

**Government of Bihar**  
**Public Health Engineering Department**  
**(Bihar State Water and Sanitation Mission)**  
 State Project Management Unit, Fourth Floor, Technology Bhawan  
 Vishveshvariya Bhawan Complex, Bailey Road, Patna 800 001

**Notice of Bid Invitation**

**Sub: - Invitation of Bids for pilot project of IVRS/DTMF with SMS for monitoring of Functionality of Rural Piped Water Supply Schemes operated by PHED, Govt. of Bihar.**

Bids are invited from eligible bidders for following service on turnkey basis:

Item	Brief Description of the Services	Specification	Scope of Work
1	<i>IVRS/DTMF with SMS pilot project for monitoring of Functionality of Rural Piped Water Supply Schemes</i>	a) Place Pre-recorded (details as provided by the Department) Bulk Voice calls to the recipients associated as the User of Piped Water Supply Scheme operated by PHED, Govt. of Bihar. b) After successful response by recipient, they are going to receive a SMS containing "Thank You for Your response & other details as provided by Department". c) Preparation & Submission of Reports on Daily Basis	No. of Recipients per week: (14021 wards x 5 users)/4 weeks = 17,526 recipients For the period of 3 months

**1. Important Dates and Times/Bid Document**

- 1.1 Last Date & Time for Submission of Bids: 31<sup>st</sup> January, 2022, 3:00 P.M.  
 1.2 Date & Time of Technical Bid Opening: 31<sup>st</sup> January, 2022, 4:00 P.M.

**2. Address for Bid submission:**

**Office of the State Mission Director, JJM**

**State Project Management Unit, Bihar State Water and Sanitation Mission, State Project Management Unit, Fourth Floor, Technology Bhawan Vishveshvariya Bhawan Complex, Bailey Road, Patna 800 001**

**3. Qualification criteria**

S#	Basic Requirement	Specific Requirements	Documents Required
a	Legal Entity	A) The bidder should be a Proprietorship firm duly registered either under Act of State/ Union, OR B) A company registered under Indian Companies Act, 1956 OR C) A partnership firm registered under Indian Partnership Act, 1932.	Copy of valid Registration Certificates  Copy of Certificates of incorporation
b	Financial: Net Worth	The net worth of the Bidder as on 31.03.2021 (as per the last published audited balance sheets), should be 'Positive'. PSUs fully owned by State/	Audited balance sheet or CA Certificate with CA's Registration Number & Seal

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S#	Basic Requirement	Specific Requirements	Documents Required
		Central Government are exempted.	
C	Tax registration	The bidder should have a registered number of: i. GSTN ii. Income Tax / PAN	Copies of relevant certificates of registration
D	Registration as a telemarketer	The bidder should be a Registered Telecom Service Provider or a Registered Telemarketer as TM Delivery Function having a direct connectivity with at least one telecom operators functional in India	Valid Documents supporting their eligibility criteria like certificate of Commencement of Business, Telemarketer certificate. Self-declaration on letterhead of the bidder's company that the bidder is not a reseller and have direct connectivity as TM Delivery Function with at least one telecom operator functional in India with their names
E	Mandatory Undertaking	Agency has not been blacklisted and/or de-barred by any Government, Non government institution	A Self Certified letter

Proposals of the agencies **not** meeting the above criteria shall be summarily rejected.

**4. Submission of Bids:**

- Proposals shall be submitted with technical and financial bids sealed separately. The bidder should put these two sealed envelopes in a bigger envelop duly sealed and submit the same by the specified date and time at the specified place. On receipt, the technical proposals shall be opened first;
- The bidder must mention full detail specification of the items quoted. Mere copying of the specifications mentioned by the purchaser or mentioning words like "complying"/"compliant" is not sufficient;
- Process flow chart and execution timeline must be enclosed.
- Envelope containing bids must bear on the cover itself, name of Tender, name and full address with phone numbers and e-mail id of the bidder.

**5. Price Bid**

- Interlineations, corrections, erasures and/or over-writings shall be valid only if initialed by the person or persons signing the bid.
- Applicable Good and Service Tax must be clearly stated. All duties, taxes, freight, insurance, and other levies payable under the contract shall be included in the quoted price.
- The rates quoted by the bidder shall be fixed for the duration of the services and shall not be subject to adjustment on any account.
- The price quoted will be fixed for one year from the date of signing of contract.
- The Prices should be quoted in Indian Rupees only.
- Tax will be deducted at source, if applicable.

**6. Terms and conditions**

- Service to be performed at daily basis, including all week days.
- Agency would own the sole responsibility of developing calling content and

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obtaining approval from the authority.

- c) Service period: 3 Months (12 weeks) from the date of calling started.
- d) Agency will submit daily report in electronically generated reporting sheet in hard and soft copy both. Report will be in State level Summary, District & PH Division wise Summary and Scheme wise summary. Data of Users called on that would also be shared in excel sheet as per the format approved by the authority.
- e) After the completion of every calendar month, agency will submit a Bill for the payment of services tendered as per the financial bid approved.

**7. Validity of Bid**

Offer shall remain valid for a period not less than 160 days after the deadline date specified for submission.

**8. Liquidated Damages & Penalties**

For delays:

The applicable rate shall be 0.5% per week subject to a maximum of 5 % of the contract price. On further delays contract may be terminated.

For inferior quality services:

Inferior quality of services will not be accepted. In exceptional situation and urgent requirement the goods can be accepted subject to a penalty of 2 to 10%, and on the recommendation of the committee if the goods are acceptable.

In case of any suspicion, quality and certification checks can be done by a committee formed by the authority or can be from third party quality verification agency.

**9. Evaluation of Bids**

A preliminary evaluation would be undertaken to determine the responsive bids i.e. which

- a) Are properly signed; and
- b) Conform to the qualification criteria and terms and conditions. Bids not meeting the eligibility criteria shall be summarily rejected.

A Evaluation procedure shall be adopted with evaluation of the technical proposal being completed prior to any price proposal being opened and compared.

The financial proposal will be opened only to technically qualified proposals.

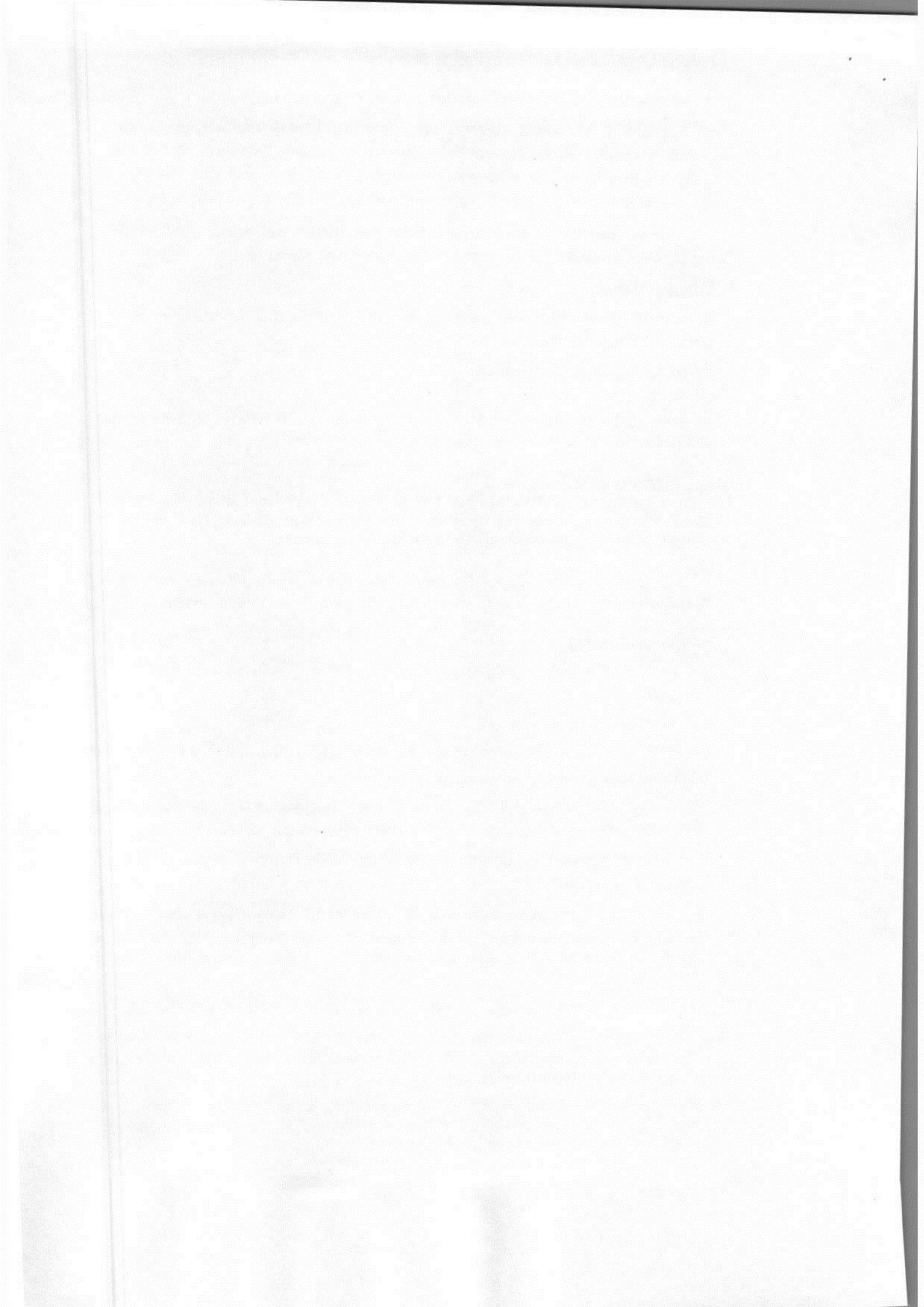
**10. Award of Contract**

The Purchaser will award the contract to the bidder whose quotation has been determined to be substantially responsive and who in the assessment / judgment and sole discretion of the SPMU-BSWSM, has technical and financial capability to execute the contract.

The authority reserves the right to award the work to one or more of agencies.

**10.1 Notwithstanding the above, the employer reserves the right to accept or reject any quotations and to cancel the bidding process and reject part/all bids at any time prior to the award of contract.**

**10.2 The bidder whose bid is accepted will be notified of the award of contract by the employer prior to expiration of the quotation validity period. The terms of the accepted offer shall be incorporated in the purchase order.**



**11. Performance Security**

The successful bidder will be required to furnish the bank Draft of Rs 5,000.00 (Rs. Five thousand only) as performance security.

**12. Disputes**

Any dispute arising out of the Contract, which cannot be amicably settled between the parties, shall be referred to adjudication/arbitration in accordance with Arbitration & Conciliation Act 1996, subject to the following conditions:

In any arbitration proceeding hereunder:

a) Proceedings shall be held in Patna.

b) Hindi or English shall be the official language for all purpose.


**13.** Payment shall be made within 2 weeks after satisfactory delivery of the service completed and submission of Bill as per approved rate. No any other charge will be paid.

**14.** Format for detail of experience of services and rate bid are enclosed with this notice.

Encl.:

Annexure A- Similar experience of services to at least three reputed organizations.

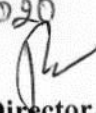
Annexure B- Format for Rate Bid.

  
Joint Director, JJM

Memo: PH/BSWSM/JJM/CGRC-48/2020 :- 42

Copy to: IT Manager, PHED for posting at website of PHED.

Date: 27/01/2020

  
Joint Director, JJM



**Annexure – A: Similar experience of at least three reputed organizations**

Subject: Technical Proposal for IVRS/DTMF with SMS pilot project for monitoring of Functionality of Rural Piped Water Supply Schemes operated by PHED, Govt. of Bihar

**ASSIGNMENTS OF SIMILAR NATURE SUCCESSFULLY COMPLETED**

1. Brief Description of the Firm/Organization including Turnover, facilities and address:
2. Outline of recent experience on assignments of similar nature:

Detail information regarding orders executed

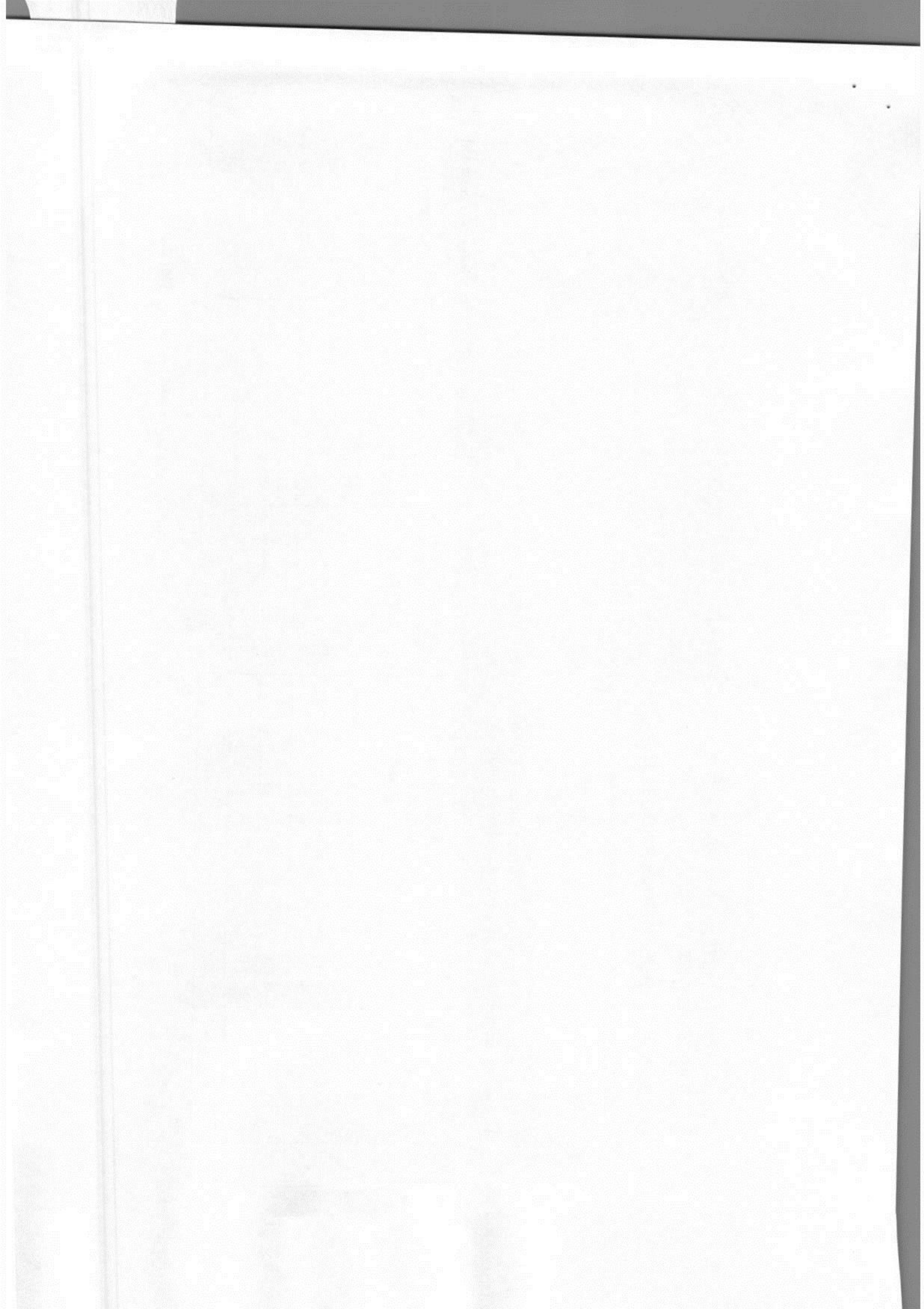
- a) It is mandatory to appropriately fill each column. Use extra sheet if the space below is insufficient.
- b) Enclose certified copies of the work orders in order.

Sl.	Reference to order no. with date	Amount of order	Name of the office/authority by which the order was placed	Date of completion of Service delivery of the order	Reason for the exemption of order or delay in services, if any	Page of Technical Proposal where supporting
1						
2						
3						
-						
-						
n						

Date :

Place:

Authorized Signature of Agency with stamp



Format for Rate - Bid

Annexure-B

Description of Service:- pilot project of IVRS/DTMF with SMS for monitoring of Functionality of Rural Piped Water Supply Schemes operated by PHED, Govt. of Bihar

Sl	Items	Specification	Financial Proposal			
			Item	Rate	Quantity per week (7 days)	Total cost (per week; 7 days)
1	IVRS/DTMF with SMS pilot project for monitoring of Functionality of Rural Piped Water Supply Schemes	a) Place Pre-recorded (details as provided by the Department) Bulk Voice calls to the recipients associated as the User of Piped Water Supply Scheme operated by PHED, Govt. of Bihar. b) After successful response by recipient, they are going to receive a SMS containing "Thank You for Your response & other details as provided by Department". c) Preparation & Submission of Reports on Daily Basis	IVRS/DTMF			
			SMS			
			Total Costing			
			GST			
			TOTAL	-	-	-

Date :

Place:

Authorized Signature of Agency with stamp

