



Jharkhand Agency for Promotion of Information Technology

(An Autonomous body under Department of Information Technology, Govt of Jharkhand)

Ground Floor, Engineer's Hostel – I, Near Golchakkar, Dhurwa, Ranchi, Jharkhand

Phone. 0651-2401040, 2401067, 2401040, 2401041 Fax.- 0651-2401040

CORRIGENDUM-II

Expression of Interest (EOI)

(Ref. No. JAPIT/CSC/Net_EOI/01-14)

**Notice Inviting Expression of Interest for strengthening connectivity for
Panchayat level CSCs in Jharkhand**

With reference to the above EOI, it is hereby informed that changes to EOI have been made as per Annexure to this notice and uploaded on the portal.

JAP-IT extends the last date for submission of EOI to 07th April, 2015 till 6:00 PM and All other terms and conditions of the EOI document will remain unchanged. The above corrigendum can also be downloaded from **www.jharkhand.gov.in**

Sd/-

Astt. Director, IT cum
Project Incharge, JAP-IT

REVISED

Expression of Interest (EOI)

(Ref. No. JAPIT/CSC/Net_EOI/01-14)

Notice Inviting Expression of Interest for strengthening connectivity for Panchayat level CSCs in Jharkhand

Jharkhand Agency for Promotion of IT (JAP-IT), Government of Jharkhand Under CSC project, invites Expression of Interest from reputed Internet Service Provider (ISP) to get solution of connectivity at Panchayat level CSCs of approx 1500 locations. The details of requirement as below:

1. *Strengthening the connectivity of existing Telecom Service Provider in the selected low bandwidth area/poor connectivity regions (Details as per Annexure A)*
2. *Providing the connectivity in CSCs having zero/no connectivity (Details as per Annexure B)*

The numbers mentioned in annexure is only for symbolic reference while actual situation to be verified by eligible bidder by his own resource and cost.

About the Common Services Centers Scheme: The flagship Common Services Centers (CSC) Scheme is being implemented across the Country under the National e-Governance Plan (NeGP) by the Department of Electronics and Information Technology (DEITY), Ministry of Communications & Information Technology, Government of India. The objective of the Scheme is to provide online services- government, financial, business, and social- at the door-step of citizens, through 100,000 internet enabled ICT centers called Common Services Centers (CSC). Each CSC is operated by a Village Level Entrepreneur (VLE) and serves a cluster of about 4-6 villages. VLEs are selected by the Service Centre Agencies (SCAs), the implementation partners under the CSC Scheme.

Currently in Jharkhand, 4562 CSCs (Pragya Kendra's) have been established by the three implementing agencies (UTL, AID and BASIX). CSCs offer a wide range of services in their villages, in an efficient and transparent manner, including government services like e-Nagrik(online certificates), affidavits, e-district, utility payments, social welfare benefits payments, Aadhar and Aadhar enable services; financial services like banking, insurance, micro-credit, pensions; educational services like digital literacy, distance education; business services like telecom, employment, train & bus ticketing, etc.

Details of submission of EoI and Pre-bid date and other various activities are in the table below:

1	EoI reference no.:	JAPIT/CSC/Net_EoI/14-15/01
2	Revised last date & Time for submission of EoI:	Till 6:00 pm on 07/04/2015
3	Place of opening of Technical ;	Office of CEO, JAP-IT, Engineers Hostel No. 2, Ground Floor Near Golchakkar, Dhurwa, Ranchi-4
4	Date & Time of opening of EoI (Technical):	03:30 pm on 08/04/2015
5	Date and Time of opening of EoI: (commercial)	To be announced later
6	Contact person & Contact details:	Sri K K Sinha, , CEO, JAP-IT, Jharkhand japit_doit@rediffmail.com Contact:-0651-2401044
7	Address for communication, Place of issue and submission of EoI	JAP-IT, Engineers Hostel No. 2, Ground Floor Near Golchakkar, Dhurwa, Ranchi-4

Our requirements:

- Connection required for the services delivery through CSC at panchayat level. The Bandwidth requirement for each CSC is minimum 256 Kbps.
- These bandwidth can be used for a wide variety of applications including both operational and social purposes VPN networking, Internet (web browsing, e-mailing), VoIP, Video Store and Forward, high quality live video transmission, two-way videoconferencing, onboard monitoring, chart updates, remote ship management system.
- Mode of connectivity to be proposed by the bidders.
- The minimum period of contract for bandwidth will be one year and part thereof and it may be extended afterward on requirement basis.
- The Bidders must provide a Monitoring system to measure the availability of the Network. A provision for management dashboard will also need to be provided by the bidder.
- The Bidders will provide Monthly/Quarterly report to JAP-IT regarding uptime details of Network.
- Bidder will provide an escalation matrix for smooth resolution of problems.
- Bidder will provide a nodal contact person, preferably at district level , as primary point of contact.
- The SLA of minimum 95% to be met for Bandwidth availability during the business hour between 09:00 to 18:00 hrs. Public holidays will be excluded from the SLA.
- Providing Power to the communication equipments like BTS/Exchange/RF Tower equipments will be the sole responsibility of the bidder. Adequate power Backup will be also be provided by the Bidder.

Terms and Conditions

1. Bidders need to ensure that they strictly adhere to following terms and conditions while quoting the commercial:
 - i. This EoI is not structured around any particular TSP/ISP, manufacturer or product line except in cases where unique capabilities or components are required.
 - ii. The quoted rate must be valid for 180 days from opening of EoI.
 - iii. JAP IT reserves the right to reject any or all respondent without assigning any reason whatsoever.
 - iv. Bidder can submit the proposal for part location or all locations capacities.
 - v. All legal disputes are subject to the jurisdiction of Ranchi, Jharkhand
 - vi. This EoI is not an offer and is issued with no commitment. JAP-IT reserves the right to withdraw the EoI and change or vary any part thereof at any stage. JAP-IT also reserves the right to disqualify any bidder, should it be so necessary at any stage.
 - vii. Criteria for short listing of bidders will be based on the combined analysis of financial bid, technical bid as well as the time duration for solution of connectivity at the required CSC location.
 - viii. Timing and sequence of events resulting from this EoI shall ultimately be determined by JAP-IT.
 - ix. Bidders are advised to study all technical and commercial aspects, instructions, forms, terms and specifications carefully in the EoI document. Failure to furnish all information required in the EoI Document or every respect will be at the Bidder's risk and may result in the rejection of the bid. **It will be imperative on each bidder to fully acquaint himself with all the local conditions and factors, which would have any effect on the performance of the contract.**
 - x. Neither the bidder nor any of the bidder's representatives shall have any claims whatsoever against GoJ or any of their respective officials, agents, or employees arising out of, or relating to this EoI or these procedures.
 - xi. JAP IT reserves the right to accept any one or more proposal as per the requirement. The bidder should be in a condition to fulfill the repeat

orders, if asked to do so, at the quoted rate, during the validity of the bid i.e 180 days

xii. The bidders need to ensure that they comply strictly with Eligibility Criteria as specified in this EoI.

xiii. The Bidders shall seal the envelope No.1 Technical envelope and envelope No.2 Commercial envelope in separate inner envelopes, duly marking the envelopes as “envelope No.1, Technical Envelope” and “envelope No.2 Commercial Envelope”. These two envelopes should be placed in an outer envelope. All required documents, should be placed in the envelope No.1, Technical Envelope” whereas commercial proposal should be placed in the “envelope No.2 Commercial Envelope”. Both the inner envelopes and the outer envelope should be addressed to:

The CEO,

JAP IT, Engineers Hostel No. 2,

Near Golchakkar, Dhurwa, Ranchi-4,

Jharkhand.

xiv. The proposals or any other related documents, in accordance to the terms and condition of this EoI should reach to JAP IT, latest by **07/04/2015 by 6:00 PM hrs.** The proposal received after due date will neither be opened nor entertained.

Eligibility of the Bidder

1. The bidder submitting the offers should be a Registered Company/Firm in India under the Companies Act, 1956/Partnership Act having an INR 10 crore or more turnover per year averaged over the last three financial years i.e. 2011-2012, 2012-2013 and 2013-2014. This must be the bidder Company's turnover and not that of any group Company or Companies. Copy of the certificate of incorporation should be enclosed as documentary proof.
2. The bidder company should have made profits in the last three financial years i.e. 2011-2012, 2012-2013 and 2013-2014. A copy of last three financial years' relevant audited balance sheets should be submitted with the offer. If the audit of 2013-2014 year is not completed then provisional balance sheet signed by Chartered Accountant & CEO/CFO should be enclosed.
3. The bidder should have support centers (Grievance/ issue redressal) either of its own or through franchisee. List of such support centers with contact persons, telephone numbers and addresses should be enclosed.
4. The bidder should not have been blacklisted by any government organization / banks, Self-declaration.

Cost of Proposal

1. No any cost for the proposal.
2. The Bidder shall bear all costs associated with the preparation and submission of its Proposal and JAPIT will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

Bid Currency

Prices shall be quoted in Indian National Rupees only and be inclusive of all taxes.

Performance Bank Guarantee

Within 20 days after receipt of notification of award of the Contract from the JAPIT, the successful Bidder shall furnish performance guarantee bond to the JAPIT, which shall be equal to 10%(percent) of the value of the contract and shall be in the form of a Performance Bank Guarantee from a Nationalized Bank.

Decision Taken

The decision taken by the Tender Committee in the process of Tender evaluation will be full and final.

Evaluation Process:

The selection of the bidder under this EoI will be effected on a two stage evaluation process (i) Technical and (ii) Financial.

- **Evaluation of Technical Bid**

The evaluation of the Technical bids will be carried out in the following manner:

The bidders technical bid will be evaluated as per the technical qualification criteria specified in the EoI. JAPIT reserves the right to ask for any other supporting document or testimonial at any Point of time, during the evaluation of the Bid.

- **Evaluation of Commercial Bid**

After opening of the technical bids, the financial bids of those bidders, who are technically found eligible The Tendering Authority, will reserves the right to award the work to the Successful bidder as per the bid price form.

The past performance of the Bidder will be crosschecked if necessary. If the facts are proven to be dubious, the Bidders will be ineligible for further processing.

Service Level Agreement (SLAs)

The Bidder must have a complaint redressal system to register the complaint about issues related to bandwidth and will also maintain a log of issues, time and date of receipt of call, cause / nature of problem (network, bandwidth, hardware etc), date & time of resolution provided etc

The Bidder should have also a toll free call system for after support. The bidder may provide the details of complaint redressal system with the technical bid.

Bidder will have to provide one toll free number for Call Center/Help Desk/ Service Desk Number where all calls regarding equipment failure / incidents will be received and monitored till the call is completed. "Call Center" shall mean support for incident management and reporting during this contract. The business hours for the Department is 9:30am to 5 : 30 pm. (Monday to Saturday)

The working days mentioned exclude Public Holidays or any other Holidays observed by the Department. The Bidder however recognizes the fact that the Department offices will require to work beyond the business hours on need basis. Bidder need to provide escalation matrix (Each such escalation point must be accompanied with contact details like e-mail, land line number and mobile number must be provided).

Service Level Requirement and Targets

If the selected bidder is not executing the contract to the satisfaction of the tendering authority then he may invoke any or all of the following clauses.

The selected bidder is expected to have a call logging software and furnish the details of all the calls logged in every quarter and the resolution time. The Purchaser reserves the right to verify the details for calculation of penalty. The purchaser should also be provided access to the software so as to check the status of all the calls logged for a given period of time (Date of call, location, call logged by, date and time of resolution etc.). This would be validated by the department prior to calculation of penalty. In case of any dispute, the decision of Principal Secretary IT, Government of Jharkhand would be final and binding.

Penalty will be calculated on Total cost of Specific Hardware. Breach of performance requirements consistently on part of the Bidder may lead to invocation of clause for "Termination for Default" and invocation of the PBG by the Purchaser.

Rollout penalty: As per clause total rollout period is six months. Penalty will be levied/ impose on bidder for further delay@ Rs. 500/- per week per location for reason attributed to bidders.

- **The operational/downtime penalty tables will be as under:-**

Service level Matrices:

S.N	Availability in Percentage	Penalty
1	<=95%	0%
2	94% - 90%	10%
3	89%- 80%	20%
4	79%- 60%	30%
5	Below 60%	No payment

Delays in the Bidder's performance

An unexcused delay by the Bidder in the performance of its contract obligations shall render the Bidder liable to any or all of the following sanctions:

- i) Forfeiture of its performance security;
- ii) Termination of the Contract for default.

As soon as practicable, after receipt of the Bidder's notice, the JAPIT shall evaluate the situation and may at its discretion extend the Bidder's time for performance, in which case the extension shall be ratified by the parties by amendment of the Contract.

Termination for Insolvency

The Tendering Authority may at any time terminate the Contract by giving written notice to the Provider. If the Provider becomes bankrupt or otherwise insolvent, in this event, termination will be without compensation to the Supplier, provided that such termination will not prejudice or affect any right of action or remedy that has accrued or will accrue thereafter to the Tendering Authority.

Force Majeure

1. For purposes of this clause, "Force Majeure" means an event beyond the control of the Provider and not involving the Vendor's fault or negligence and not foreseeable. Such events may include, but are not limited to, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.
2. If a force Majeure situation arises, the Vendor shall promptly notify the Tendering Authority in writing of such conditions and the cause thereof. Unless otherwise directed by the Tendering Authority in writing, the Vendor shall continue to perform its obligations under the Contract as far as it reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure.

Resolution of Disputes

The matter regarding any dispute shall first be sorted out at the level of CEO, JAP-IT. If the dispute persists to remain unresolved then it will be entertained, heard & finalized as per the provisions of the Arbitration and Conciliation Act, 1996. The arbitrator will be the Secretary of Department of Information Technology, Government of Jharkhand.

Legal Jurisdiction

All legal disputes are subject to the jurisdiction of Ranchi courts only.

Taxes and Duties

- The rates quoted shall be in Indian Rupees and shall be inclusive of all taxes, duties as applicable up to the completion of job. Taxes will be admissible as per Govt. Rules

Binding Clause

- All decisions taken by The Tendering Authority regarding the processing of this tender and award of contract shall be final and binding on all concerned parties.
- The Decision regarding acceptance of Tender by the Tendering Authority will be full and final.
- Conditional tenders shall be summarily rejected.
- The Tendering Authority is free to phase out the work if it feels it is necessary.
- The vendor should be in a condition to fulfill the repeat orders, if asked to do so.

Payment Terms & conditions

1. Payment will be released after delivery, installation & successful commissioning in atleast 25% of the site i.e. 375 sites against 1500 after user acceptance report from concerned person at each location.
2. 80% Payment will be released for the installed & commissioned site. Remaining 20% will be released in two installments (10% each) within three months.
3. Balance payment against the remaining site will be made on Pro-rata basis in multiple of minimum 10% after deduction of penalty if any.
4. Operational Payment will be made on quarterly as per SLA
5. The rates quoted shall be in Indian Rupees and shall be inclusive of all taxes, duties as applicable up to the completion of job
6. For release of these payments, the Bidder shall present pre-receipted bills of separately for the payments due to him along with all necessary supporting documents.
7. Payments made to the agency after submission of quarterly invoices along with detailed MIS in respect of the used Bandwidth.
8. No other charges/taxes/duties in any form will be paid by the JAP-IT other than mentioned in the Format.

Bidders are requested to submit their proposal (as per attached format) at the following address:

Address:

**The CEO,
JAP IT, Engineers Hostel No. 1,
Near Golchakkar, Dhurwa,
Ranchi-4, Jharkhand
Phone: 0651-2401040
Email: japit_doit@rediffmail.com**

Annexure :A

List of poor/ low bandwidth internet connectivity – District wise:

District Name	Number of Blocks	Number of Panchayats	No. of low/poor bandwidth panchayat
A	B	C	F
RANCHI	18	303	187
LOHARDAGA	7	66	0
GUMLA	12	159	17
SIMDEGA	10	94	0
KHUNTI	6	86	14
HAZARIBAGH	16	257	4
KODERMA	6	109	41
GIRIDIH	13	358	111
CHATRA	12	154	0
RAMGARH	6	143	86
DHANBAD	9	383	342
BOKARO	9	248	177
EAST SINGHBHUM	9	231	166
WEST SINGHBHUM	16	217	0
SARAIKELA KHARSAWAN	9	135	71
Sub-Total	158	2943	1216
GARHWA	19	196	39
LATEHAR	9	115	4
PALAMU	20	289	60
Sub-Total	48	600	103
Deoghar	10	172	5
Dumka	10	186	48
Godda	9	176	15
jamtada	6	118	28
Pakur	6	115	11
Sahibganj	9	137	28
Sub-Total	50	904	135
Grand Total	256	4447	1454

NOTE:- The location / Quantity may be increase or decrease as per actual survey by the Agency.

Annexure: B

List of Zero/ No internet connectivity – District wise:

District Name	Number of Blocks	Number of Panchayats	No. of zero bandwidth panchayat
A	B	C	F
RANCHI	18	303	97
LOHARDAGA	7	66	21
GUMLA	12	159	133
SIMDEGA	10	94	0
KHUNTI	6	86	50
HAZARIBAGH	16	257	55
KODERMA	6	109	23
GIRIDIH	13	358	167
CHATRA	12	154	136
RAMGARH	6	143	24
DHANBAD	9	383	27
BOKARO	9	248	44
EAST SINGHBHUM	9	231	65
WEST SINGHBHUM	16	217	206
SARAIKELA KHARSAWAN	9	135	48
Sub-Total	158	2943	1096
GARHWA	19	196	43
LATEHAR	9	115	47
PALAMU	20	289	60
Sub-Total	48	600	150
Deoghar	10	172	12
Dumka	10	186	68
Godda	9	176	68
jamtada	6	118	16
Pakur	6	115	47
Sahibganj	9	137	43
Sub-Total	50	904	254
Grand Total	256	4447	1500

Annexure: C

Format for submitting response

(To be filled in by the Bidder)

Form I

General	
Registered name of the company	
Address of the registered office or head office	
PAN Number of the company	
Phone Number (with STD code)	
Fax Number	
Email ID	
Constitution type (Private Ltd. / Public Ltd. / Partnership / Proprietary concern. Etc.)	
Date of establishment	
Name of the Chief Executive	
Name of the contact person and phone number	
Total number of employees	
Certification	
Accreditation certificate. Please provide details of the approval document	
Any other certification (Please specify)	

Form II

TECHNICAL	
Technical details of the Item (Please attach detailed technical specifications along with necessary catalogues etc)	
Proof if any of similar works executed (Enclose documentary proofs including copy of work order, work completion certificate with date of starting & completion of work from the client/ payment proof or approved final bill, etc.)	
Capabilities for after sales service and the availability of network / centers (Please attach details of service centers etc.)	
Whether Original Equipment Manufacturer (OEM) or Authorized Distributor. Authorized distributors are permitted only for the item manufactured by foreign vendors. (In case of authorized distributor , please attach copy of the agreement/ distributorship)	
In case of an authorized distributor please give details of the OEM. Name of the OEM. Address (Administrative / Factory/ Work Shop)	

(Signature and Seal of the authorized representative of the bidder)

Name of the Signatory:

Designation:

Place:

Date:

BIDDER PROFILE

S.No.	Particulars	Details to be Furnished
Details of the Bidders(Firm/Company)		
1.	Name	
2.	Address	
3.	Telephone :	Fax:
4.	Email:	Website:
Details of Authorized Person		
5.	Name	
6.	Address	
7.	Telephone:	Email:
Information about the company		
8.	Status of company (Public Ltd/Pvt. Ltd) ((Provide Ref e.g. Roc Ref#)	Date:
		Ref#:
9.	Number of Professionals	
10.	Location and Address of Offices(in Jharkhand and India (Head office))	
11.	Service Tax Registration Number	
12.	Income Tax Registration Number (PAN)	
13	Sales Tax Registration Number (VAT)	

Signature of the Bidder

Annexure: D

To,

**CEO,
JAP-IT,
GROUND FLOOR ENGINEERS HOSTEL - I
Dhurwa, Ranchi – 834 004**

Format for Commercial Proposal

Financial Proposal (in Rupees – including all taxes, duties, etc.) per unit									
Con-nectivity mode (Broad band, RF, Wi-Max, LL, VSAT etc. to be proposed by Bidder)	Proposed Speed (in Kbps)	Data Volume (Upload/Download Per Month) Up to 5GB	Unit Cost		Total Cost				
				Hardware cost (one time) A	B/w Charge (Per Qtr.) B	Installation charge C	Total per location D= (A+B+C)	Total Location proposed (Name of Location to be annexed) E	Total Amount F= DXE

Note: 1. The bidder may propose the connectivity for different locations through more than one mode of connectivity but one location to be proposed only through one mode of connectivity.

- 1. Bidder has mandatory to quote for all the 1500 location.**

Total Amount in Rupees:

(In figures) _____

(In Words) _____

BIDDER'S AUTHORISATION CERTIFICATE

To,
CEO,
JAP-IT,
GROUND FLOOR ENGINEERS HOSTEL – 1
Dhurwa, Ranchi – 834 004

<Bidder's Name> _____, <Designation>
_____ is hereby authorized to sign relevant documents on behalf of the company in dealing with Tender of reference <Tender No. & date> _____. He is also authorized to attend meetings & submit technical & commercial information as may be required by you in the course of processing above said tender.

Thanking you,

Authorized Signatory.

<Company Name>

Seal

Ref: _____

Date:

To,

**CEO,
JAP-IT,
GROUND FLOOR ENGINEERS HOSTEL - I
Dhurwa, Ranchi – 834 004**

In response to the EoI No. _____ dt. _____ Of
Ref. _____ as a owner/partner/Director of
_____ I / We hereby declare that our Agency
_____ is having unblemished past record and was not declare ineligible for corrupt &
fraudulent practices either indefinitely or for a particular period of time.

Name of the Bidder: -

Signature: -

Seal of the Company: -

FORMAT FOR LOG OF ISSUES

S. N.	Date & time of Query Logged	Nature of query	Query logged by	Resolution Provided	Date and Time of Resolution Call
1.					
2.					
3.					