

BERHAMPUR MUNICIPAL CORPORATION

RFP No. 16821

Date 15/12/21



Request for proposal (RFP) for Maintenance of City Wi-Fi in Berhampur City

Issued by:

Berhampur Municipal Corporation

Berhampur, Odisha-760002

Contact – 0680-2250290

email – mcbemc08@gmail.com

BERHAMPUR MUNICIPAL CORPORATION
BERHAMPUR

Bid Identification No. 16821

Dtd. 15-12-2021

REQUEST FOR PROPOSAL

1. Berhampur Municipal Corporation invites sealed proposal in conformity with RFP documents in Two Bid System (Part-I: Technical Bid and Part-II: Price Bid) through Registered Post/ Speed Post to the office of the undersigned from Registered Internet Service Provider for Maintaining the complete City Wi-Fi Project (Infrastructure with Internet Bandwidth) in designated locations under Berhampur Municipal Corporation.

More details provided in this RFP document.

Sl.No	Name of Work	Contract Period	Cost of bid document in Rs. (Non-refundable)	Period of Sale of Bid	Date of Opening of Technical Bid
1	2	3	4	6	7
1	Maintenance of Infrastructure Setup (Hardware + Software) with Internet Bandwidth of City Wi-Fi under Berhampur Municipal Corporation.	3 Years	Rs.11200/- (including GST)	From 16/12/2021 at 10.00 AM to 30/12/2021 by 05.00 PM	31/12/2021 at 11.00 AM

The details of the bid and bid document can be downloaded from official website i.e. www.berhampur.gov.in.

Any clarification can be obtained in the office of the undersigned.

The Authority reserves the right to accept or reject any or all bids without assigning any reason thereof.


Commissioner
Berhampur Municipal Corporation

Memo No. 16822

Dt. 15-12-2021

Copy submitted to the Collector, Ganjam, Chatrapur for favour of kind information with a request to please display a copy of this Notice in his Office Notice Board for wide circulation and information of all concerned .


Commissioner
Berhampur Municipal Corporation

Memo No. 16823

Dt. 15-12-2021

Copy forwarded to the Steno to Administrator, Berhampur Municipal Corporation / P A to Municipal Commissioner/ Steno to Exe. Engineer, Berhampur Municipal Corporation for information and necessary action.


Commissioner
Berhampur Municipal Corporation

Memo No. 16824

Dt. 15-12-2021

Copy to Office Notice Board / Spare Copies to the Concerned Files for reference and record and information of all concerned.


Commissioner
Berhampur Municipal Corporation

Introduction :

Berhampur Municipal Corporation invites Request for Proposal (RFP) in Two-bid forms for maintaining the "City Wi-Fi" Project of BeMC in designated locations under BeMC from reputed Internet Service Providers with proven experience in similar field.

Bid Data Sheet:

Availability of Bid Document	Bid Documents can be downloaded from the official website: www.berhampur.gov.in
Cost of Bid Document	Rs. 11200/- (including GST) which is non-refundable.
Downloading of Bid Document	From <u>16/12/2021</u> at 10.00 AM to <u>30/12/2021</u> by 5.00 PM
Last Date of Receipt of filled-up Bid Documents	<u>30/12/2021</u> by 5.00 PM
Date & Time of Opening of Technical Bid	<u>31/12/2021</u> at 11.00 AM
Date & Time of opening of price bid	To be intimated to the respective bidder, who qualify the Technical Bid.
Address for Communication	COMMISSIONER BERHAMPUR MUNICIPAL CORPORATION, BERHAMPUR Phone : 06802250290 Email: mcbemc08@gmail.com (All communications, including the envelopes, should contain the following information, to be marked at the top in bold letters: - "BID DOCUMENT FOR MAINTENANCE OF CITY WI-FI")

General Instructions and Eligibility Criteria to the bidder:

1. The Bidder should submit the Bid cost of Rs. 11200/- (including GST) Non refundable in form of DD in favour of Commissioner, Berhampur Municipal Corporation, Berhampur.
2. The bidder should submit the bid in two covers i.e. one is TECHNICAL and other is FINANCIAL Cover clearly written on the cover.
4. The Financial Bid will be opened for those who qualifies in the Technical Criteria.
5. The Award will be made on the basis of QCBS method.
6. The successful bidder should submit 2% of the Annual value as Bid Security in shape of Bank Guarantee.
7. The Contract is for 3 years maintenance.

8. During the contract period all the installed Product replacement will be done by the bidder without any financial burden to the BeMC.

The bidder must possess the requisite experience, strength, technical know-how and capability in providing the services necessary to meet the requirements as described in the RFP document(s). The invitation to proposal is open to all bidders who qualify the eligibility criteria as given below:

Pre-Qualification:

- The bidder is registered ISP.
- The Bidder should submit the ISP Registration, PAN, GST Regn.
- The bidder should have minimum Average Annual Turnover of Rs.3 Crores, in last three years.
- The bidder should submit the Audited Balance sheet of last 3 years.
- The bidder should not be blacklisted or debarred by any Govt. Organizations. Declaration to this effect must be submitted with bid.
- The bidder should have office in Odisha preferably at Berhampur.

EVALUATION & SELECTION CRITERIA

The Proposal Evaluation Committee constituted by the BeMC will do the Technical Evaluation of the tender. The decision of the committee will be final. The technical bid will be evaluated for all essential requirements with supporting documents. After evaluation of the documents, all the bidders fulfilling pre qualification criteria will be further evaluated based on their proposed scope of work.

In order to facilitate the technical proposal evaluation, the technical criteria laid down along with the assigned weights have been presented in the following table. The marking scheme presented here is an indication of the relative importance of the evaluation criteria. Bidders securing a minimum of 60% marks in the technical evaluation will only be considered for further financial bid evaluation. Bids of Tenders which don't secure the minimum specified technical score will be considered technically non-responsive and hence debarred from being considered for financial evaluation.

The evaluation of the bid shall be based on the following criteria:

Sl . No.	Item	Total Marks	Criteria	Marks
1.	Average turnover of the Company in last three year.	30	05 Crores above 4 above to 5 Crores 3 TO 4 Crores	30 20 10
2.	City Wi-Fi Projects worth (Both Infrastructure setup and maintenance).	10	01 Crore and above Below 1 Crore	10 05

3	No of City WiFi Projects in Odisha	10	1 or above Less than One(Zero)	10 05
4.	The firm must have EPF-ESI. (No. of Persons enrolled)	20	50 and above 1-50	20 10
5.	The Bidder should have existence in the numbers of cities in Odisha	30	More than 3 Equal 3 Less than 3	30 20 10

The minimum qualifying Technical Score shall be 60%.

Commercial bids of those bidders who are only technically qualified in the Technical Evaluation will only be opened. All other Commercial bids will be ignored. Final selection will be based upon "Quality cum Cost Based Selection" (QCBS) method.

The Absolute Technical Evaluation Mark will be calculated as follows:

$$\text{Normalized Technical Score } \mathbf{STech} = \frac{\text{Mark Secured by the bidder} \times 70}{\text{Highest Score obtained by any bidders}}$$

The Commercial Evaluation will be done by following method:

$$\text{Normalized Commercial Score } \mathbf{S Com} = \frac{\text{Lowest Price Quoted by any bidder} \times 30}{\text{Price Quoted by the Bidder}}$$

Final Score will be calculated as follows:

$$\mathbf{S Final} = \mathbf{STech.} + \mathbf{S Com.}$$

Final Selection of Bidder will be done based on added individual score achieved by the bidder in technical evaluation and commercial evaluation scores and highest score (S Final) will be awarded the contract. The highest score bid hence forth will be called adjusted Lowest One (L1).

COMMERCIAL BID:

The price to be quoted for each category should be in yearly basis along with unit price. No comparison will be made on individual item/activity basis as all activities are interconnected to each other.

Scope of Work

Berhampur Municipal Corporation has installed the Wi-Fi Hotspots at designated locations as detailed below. All the infrastructure is in Working condition. Now BeMC wants to give the entire network for comprehensive maintenance including providing Internet Bandwidth.

The broad scope of work for the implementation of City Wi-Fi is as under:

1. To provide the maintenance of (hardware, software, operations, maintenance & support, etc.) enabling public Wi-Fi hotspots across City, for providing wireless internet (Wi-Fi) access to the citizens and tourists in Berhampur using any Wi-Fi enabled devices (laptops, mobile devices, tablets etc.).
2. The participating vendors should maintain the entire network including provisioning of bandwidth, configuration, activation, operations, maintenance, monitoring, support etc. of the City Wi-Fi project including the requisite manpower as well as for the management of the project.
3. The following areas are covered under City WiFi Projects.
 - i. Municipal Corporation area.
 - ii. Ramlingam Tank
 - iii. Girija Square.
 - iv. Annapurna Market via Urban Bank Road.
 - v. Old Busstand
 - vi. Giri Market square
 - vii. Biju Patnaik Park area.
 - viii. Town Hall
 - ix. Khallikote college square area
 - x. Public Library, State Bank Road area

Operations, Maintenance and Support

1. The selected agency will have to provide full operational, maintenance and technical support during the entire period of the contract.
2. The selected agency shall be responsible for managing and monitoring the complete architecture of the City Wi-Fi during the entire period of contract.
3. All the Wi-Fi hotspots shall be managed by a centralized Wi-Fi management software and Wi-Fi controller. User credentials for MIS access to the software must be shared by the selected agency with BeMC.
4. In case of non-utilization of Wi-Fi services at any of the Wi-Fi hotspot, the selected agency shall relocate the same to other feasible location as per the directions of BeMC.
5. During the duration of the contract, the selected agency shall be required to conduct periodic checks of the deployed solution for performance & security, and further perform continuous network monitoring on behalf of BeMC.
6. The selected agency shall be required to provide necessary information, support and MIS reports in the desired format to the BeMC
7. The selected agency shall be required to setup and operate 24x7 helpdesk customer support system (Toll free numbers) and web based complaint / feedback registration system for end users.
8. In order to provide better services, the selected agency would set-up response teams to address technical, outage or other network issues at the sites.

Data Maintenance & Security:

1. The selected agency shall ensure that user information is secured and is not accessible to any unauthorized entity. It must also be ensured that solution is designed for end- to-end security for the network to prevent any unauthorized changes and use of the network. User / usage specific data
2. The system must be able to generate detailed reports on: Complaints / feedback submitted by the end users
3. Utilization report of each Wi-Fi hotspot etc.

SERVICE TERMS:

- The entire scope of the work depends on the technical skill and experience in management of the same level or kind of infrastructure.
- It is mandatory for Bidder to deploy qualified professional to maintain the existing network, as defined under scope of work.
- The Bidder has to submit regular schedule of man power availability & get it approved by authority, before deployment.
- The Bidder will have to carry out reinstallation of any of the equipment 'Free of Cost, if required.
- The Bidder need to manage & maintain various records related to the services extended to the Government.
- In case of failure of any system or equipment, the Bidder needs to replace or repair the faulty part/component/device to restore the services at the earliest. The cost of the repairing or replacement of faulty Cable/component/device has to be entirely born by the Bidder.
- All expenses related to cable/component/device, including hiring of specialized technical expertise, in case required, has to be borne by the Bidder as part of Contract Agreement.
- Bidder shall submit test procedures covering various test cases and expected results of these tests relating to various systems being commissioned for the network.

PAYMENT METHOD:

Payment will be made on post quarterly basis on successful operation and maintenance during that period.

The infrastructure installed in the Complete City WiFi Project is detailed below:

Product	Quantity
Finolex/USA Martin Fibre	16 Kms (Approx)
Gigabit 4 port GPON OLT	01
GPON-SM-PON SFP Modules	01
1:4 Splitter	01
GOPON – 0400 ONU	27
Ubiquiti AC Mesh Pro/ Ubiquiti AC Mesh AP	27
LC Patch Cord-MX	27
Ubiquiti Air Pro Mimo AP Antena	27
Outdoor weather proof casing	27
Edge RPOE Switch	27
GI Wire Bundle	60
50:50, 20:80 Splitter	30
Electric Board 2 power port at every point	27
Electric Wire: 300m	300m
Xeon Server : 16GB RAM, 500 GB SSD, 1TB HDD, DVD Drive, 2 High End Gigabit Ethernet ports for NAT and Bandwidth Management Server	01
Inter Core i5 Server: 8GB RAM, 1TB HDD, DVD, 2 Gigabit Ethernet ports for Radius Server.	01
Mikrotik Core Router	01
Dell Wireless and Keyboard (Combo)	01
Microtek 1.1 KW SW Inverter UPS	01
Tall Tubular Battery: 150 Ah	01
Ethernet Cable CAT6	900m
UPS 1100VA 230V	25

The undersigned has the right to Accept or reject any or all the bids without assigning reason thereof.


 Commissioner
 Berhampur Municipal Corporation

FINANCIAL BID FORMAT

Sl.No.	Particulars	Unit	Quoted Amount	
			In Words	In Figures
1	Annual Maintenance of Hardware Infrastructure/ Software setup including IP Pool for 3 years (one time)	1		
2	Annual Bandwidth cost(300 MBPS) 1:1 (Annually)	1		
3	SMS and OTP Cost (Annually)	1		
	Total Annual Cost(1+2+3)			

(All the items should be inclusive of all taxes)

Signature of the Bidder