

REQUEST FOR PROPOSAL [RFP]

**for selecting GSM Mobile Service Provider
under Digital Youth Initiative**

*Goa
Electronics
Ltd. [GEL]*

Goa Electronics Limited (GEL) Government of Goa

Request for Proposal [RFP]

For selecting GSM Mobile Service Provider under

Digital Youth Initiative

of Government of Goa.

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ABBREVIATIONS

DeitY	Department of Electronics and Information Technology
MOU	Memorandum of Understanding
MIS	Management Information System
RFP	Request For Proposal
DoIT	Department of Information Technology
GEL	Goa Electronics Limited
TRAI	Telecom Regulatory Authority of India
DoT	Department of Telecommunications, Government of India
MSP	GSM Mobile Service Provider
SLA	Service Level Agreement
Scheme	Digital Youth Initiative Scheme
API	Application Program Interface
MNP	Mobile Number Portability
JSON	JavaScript Object Notation
XML	Extensible Markup Language
DSMS	Digital Youth Initiative Scheme Manager System

TENDER NOTICE

GOA ELECTRONICS LIMITED (GEL)

The Internet and Digital revolution needs to be made inclusive and accessible to youth of all strata so that a level playing field of opportunities is created. The “**Digital Youth Initiative**” will provide Free Voice and Data access to eligible youth.

GEL on behalf of Government of Goa, invites Bids comprising of Technical and Financial Bids from bidders for selecting “**GSM Mobile Service Provider under Digital Youth Initiative**” of Government of Goa. The tender document for this may be downloaded from the websites www.tenderwizard.com, www.goelectronics.co.in and www.etender.goa.gov.in

The RFP document containing “Technical bid” and “financial bid”, complete in all respect should be uploaded on www.etender.goa.gov.in on or before 26-Oct-2016 upto 02:30 PM which will be opened on 27-Oct-2016 at 3:30 PM in the presence of the vendors or their representatives who may like to be present at that time. The sale of RFP document will commence on the next date of publication of this RFP notice and will close on the date specified on the RFP document.

The Technical bids will be evaluated by the Technical Bid Evaluation Committee duly constituted by the GEL. Financial bids of the technically acceptable offers shall only be opened before the successful bidders and evaluated before awarding of the contract.

Goa Electronics Limited (GEL) reserves the right to reject all or any of the RFP without assigning any reason thereof. The RFP which is conditional/ incomplete/ belated/ without earnest money, processing fees, RFP fees; will not be entertained.

Chief Executive Officer
Goa Electronics Limited

TENDER DOCUMENT

GOA ELECTRONICS LIMITED (GEL) Government of Goa

Tender No: GEL/DYI/RFP-10

Dated: 05-Oct-2016

SN	Events	Time
1	Uploading of the Tender Document	05-Oct-2016
2	Pre-bid Queries to be submitted by	12-Oct-2016
3	Last date of submission Bids	26-Oct-2016 up to 2.30 pm
4	Opening of technical bids (In the conference hall of Goa Electronics Ltd.):	27-Oct-2016 at 3.30 pm
5	Opening of financial bids:	28-Oct-2016 at 3.30 pm

Earnest Money Deposit : ₹ 10,00,000/-

Cost of Tender Document : ₹ 10,000/-

Cost of Tender Processing Fee : ₹ 1,500/-

The Financial Bid is not to be submitted in hard copy.

The completed Technical Bid documents (hard copy) should be submitted on or before **26-Oct-2016 up to 02:30 PM** at the following address:

Chief Executive Officer
Goa Electronics Limited,
Mezzanine floor, Block 'B',
EDC House, Dr. Dada Vaidya Road,
Panaji, Goa-403001

Mail: revati@goelectronics.co.in

In case of any queries the same may be mailed to:

anant@goelectronics.co.in and revati@goelectronics.co.in

1. **About Scheme**

The name of the scheme shall be “Digital Youth Initiative”

In the budget speech for the year 2016-17, in line with the digital India initiative of the Government of India, Government of Goa has promised to come up with a digital youth initiative for the youth of the state. This would be a cellular service plan wherein the youth would get free voice as well as data access in order to make the digital revolution inclusive and accessible to the youth of the state so that a level playing field of opportunities is created.

Major Advantages of the scheme would be:

- 1) Taking up various online courses available on the internet which will indirectly be a major boost to open opportunities in education for the youth.
- 2) Leverage the internet to develop various skills relevant to their individual sphere of carrier.
- 3) Share and get information from across the state/country with respect to the latest progress in the education and carrier front.
- 4) Get online access for carrier counseling/placements etc.
- 5) Connect on social platform to explore window of opportunities.

As such the availability for data access would help the youth gather vital information to help overall development with a focus on education and skill development. The scheme would specifically be more useful to the rural youth who today is out of the digital India paradigm due to non availability of internet access. It will also help the youth to connect with the other youth across the state and across other countries and increase their knowledge base in terms of education, carrier opportunities and skill development. Keeping these objectives in mind the government has proposed the Goa youth connect initiative which will give the following “Monthly Free Pack” to every youth of the state in the age group of 18 to 35 years:

Free 100 minutes Local Voice Calls

Free 3 GB 3G/4G data services with minimum of 2Mbps download speed

Free SIM card [wherever applicable]

2. **Objective**

GEL on behalf of Department of Information Technology (DoIT) intends to select a MSP to provide quality cellular service including Voice, SMS and 3G/4G Data Services for a period of 3 years.

The purpose of providing these services is to include youth of all the strata in the age group of 18-35 years estimated to be approximately around 1,50,000 under digital

revolution for enabling them to access ample of opportunities through learning, networking and internet. This will enable the Government of Goa to reach out to the users and provide targeted services to the users of respective strata.

3. Stakeholders

Department of Information Technology (DoIT)

The scheme will be implemented by Department of Information Technology on behalf of Government of Goa

Goa Electronics Limited (GEL)

GEL will be the operating and Monitoring Agency for the entire project period of 3 years. During this tenure GEL will monitor the execution of the project.

Selected GSM Mobile Service Provider (MSP)

The MSP shall provide “Monthly Free Pack” through a seamless network and enable the “Digital Youth Initiative” scheme for the subscribers authorized by Government of Goa. The selected MSP would have provision to onboard the new subscribers as well as Mobile Number Portability subscribers after authorization from Government of Goa.

Beneficiaries

All the eligible citizens of the state can subscribe for the scheme from the selected MSP and avail “Monthly Free Pack”. The citizen will have to pay only the excess usage charges if they exceed the allowed free quota for the month.

4. Services Provided by GEL

Goa Electronics Ltd. (GEL) will be acting as monitoring and Implementing Agency (IA) for the Digital Youth Initiative Scheme. GEL will develop and maintain DSMS [Digital Youth Initiative Scheme Manager System] application and mobile app for efficient rollout and monitoring of the scheme. The features covered in both the applications are listed below:

A) Development of Digital Youth Initiative Scheme Manager System[DSMS]

GEL will develop a centralized online web based **Digital Youth Initiative Scheme Manager System [DSMS]** for keeping a track of the beneficiaries towards the Digital Youth Initiative. DSMS will be accessible using any of the modern browsers using a desktop/laptop/tablet securely using login ID and password. The features/provisions covered in the DSMS are listed below for reference:

- a) Provision for the applicant to check the status of his/her scheme application status using the acknowledgment number.
- b) Provision to list the applications received towards the Digital Youth Initiative scheme

- c) Provision to view the applicant details
- d) Provision to process applications as As Per Scheme, Incomplete & Ineligible
- e) Provision to approve the application received for the plan/scheme.
- f) Provision for the Government of Goa/GEL user to reject the application received for the plan/scheme with a reason for rejection based on the verification status submitted by the selected bidder towards the respective application.
- g) Provision to list/print the applications authorized/rejected towards the scheme
- h) Provision to intimate the selected bidder to cancel the registered user scheme subscription based on the approval received from the Government authorities.
- i) Reporting provision on Constituency wise/Taluka wise/District wise applications/pendency's/approvals/rejections.
- j) The Government of Goa/GEL user will have provision to push Government related announcements/information to the registered beneficiary Mobile in Text/Image/3 minute audio clip/1 minute video clip format.
- k) Provision to view the feedbacks/comments/likes dislikes towards the announcements.
- l) Different reports will be made available for efficient decision making as and when required by Government of Goa in Excel or PDF format towards the data available in the application.
- m) Provision for the active beneficiaries to submit request to cancel the subscription towards the scheme or deactivation. Each of the cancellation/deactivation requests will be authenticated using OTP and dual confirmation.
- n) Provision for the active beneficiaries to register a grievance; track the status of their grievance. Each of the grievances will be associated with unique number and the status updates towards the grievance will be communicated with the applicant.
- o) Provision for the selected bidder to access the grievances and update the status.
- p) DSMS will list out grievances not acted by the selected bidder within 24 hours.

The DSMS can also push the data in real-time with the centralized online application of the selected bidder to avoid double entry in the system. The DSMS will share following information with the centralized system of the selected bidder:

- a) Authorised applications
- b) List of beneficiaries to be deactivated
- c) List of connections to be monitored
- d) List of complaints received

All the eligible citizens of the state can subscribe for the scheme from the selected MSP and avail "Monthly Free Pack". The citizen will have to pay only the excess usage charges if they exceed the allowed free quota for the month.

B) Develop & Maintain an iOS and android mobile app:

GEL will develop a mobile app which will enable the citizens to access information about the Digital Youth Initiative scheme details, view various announcements of state and submit feedback.

Some of the provisions those will be available in the mobile app are as listed below:

- a) Splash Screen
- b) Digital Youth Initiative Scheme Details: The app will display basic Digital Youth Initiative scheme details as well as highlights and term and conditions. The app will also give information about the procedure for enrollment towards this scheme.
- c) Announcements: This screen will display the latest announcements made/added by the admin and the app user will be able to share/comment/like/dislike the same. The announcement may include Text/Image/3 minute audio clip/1 minute video clip format.
- d) Provision to Cancel the Monthly Free Pack subscription
- e) Complaints/Grievance Registration: The app will allow the active beneficiary to register a complaint or a grievance regarding the scheme.
- f) Feedback: The app user will be able to submit his/her feedback using this provision.

C) Approve the applications for activation

GEL on behalf of Government of Goa, will authorize the applications received towards the scheme and are identified by the selected bidder as per the scheme requirement.

D) Monitor Implementations

GEL will monitor the scheme implementation to ensure efficient and faster rollout of the scheme. GEL will monitor SLA with the help of the software tool provided by the selected bidder.

5. **Bidder's Scope of Work**

The services to be provided by the Bidder

i) Provide Monthly Free Pack to the authorised beneficiaries

The selected bidder will be bound to provide Monthly Free Pack service for the authorised beneficiaries. The Monthly Free Pack should consist of following services:

- a. Free 100 minutes Local Voice calls
- b. Free 3GB 3G/4G Data service with minimum of 2Mbps download speed
- c. Free SIM Card [wherever applicable]

ii) Set up registration outlets

The selected bidder will have to setup minimum 500 activation outlets/retailers for the citizens to apply towards the Digital Youth Initiative across Goa. There should be minimum one outlet in each of the village/town in Goa. The list of the outlets along with name, contact number, Taluka and village details need to be shared with GEL/Government of Goa. This list will be published in the DSMS and will be published for access to citizens for information.

iii) Distribute forms to citizens to avail scheme

The selected bidder will be maintaining sufficient number of scheme application forms at their activation outlets/retailers. The forms will be distributed to the applicants by the retailer free of cost. Each form has to have a unique form number pre-printed.

iv) Guide the citizens in filling application

The selected bidder retailers/activation outlets should help the citizen in filling up the application form towards the scheme. Efforts should be taken to ensure complete and eligible applications are accepted at the activation outlets/retailers.

v) Accept the applications

The selected bidder will facilitate collection of the filled in application forms at the activation outlets/retailers. Each of the application received need to be acknowledged with a unique number. The selected bidder will have to ensure that the form is accompanied with the copy of Aadhar Card, one Age proof, and document stating 5 Years residence proof in Goa.

The Government of Goa may introduce Aadhar based e-KYC authentication of the applicant.

The selected bidder has to ensure above requirements are met.

vi) Verify the Aadhar Details

The selected bidder should verify the Aadhar number and the applicant details with UIDAI as Aadhar number will play a key role in limiting the scheme benefits to unique

applicants. The selected bidder should share the verification reports of match and mismatches with DSMS.

The Government of Goa may introduce Aadhar based e-KYC authentication of the applicant.

The selected bidder has to ensure above requirements are met.

vii) Data Entry of the Applications received

The selected bidder should feed the application details in the DSMS individually or in Bulk mode along with the verification details. The data can be pushed by selected bidder in to the DSMS electronically using the APIs provided. Each application form need to be fed in DSMS in not more than 48 hours. The application form along with the documents should be scanned and uploaded in the DSMS. Once the data is pushed on to the DSMS server the selected bidder should not carry out any changes in the applications submitted.

Maintaining documents towards all the applications of the scheme is the responsibility of the selected bidder and in case any wrong information is submitted, the selected bidder will be held responsible and strict lawful action will be initiated.

viii) Activate the scheme plan for approved applications

- a) The selected bidder will activate all the applications approved by Government of Goa/GEL within maximum period of 4 days. On activation of the SIM card, the selected bidder will have to send an SMS to the beneficiary with a link to download the mobile app.
- b) The selected bidder will get the activation SMS format approved by Government of Goa/GEL after receiving the Letter of Intent

ix) Compliance towards Incomplete/Ineligible applications

The selected bidder will intimate the applicant if his/her application is found to be incomplete or ineligible. The incomplete applications can be complied by the applicant by providing missing information/documents as per the scheme requirement. The ineligible applications need to be brought to the notice of the applicant with reason for ineligibility. The selected bidder will have to feed in the compliance details in the DSMS.

x) Deactivate/Cancel the scheme benefits

The subscription under this scheme can be deactivated based on the request of the beneficiary or if the beneficiary crosses 35 year age mark or based on the intimation received from Government of Goa/GEL.

- a. The selected bidder should automatically block the plan towards the beneficiaries who crosses 35 year age mark.
- b. The selected bidder should cancel/deactivate the scheme subscription based on the verified request of the beneficiary.
- c. The selected bidder should cancel/deactivate the scheme subscription based on the intimation received from the Government of Goa/GEL authorities.

The selected bidder will deactivate/cancel the scheme benefits towards the cases authorised by Government of Goa/GEL for deactivation/cancellation within a maximum period of 24 hours.

xi) Supply SIM cards

The selected bidder will have to issue SIM cards to the new connection subscribers wherever applicable free of cost. The selected bidder should comply towards all the rules and regulations set by DoT/TRAI.

xii) Provide Telecom Services

The selected bidder has to provide a complete solution with good Mobile Network at the most economical rates. The bidder has to provide minimum 3G data services. The Bidder should contribute to the project by providing citizens with innovative, affordable and customer friendly communication services.

The selected bidder has to ensure that all applications approved by Government of Goa/GEL are activated in not more than 5 working days.

The selected bidder needs to adhere to all the rules and regulations set by DoT, Government of India and TRAI issued from time to time.

xiii) Share the applicant, verification and usage details:

The DSMS will provide various web APIs for the selected bidder to share the different information sets with the Government of Goa/GEL. The different type of the data that need to be shared by the selected bidder is listed below:

- a) List of applications received along with acknowledgement number allotted.
- b) List of applications verified along with verification status and Aadhar verification status.
- c) List of applications activated with time frame
- d) Weekly data, voice call minutes, and SMS utilisation towards all the active beneficiaries.
- e) List of deactivated beneficiaries with reason
- f) List of complaints received from the active beneficiaries with status.
- g) Any other information that might be required for monitoring the scheme implementation. .
- h) Data usage of apps as identified by Government of Goa/GEL
- i) The selected bidder has to provide a tool to monitor the usage of apps as identified by government.

The selected bidder should provide analytical insights to Government of Goa/GEL towards the scheme usage.

xiv) Call centre:

The selected bidder will have to set up a call centre during working hours to handle customer queries and feedbacks. It needs to be deployed within 8 days of signing of agreement. The bidder should be able to provide the list of calls received along with the status of the calls towards the Digital Youth Initiative scheme.

xv) Monitor & Report Unlawful Usage

The selected bidder will need to provide the details of the usage towards a identified mobile number if being reported as abusive/offensive/unlawful. The selected bidder should be able to deactivate the subscriber under the Digital Youth Initiative support for maintenance and upgrades to the software as per the requirements of the Government of Goa/GEL.

xvi) Complaint Registration & Grievance Redressal

DSMS will have provision to accept the online applications towards the grievances. The selected bidder will be given access to the list of grievances received and to update the status of the grievance. All the complaints will have to be acted within a period of 24 hours. The selected bidder should nominate one person to ensure that the grievances/complaints are resolved in shortest time. Any delay in redressing of the grievances will attract penalty as per the SLA.

xvii) Maintenance, operations and Technical Support:

Technical support for maintenance as per the requirements of the Government of Goa/GEL has to be done for the complete project period.

Continuous support and technical consultancy is required to ensure that the project continues functioning smoothly and sustains any procedural changes that may arise in the Operations. The Selected bidder will have to nominate a single point of contact to resolve any issues faced by Government of Goa/GEL during implementation of the scheme.

xviii) Training & Handover:

The selected bidder will impart training for the representatives identified by GEL/Government of Goa on the process/processing's of the applications. Necessary help documentation may be provided in soft/hard copy format to GEL/Government of Goa. The selected bidder will have to handover reports/insights/backups as and when requested by GEL/Government of Goa.

xix) SLA Monitoring Software tool

The selected bidder will have to provide free of cost a software tool which will be used by Government of Goa/GEL for monitoring the SLAs free of cost.

xx) Advertising & Awareness

The selected bidder will have to carry out awareness in Goa regarding the Digital Youth Initiative and benefits under this scheme to ensure maximum number of youth registrations. The selected bidder will organise camps/drives for enrolment at locations where maximum enrolments/registrations can be carried out. The selected bidder should use Social Media, Newspaper Ads, Radio Jingles, banners, hoardings, motorbike rally etc for creating awareness. The bidder will take approval from the Government of Goa/GEL towards the content/advertisement before publishing on social media/newspaper/radio etc.

6. Implementation Schedule

The selected bidder will have to go-live with the scheme within a period of 8 days of issuance of Letter of Intent. Registration under the scheme will begin within 8 days and the connections has to be released within a period of 4 days.

7. Roles and responsibilities of Government of Goa

- a) Pay the charges towards Monthly Free Pack towards the registered beneficiaries.
- b) Spread awareness across all citizens and encourage participating in the initiative.
- c) Nominate Single Point of Contact for timely implementation of scheme.
- d) Observe and comply with all its obligations set forth in the Agreement.

8. Roles and responsibilities of GEL

- a) Development of DSMS for Digital Youth Initiative
- b) Development of android and iOS mobile app for the Digital Youth Initiative
- c) Host and maintain the DSMS on a cloud server.
- d) Manage and Monitor the scheme implementation & SLA.
- e) Approve the applications received with consent of the Government.
- f) Provide training to the staff identified by DoIT, Government of Goa on DSMS.
- g) Monitor the Service Level Agreement (SLA)

9. Technical Terms and conditions

- c) The selected bidder will have to ensure that they will collect all information strictly abiding by the laws & rules effective with respect to data collection, usage and dissemination under the constitution of India and all governing bodies like TRAI, DeitY, DoT. Any lapse or legal implications will be the responsibility of the selected bidder.

- d) The selected bidder will have to provide the latest backup of the data as and when requested by Government of Goa/GEL.
- e) Providing any additional application/mobile app /service on the network/plan will be at the complete discretion of the Government of Goa/GEL.
- f) Maintaining documents towards all the applications of the scheme is the responsibility of the selected bidder and in case any wrong information is submitted, the selected bidder will be held responsible and strict lawful action will be initiated.

10. Service Level Agreement (SLA)

The selected bidder will ensure to provide services as per below mention terms for SLA:

a) Fault Resolution:

Type	Measurement	Penalty
Severity 1 Resolution	All Severity 1 problems are resolved in less than 2 hours.	NA
	One or more Severity 1 problems are resolved in over 4 hours.	10% of monthly fees
Severity 2 Resolution	Less than 95% of Severity 2 problems are resolved in 8 hours.	10% of monthly fees
Severity 3 Resolution	Less than 95% of Severity 3 problems are resolved in 4 calendar days.	5% of monthly fees
Severity 4 Resolution	Less than 95% of Severity 4 problems are resolved in 20 calendar days.	5% of monthly fees

SLA Parameter	Severity 1	Severity 2	Severity 3	Severity 4
Users Impacted due to downtime	30% or more	20% to 29%	10% to 19%	Less than 10%
Data/Voice Services Impacted	30% or more	20% to 29%	10% to 19%	Less than 10%
3G/4G Data Service download Speed less than 2Mbps	30% or more users	20% to 29% users	10% to 19% users	Less than 10% users
Data entry of the application form in DSMS after	7 days	6 days	5 days	4 days
Service activation time is more than	96 hours	72 hours	48 hours	24 hours
Service Deactivation or cancellation time is more than	96 hours	72 hours	48 hours	24 hours
Grievances not addressed for more than	96 hours	72 hours	48 hours	24 hours

Any planned/preventive maintenance will be carried out after approval from GEL/Government of Goa and notify all users.

The SLA is subject to change on request of bidder if genuine issues are observed; Exclusive rights for the modification will be with GEL/Government of Goa.

11. Project Tenure

Subject to performance of the bidder, the project tenure granted to the successful bidder will be for a period of 3 years which can be renewed to another 3 years based on the discretion of the Government of Goa by evaluating the performance and mutually agreeable terms and conditions between the selected bidder and Government of Goa.

12. Performance Bank Guarantee (PBG)

The selected bidder must deposit Performance Bank Guarantee as per details given below of this tender document at the time of signing of this agreement.

1. Selected Bidder shall, for due and punctual performance of its obligations during the License Period, deliver to GEL, simultaneously with the execution of this Contract, an unconditional Performance Bank Guarantee of the value of 10% of the estimated yearly subscription charges.
2. The Performance Bank Guarantee shall remain with GEL up to the end of exclusive tenure period.
3. The Performance Bank Guarantee shall not bear any interest and the Bidder shall not have any claim on the interest on Performance Security
4. Provided that if the agreement is terminated due to any Event of Default other than selected Bidder's Event of Default, the Performance Security shall, subject to GEL's right to receive amounts, if any, due from the selected Bidder under this License, be duly discharged and released to Bidder.

13. Exit Management:

The selected bidder will ensure a smooth transition and handover to the Government of Goa/GEL. The selected bidder will also ensure that the beneficiaries opting out to other service providers based on MNP to be processed without any hassle.

14. Tender Terms and Conditions:

- i) The bidders are required to get registered with www.tenderwizard.com/GOA. The bidder must have valid digital signature to submit the bid.
- ii) Tender documents should be downloaded from websites www.tenderwizard.com/GOA and www.etender.goa.gov.in as per the dates mentioned in the tender.
- iii) The bidders should use the electronic mode of tendering using the website www.etender.goa.gov.in to submit his best possible quote.
- iv) Late submission will not be entertained and will not be permitted by the e-Tendering System.

- v) Last minute submission should be avoided. As such GEL will not be responsible for any failures in submission of bids.
- vi) Incomplete or conditional bids will be summarily rejected.
- vii) The bidder shall bear all costs associated with the preparation and submission of its Proposal and GEL will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the proposal process.
- viii) Tender shall be uploaded separately through the e-Tendering System under Two Bid System viz Technical bid and Financial bid, as per the prescribed formats only. Failure to comply with these requirements may result in the bid being rejected.
- ix) The **Technical Bid will comprise of Annexure A [Qualification Criteria] & Annexure B [Technical Bid Format]** and need to be strictly uploaded to the e-tendering website mentioned. Additionally, a hard copy of the Technical Bid [Annexure A & Annexure B] needs to be submitted to the address of The Chief Executive Officer, Goa Electronics Limited, as mentioned in the tender. The hardcopy of the technical bid only [HARD COPY OF FINANCIAL BID NOT TO BE SUBMITTED] shall be placed in single envelope superscripted as “Technical Bid towards Tender for SELECTING GSM MOBILE SERVICE PROVIDER UNDER DIGITAL YOUTH INITIATIVE” to be submitted at the O/o Goa Electronics Limited on or before the tender submission date.
- x) The **Financial Bid will comprise of Annexure C [Financial Bid Format]** and need to be strictly uploaded to the e-tendering website mentioned. **HARD COPY OF THE FINANCIAL BID IS NOT TO BE SUBMITTED.**
- xi) **The price should not be mentioned in the Technical bid in any form or manner. In case the prices are mentioned in the technical bid, the offer will be liable for rejection.**
- xii) The Bidders are expected to examine all instructions, forms, terms and other information in the RFP. Failure to furnish all information required as mentioned in the RFP or submission of a proposal not substantially responsive to the RFP in every respect will be at the Bidder’s risk and may result in rejection of the proposal and forfeiture of the bid.
- xiii) The attempt on the part of the bidder, to negotiate directly or indirectly, with the authority to whom the tender is being submitted or with the tender accepting authority, before the finalization of tenders, will make bidder liable for exclusion from the consideration of his/her tender.
- xiv) GEL reserves the right to accept or reject any Bid or annul the Bidding process without assigning any reason and reject all Bids at any time prior to award of contract, without thereby incurring any liability to the affected Bidder or Bidders. GEL is not bound to accept the lowest or any bid.
- xv) The Notification of Award will be issued with the approval of the Government of Goa.
- xvi) If any of the bidders submits **FALSE** declarations/undertakings/documents towards Qualification criteria or Technical Bid, the bidder will be disqualified and **BLACKLISTED** immediately.
- xvii) Withdrawal of tender, if any, will be permitted before the time fixed for opening of the tenders. In case any tender is withdrawn after opening of the tenders, the

- Earnest Money Deposit will stand forfeited in favor of Goa Electronics Limited, Panaji.
- xviii) Bidders are hereby warned that canvassing in any form for influencing the process of notification of award would result in disqualification of the Bidder.
 - xix) Each paper of Bid Document must be signed by the competent authority of the Bidder and shall submit a hard copy of it. Any document / sheet not signed shall tantamount to rejection of Bid.
 - xx) Personal cheques will not be accepted under any circumstances. EMD will be forfeited in case of frivolous tenders, non-responsive tenders and in case of those bidders who back out once the offer letter is issued by the GEL.
 - xxi) Any Bidder, who has earlier been barred by Govt. of Goa or any other State Government/ Govt. of India, would not be eligible to submit a Proposal.
 - xxii) Each Bidder shall submit only one (1) Bid, in response to this tender. Any Bidder, who submits more than one Bid for the same work, will be disqualified.

15. Criteria for Evaluating Bids /Proposals:

- a) The Technical Proposals or Bids will be opened in the presence of the representatives of the bidders who have participated in the tender process. The Technical Bids will be evaluated by the Government of Goa. Once the technical bids have been evaluated, the successful bidders will only be informed about the date of opening of financial bids.
- b) Financial bids of only those bidders will be opened who fulfill the following two criteria:
 - i. Qualifies totally all the conditions of the Annexure-A [Qualification Criteria]
 - AND**
 - ii. Scores minimum 50 marks [Annexure B] in the Technical Bid Evaluation
- c) Financial bids will be opened in presence of the representatives of bidder companies that have been declared successful in the technical bid evaluation stage.
- d) Financial proposals of all the firms that meet the technical qualifications would be opened. Agency achieving the highest combined technical and financial score based on QCBS of 70:30 would be invited for awarding the contract.
- e) Proposals will be ranked according to their combined technical (St) and financial (Sf) scores using a weight of 70% for technical proposal and 30% for financial proposal.
The overall score (S) will be computed as follows: $S = St (0.7) + Sf (0.3)$
- f) In case of a tie, agency with the higher technical score will be invited for negotiations.

16. Financial Bid Terms and Conditions:

- 1. Monthly subscription charges mentioned should be inclusive of all taxes and all charges towards execution of all activities as per mentioned at Section 5 Bidders Scope of Work.
- 2. Monthly subscription charges mentioned should include cost of technical support, manpower resources and cost towards the complete scope mentioned at Section 5 Bidders Scope of Work.

3. The bidders must use only the format provided in the e-tender website (Annexure-B) for submitting the financials. Any other formats/ forms will not be accepted and such tenders will be rejected.
4. **THE BIDDER MUST PROVIDE THE FINANCIAL BID PROPOSAL IN e-TENDER MODE ONLY. HARDCOPIES OF THE FINANCIAL BID ARE NOT ENTERTAINED.**
5. The Monthly subscription charges should be quoted in figures as well as in words and duly signed and stamped by the authorized person.
6. Monthly subscription charges quoted must be firm and final and shall not be subject to any upward modifications, on any account whatsoever.
7. **The monthly subscription charges quoted by the bidder for the service should include GEL processing fees of Rs.5/-(taxes exclusive) per subscriber per month and will have to be paid to GEL by the bidder on monthly basis.**
8. The Monthly subscription charges for the approved beneficiaries will be paid by Government of Goa to the selected bidder.
9. The selected bidder will not charge any fee to the subscriber for the Monthly Free Pack approved by the Government of Goa. Any additional usage by the user over and above the defined Monthly Free Pack will have to be borne by the beneficiary.
10. If the Government of Goa/GEL anytime after the launch of the Digital Youth Initiative Scheme decides to take additional Data from the selected bidder the same will be calculated based on following formula:

$$\text{Additional 1GB Rate [which will come with 30 local voice call minutes]} = \frac{\text{Rates Stated by the bidder in the Financial Bid section}}{3}$$

OR

Prevailing market rates whichever is lower

The Government of Goa will hold the rights to negotiate the rates with the service provider in this case.

11. If the Government of Goa/GEL anytime after the launch of the Digital Youth Initiative Scheme decides on increasing the Data/Voice calling minutes pack (monthly free pack); Government of Goa/GEL would have the authority to negotiate and get the best price in line with the prevailing market rates for the additional Data/Voice calling minutes pack (monthly free pack).

17. Payment Terms and Conditions:

1. The selected bidder will provide a list of the active beneficiaries in the first week of the month to Government of Goa.
2. Government of Goa on verification of the approved list will pay the monthly subscription charges towards the active subscribers.
3. For every new connection, for the first month time when a new connection is activated, the bidder will be paid the retrospective charges towards the remaining days of the month from activation date. In this case the bidder may give equivalent pack on to the activated beneficiary.

For Example:

If the connection is activated on 20th Nov 2016 and if the Quote of Monthly Free Pack: Q = Rs.100/-

Then,

Number of days to be considered in first month:

$$\begin{aligned} D &= 30\text{-Nov-2016} - 20\text{-Nov-2016} \\ &= 10 \text{ days} \end{aligned}$$

$$\begin{aligned} \text{Rate to be paid by Government (Rs.)} &= D * Q / 30 \\ &= 10 * 100 / 30 \\ &= \text{Rs.33.33 rounded to Rs.33/-} \end{aligned}$$

& Pack to be given by bidder

$$\begin{aligned} \text{Local voice calls Minutes} &= D * 100 \text{ minutes} / 30 \\ &= 10 * 100 / 30 \\ &= 33.33 \text{ rounded to 33 minutes} \end{aligned}$$

$$\begin{aligned} \text{Data pack in GB} &= D * 3 \text{ GB} / 30 \\ &= 10 * 3 / 30 \\ &= 1 \text{ GB} \end{aligned}$$

Annexure “A” (QUALIFICATION CRITERIA)

Following are the criteria which will be adopted to select the bidders.

<p>1. Bidder should submit the RFP payments in the form of ePayment Mode Only, which must be scanned and uploaded to the e-tendering website within the period of tender application submission and the originals to be deposited in the office of GEL, Panaji on or before the RFP submission date.</p>	<p>The bidder should submit the RFP payments in the e-Payment mode towards Cost of the Tender Document & Tender Processing Fee: To be paid online through e-payment mode via NEFT/ RTGS/ OTC/ debit card/credit card facility/net banking (Axis Bank) with pre-printed challans available on e-tendering website and directly credit the amount to ITG account as generated by challans and upload the scanned copy of NEFT/RTGS/OTC/debit card/credit card facility/net banking (Axis Bank) challan along with the bid.</p>
<p>2. The bidder should be a Mobile Service Provider and should have a valid licence for providing GSM mobile services in Maharashtra & Goa Circle specifically in Goa state for 3G/4G services.</p>	<p>Copy of the Licence/Unified licence issued by Department of Telecommunications to be submitted by the bidder.</p>
<p>3. The Bidder should not have any of his contracts terminated/blacklisted in the Last Three years by any State or Central Government/PSU/BFSI/Private Sector.</p>	<p>Affidavit Duly notarized to be submitted by the bidder.</p>

ANNEXURE “B” (TECHNICAL BID FORMAT)

The following marking criteria will be adopted to select the bidders. The Bidder will have to score minimum **50** marks out of 100 marks in order to be eligible for opening of financial bids.

	Parameters	Documents	Marks
1.	Network coverage - Number of Towers (3G sites +4G sites) installed in Goa	Undertaking from service provider with list of Base Stations along with addresses	35
2.	Total Number of subscriber base in Goa (Prepaid + Post-paid subscribers)	Undertaking from service provider	25
3.	Number of Activation Outlets / Retailers in Goa	Undertaking from service provider along with list of Activation Outlets & address	10
4.	Network Compatible with 2G Mobile Handsets	Undertaking from service provider	10
5.	Fallback option on 2G network if 3G or 4G coverage is not available in the area.	Undertaking from service provider	10
6.	Number of Years of experience of operating GSM Network Service in Goa	Undertaking from service provider	10
	Total Marks		100

The bidder having the highest value towards each parameter at serial no. 1, 2, 3 and 6 will be given highest marks towards the parameter. The remaining bidders will be given marks based on the relative marking towards the parameter based on following formula:

$$\text{Marks Towards each Parameter} = \frac{\text{BPV} * \text{MMP}}{\text{HBPV}}$$

BPV : Value of Parameter Under Consideration as given by bidder

MMP : Maximum Marks Towards Parameter

HBPV : Highest Value towards the parameter quoted by any of the bidders

The bidder will get either full marks or 0 in case of parameter at serial no. 4 and 5.

For Example: The values mentioned by 3 bidders are as mentioned below towards Parameter 2 [i.e. Total No. of subscriber base in Goa]

Bidder	No. of Subscribers [BPV]	Maximum Parameter Value is Bidder 2 [HBPV]	Maximum Marks towards Parameter [MMP]	Calculations	Bidder marks towards parameter
Bidder 1	3 Lac	5.5 Lac	25	$=(3L*25)/5.5L$	13.64
Bidder 2	5.5 Lac			$=(5.5L*25)/5.5L$	25.00
Bidder 3	4 Lac			$=(4L*25)/5.5L$	18.18

The combined marks of all the parameters in Annexure B will be considered as total Technical Score (St) for the bidder which will account for 70% of the total score.

Annexure "C" (FINANCIAL BID FORMAT)

Sr No	Item	Charges per beneficiary per month (Taxes inclusive)
1	Monthly subscription charges towards the Monthly free pack	

Rupees in Words _____

The Lowest Financial Quote (Fm) will be given a financial score (Sf) of 100.
 The financial scores of all the other proposals will be determined by $Sf = 100 * Fm/F$ which will account for 30% of the total score.
 (F = value of financial proposal under consideration)

Note:

- Monthly subscription charges mentioned should be inclusive of all taxes and all charges towards execution of all activities as per mentioned at Section 5 Bidders Scope of Work.
- Monthly subscription charges mentioned should include cost of technical support, manpower resources and cost towards the complete scope mentioned at Section 5 Bidders Scope of Work.