

# REQUEST FOR PROPOSAL

For

## Selection of Service Provider for Providing Wi-Fi services and establishing Wi-Fi zone at various Government ITI Campuses



### **Directorate of Skill Development – Madhya Pradesh**

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## **1. Disclaimer**

The information contained in this e-Tender Document is provided to Applicant(s), whether verbally or in documentary or any other form, by or on behalf of The Director, Skill Development, Madhya Pradesh (DSDMP) on the terms and conditions set out in this e-Tender Document and such other terms and conditions subject to which such information is provided.

This e-Tender Document is not an agreement and is neither an offer nor invitation by DSDMP to the prospective Applicants or any other person.

DSDMP also accepts no liability of any nature whether resulting from negligence or otherwise howsoever caused arising from reliance of any Applicant upon the statements contained in this e-Tender Document.

The issue of this e-Tender Document does not imply that DSDMP is bound to select and shortlist Applicants for next stage or to enter into any technology tie-up agreements with any Applicant for the Procurement.

## **2. Introduction & Project Objective**

DSDMP is the department under The Government of Madhya Pradesh (GoMP) responsible for The Development of Skill of the Youth for generating Skilled Manpower to serve the requirement of Industries, Projects, Market at State, National and International Level.

With a view to providing campus connectivity with high speed internet and the last mile connectivity to the end-users, the DSDMP, is now floating this RFP to provide internet/intranet through Wi-Fi services. The purpose of this Request for Proposals (RFP) is to invite the competent bidders to participate in this effort by providing the Wi-Fi services.

The objective of this exercise is to provide Campus wide Wi-Fi so that the students, faculty and administrative staff of the institute can access internet and thus get connected to the internal resources and Internet. The Bandwidth for accessing the internal resources and Internet would be provided by the SWAN.

### 3. Minimum Eligibility Criteria:

The bidder should be a company registered under Companies Act or Partnership firm.

- 4.1 The bidder should be in existence and experienced for at least 3 years as of 1<sup>st</sup> March 2018 in a software development and networking domain. (As a documentary proof, certificate of incorporation is required).
- 4.2 The bidder has never have been blacklisted /barred/ disqualified by any regulatory/ statutory body or any PSU or any established Company. (as a documentary proof a notarized affidavit must be attached.)
- 4.3 The bidder entity must have valid PAN number and GST number. (Copies to be attached).
- 4.4 The bidder(Primary bidder, in case of consortium) should have “CMMi Level 3” and “ISO 9001:2008/ ISO 27001 certification”. (As a documentary proof relevant valid certificate from authorized certifying agency should be attached).
- 4.5 The average annual turnover of the bidding company(Primary bidder, in case of consortium) should not be less than 30 Lakh in each year for last three financial years(14-15, 15-16 & 16-17). (As documentary proof, Audited Balance Sheet & Profit & Loss A/c is to be submitted.) This criterion will be applicable to consortium partners also.
- 4.6 The bidder should have successfully executed Wi-Fi creation or network setup related work / app development work for any Govt./PSU with in last three years with following financial values :  
One assignment worth INR 30,00,000  
Or  
Two assignment worth INR 20,00,000 each  
Or  
Three assignment worth INR 10,00,000 each

(Copy of work order & successful completion will be needed)

**Note:**

- a. All certificates or documents should also be self-attested and attached/ bound together
- b. Failure to meet any of these criteria will disqualify the bidder and it will be declared non-responsive and will not be evaluated further.
- c. The Department reserves the right to verify and/ or to evaluate the claims made under eligibility criteria and any decision in this regard shall be final, conclusive and binding upon the bidder.
- d. At a later stage if it is found that, the bidder has provided false information or has wrongly certified any of the documents in support of the eligibility criteria, the bidder shall be liable for legal action and/or cancellation of contract.

#### **4. Scope of Work**

Proposals are sought from eligible bidder for establishment of wireless Internet access service (Wi-Fi) through supply, installation, commissioning and operation & maintenance for a period of five years from the date of successful installation at various ITI campuses.

The scope of this project is listed below:

- 5.1 The successful bidder will supply, install, commission, run and maintain the entire Wi-Fi infrastructure at the given ITI campus. The period of services will be five years from the date of successful installation.
- 5.2 The proposed design should cover the designated area of approximately 100x100 meter horizontally and 50 meters vertically at each ITI campus given by the department.
- 5.3 Access points, associated network devices like switches and routers at each center should be procured by bidder.
- 5.4 Services like WLAN Controller, Authentication, Authorization and Accounting (AAA), SMS Gateway, customization and branding of services, integration with any third party services as and when required, will be quoted by the bidder.
- 5.5 The bidder will be responsible to carry out survey of site for complete understanding of the scope or limitations at the site.
- 5.6 The successful bidder will have to ensure seamless integration of its cloud AAA platform with the supplied Access points.

- 5.7 If required, the bidder will do a proof of concept to show its features and deliverables.
- 5.8 The bidder will be responsible for end to end process and operations of Wi-Fi services including SMS gateway and other associated services.
- 5.9 Authentication, Authorization and Accounting (AAA), user data logs, reporting and complete ad analytics will be the responsibility of the successful bidder without any extra cost to the department.
- 5.10 The successful bidder's solution platform should have SMS gateway integrated for online OTP delivery through SMS.
- 5.11 The platform proposed should have in built customizations like session limiting, bandwidth limiting, etc. from day one.
- 5.12 The successful bidder will be responsible for end to end services management of Wi-Fi.
- 5.13 The proposed cloud platform should be defined and should support at least 500 concurrent devices loaded at any point of time at each ITI campus.
- 5.14 The provided platform should have an uptime of 99% or more during the contract period.
- 5.15 The successful bidder will have to deploy and make the system go-live within 20 working days at each ITI campuses.
- 5.16 The successful bidder will submit reports of user logins, user sessions, user device and its OS, locations and mobile numbers, etc. for every event.
- 5.17 Bidder has to consider racks and other passive infrastructure in their scope to derive their bid cost.
- 5.18 A unified threat management (UTM) system should be procured and installed at each ITI campus with 3.25 Gbps Firewall Throughput 8x GbE Ports.
- 5.19 UTM should be procured with minimum 3 years' subscription support and may be extendable to 2 more years by bidder.

**Responsibilities of Department:**

1. To provide the requisite access, space, power to the selected agency.
2. To provide Internet Bandwidth of suitable capacity for the project.
3. To provide details of ITI campuses where Wi-Fi zones need to be created.

## 5. General Terms and Conditions

### Maintenance support and Training

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As part of its scope of work the Selected Bidder needs to provide five years of Post Implementation Operational & Maintenance Support. The selected bidder will require to impart the operational and management training of 6 months to IT team of Department and other subsidiaries for managing the system as Admin / Super admin at no extra cost. Dedicated resource should be available for 6 months and further on a call with a maximum response time of 12 hours.

### Intellectual Property Rights

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The Department will have the intellectual copyright of the solution developed and selected agency will not be allowed to use the application for other agencies.

### Logistic Support during development / deployment / support

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All expenses related to travelling, lodging, boarding and other expenses during development / deployment / support / training shall be borne by the selected Bidder with no reimbursement. However, the office space, furniture, electricity required for execution of some of the activities shall be provided by Department at no extra cost.

### Bid Document Fee and Bid Security

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The first envelop numbered as **Envelop 1** and labeled as Selection of Service Provider for Providing Wi-Fi services and establishing Wi-Fi zone at various Govt ITI of Madhya Pradesh” should contain two drafts/documents :-

- (a) A non-refundable bid document fee of Rs. 5000/- (Rupees Five Thousand only) plus 12% GST in the form of Demand Draft
- (b) Bid Security of Rs. 20,000/- (Rupees TwentyThousand only) in the form of Demand Draft from scheduled Bank in favor of “Director, Skill Development, Madhya Pradesh”.On signing the Contract the bid security shall be refunded to the unsuccessful bidders.

*\* No proposals will be accepted without bid document fee / Bid Security amount.*

## Performance Guarantee

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- (a) The Bidder shall at his own expense, deposit with the Directorate of Skill Development, within Fifteen (15) working days of issuance of letter of acceptance or prior to signing of the contract, whichever is earlier, an unconditional and irrevocable Performance Bank Guarantee (PBG) from a Scheduled/ Nationalized Bank acceptable to Directorate of Skill development, payable on demand, for the due performance and notarize of the contract by the bidder. This PBG shall be of 5% of project cost. All charges whatsoever with respect to the PBG shall be borne by the bidder. The PBG shall be valid till six months after the expiration of contract period and should be in the standard format prescribed by Reserve Bank of India. After successful completion of contract, the PBG will be returned to the bidder.
- (b) On submission of Performance Guarantee as above and signing the Contract, the bid security shall be released to the bidder

## 6. Project Implementation Timelines

Timelines to complete the setup at each ITI campuses -

S.No.	Activity/Task/ Milestones	Time to Completion(in Weeks)
1	Team Mobilization, Signing of Contract	$T_0 + 1 \text{ Week} = T_1$
2.	Hardware procurement, installing and commission of Access Points.	$T_1 + 2 \text{ Weeks}$
3	Go-Live	$T_1 + 1 \text{ Weeks} = T_2$
4	Operation and Maintenance	$T_2 + 60 \text{ months}$

*\*\* T<sub>0</sub> refers to project start date.*



## **Award Criteria**

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Department will award the contract to the successful bidder whose proposal has been determined to be lowest evaluated most responsive bidder as per evaluation criteria.

## **Right to accept any proposal and to reject any or all proposal(s)**

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Department reserves the right to accept or reject any proposal, and to annul the tendering process / public procurement process and reject all proposals at any time prior to award of contract, without assigning any reason and thereby incurring any liability.

## **Award Criteria**

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The bidders should submit their bids with 90 days' validity.

## **Tax**

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Taxes as applicable at the time of invoicing shall be considered. Any changes (upward or downward) in the taxes/duties shall be accordingly revised.

## **Notification of Award**

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Prior to the expiration of the validity period, Department will notify the successful bidder in writing or by fax or email, that its proposal has been accepted. In case the tendering process / public procurement process has not been completed within the stipulated period, Department may request the bidders to extend the validity period of the bid.

## **Signing of Contract**

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After the Department notifies the successful bidder that its proposal has been accepted, selected bidder shall require to enter into a contract agreement with Department, incorporating all clauses, pre-bid clarifications and the proposal of the bidder between Department and the successful bidder.

## Payment Schedule

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Payment will be made as per following table after receiving the invoice / bill from the agency along with relevant documents / deliverables. Invoices to be generated separated for each ITI campus. Invoice shall be in Indian Rupees only & must be inclusive of taxes and duties.

1. On the installation and commissioning of hardware devices – 40% of the total project cost.
2. Go-Live – 40% of the total project cost.
3. Operation and Maintenance – 5% of the total project cost to be paid in 1<sup>st</sup>, 2<sup>nd</sup> and 3<sup>rd</sup> year and 2.5% of the total project cost to be paid in 4<sup>th</sup> and 5<sup>th</sup> year.

## 7. Schedule of activities for RFP

The following table indicates schedule for major activities associated with RFP distribution, proposal submission, proposal evaluation process, and contract award.

Issuance of RFP	24.08.2018
Last date of purchase of Tender documents	31.08.2018
Pre-bid meeting	04.09.2018
Last date of submission of document Hardcopy	06.09.2018
Date of opening of technical bid	10.09.2018
Date of opening of financial bid	Would be communicated to shortlisted eligible bidders on website

## 8. Evaluation

1. **Stage 1 - Minimum Eligibility Evaluation:** The technical proposal will be evaluated only for those bidders who fulfill the minimum eligibility criteria as given. Failure to meet any of these criteria specified will disqualify the bidder and it will be eliminated from further process.
2. **Stage 2 - Technical Evaluation:** Proposals submitted by bidders shortlisted at Stage 1 will be eligible for technical evaluation. Marks for technical evaluation will be awarded as follows -

<i>Sl. No</i>	<i>Technical Parameters – Checklist</i>	<i>Max Score</i>	<i>Document Proof</i>
1	<p><i>The Bidder should be a Company registered and working in India :-</i></p> <p><i>&gt;= 10 Years (25 Marks)</i></p> <p><i>&gt;= 5 Years (15 Marks)</i></p> <p><i>&gt;= 3Years (8 Marks)</i></p>	25	
2	<p><i>The bidder should have Average Annual Turnover of last 3 years in India (14-15, 15-16 &amp; 16-17)</i></p> <p><i>&gt;= 70 lacs(25 marks)</i></p> <p><i>&gt;=50 lacs(15 marks)</i></p> <p><i>&gt;=30lacs(8 marks)</i></p>	25	
3	<p><i>Related work completed for any Pvt/Govt/PSU worth – INR</i></p> <p><i>One assignment of 30 lacs or two assignmenst of 20 lacs or three assignments of 10 lacs(25 marks)</i></p> <p><i>One assignment of 20 lacs or two assignmenst of 10 lacs or three assignments of 5lacs(15 marks)</i></p>	25	<i>Attach valid document proof</i>
4	<p><i>Bidder having Quality Certification Appropriate CMMi Level</i></p> <p><i>CMMi Level 5 =25 marks</i></p> <p><i>CMMi Level 4=15 marks</i></p> <p><i>CMMi Level 3=8 marks</i></p>	25	<i>Attach Certificates</i>

Note: - Minimum 70% marks are required to clear the Technical stage.

3. **Stage 3– Financial Bid Opening:** The Commercial proposal of all bidders shortlisted under Technical evaluation will be opened. However, department will not bind itself to accept the lowest commercial or any commercial and reserves the right to accept any proposal, whole, or in part. Department's decision with respect to evaluation methodology and short-listing of bidders will be final and no claims whatsoever in this respect will be entertained.

80 % weightage will be awarded for Technical Evaluation and 20 % weightage will be awarded for Financial Evaluation, Technical Bid will be assigned a Technical score (Ts) .

Evaluation to be done on QCBS system with following formula –

The individual Bidder's Financial score (Fs) is normalized as per the formula below:

$$Fs = F_{min} / F_b$$

where, Fs= Financial score for the Bidder under consideration

Fb= Absolute financial quote for the Bidder under consideration

Fmin= Minimum absolute financial quote

$$\text{Composite Score} = 0.8 \times (Ts) + 0.2 \times (Fs)$$

## Annexure 1–List of Documents to be provided in Envelop 2

<b>S No.</b>	<b>Description</b>	<b>Submitted (Yes / No)</b>	<b>Page No.</b>
1	Covering Letter		
2	Power of Attorney for the Bid Signatory		
3	Bidders Profile		
4	Certificates (PAN/GST)		
5	Bidders Earlier Work Experience (Copy of work order/award of contract or any other document )		
6	Audited Balance Sheet & Profit and Loss statement for last three financial years		
7	ISO 9001:2008/ ISO 27001 Certificate		
8	Certificate of CMMi Level Process		
9	Financial Capability		
10	Annual Turnover		
11	Bid Original document duly signed by authorized signatory		

## **Annexure 2 - Financial Bid Format**

(This format must be kept in a separate sealed covered **Envelop 3**)

To:

Director,

Directorate of Skill Development,

Bhopal-462023

Dear Sir/Madam,

I/We<name of the bidder> hereby submit our financial bid for the “Selection of Service Provider for Providing Wi-Fi services and establishing Wi-Fi zone at various Govt ITI of Madhya Pradesh”

- a. Financial Quote in Rupees (excluding GST)
- b. Cost Break Up in Rupees

We hereby declare that all the information and statements made in this Proposal are true and accept that any misinterpretation contained in it may lead to our disqualification.

Yours sincerely,

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Address:

**A. Cost Break Up Format** (Not to be considered for evaluation)

The price to be quoted assuming that the solution is to be implemented at single ITI campus. The solution can be extended to any number of ITI campuses on the given rate quoted by the bidder. Following is the prescribed format for a single ITI campus –

<b>Sl. No.</b>	<b>Description</b>	<b>Qty.</b>	<b>UNIT Rate</b>	<b>GST</b>	<b>Total Price = Unit Rate + GST (INR)</b>
1	Server (i7 Processor, 2.5 GHz 16 GB RAM 1 TB HDD, 24'' Monitor, UPS, Keyboard and Mouse)				
2	Router (Quad-Stream MU-MIMO with minimum 1.7GHz Quad-core Processor )/Switch (16-Port Gigabit Ethernet Unmanaged)/Cat6 and other networking equipment				
3	Unified Threat Management Solution with 3.25 Gbps Firewall Throughput 8x GbE Ports and 3 Year Subscription 24x7 support.				
4	Wi-Fi Access Points				
5	Maintenance and Support for five years				
		Total			
		Grand Total			

**Note:**

- In case of any variation in rates between words and figures, value written in words will prevail. In case of discrepancy in rate and amount the amount of rate will prevail and value will be calculated by multiplying the rate with quantity.
- Bidder should quote the price for single ITI campus (single unit) Wi-Fi zone creation. Department may ask the bidder to expand the solution at multiple campuses as per the quoted unit rate by the bidder.

Yours sincerely,

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Address:

**Director**  
**Directorate of Skill Development**  
**Bhopal**