and any Authority personnel and others involved in the evaluation process, will not be permitted to seek clarification or additional information from any Bidder, who has submitted a Financial Bid. The detailed contents of each Financial Bid will be subsequently reviewed by the Authority. Financial Bids will be reviewed to ensure these are: -
  - I. Complete, to see if all items of the corresponding Technical Bid are priced;
  - II. Computational errors if there are errors these will be corrected
- 7.7 The lowest evaluated Financial Proposal (Fm) is given the maximum financial score (Sf) of 100.

The formula for determining the **financial scores (Sf) of all other Proposals** is calculated as following: -

**$Sf = 100 \times Fm / F$ , in which "Sf" is the financial score, "Fm" is the lowest price, and "F" the price of the proposal under consideration.**

The weights given to the Technical (T) and Financial (P) Proposals are: -

T= .70 and P = .30

Proposals are ranked according to their combined technical (St) and financial (Sf)

scores using the weights (T = the weight given to the Technical Proposal; P = the weight given to the Financial Proposal; T + P = 1) as following:  $S = S_t \times T\% + S_f \times P\%$ .

- 7.8 The composite final score will be calculated by summing the technical and financial scores. In case of a tie between bidders after combining the quality and price score, the bidder with higher quality / Technical score would be selected.
- 7.9 The authority reserves the sole right for carrying out amendments / modification / changes including any addendum to this tender document. All Bidders whose technical bid has been selected shall be notified of the amendment in writing by email or fax or post, and all such amendment (s) shall be binding on them.

## SECTION VI: GENERAL CONDITIONS OF WORK

### 8 Cost of Bidding

The Bidder shall bear all the costs associated with the preparation and submission of its bid, and the Purchase Committee of the **Department of Rural Development, Government of Jharkhand** in no case, will be responsible or liable for these costs, regardless of conduct or outcome of the bidding process.

### 9 Bidding Document

- (a) The Bidder is expected to examine all instructions, forms, terms and specifications in the bidding documents. Failure to furnish all information required by the bidding documents or submission of a bid not substantially responsive to the bidding documents in every respect will be at the Bidder's risk and may result in rejection of the bid.
- (b) The bid proposal must be properly indexed and bound. Any loose document submitted by bidders will be rejected.

### 10 PREPARATION OF BIDS

#### 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 the **Department of Rural Development, Government of Jharkhand** Purchase Committee shall be in **English only**.

#### Bid Currency

Prices shall be quoted in Indian Rupees only.

### 13. Earnest Money Deposit

- a. The Bidder shall furnish, as part of its bid, an Earnest Money Deposit (EMD) in the form of a DD drawn in favour of "**Zila Gramin Vikash Abhi,**" Payable **at Ranchi** for Rs. **50,000/- (Fifty Thousand only)**. **Offers, which are not accompanied with EMD, will be summarily rejected.**
- b. Unsuccessful Bidder's EMD will be discharged / refunded as promptly as possible.
- c. Performance Guarantee/Security Deposit of 5% of Total Tender Value to be submitted by Successful bidder either in form of DD or Bank Guarantee at the time of signing of agreement which will be discharged on successful completion of the project
- d. **Validity of Bids**

The bid should be valid for a period of 1 Years from the opening of the Proposal.  
The EMD shall be forfeited:

- I. If a Bidder withdraws its bid during the period of Bid validity specified by the
- II. In case of a successful Bidder, if the Bidder denies to accept the work.

**14. Award of work**

- i. The finalization of the Proposals will be done by a committee constituted by the Department for this purpose.
- ii. The contract will be awarded to the Successful bidder, whose bid has been determined as the best technically and lowest commercially acceptable bid.

**15. Interpretation of the clauses in the Proposal Document / Contract Document**

In case of any ambiguity in the interpretation of any of the clauses in Proposal Document or the Contract Document, interpretation of the Department shall be final and binding on all parties.

**16. Decision Taken**

The decision taken by the Department in the process of Proposal evaluation will be full and final and binding on all the bidders.

**17. Payment Schedule:**

The payment schedule will be as follows: -

- a. The payment will be done on a monthly basis on receipt of the bill
- b. Billing to be done centrally at given address and Payment will also be made centrally.
- c. The applicable taxes should be clearly mentioned on the bill
- d. No taxes other than quoted in the price bid will be paid
- e. The taxes levied will be applicable as per government rule and any changes in the taxes norms should be applicable accordingly.
- f. In this regard it is important to mention for the information of the bidders that 4% VAT and 2% TDS shall also be deducted at the time of payment in accordance with the instruction of Finance Department Jharkhand. The certificate of deductions made at source will be provided by the department later on.

**18. Penalty Clause**

If the Solution Provider is not executing the contract to the satisfaction of the Department then the Department may invoke any or all of the following clauses.

- i. Forfeit the Security Deposit or
- ii. Terminate the contract without giving any notice.



**ANNEXURE I-TECHNICAL BID COVERING LETTER**

Date: \_\_\_\_\_

To  
.....  
.....  
.....

Ref: \_\_\_\_\_

Subject \_\_\_\_\_

Dear Sir

We, the undersigned, hereby offer to render the services to **Department of Rural Development**, Govt, of Jharkhand, in conformity with the requirements defined in the EOI dated [specify date], and all of its annexure, as well as the Terms and Conditions:

(a)	Name and address of the Applicant/Company	
(b)	Year of Establishment	
(c)	Address of Local Office at Ranchi	
(d)	No. of Years of Operation in Ranchi	
(e)	Name of the CEO/Contact person	
(f)	Telephone/Cell No.:	
(g)	Fax	
(h)	Email ID	

We have attached all the documentary evidence as specified and asked in the tender and we confirm that all information provided are true to best of my knowledge and any manipulation found at any stage would lead to disqualification of my bid at any stage.

**For any on behalf of** \_\_\_\_\_

**Authorized Signatory**

**ANNEXURE II: TECHNICAL BID FORMAT**

Sl. No.	Criteria	Whether Fulfilling Criteria	Documents Attached in brief	Page No of the Annexure
<b>A. Infrastructure &amp; Services offered</b>				
1	Bidders Circle/ Regional office at Ranchi			
2	No. of bidders own Zonal/city office in Ranchi to be more than 4.			
3	Bidders having valid license form Govt, to operate 2G, 3G, 4G and GSM Service in Bihar/ Jharkhand			
4	Service presently by the bidders in Bihar/Jharkhand Circle			
<b>B. Presence/Subscriber Confidence</b>				
5	Total GSM Wireless connection in Bihar/Jharkhand Circle			
6	Total GSM Wireless Connections in India			
7	Total Rural Connection in India			
<b>C. Quality of Services- Network Related</b>				
8	Average BTs Accumulated Downtime Figure in Bihar/Jharkhand for quarter ending March 2017 (in percentage)			
9	Average Call set-up success rate within own network figure in Bihar/Jharkhand for quarter ending March 2017 (in percentage)			
10	Average call Drop Rate Figure in Bihar/Jharkhand for quarter ending March 2017 (in percentage)			
<b>D. Quality of services- Customer Services Quality Related</b>				
11	Average Metering and Billing Credibility Figure in Bihar/Jharkhand-Post Paid for quarters ending March 2017 (in percentage)			
12	Average Resolution of Billing complaint in Bihar/Jharkhand for quarter ending March 2017 (in percentage within 4 week)			

<b>E. Value of Services</b>				
13	Number of Important corporate client (minimum 200 connection) in Bihar/Jharkhand availing CUG connection from the bidders			
<b>F. Tender Fee &amp; EMD</b>				
14.	EMD Enclosed (Rs. 50,000/-)			
15.	Tender Document Fee (Rs. 1,000/-)			
16.	Undertaking for CUG Facility Service provider should have the facility to provide free integration with free CUG facility between department Social welfare department and all associated mission corporation and directorate			

**ANNEXURE III (Part – A): FORMAT FOR FINANCIAL BID**

RFP Reference No. and Date:

Bidders Name and Address:

Person to be contacted:

Name: Designation:

Phone/Mobile No.: Email:

Phone No(s): Fax No.:

To,

.....  
.....  
.....

**Subject: “Providing 5000 Post Paid SIM Cards with Data and Unlimited Calls for officials up to Panchayat Level”.**

Sir,

We, the undersigned Bidders, having read and examined in detail the Specifications and all the bidding documents in respect of Services for the above mentioned subject do hereby propose to provide Services as specified in the Bidding documents for which the cost will be as under:

**Price and validity: As per ANNEXURE III (Part – B): FORMAT FOR FINANCIAL BID**

This should be uploaded in “FINANCIAL BID” section, which will be opened only after the Technical Bid is found suitable.

Note: The bidders should quote the price in words also. In case of any discrepancy between the prices quoted in words and figures, the price quoted in words shall prevail and will be considered for comparison of bids.

**1. EMD**

We have submitted in favour of “Zila Gramin Vikash Abhi” a DD/bank guarantee for the sum of Rs. 50,000/- (Rs. Fifty Thousand) only. This EMD is liable to be forfeited in accordance with the provisions of Bid documents. i.e. declare that all the Services/Works shall be performed strictly in accordance with the Scope of Work.

**2. Bid Pricing**

We further declare that the prices stated in our proposal are in accordance with your Instructions to Bidders as stated in bidding document.

**3. Bid Price**

We declare that our bid prices are for the entire scope of the work as specified in the technical specification and bid documents. These prices are indicated in attached with our proposal as part of the Financial Bid.

We hereby declare that our proposal is made in good faith, without collusion or fraud and the information contained in the proposal is true and correct to the best of our knowledge and belief.

Thanking you.

Yours faithfully

**ANNEXURE III (Part – B): FORMAT FOR FINANCIAL BID**

<b>Price and Validity</b>						
<b>Name of the firm / Company</b>						
<b>Address of the Firm / Company</b>						
<b>Sl. No</b>	<b>Item Description</b>	<b>Unit Price Monthly</b>	<b>Service Tax Monthly</b>	<b>Unit Price Monthly inclusive of Service tax</b>	<b>Quantity</b>	<b>Total Price Monthly</b>
1.	Fixed Rental / Fixed Billing with Data and Unlimited Calls					
<b>Grand Total</b>						
<b>Per Unit Price including Service Tax (in Words)</b>						
<b>Total Price for 5000 SIM Cards including Service Tax</b>						
<b>Rates for Slabs for additional Sim Cards (if required)</b>						
a.	5001- 7500 SIM Cards					
b.	7501 – 10000 SIM Cards					
c.	Above 10000 SIM Cards					

**Note: The vendor selected must abide by the following:**

1. The bid will be decided on the basis of technically qualified and commercially L1 vendor for the first 5000 SIM cards.
2. If the rates of L1 vendor for first 5000 SIM card is more than that of L2/L3 and so on for slabs above 5000 SIM cards, the L1 for first 5000 SIM cards will be allowed to match the L1 rate for further slabs.
3. If the L1 for first 5000 SIM cards fails or refuses to match the rate of next slab's L1, it will be his responsibility to port all the numbers to the L1 of next slab.

**Government of Jharkhand**  
**Department of Rural Development**  
**FFP Building, Dhurwa, Ranchi – 834004**

**Notice for Inviting Tender**

**Invitation of Bid for providing Post Paid SIM Cards with Data and Unlimited Calls for officials upto Panchayat Level.**

**e-Tender Ref.No. :- 02-03 (Ara – Stha)/2017/2700/Gra.Vi., Dated : 30/05/2017**

Sl.	Information	Details
1	Subject of Tender	To Supply SIM Cards with Data and Unlimited Calls
2	Tender Fee	Rs. 1,000/- (Rupees One Thousand Only)
3	EMD	Rs. 50,000/- (Rupees Fifty Thousand Only)
4	Bid Validity Period	180 days
5	Date of publication of tender	01/06/2017
6	Last date of submission of tender	21/06/2017
7	Pre Bid Conference	08/06/2017 at 03:00 PM
8	Date & Time for Technical bid opening	21/06/2017 at 03:00 PM
9	Date & Time for Financial bid opening	After finalization of technical bids
10	Contact Person for queries	Shri Akshay Kumar Singh
11	Contact Number	9471700433
12	Contact Email Address	manikakshay@yahoo.co.in
13	Place of bid submission in hard copy	Room No – 100, First Floor, FFP Building, Dhurwa, Ranchi - 834004

**Note: The above dates may change due to abrupt declaration of holidays.**

Detailed tender document can be seen on website [www.jharkhand.gov.in](http://www.jharkhand.gov.in)

Sd/-

(Yatindra Prasad)  
Joint Secretary to the Government