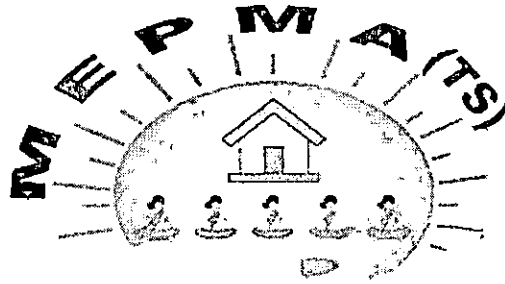


NOTICE INVITING TENDER

Selection of Agency for Providing Web based
Teleconference Services for MEPMA, Telangana.

RFP No.255283/MEPMA-MIS/MGI/1/2020, Dated. .07.2021



పట్టణ శేదరిక నిర్మూలన సంస్థ
తెలంగాణ

Issued by:

Mission for Elimination of Poverty in Municipal Areas (MEPMA),

Telangana State, Hyderabad.

Introduction

Mission for Elimination of Poverty in Municipal Areas, Telangana:

Mission for Elimination of Poverty in Municipal Areas (MEPMA) is established in the year 2007 to eliminate Poverty and vulnerability in a sustainable manner and improve quality of life of poor living in urban areas.

MEPMA in Telangana is registered on 31.05.2014 to address Urban Poverty related issues in 142 Urban Local Bodies in the State.

MEPMA is the State Level Nodal Agency for implementing following National level Programs

- Deendayal Antyodaya Yojana – National Urban Livelihoods Mission
- National Urban Health Mission
- Housing for All

The Mission Director (MEPMA) is the apex authority of Mission for Elimination of Poverty in Municipal Areas of Telangana, which provides guidance to Municipal Corporations and Municipalities in performing their day to day activities in adherence to the policies, procedures and guidelines provided by Mission for Elimination of Poverty in Municipal Areas Department to achieve effective civic administration. The Mission is headed by the Mission Director (MEPMA). MEPMA administers through the Office of Mission Director (MEPMA), Project Directors Offices (PD) and Urban Local Bodies (ULBs) spread across the State. MEPMA, in its supervisory role, monitors the functioning of the ULBs against key parameters such as DAY-NULM Scheme and PMSVANidi scheme. The components are SUSV, SM&ID, SUH, SEP, EST&P and implementation of the flagship programs of the State Government. It also includes the supervision of the regulatory and developmental functions of the ULBs.

MEPMA interacts with several other departments such as Tata Consultancy Services Ltd (TCS), Banks, and Center for Good Governance (CGG) etc to enable seamless delivery of urban poverty programs.

Request for Proposal

Mission for Elimination of Poverty in Municipal Areas, Telangana invites applications from eligible and competent Service Providers to provide Web Based Teleconference Services for a period of minimum 2 Years. Applicant Firms may note the following:

- a) This Request for Proposals would not be binding on MEPMA in any form.
- b) Bidders are advised to study all instructions, forms, requirements and other information in the RFP documents carefully. Submission of the bid shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.
- c) The bidder may, at their discretion, submit their suggestions on the objectives and scope of the work or service, timelines projected in the enquiry along with their interest. Suggestions and inputs so received in the RFP may not form part of evaluation and short listing criteria. However, Mission Director reserves the right to accept/reject any or all suggestions/inputs. The bidders/short listed bidders shall have no right or claim in this regard.
- d) This shall in no way guarantee allotment of work to the shortlisted Firms. Mission Director reserves the right to adopt measures deemed fit for allotment of work as and when deemed fit.

- e) The Applicants must submit their applications in accordance with the requirements contained in this RFP document.
- f) This RFP does not bind Mission Director to award a contractor to engage in negotiations. Further, no reimbursable cost may be incurred in anticipation of award or for preparing this RFP.
- g) Mission Director reserves the right to update, amend and supplement the information in this document including qualification process before the last date and time of submission of applications.

Scope of Work:

To provide Web Based Teleconference Services to MEPMA, MEPMA invites Service providers to offer their solution for Outgoing/Incoming Web Based Teleconference Services using secured authentication system.

Web Based Teleconference Services Category	Description	Delivery Time	Estimated No of Pulse per Month
Teleconference	Transactional Call Services	Immediate	1 Lakh

*These volumes are only estimate as per present projections. It may increase or decrease
MEPMA does not guarantee this volume of business.

- 1) The bidder should have capabilities to send Web Based Teleconference Services to all GSM and MEPMA handsets and on all telecom operators available in India without any exception. The bidder shall be responsible for delivery of real time Web Based Teleconference Services on 24x7x365 basis as per the requirement of MEPMA as mentioned under scope of work.
- 2) Web Based Teleconference Services is to be provided for the period of minimum 1 Year from the date of awarding purchase order or offer letter to successful bidder. MEPMA can also extend period of service for another 3 or 4 years based on the performance of agency or increase or decrease the scope of services during the period of contract with a notice of 30 days.
- 3) The solution offered should have web based access to the staff of MEPMA with all applications related to the project, without any restriction on number of source IP address / no. of host. Also, Vendor should have test server/Simulator to test any upgrade, migration and integration scenario.
- 4) The solution provider should ensure that the all-data communication happens through secured channel.
- 5) The bidder should have arrangements with multiple telecom service providers for delivery of outgoing/incoming Web Based Teleconference Services Alerts for PUSH and PULL service to/from national mobile subscribers (subscribers of telecom operators including but not limited to BSNL, MTNL, Reliance, Airtel ,Vodafone, Idea)
- 6) The bidder should ensure that calling numbers are not promotional numbers. A dedicated number should be allotted to MEPMA which shall only be reflecting to call recipients all time.

- 7) The solution offered should be a multi user platform to allow multiple employees to use.
- 8) The bidder's should submit monthly call durations along with the date & Time of call, number of participants in call and duration of the call
- 9) MEPMA will not be responsible for obtaining necessary approvals from TRAI or any statutory body.
- 10) Bidder should be registered Firm with previous experience in providing services to Government bodies.

NOTICE INVITING TENDER:

Tender No. 255283/MEPMA-MIS/MGI/1/2020, dated. . 07.2021

Following shall be the Calendar Events of Tendering to be read as:

S.No	Event	Information to the Agency
1	Publication of RFP (Date of Release)	22.07.2021
2	Last date of submission of sealed Tender in MEPMA office	30.07.2021, 03:00 PM
3	Date of Opening of Technical bid	03.08.2021, 03:00 PM
4	Date of Opening of Financial' bid	04.08.2021, 03:00 PM
5	Tender Document	The details can be downloaded free of cost from the websites https://tmepma.cgg.gov.in
6	Tender Fee (Non-Returnable)	Rs.5000/- DD from any Nationalized Bank in favour of "Mission Director, MEPMA"
7	Address for Bid submission	Mission of Elimination of Poverty in Municipal Areas (MEPMA), MA&UD Department, Telangana State O/o Commissioner & Director of Municipal Administration, 4 th floor, 640, AC Guards, Masab Tank Opp PTI Building Hyderabad 500 004
8	Contact Person	G. Padma State Mission Coordinator (SMC) Phone: 9701385105, email: smc-sep-mepma@telangana.gov.in mistmepma@gmail.com
9	Mode	Offline
10	EMD	Rs.50,000/- DD from any Nationalized Bank in favors of ""Mission Director MEPMA"

Pre-qualification Criteria

Bidders are expected to meet the following prequalification criteria. Application failing to either meets these criteria or not furnishing the requisite supporting documents/documentary evidence is liable to be summarily rejected. MEPMA shall evaluate the prequalification proposal with reference to the information and supporting documents furnished.

S. No	Eligibility Criteria*	Supporting Document Required	Yes /No and Deviation, if any
1	Bidder should be a partnership firm/LLP/Society/or company registered in India. And should be in existence for at least 5 years.	Certificate of Registration/Incorporation under the respective Acts in India and the respective Memorandum of Association/Partnership Deed.	
2	The agency must be registered in India with appropriate tax and other administrative authorities.	GST Registration Certificate PAN Card	
3	The Bidder should not have been black-listed by any of its clients during the last three years.	The bidder shall give a declaration to this effect that They have not been black Listed by any of its clients as on date of submission of the Tender	
4	The Agency should have a minimum average annual turnover of 2 Crore in each of the last three financial years i.e.,2017-18, 2018-19 and 2019-20.	Financial Statements for last three years and Income Tax Returns done by the component Chartered Accountant (CA)	
5	The Agency should have Positive net worth for last three financial years i.e.,2017-18, 2018-19 and 2019-20	Certificate from CA with Registration number signed and stamped	
6	The Agency should have been in profits for last three financial years i.e.,2017-18, 2018-19 and 2019-20	Certificate from CA with Registration number signed and stamped	
7	Bidder should be ISO 9001 certified for Quality Management.	Please submit copy of ISO Certificate.	
8	Bidder should be ISO 27001 certified for Information Security Management System.	Please submit copy of ISO Certificate	

9	Bidder should be ISO 20000-1 certified for Information Technology-Service management	Please submit copy of ISO Certificate	
10	Bidder should have been offering Web Based Teleconference Services in at least Two Govt. Organizations in Telangana at the time of issuance of the RFP.	Relevant Purchase Order copies/satisfactory performance certificate from the client is to be submitted.	
11	The Bidder should have valid registration as a telemarketer India.	Registration Certificate with must be submitted.	
12	Bidder should have Registered/Branch office in Hyderabad, Telangana.	Address Proof.	
13	GST Registration	Registration Certificate from competent authority	

Technical Evaluation (Technical Evaluation of the Proposal)

S.No.	Particulars	Maximum Marks
I	Financial Strength Average annual turnover in the three proceedings financial years (2017-18, 2018-19, 2019-20) <ul style="list-style-type: none"> • INR.2.00 Crores – 10 marks • More than INR 2.00 Crores – 20 marks 	20
II	Experience of Consultant/Firm	
a)	Experience in conducting Web Based Teleconference <ul style="list-style-type: none"> • 1 Projects – 10 marks • 2-3 projects -15 marks • More than 3 projects- 20 marks 	20
b)	Experience in development of web-based dashboards of similar nature (ongoing and past projects) for government clients (ongoing and past projects) <ul style="list-style-type: none"> • 1 Projects – 10 marks • 2 projects and above -20 marks 	20
	Sub-Total	60
V	Technical Presentation on Web Based Teleconference Service	40
	Grand Total	100

The agency or firm must achieve a minimum of 60% of marks overall for it to be eligible for opening of Financial proposal.

Bid Evaluation and Selection Procedure

The Bidders shall be short listed after the evaluation of their Technical Bids. Technically qualified bidders Financial bids only will be opened. Contract shall be awarded to the L1 bidder among technically qualified bidders.

- **Payment term:** Payment will be done on monthly basis for the number pulses used (60 Seconds each for each number) of Web Based Teleconference Services required for a particular period.
- **Operation of the Tele Conference:** The Agency shall make a dedicated operator (resource) available all the time for conducting of the teleconference call for MEPMA on all 365 days 24x7. It shall be the responsibility of the agency to keep a resource and backup resource available to operate teleconference for MEPMA".
- **Authorized Signatory:** The application must be signed by the authorized signatory and their contact details must be mentioned on the cover page of the application.
- **Mode of Application:** Contractor would be required to submit their Tender Document (Both Technical and Financial documents in sealed covers) in the Tender box available in MEPMA Head office (C&DMA building 4th floor, AC Guards, Masab tank, Hyderabad) on or before 30.07.2021, 3:00PM.

Amendment to RFP

At any time prior to the last date for receipt of applications, MEPMA may for any reason, whether at its own initiative or in response to a clarification requested by a prospective applicant, modify the RFP document by an amendment. In order to provide prospective applicants reasonable time in which to take the amend mention to account in preparing their proposals,

MEPMA may at its discretion extend the last date for the receipt of proposals and/or make other changes in the requirements set out in the RFP.

The applicant is required to visit the Tenders Section of MEPMA website for Tender details, NIT,RFP.

Rejection of Application

The application is liable to be rejected if:

- a) Not in prescribed forms and not containing all required details.
- b) Not properly sealed and signed as per requirements.
- c) Received after the expiry of due date and time.
- d) Missing of any supporting document(s)with the Proposal
- e) Non-submission of DD's.

Documents required:

The proposal should contain the following information:

- a) The Supporting documents mentioned above in the pre-qualification section.
- b) Any other details that the bidder may like to provide.
- c) All the documents submitted mentioned should be submitted in the O/o MEPMA, T.S, Hyderabad in the Tender box with sealed covers along with original DD's by **30.07.2021**.

Disclaimer

- a. The MEPMA shall not be responsible for any late receipt of applications for any reasons whatsoever. The applications received late will not be considered
- b. The Mission Director reserves the right
 - To reject any/all applications without assigning any reasons thereof.
 - To relax or waive any of the conditions stipulated in this document as deemed necessary in the best interest of the MEPMA without assigning any reasons thereof.
 - To include any other item in the Scope of work at any time after consultation with applicants or otherwise.

A- Format for Technical Bid

- a) The proposal shall include the following requirements which are detailed in the application form for submission of bid.
- b) Name of Organization
- c) Address/Contact Information:
- d) Contact Person of the Organization
- e) Turnover of the organization for the last three years
- f) Details w.r.t registration of the organization and PAN Card/GST registration
- g) Copy of relevant work/purchase orders
- h) Scope of activities performed by the vendor
- i) Tele Marketer Registration
- j) All documents as required in the pre-qualification criteria.
- k) Any other information as needed to comply the aforementioned requirements

B- Format for Financial Bid

Cost for Web based Teleconference Services

Sl. No	Description	Amount in Rupees
1	Cost per Pulse (60 seconds) for Web based Teleconference Solution	
	Taxes	
	Total Amount Inclusive of Taxes	

Bid for providing Operator Services per month

Sl. No	Description	Amount in Rupees
1	Cost for operation (Providing resource) of Teleconference Service per month	
	Taxes	
	Total Amount Inclusive of Taxes	

Annexure-I

Application

Date:

To,
The Mission Director,
MEPMA, Telangana
640, AC Guards, Masab Tank
Opp PTI Building
Hyderabad 500 004.

Subject: Proposal for Hiring of Vendor for Web Based Teleconference Services

Dear Sir,

Having examined the pre-qualification document indicating scope of works, I/We hereby submit our proposal together with all the necessary information and relevant documents for tender for hiring of Web Based Teleconference Services Provider.

The proposal is made by me/us on behalf of.....
(Company/Firm/Association of individuals) in the capacity of..... duly authorized to Submit the proposal.

I/We understand that Mission Director reserves the right to reject any proposal without assigning any reasons thereof. I/We undertake that all the information furnished by me/us in the proposal is true to the best of me/our knowledge and belief. If any of the information is found to be false on subsequent verification, I/We undertake that I/We may be excluded from the list of shortlisted Firms.

AUTHORISED SIGNATORY

(Name and
Designation)
Name of Firm:
Address:
E-mail id:
Contact
details:

Annexure-II**Company Profile:**

1	Name of the Applicant Firm	
2	Ownership (Government/PSU/Private)	
3	Type of Organization: Partnership firm/Public Limited Company/ Pvt. Limited Company/Limited Liability Partnership/Society/Others (please specify and attach proof)	
4	(i) PAN Number (ii) GST Number	
5	Name and Designation of Key Management Person(s)	
6	Date & Year of establishment of firm	
7	Number of years of experience in Event Management Services	
8	Any other important information about the Organization	
9	Details of the similar assignments With client details and value of the project	

Financial Information

Details	Financial year 2017-18	Financial year 2018-19	Financial year 2019-20
Revenue(in INR Lakh)			
Profit before tax (in INR Lakh)			
Revenue from Event Management Services(in INR Lakh)			
Other relevant Information			
Mandatory supporting documents	<ul style="list-style-type: none"> • Auditor certified financial statements for the last three financial years (Please include only the sections on P&L, revenue and the assets, not statements). • Audited Balance Sheets 		

Signature with Seal


**MISSION DIRECTOR
MEPMA**

 16/7