

Tender No. HWT130422631

**“Bid for fixing of rates of
Postpaid Mobile Phone
Services for Government
Dignitaries and Officials on
behalf of General
Administration Department,
Government of Gujarat”**

Issued by:



Gujarat Informatics Ltd

Block no. 2, 2nd Floor, Karmayogi Bhavan, Sector-10, Gandhinagar-382010, Gujarat
Phone No. 079 23256022, 23259239 Fax: 079 23238925; www.gil.gujarat.gov.in

Important Dates

Pre-bid Meeting	<i>25-04-2022, 1500 hrs.</i>
Pre-bid Venue	<i>General Administration Department, Committee room, Block No. 1, 7th floor, New Sachivalay, Gandhinagar.</i>
Last date of bid Submission	<i>06-05-2022 up to 15.00 hrs.</i>
Bid processing fees	<i>Rs. 2,950/-</i>
EMD (Ernest Money Deposit)	<i>Rs. 50,000/-</i>
Opening of Technical bid on	<i>06-05-2022 at 17.00 hrs.</i>
Contact Person	<i>1. Additional Secretary (Protocol), GAD 2. DGM (Tech.) GIL</i>

(1) Introduction:

Gujarat Informatics Limited (GIL), on behalf of the General Administration Department, Gandhinagar (hereinafter referred to as the "Office") invites the Bid for fixing of rates of Postpaid Mobile Phone Services for Government Dignitaries and Officials on behalf of General Administration Department, Government of Gujarat.

- Bidder shall submit their bids on <https://www.gil.nprocure.com>.

1. **Part I: (EMD (Ernest Money Deposit) & Bid Processing Fees Section) :**

The Bidder will have to remit Non-Refundable Bid Processing Fees of **Rs. 2,950/-** & Earnest Money Deposit (E.M.D.) of **Rs. 50,000/-** (Rupees Fifty thousand) (Refundable) **on or before the date & hours of submission of bid (i.e.06.05.2022 up to 1500 Hrs)** in a sealed cover at GIL office with the heading "Bid processing fees & EMD for Tender No. HWT130422631, Bid for fixing of rates of Postpaid Mobile Phone Services for Government Dignitaries and Officials on behalf of General Administration Department, Government of Gujarat.

- a. Bid processing fees must be in the form of Demand Draft in the name of "Gujarat Informatics Ltd." payable at Gandhinagar along with the covering letter.
- b. EMD as mentioned above, shall be submitted in the form of Demand Draft OR in the form of an unconditional Bank Guarantee (which should be valid up to validity of 6 months from the date of bid submission) of any Nationalized Bank (operating in India having a branch at Ahmedabad/ Gandhinagar) in the name of "Gujarat Informatics Ltd." payable at Gandhinagar (as per prescribed format given at Annexure A) and must be submitted along with the covering letter.
- c. Please affix the stamp of your company on the overleaf of the demand draft.
- d. **Note:** Failing to submit physical covers of EMD and bid processing fees at GIL on or before **06.05.2022 up to 1500 Hrs** may lead to the rejection of the bid
- e. Bid complete in all respects should be uploaded on or before the Bid due date.
- f. Interested and eligible Bidders are required to upload the technical criteria-related document in Technical Bid Section & commercial bid in Commercial Bid Section. The Bids should be accompanied by bid security & bid processing fees (non-refundable) as specified in this Bid Document. The Eligibility, Technical & Commercial Bid must be uploaded to <https://gil.nprocure.com> & the Bid Security and Bid Processing Fees must be delivered to the office of Gujarat Informatics Ltd.
- g. The Bid Processing Fees & Bid Security Section and Technical Section will be opened on the specified date & time in presence of the committee members and representatives of the bidders who choose to attend. The representative will be held responsible for all commitments made on behalf of the bidder and that will be considered valid for all further dealings related to this tender process.
- h. **Note:** Bidders who wish to participate in this bid will have to register on <https://gil.nprocure.com>. Further bidders who wish to participate in online bids will have to procure Digital Certificate as per Information Technology Act 2000 using which they can sign their electronic bids. Bidders can procure the same from (n) code solutions – a division of GNFC Ltd., or any other agency licensed by Controller of Certifying Authority, Govt. of India. Bidders who already have a valid Digital Certificate need not procure a new Digital Certificate.

2. Part II: (Eligibility and Technical section)

- **Technical details (40% weightage)**
- As per the Annexure-I attached herewith.
- The bidder has to provide the details in Softcopy.
- Bidder should provide the following information in respect of its mobile coverage in Gujarat.
 - a) Nos. of BTS in cities / town (Above 10,000 population) (Please attach list).(Please indicate the no. of towers separately if they are operated on different frequency band)
 - b) Nos. of BTS in villages (Below 10,000 population) (Please attach list).(Please indicate the no. of towers separately if they are operated on different frequency band)
 - c) Valid CMTS/Unified License Copy
 - d) Total GSM/VoLTE subscriber (base in Gujarat)
 - e) No. of Post Paid Customer Service Center / Touch Points in Gujarat (No. of centers with list offering services of Post Paid payments, MNP, SIM related services, New Connection, VAS, Service Requests, etc.
 - f) Total number of 4G coverage Cities/Towns (List along with number of BTS sites)
 - g) Call setup Success rate
 - h) **Connection with Good Voice Quality**
 - i) **Base Station (BS) Accumulated down-time(Not available for service)(%age)**
 - d, g, h, i information will have to be backed up by latest published reports of TRAI.

3. Part III: Financial Bid Section:

- Financial Bid as per format given below.(60% weightage)
- The Selected Bidder shall have to provide services mentioned under the head “Particular” in the tables below:
- The Base rate is mentioned against each of the service particular against every row. The bidder will have to quote single percentage lump sum figure +/- with reference to the base rates without any deviation or conditionality’s.
- This simple percentage up/down will then apply uniformly against each of the services to be provided by the bidder.
- To illustrate, if the bidder quotes minus (-) 7%, then he offers to provide all services at a rate discount of 7% to the base rate mentioned for each of the item against the each services. Mobile user need not buy all the services and opt for only basic and common services alone

BASE RATE SCHEDULE

I. Basic Services:

Sr. No.	Particulars	Base Rate
1	<i>One time Charge (Entry level Cost):</i>	<i>Charges waived</i>
	A. Registration Fee	
	B. Activation Charge	
	C. Security Deposit	
	D. National Roaming Access	
	E. VPN (CUG) access charge	

2	Monthly Charges: Monthly Rental per Post Paid Connection (Total free calls)	Rs.150.00
3	Pulse Rate in Seconds:	60 Second
4	Billing Cycle:	Monthly

II. Common Services:

Sr. No.	Particulars	Base Rate
1	Incoming Calls	Free
2	Calls within CUG	Free
3	Outgoing Calls	
	A. Intra Circle Calls (Local outside CUG)	
	(I) Cell to Cell(other network)	Free
	(II) Cell to Fixed Line/WLL	Free
	B. Inter Circle Calls (STD, calls within Inter Circle irrespective of distance)	
	(I) Cell to Cell (All network)	Free
(II) Cell to Fixed Line/WLL	Free	

4	National Roaming	
	(i) Incoming Call	Free
	(ii) Outgoing Calls (within visited license service area (LSA) i.e. Local)	Free
	(iii) Outgoing Calls (beyond visited LSA i.e. STD)	Free

5	Rate for Services:		
	(i) SMS (Rs. per Outgoing Msg.)		
	Beyond Free Limit	(a) Free SMS (Local) per month	3000
		(b) SMS – International	Rs.5.00
	(ii) CLIP (Caller Line Identification Protocol)		Free
	(iii) CLIR (Caller Line Identification Restriction)		Free
	(iv) CW (Call Wait)		Free
	(v) CH (Call Hold)		Free
	(vi) CD (Call Divert)		Free
(viii) VMS (Voice Mail Services)		Free	

III. Optional Services:

A: ISD Services:

Sr. No.	Particulars	Base Rate
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6	ISD	
	(I) USA, Canada, UK	Rs.6.40
	(II) Sri Lanka, China, Singapore, Taiwan,	Rs.10
	(III) Europe (Other than UK)	Rs.10 (mobile) Rs.6.40(fixed line)
	(IV) Kuwait, Bahrain, UAE, Oman & Qatar	Rs.10
	(V) Rest of the world	Rs.20.00
7	Caller tune of 30 seconds Monthly charges	Not required

B: Data Plan:

Sr. No.	Particulars	Base Rate
	Rate of Internet facilities: (E-mail & Internet)	
	(i) Monthly Rental	
8	A. 3 G Data pack (30 GB Free per Month + ABOVE DATA USAGE AT 2 G Speed). Roll over will be on monthly basis against 3G (respective speed quotas)	Rs.100
	B. 3 G Data pack (60 GB FREE) +ABOVE DATA USAGE AT 2 G Speed Monthly rollover upto 1 month.	Rs.200
	C. 3 G Data pack (unlimited data download)	Rs.400
	D. 4 G Data pack (30 GB Free per month +ABOVE DATA USAGE AT 2 G Speed). Roll over up to 1 month against 4G (respective speed quotas)	Rs.100
	E. 4 G Data pack (60 GB FREE) +ABOVE DATA USAGE AT 2 G Speed rollover up to 1 month.	Rs.250
	F. 4 G Data pack (unlimited data download)	Rs.500
9	Detailed comprehensive billing charges (Bill Printout on demand)	Free

The data should have carry forward (roll over) facility

Note: Above rates in Para I to III are exclusive of taxes or duties

If any bidder providing 4G data plan instead of 3G data plan. then it is acceptable, in such case the base rate for 3G data plan will be applicable for 4G data plan

Financial Offer Schedule:(60% weightage)

1. Offer Quote in percentage above or below the base prices for services schedule mentioned above:

Discount or Premium Rate (F) in percentage	In words (F)	Above the base rate or below the base rate
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- | | | |
|--|--|--|
| | | |
|--|--|--|
2. Only Single Rate Quote, Which will apply uniformly against all services mentioned at I to III services against base rate schedule. More than one rate quote or differential quote for different services or conditional quotes will not be accepted and will lead to disqualification.
 3. From the above quote Fb will be decided with abase of 100. This would mean "0" quote would mean Fb=100; +10 % (premium or above base rate) will mean Fb=(1-10%)*100=90; and -10% or discount of 10% against the base prices in the bid will mean Fb=(1+10%)*100=110. The formula will be Fb = (1 - F)*100. F will be a positive number when premium is quoted and will be a negative number when discount is quoted.

- **Evaluation of the bid:**

The bidding process will have two stages. In the first stage, Technical bids will be evaluated as per the qualifying criteria given with this document. Minimum score to qualify in the Technical Bid will be 60 marks. Financial Bids of only those who qualify in the technical bid stage will be opened. For the overall evaluation, weightage to the Technical and Financial Bid will be as follows:

- I. 40% weightage is to be given to technical proposal submitted by bidder
- II. 60% weightage is to be given to financial offer schedule submitted by bidder.

For Technical Score:

$$T_n = T_b / T_{max} * 100$$

Where

T_n = normalized technical score for the bidder under consideration
T_b = absolute technical score for the bidder under consideration
T_{max} = maximum absolute technical score obtained by any bidder

For Financial Score:

$$F_n = F_b / F_{max} * 100$$

Where

F_n = Normalized financial score of the bidder under consideration
F_b = Value as arrived at in para-4 above
F_{max} = Maximum F_b from amongst the bidder

Overall Score:

$$B_n = 0.4 * T_n + 0.6 * F_n$$

Where

B_n = overall score of bidder under consideration
T_n = Normalized Technical score for the bidder under consideration
F_n = Normalized financial score of the bidder under consideration

If tendering authority desires to negotiate then it will negotiate with only the bidder with the highest overall score (B_n).

(2) Terms and Conditions:

1. The term of this Agreement will be initially for two years subject to the condition that GoG will review the quality of mobile phone service and tariff rates after six months and if service or the tariff rates, as the case may be, are not found satisfactory, agreement can be terminated by the GoG after giving one month's notice to Bidder.
2. The rates and agency will be finalized based on evaluation criteria defined in the bid. GAD will do the rate contract with a finalized agency with finalized rate
3. The Tariff plan can be changed & the rates can be revised with mutual consent.
4. In case of termination, the service provider shall continue to provide services till the alternate arrangements are made.
5. The period of rate contract with Government will be for a period of **two Years**. By mutual consent, the period of contract can be extended for further period of one year at a time
6. Airtime rates quoted by the service provider should be in accordance with the TRAI Regulations. It is expected that a favorable special package will be offered.
7. In case of downward revision of rates by the Company for the public at large, appropriate downward revision in the special package shall be made.
8. No upward revision in prices shall be allowed except Government taxes & levies as applied and circulated by TRAI during the course of validity of contract
9. Details of the Government Boards/Corporations, Organizations financed by Government with the number of users with the service provider should be provided.
10. If selected as service provider, the Bidder should extend the tariff plan as finalized to the organizations mentioned in above item no. 8 & to Govt. employees as well as retired Govt. officers on individual payment basis and include their mobile connecting the CUG without additional inclusion fees.
11. Bidder will have to provide new series in which first five digits will be unique and common for users of this tendered service. However at the option of the user, the service provider may provide for retaining the same number without charging any switchover fee. (Free Mobile Number Portability - MNP)
12. The priced bid should indicate the prices in the format/price schedule only.
13. Acceptance/alteration/rejection of any bid will be at the sole discretion of Government.
14. Dispute if any will be subject to Gandhinagar jurisdiction.
15. The selected bidder shall provide mobile number portability of all the numbers of Govt. of Gujarat including mobile numbers of Boards / Corporation, organizations financed by Government etc.

16. The EMD and Bid processing fees should reach in sealed cover on or before 06-05-2022 up to 15.00 hrs.
17. **Close User Group:** All the connections obtained through the Government of Gujarat will be in closed user group (C.U.G.).
18. **Customer Care and Helpline:** Bidder will nominate a Dedicated Service Manager for customer care and Helpline facilities, which would be available 24 hours during the entire agreement period.
19. **Quality of Coverage**
1. Bidder will install additional Base Transceiver Station (BTS) wherever required for overall coverage improvement in the state.
 2. Bidder will daily monitor the congestion on each Base Transceiver Station (BTS). If any BTS is found overloaded, additional outdoor BTS will be installed with 15 days as per requirement.
20. Bidder will install at least two PRI line/ SIP trunk if required by Govt, with facility for minimum 30 simultaneous connections for Sachivalaya Integrated Communication Network (SICN) at his own cost, if he doesn't already have one. So that all outgoing traffic through SICN should not cause added cost burden in form of inter connecting or carrier charges.
21. In case of more than one equal bids i.e. total of qualification and price scoring, the bidders with equal bids shall be invited to submit their negotiated bids in closed envelope and the one with the minimum price shall be selected for the entrustment.
22. Bidders can seek written clarifications up to **2 days before pre bid meeting** to DGM(Tech.), Gujarat Informatics Ltd., Block No. 2, 2nd Floor, Karmayogi Bhavan, Sector 10A, Gandhinagar – 382 010 and the pre-bid meeting will be held as per the schedule. The office will try to clarify & issue amendments if any to all the bidders in the pre-bid meeting. No further clarification whatsoever will be entertained after the bid submission date.
23. All prospective bidders are requested to browse our website & any amendments/corrigendum/modification will be notified on our website and such modification will be binding on them. Bidders are also requested to browse the website of GIL/GoG i.e. www.gil.gujarat.gov.in & www.gil.nprocure.com for further amendments if any.
24. Please address all queries and correspondence to
DGM (Tech)
Gujarat Informatics Limited,
Block No.2, 2nd floor, Karmayogi Bhavan,
Sector 10 A, Gandhinagar – 382 010
Phone: 079 - 232 56022
E-mail:viveku@gujarat.gov.in

Annexure- I

Technical Scoring Sheet (To calculate Tb)

Sr.No.	Parameter	Points	Description	Scoring methodology
1	No. of towers in cities / town (Above 10,000 population)	10	Total No. of Towers in Gujarat Cities/Town (a self declaration with list containing city wise no. of cell towers) (Please indicate the no. of towers separately if they are operated on different frequency band)	Highest-10 points Second -8 Points Third -6 Point Fourth - 4 point Fifth - 2 Point
2	No. of towers in Villages (Below 10,000 Population)	10	No. of Towers in Villages in Gujarat (a self declaration with list containing village wise no. of cell tower) (Please indicate the no. of towers separately if they are operated on different frequency band)	Highest-10 points Second -8 Points Third -6Point Fourth - 4 point Fifth -2 Points
3	3G Sites in Gujarat	05	Total 3G Sites in Gujarat (please provide supporting documents)	Highest-5 points Second -4 Points Third -3 Point Fourth - 2 point Fifth -1 Points
4	4G Sites in Gujarat	15	Total 4G Sites in Gujarat (please provide supporting documents)	Highest-15 points Second -12 Points Third -9 Point Fourth - 6 point Fifth -3 Points
5	2G or Edge / VoLTE Gujarat (Town-Village name-Yes/No)	05	No. of towns/villages covered by EDGE network. please use village's name as per census data available and put your remarks yes/no against each village (yes for covered for edge n/w and no for not covered for edge n/w) in the soft format along with bid)	Of 18,812, total number of villages covered: if villages covered are more than 85% : 05 points if villages covered are between 75-85% : 04 points if villages covered are between 70-75% : 03 points if villages covered are below 70% : 0 points

6	Total GSM/VoLTE subscribers (base in Gujarat)	05	Total GSM Subscriber base in Gujarat. (please provide latest TRAI Report to support)	Highest - 5 Second highest-4 Third highest - 3 Fourth highest - 2 Fifth highest - 1 Other-0
7	No. of Postpaid Customer Service Center / Touch Points in Gujarat (No. of centers with list)	05	No. of customer care service center in Gujarat	Highest -5 Second highest-3 Third highest-1 Other -0
8	Call set up Success rate in Gujarat circle	15	latest Published report of TRAI	1 st -15,2 nd -13,3 rd -11, 4 th -09, 5 th -07, 6 th -05, 7 th -03, 8 th -1
9	Good Voice Quality in Gujarat circle	15	latest Published report of TRAI	1 st -15,2 nd -13,3 rd -11, 4 th -09, 5 th -07, 6 th -05, 7 th -03, 8 th -1
10	Base Station (BS) Accumulated down-time(Not available for service)(%age)	15	latest Published report of TRAI	1 st -15,2 nd -13,3 rd -11, 4 th -09, 5 th -07, 6 th -05, 7 th -03, 8 th -1(Those bidder who have minimum call drop rate will be consider as 1 st)
	Overall (Tb)	100		

*** Qualifying marks in technical bid = 60 marks.**

Annexure A

Format of Earnest Money Deposit in the form of Bank Guarantee

Ref:

Bank Guarantee No.

Date:

To,

DGM (Technical)

Gujarat Informatics Limited
Block No.2, 2nd Floor, Karmayogi Bhavan,
Gandhinagar - 382017
Gujarat, India

Whereas ----- (here in after called "the Bidder")) has submitted its bid dated ----- in response to the Bid for fixing of rates of Postpaid Mobile Phone Services for Government Dignitaries and Officials on behalf of General Administration Department, Government of Gujarat KNOW ALL MEN by these presents that WE ----- having our registered office at ----- (hereinafter called "the Bank") are bound unto the Gujarat Informatics Limited in the sum of ----- for which payment well and truly to be made to Gujarat Informatics Limited, the Bank binds itself, its successors and assigns by these presents. Sealed with the Common Seal of the said Bank this -----day of -----2022.

THE CONDITIONS of this obligation are:

1. The E.M.D. may be forfeited:
 - a. if a Bidder withdraws its bid during the period of bid validity
 - b. Does not accept the correction of errors made in the tender document;
 - c. In case of a successful Bidder, if the Bidder fails:
 - (i) To sign the Contract as mentioned above within the time limit stipulated by purchaser or
 - (ii) To furnish performance bank guarantee as mentioned above or
 - (iii) If the bidder is found to be involved in fraudulent practices.
 - (iv) If the bidder fails to submit the copy of purchase order & acceptance thereof.

We undertake to pay to the GIL/Purchaser up to the above amount upon receipt of its first written demand, without GIL/ Purchaser having to substantiate its demand, provided that in its demand GIL/ Purchaser will specify that the amount claimed by it is due to it owing to the occurrence of any of the abovementioned conditions, specifying the occurred condition or conditions.

This guarantee will remain valid up to **6 months** from the date of bid submission. The Bank undertakes not to revoke this guarantee during its currency without previous consent of the OWNER/PURCHASER and further agrees that if this guarantee is extended for a period as mutually agreed between bidder & owner/purchaser, the guarantee shall be valid for a period so extended provided that a written request for such extension is received before the expiry of validity of guarantee.

The Bank shall not be released of its obligations under these presents by any exercise by the OWNER/PURCHAER of its liability with reference to the matters aforesaid or any of them or by

reason or any other acts of omission or commission on the part of the OWNER/PURCHASER or any other indulgence shown by the OWNER/PURCHASER or by any other matter or things.

The Bank also agree that the OWNER/PUCHASER at its option shall be entitled to enforce this Guarantee against the Bank as a Principal Debtor, in the first instance without proceeding against the SELLER and not withstanding any security or other guarantee that the OWNER/PURCHASER may have in relation to the SELLER's liabilities.

Dated at _____ on this _____ day of _____ 2022.

Signed and delivered by

For & on Behalf of

Name of the Bank & Branch &
Its official Address

(Approved Bank: All Nationalized Bank including the public sector bank or Private Sector Banks or Commercial Banks or Co-Operative & Rural Banks (operating in India having branch at Ahmedabad/ Gandhinagar) as per the G.R. no. EMD/10/2020/42/DMO dated 19.10.2020 issued by Finance Department or further instruction issued by Finance department time to time)