

**Bhilai Municipal Corporation is inviting
Expression of Interest (EOI) from Entrepreneurs / Companies
to
Start IT/ITES/BPO (Voice / Non-Voice) Business
For
Sustainable Job Creation
In
Bhilai**

Due Date of Submission: 31-05-2023 at 05:30 pm

Expression of Interest (EOI)

The office of the Bhilai Municipal Corporation is inviting Expression of Interest (EOI) from reputed Entrepreneurs“To start IT/ITES/BPO (Voice / Non Voice) business in Bhilai for sustainable job creation”. Interested agencies may visit the website www.bhilainagarnigam.com For further information. Response to this Expression of Interest (EOI) shall be deemed to have been done after careful study and examination of this document with full understanding of its implications. This section provides general information about the issuer, important dates and the overall eligibility criteria for the parties.

Date of Issuing of the EOI: 10-05-2023

Last date of obtaining EOI Form: 31-05-2023

Last date of submission of EOI Form: 31-05-2023

Opening date of EOI: 01-06-2023

EOI fees in the form of DD/FDR – Rs 5000.00

The EOI will remain valid till 120 days

Municipal Commissioner
Bhilai Municipal Commissioner
Bhilai

Invitation for Expression of interest from “Entrepreneurs and other organizations to start IT/ITES BPO (Voice/Non-voice) Business for Sustainable job creation” in Bhilai

Bhilai Municipal Corporation (BMC) invites sealed EOIs from entrepreneurs and other organizations to start IT/ITES BPO (Voice/Non-voice) Business in Bhilai for Sustainable job creation”.

EOI shall be available from the office of Bhilai Municipal Corporation, Bhilai Chhattisgarh.

Interested organizations are requested to submit the complete application with detailed business plan by, referring to the publication in newspaper/official website. Submission can be made by post (Registered/ Speed) or by hand Bhilai Municipal Corporation, Bhilai. This EOI will remain valid till 120 days.

All applications received by due date will be opened on 01-06-2023 in front of bidders or their representatives if they wish to be present based on the eligibility criteria as mentioned in EOI at 11:00 am.

For any further clarifications please contact Nodal Officer Bhilai Municipal Corporation ,Bhilai **at Project Cell** Bhilai during official working hours (10:30 AM to 5:30 PM) only.

I. Background

Bhilai district is one of the emerging district of Chhattisgarh. The district is very well connected by bus/train with all the major nearby cities like Raipur, and Nagpur etc. The district administration has been successful in creating a pool of skilled youth who are qualified to join industry. But the current scenario in the job market and lack of sufficient industries in the district is making the qualified youth stay back at home rather than utilize their skills to earn their livelihood. Small percentage of them have taken up jobs in cities and migrated. Hon. Chief Minister of Chhattisgarh has a vision to create local employment so as to enable development in the region. Creating local employment will generate wealth for the region to bring social change. Putting youth to work will help the administration fight social challenges as to create a sustainable environment for the growth of the district.

II. Objective

The Bhilai Municipal Corporation is issuing this EOI to identify entrepreneurs/companies/other organizations for “Creation of employment opportunities for the youth by promoting the IT/ITES industry particularly by setting up the BPO/ITES operations”

The successful agency/entrepreneur/ company will receive infrastructure support in the form of fully furnished industry standard office space, the details of which are listed in this EOI document.

III. EOI Opening and Evaluation

The EOI shall be valid for a period of 05 year from the date of its issue viz until..... Entrepreneurs/other organizations can submit application around the year referring to this advertisement available on

EOI Opening: All the EOI's submitted on the due date i.e. **31-05-2023** will be opened on **01-06-2023 at 11:00 am** Bid will be opened in the presence of those bidders, who choose to be present or in the presence of their representative as approved by concerned bidder, only one in number. Bhilai reserves the right to accept or reject any offer without assigning any reason whatsoever. Applications received until 31-05-2023 will be accepted and considered by committee during the committee meetings, as per merits of the submission.

EOI Evaluation: The Bid evaluation committee will evaluate the proposals on the basis of the irresponsiveness to the selection criteria. The bidder who satisfies the documentary evidence along with detailed business plan as per the eligibility criteria is considered as technically qualified. Financial proposals of only the technically qualified bidders will be taken up for further evaluation by the committee.

IV. Letter of Acceptance (LOA)

After successful completion of the negotiations, a Letter of Acceptance (LOA) will be issued to the successful bidder. The work shall be started within 30 days from the date of issuance of LOA to the successful bidder; where starting of work is deemed to be started from the date of initiation of the training of employees.

V. Special incentives offered to the qualified entrepreneurs/other organizations

After careful study of the IT/ITES industry the district administration has come up with a frame work to promote business entities in the district by offering following incentives.

The special incentives includes as listed with limited period support:

Infrastructure – Providing completely furnished office space as per industry standards for seaters. The further enhancement in the infrastructure will be borned and framed by qualified bidder.

Capital Goods/Equipment– Provide existing capital goods (computer / printers/ internet/ servers/ routers/ licensed software/ power back up etc.) as pert he industry standards. For special equipment, a committee will be placed to find out the needs of the project and associated best cost. The decision of the committee shall be final and binding. The committee reserves the right to not grant any reason for their decision what so ever.

Band width /internet connectivity-Provide Industry standard fiber opti cconnectivity.

Capacity – 350 seats approx

Operational and maintenance - Recurring cost of electricity and cost of cleaning and maintenance of the facility will be borne by the successful bidder.

Backup power - 100% backup power will be provided limited to the computers, servers and lights only. Air conditioning is not covered.

Pooling of resumes - Reach out support will be provided to pool candidates who are best suited for the job from Railway station-Bhilai/ Bus Stand Bhilai to working place, to and for only.

VI. Terms and Conditions

- a. The successful bidder (organization) shall be under obligation to commence its BPO/ITES operations within 30 days, from the date of issue of LOA. If the unit is notable to commence its BPO/ITES operations within 30 days from the issuance of LOA, it can request for an extension of not more than 1 month with a penalty of 1% of the total set-up cost including infrastructure cost. With in the extended period, the unit must commence its operation. Failure to do so shall automatically result in cancellation/ termination of LOA/Agreement and Bid Security Deposit (BSD) shall be forfeited.
- b. Bid Security Deposit shall be equivalent to 2% of the total project cost to be paid to BMC at the time of signing of the final agreement in the form of FDR/bank guarantee.
- c. Successful bidder will bear all the maintenance and electricity charges of the BPO/ITES unit building.
- d. Commissioner, Bhilai Municipal Corporation, Bhilai retains the power to cancel / reject any EOI without assigning any reason what so ever.
- e. All disputes, differences, claims and demands arising under this contract shall be referred to the arbitration of a Sole Arbitrator to be appointed by the District Collector, Bhilai
- f. The district court, Bhilai will have the jurisdiction in case of litigation between both the parties, the decision of which shall be final and binding.
- g. The entrepreneur/other organization/company (the indemnifying party) undertakes to indemnify "BMC"(the indemnified party) from all losses, claims for damages because of bodily injury, death and damage to the real property, tangible/intangible property.
- h. The selected organization shall operate the business for a minimum period of 05 years. In case of any exception in terms and conditions, the decisions of the Commissioner will be Final and binding.
- i. The successful bidder must be reviewed from time to time and based on the current period performances the further renewal of the candidature may be considered. The Commissioner, Bhilai Municipal Corporation, Bhilai retains the power to cancel the ongoing project, if found any short fall or discrepancies in operations.
- j. The Recruitment and training of manpower is the sole responsibility of Successful bidder. The selection will be on the basis of 80:20 % , where 80% candidates must be selected from Bhilai and 20% may be obtained from other districts of Chhattisgarh but the preference must be given to the candidate of Bhilai

In case of not fulfilling above criteria due to unforeseen condition, the written permission must be obtained in advance by providing all the documentary evidence “Why Bidder fails to fulfill above criteria”. The final decision of Commissioner, BMC will be followed.

- k. Successful bidder will abide by all the rules and regulation as circulated by Commissioner, BMC from time to time and also all the changes made during the tenure of bidder.

VII. Responsibility Matrix

Sr.No.	Activity	BMC	Successful bidder
1	Procurement and installation of all the hardware required for setting up BPO/ ITES operations	√	√
2	Recruitment of manpower	X	√
3	Training of manpower	X	√
4	Maintenance and electricity charges of the BPO/ITES center	X	√
5	Business operations and management of the BPO/ITES center	X	√
6	Performance Review	√	

VIII. EligibilityCriteria

The Bidder should be registered under the Companies Act 1956/2013 and should be in operation in India for a period of at least 3years as on publication of bid	<ul style="list-style-type: none">○ Certificate of Incorporation○ Documentary proof for operation in India
The Bidder should be registered for GST & have valid PAN Should have active GST in the state of Chhattisgarh	Copy of certificate need to be submitted.
The average annual Turnover (TO) in last 3 financial years (2019-20, 2020-21, 2021-22) from BPO Infrastructure Should not be less than 20 crores INR.	Certificate from the Statutory auditor / CA clearly(as per format mentioned in Part C – Format 12) specifying the annual turnover for the specified years
The bidder must have positive net worth as per last audited financial year.	Audited and Certified Balance Sheet and Profit/Loss Account. OR CA certificate mentioning net worth of the bidder should be enclosed.
The sole bidder should have Minimum work experience in IT/ITES/BPO(voice/Non Voice) for 2 years	Work Order from department

IX. Technical Qualification Criteria and Marking

Sl.No	Technical criteria	Maximum Marks	Supporting documents
1	<p>The Sole Bidder or Lead Bidder should have average annual Turnover (TO) in the last 3 financial years (FY 2019-20, 2020-21, 2021-22) BPO Infrastructure.</p> <ul style="list-style-type: none"> • =>15 Crores and <20 crores - 15 Marks • More than 20 crores- 20 Marks 	20	Certificate from the Statutory auditor / CA clearly specifying the annual turnover for the specified years
2	<p>The sole bidder or any of the consortium partner should have provided jobs in past 24 Months in the state of Chhattisgarh as on date.</p> <p>Certificate from a competent Govt. authority from state of C.G.</p> <ul style="list-style-type: none"> • =>500 and <750 - 15 Marks • More than 750 - 30 Marks 	30	Project Citation(Form 15)+ Work Order + Client Completion certificate
3	<p>Understanding of Scope of Work and Detailed Approach & Methodology</p>	20	<ul style="list-style-type: none"> • Understanding of the project • Strategy to ensure implementation of project within stipulated timelines & Identification of major risks and their mitigation plan • Approach towards job creation and running of BPO • Key learnings from similar projects and how do you propose to incorporate them in execution of this assignment • Detailed approach and methodology for project execution • Approach for Grievance redressal mechanism

4	Presentation + POC	30	<ul style="list-style-type: none"> • Bidder to make a presentation on their Technical proposal highlighting • Understanding of the scope. • Approach and methodology for implementation and operations. • Approach towards Job creation • Core team. • Case studies to demonstrate the successful implementation. <p>*Presentation (Date and time will be intimated to technically qualified bidder at a later date)</p>
	Total Marks	100	

Note:

1. In case of Government project, end user certification from Govt/Semi Govt/Central to be obtained regarding Work Experience not less than EE level Officers (Class I officers)
2. Bidders need to submit the Affidavit on non-judicial stamp paper stating genuineness for all the documents submitted as per format.

Annexure I

Cover Letter (Technical Bid)

To,

The Commissioner
Bhilai Municipal Corporation
District-Durg

Subject: Submission of the Technical Proposal

Dear Ma'am/Sir

We, the under signed organization / entrepreneur, representing the organization _____(Name of the company) having read and examined in detail the specifications and all the bidding documents propose to start BPO / ITES business as specified in the document no. _____

- We have carefully read and understood the terms and conditions of the contract applicable to the EOI and we do hereby undertake services as per the terms and conditions.
- We do hereby declare that, in the event of acceptance of our EOI, we shall establish BPO / ITES business as per the business plan submitted by us in the EOI document.
- We here by declare that we are not involved in any litigation that may have an impact of affecting or compromising the delivery of the services as required under this assignment and we are not under a declaration of ineligibility for the corrupt or fraudulent practice.
- We confirm that we have not been black listed by any department / society/ body/ organization of Central/ State government.
- We hereby declare that all the information and statements made in this EOI are true and we accept that any misrepresentation /wrong information contained in it or/ suppression of material or relevant facts/ figures may lead to our disqualification.
- We understand that you are not bound to shortlist /accept any EOI you receive.
- We enclose here by the necessary documents as mentioned in the EOI. This includes: Technical profile, financial profile, Business Plan, attached photo copies of all the relevant documents and additional information to establish credentials.

- After gettings elected as partner with Bhilai Municipal Corporation, Bhilai, we will submit the detailed plan of action with milestones along with all the necessary documents.
- We would enter into legal agreement with Bhilai Municipal Corporation, Bhilai up on successful bidding.

Thanking You

Your truly
Signature and Seal of the entrepreneur / company with

date:

Name:

Designation:
Name of the organization
Full Address:

Telephone:

AnnexureII

Technical Bid –Bidder Profile

Sr. No.	Description	Response
1	Name of the Company	
2	Registered office address, telephone number, fax and email	
3	Correspondence/office address	
4	Details of contact person (Name, designation, address etc.)Telephone number, fax number, email	
5	Is the firm registered company? If yes, submit documentary proof, year and places of the establishment of the company	
6	Former name of the company, if any	
7	Is the firm Pvt Limited company, Limited company or limited corporation member of a group of companies (If yes,give name and address, and description of other companies) Subsidiary of a large corporation (If yes give the name and address of the parent organization) If the company is subsidiary, state what involvement if any,will the parent company have in the project.	
8	Is the firm registered for GST ? If yes, Submit valid GST registration certificate.	
9	Pan Number	
10	GST Number	
11	Total number of employees	
12	How many years has your organization been in business under your present name?	
13	What type describes your firm ? (Documentary proof to be submitted)	
14	Number of offices / Project locations	
15	Annual turn over of the firm for Last Year (enclose report of chartered accountant)	
16	Work experiences details of similar type of projects	

AnnexureIII

FinancialBid

To,

The Commissioner
Bhilai Municipal Corporation
District-Durg

Subject: Submission of Financial Proposal

Dear Ma'am/Sir,

We, the undersigned Entrepreneur / Company, representing the organization _____ (name of the company) having read and examined in detail the specifications and all the documents propose to establish BPO / ITES operations (voice/non-voice) as specified in the document. All the prices mentioned in our proposal is in accordance with the terms as specified in documents.

S.No.	Name of work	Rent per month
1	BPO/ITEs operation	

Note – Rent per month is increased by 10% every year

We have attached the technical specifications in the financial bid to this letter. We here by declare that all the information and statements made in this financial proposal are true and we accept that any mis representation / wrong information contained in it or / suppression of material or relevant facts / figures may lead to our disqualification.

Yours truly,

Signature and Seal of Company/Entrepreneur with

date:Name:

Designation:

Name of Organization:

Full Address / Contact Number: