

# Expression of Interest

Establishing Infra (Non Civil) and Information Technology set-up for proposed IT/ITESBPO Center at Bhilai

**Bhilai Municipal Corporation**  
**G. E. Road, Supela, Bhilai, Durg (C.G.)**

Website : <http://www.bhilainagarnigam.com>

## Expression of Interest ( EOI )

The office of the Bhilai Municipal Corporation is inviting Expression of Interest ( EOI ) for Establishing Infra (Non Civil) and Information Technology set-up for proposed IT/ITESBPO Center at Bhilai. Interested agencies may visit the website ..... 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.

## Key Information

Sl. No.	Particular	Details
1.	Name of the Client	BMC
2.	Method of Selection	Combined Quality and Cost Based Selection (CQCBS)
3.	Availability of EOI Document	18-05-2023
4.	Date of Issue of EOI	18-05-2023
8.	Last Date and Time for submission of Bid	07-06-2023, 03:00 pm

9.	<b>Date of opening of Technical Proposal</b>	<b>09-06-2023, 4:00 pm</b>
10.	<b>Date of Technical Presentation</b>	<b>08-05-2023, 4:00 pm</b>
11.	<b>Date of opening of Financial Proposal</b>	<b>To be informed based on Technical Evaluation</b>
12.	<b>Expected Date of Commencement of Assignment</b>	<b>To be intimated later</b>
13.	<b>Bid Processing Fee (Non-Refundable)</b>	<b>5,000/- INR</b> in shape of Banker's Cheque / Demand Draft in favour of <b>Commissioner, Municipal Corporation, bhilai</b> drawn in any Scheduled Commercial Bank payable at Bhilai
14.	<b>Earnest Money Deposit (EMD) (Refundable)</b>	<b>1,50,000/ - INR</b> in shape of Banker's Cheque / Demand Draft in favour of <b>Commissioner, Municipal Corporation, bhilai</b> drawn in any Scheduled Commercial Bank payable at Durg
15.	<b>Address for Submission of Proposal</b>	<b>Address: Project cell, Municipal corporation, bhilai</b> <b>Email: <a href="mailto:pariyojnadept41@gmail.com">pariyojnadept41@gmail.com</a></b>

**Bid Processing Fee and Earnest Money Deposit:**

The bidder must furnish, as part of technical proposal, the required bid processing fee amounting to **Rs. 5,000/- (Rupees Five Thousand Only)** in shape of Demand Draft/Bank Cheque from any Scheduled Commercial Bank in favour of “**Commissioner, Municipal Corporation, bhilai**” payable at Bhilai. Proposals received without bid processing fee will be rejected.

AND

The bidder must furnish, as part of the technical proposal, an Earnest Money Deposit (EMD) amounting to **Rs. 1,50,000/- (Rupees One Lakh fifty thousand Only)** in shape of Demand Draft/Bank Cheque from any Scheduled Commercial Bank in favour of “**Commissioner, Municipal Corporation, bhilai**” payable Bhilai. The EMD of unsuccessful bidders shall be refunded within 45 days from the date of award of Contract.

The EMD of the successful bidder will be released after signing of the Contract or within 45 days from the date of rejection by the bidder to get into a contract.

**Commissioner  
Bhilai Municipal Corporation**

# Establishing Infra (Non Civil) and Information Technology set-up for proposed IT/ITESBPO Center at 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 Establishing Infra (Non Civil) and Information Technology set-up for proposed IT/ITESBPO Center at Bhilai

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 only post (Registered/Speed) Bhilai Municipal Corporation, Bhilai. This EOI will remain valid till ..... and applications submitted after ..... will be considered as per the merits of the submission by the committee specially formulated for this purpose by the Society.

All applications received by due date will be opened on ..... in front of bidders or their representatives if they wish to be present based on the eligibility criteria as mentioned in EOI at .... hours.

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

## INTRODUCTION

- 1 Bhilai Municipal Corporation invites Expression of Interest from reputed OEMs/their authorized System Integrators to submit their techno-commercial proposal as well as capability and experience for:
  - a) Setup of a secured, centrally managed Infra equipped with advance BPO set up
  - b) Set up a complete IT / ITES BPO for 350 call center seats

## 2 SCOPE OF WORK

### 2.1 Brief Scope of Work

#### 2.2

Bhilai Municipal Corporation, plans to establish a Proper set up of BPO infra and Data center along with all BPO IT / ITES advance technology and Telephony model. Centralized air-conditioned advance Infra for 350 work station Along with two training rooms, Cabins for support staff, Interview room, Conference room, furniture for 350 work station, Washroom facility. system based LAN through completely Managed Switching solution. The infra will be fully equipped with 24\*7 Power back up ( DG) and un-interrupted electricity supply and The service includes complete survey of the proposed building plus supply and installation of managed switches along with structured cabling solution. Impart onsite Training

to the system administrators and onsite maintenance of the solution for 3 (three) years shall be mandatory.

### 1. Submission of Proposal:

Bidder must submit their proposals by **Registered Post / Speed Post** only to the specified address on or before the last date and time for submission of proposals as mentioned in Bidder Data Sheet. The Client will not be responsible for postal delay / any consequence in receiving of the proposal. The proposal must have to be submitted in two parts. Each part should be separately bound with no loose sheets. Each page of the two parts should be signed by the representative of the bidder, page numbered and in conformation to the eligibility qualifications and clearly indicated using an index page. The Client will not consider any proposal that arrives after the deadline as prescribed in the Bidder Data Sheet. Any Proposal received after the deadline will be out rightly rejected.

The procedure for submission of the proposal is described below:

The Technical Proposal (Part A) and Financial Proposal (Part B) must be inserted in separate sealed envelopes, along with bidder's name and address in the left-hand corner of the envelope and super scribed in the following manner.

#### Format for Financial Proposal

**The list of items indicated hereunder is indicative. The Participant shall consider the components and quantity to fulfil the EOI and project requirements in totality**

SI No	Line Item	Specifications	Quantity Proposed	Unit Base Price (In Indian Rupees )	GST (In Indian Rupees ) (Per Unit)	Total Price including GST (In Indian Rupees)
			A	B	C	$D=A*(B+C)$
S. No	IT	Specifications	Qty.			

1	<b>Desktops Systems</b>	<p>Processor 12th Generation Intel® Core™ i3-12100 Processor (P-cores up to 4.30 GHz) ; Operating System Windows 10 Professional 64 (English); Memory 8 GB UDIMM DDR4 3200MHz Hard Drive 512 GB, Graphics Integrated Intel® UHD Graphics 730, Rear Ports: 2xUSB 2.0, 2xUSB 3.2 Gen 1, 1xVGA, Ethernet (RJ-45); Headphone / microphone combo jack (3.5mm), 1xmicrophone (3.5mm), TFT 18" inch with keyboard and mouse.</p>	390			
2	<b>Headphones</b>	<p>Form Factor On Ear Connectivity Technology Wired Dependable - Stainless steel headband with yoke style high quality cable for long and durable use Comfortable - Articulate and adjustable mic boom design to suit individual user preference Comes with a Type A USB connectivity</p>	363			

**Firewall**

**Hardware Architecture:**

Minimum 32GB of memory/eMMC

Must have 256 GB SSD storage

At least 16 x 10/100/1000Base-T RJ-45 ports, 1x 1GbE copper/fiber WAN port and 1x 1GbE copper/fiber DMZ port, 2x 2.5GbE ports, 1x 10GbE copper/fiber DMZ port.

**Performance Requirement:**

Minimum 7 Gbps of TCP Firewall throughput and 17 Gbps of UDP firewall throughput at 1518 Byte UDP Packets, minimum 5 Gbps IPS real world throughput, minimum 2 Gbps of Threat Prevention throughput and 5 Gbps of NGFW throughput, minimum 2.4 Million concurrent connections and 66000 connection per second,

**General Requirement:**

Security controls such as Firewall, VPN, User Awareness, QoS, Application Control, URL Filtering, IPS, Anti-Bot, Antivirus and Anti-Spam.

Must support IPv6 i.e. local network and internet connections, dual stack tunneling IPv4 over IPv6 networks and prefix delegation, should support IPsec, SSL VPN functionality & Dual Stack with IPv4 and IPv6 functionality.

Should support the dynamic routing protocols with readiness for OSPFv2, BGPv4 and 4++, RIP, PIM (SM, DM, SSM), IGMP, must allow policy rule creation for application control, user-based control, host profile, Anti-virus, file filtering, content filtering, QoS and scheduling using single dashboard.

Application control database must contain more than 8000 known applications. Must allow free custom application signatures for Homegrown and custom applications. Must not have application specific chips like ASICs that doesn't allow future firmware and feature expansions on the same

hardware. And not use proprietary ASIC chips. Must support different actions in the policy such as deny, drop, Allow, accept, should be able to send logs to external syslog servers. NG-Firewall should support Identity based controls for Granular user, group and zone-based visibility and policy enforcement, NG- Firewall should support the Identity based logging, application detection and usage controls, Should enable securities policies to identify, allow, block or limit application regardless of port, protocol etc.

**IPS Features**

IPS must be based on the following detection mechanisms: exploit signatures, protocol anomalies, application controls and behavior-based detection. The administrator must be able to configure the inspection to protect internal hosts only. IPS must provide at least two pre-defined profiles/policies that can be used immediately. The administrator must be able to automatically activate new protections, based on configurable parameters (performance impact, threat severity, confidence level, client protections, server protections).IPS must be able to detect and prevent the following threats: Protocol misuse, malware communications, tunneling attempts and generic attack types without predefined signatures. IPS must be able to detect and block network and application layer attacks, protecting at least the following services: email services, DNS, FTP, Windows services (Microsoft Networking), IPS must have a mechanism to convert SNORT signatures. IPS must have at least 12000 signatures.

**Anti Bot & Anti-Malware features**

Vendor must have an integrated Anti-Bot and Anti-Virus application on the next



generation firewall, Anti-bot application must be able to detect and stop suspicious abnormal network behavior, Anti-Bot application must use a multi-tiered detection engine, which includes the reputation of IPs, URLs and DNS addresses and detect patterns of bot communications, Anti-Bot protections should be able to scan for bot actions, Look for C&C traffic patterns, not just at their DNS destination, Anti-virus application must be able to prevent access to malicious websites, Anti-Bot and Anti-Virus must be have real time updates from a cloud based reputation services, Anti-Virus must be able to stop incoming malicious files, Anti-Virus must be able to scan archive files.

Anti-Virus and Anti-Bot policies must be centrally managed with granular policy configuration and enforcement,

For future reference, the proposed solution should be capable of Sandboxing functionality to avoid zero day attack. The proposed solution shall include all additional licenses required for the antivirus & Anti-Bot features from Day1.

**Administration, Management and Logging**

Device shall have remote manageability features like https/webui, ssh, telnet etc. Device Management system should provide the real time health status of all the firewall modules on the dashboard for CPU & memory utilization, state table, total no. of concurrent connections and the connections per second counter, Security Management App: The solution must have intuitive mobile app to provides real-time monitoring of network events, alerts when your network is at risk, enables admin to quickly monitor and alert of security events. The OEM must provide 24 x 7 technical support. The OEM

		<p>must provide the dedicated login credentials to AERB with permissions to search knowledge base, downloading of the patches, to manage the device. Vendor must be a part of Gartner leaders or challengers Quadrant for Enterprise network Firewall for last 5 years</p>				
4	<b>Antivirus</b>	<p>Endpoint Security and Workload Security protect endpoints, servers, and cloud workloads through unified visibility, management, and role-based access control</p>	390			

5	L3 Switch	<p>28-Port Layer 3 Stackable Managed Gigabit Switch</p> <p><b>High Availability and Flexibility:</b></p> <ul style="list-style-type: none"> <li>• 24 or 48 10/100/1000BASE-T PoE or non-PoE ports <ul style="list-style-type: none"> <li>• 2 10GBASE-T and 4 10G SFP+ embedded uplink ports</li> </ul> </li> </ul> <p><b>Reliability</b></p> <ul style="list-style-type: none"> <li>• Ethernet Ring Protection Switching (ERPS)</li> <li>• Embedded 6 kV surge protection on all Gigabit Ethernet ports and on all GE RJ-45 access ports</li> <li>• IEEE 802.1D/802.1w/802.1s Spanning Tree</li> <li>• Loopback Detection (LBD)</li> </ul> <p><b>L3 Features:</b></p> <ul style="list-style-type: none"> <li>• Static Route</li> <li>• RIP/RIPng</li> <li>• OSPFv2/v3</li> </ul> <p><b>High Bandwidth Stacking:</b></p> <ul style="list-style-type: none"> <li>• Physical stack of up to 9 units <ul style="list-style-type: none"> <li>• Supports long-distance stacking over fiber</li> </ul> </li> <li>• 80Gbps per device physical stacking bandwidth</li> </ul> <p><b>Switching Capacity: 168 Gbps</b></p> <p><b>64-Byte Packet Forwarding Rate:125 Mbps</b></p> <p><b>Packet Buffer Memory:2 Mb</b></p> <p><b>L2 Features:</b></p> <ul style="list-style-type: none"> <li>• MAC Address Table: 16K (16,384) entries <ul style="list-style-type: none"> <li>• Flow Control <ul style="list-style-type: none"> <li>• 802.3x Flow Control</li> </ul> </li> <li>• HOL Blocking Prevention</li> </ul> </li> <li>• Jumbo Frames up to 9 Kbytes <ul style="list-style-type: none"> <li>• 802.1AX/802.3ad Link Aggregation</li> </ul> </li> <li>• Max. 32 groups per device, 8 ports per group</li> <li>• Spanning Tree Protocols <ul style="list-style-type: none"> <li>• 802.1D STP</li> <li>• 802.1w RSTP</li> <li>• 802.1s MSTP</li> </ul> </li> <li>• BPDU Filtering <ul style="list-style-type: none"> <li>• Root Guard</li> <li>• Loop Guard</li> </ul> </li> <li>• Loopback Detection <ul style="list-style-type: none"> <li>• Port Mirroring</li> </ul> </li> <li>• Supports One-to-One, Many-toOne</li> <li>• Supports Mirroring for both Tx/Rx</li> <li>• Supports 4 mirroring groups</li> </ul>	2			
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- Flow mirroring
- Supports Mirroring for Tx/Rx
  - VLAN Mirroring
    - RSPAN
  - L2 Protocol Tunneling
  - Ethernet Ring Protection Switching (ERPS) v1/v2
  - L2 Multicasting:
    - IGMP Snooping
  - IGMP v1/v2/v3 Snooping
  - Supports 1024 IGMP groups
  - Host-based IGMP Snooping
    - Fast
    - Leave
  - Supports 128 static IGMP groups
  - Per VLAN IGMP Snooping
    - Data Driven Learning
    - IGMP Snooping Querier
      - Report Suppression
      - MLD Snooping
    - MLD v1/v2 Snooping
  - Support 1024 MLD Groups
  - Host-based MLD Snooping
    - Fast
    - Leave
  - Supports 64 static MLD groups
  - MLD Snooping Querier
  - Per VLAN MLD Snooping
    - MLD Proxy Reporting
  - **L3 Multicasting:**
    - **IGMP v1/v2/v3**
  - **VLAN:**
    - **VLAN Group**
    - **Max. 4K VLAN groups**
      - **Max. 1~4094 VIDs**
        - **GVRP**
    - **Max. 4K dynamic VLAN groups**
    - **Double VLAN (Q-in-Q)**
      - **Port-based Q-in-Q**
      - **Selective Q-in-Q**
        - **802.1Q**
    - **Auto Surveillance VLAN**
      - **Port-based VLAN**
    - **802.1v Protocol-based VLAN**
      - **Voice VLAN**
    - **MAC-based VLAN**
    - **VLAN translation**
    - **Multicast VLAN (ISM VLAN for IPv4/IPv6)**
      - **Asymmetric VLAN**
        - **Private VLAN**
      - **VLAN Trunking**
  - QoS (Quality of Service):
    - 802.1p
    - 8 queues per port

- Queue Handling
- Strict Priority
- Weighted Round Robin (WRR)
  - Strict + WRR
- Weighted Deficit Round Robin (WDRR)
  - Policy Map
- Remark 802.1p priority
- Remark IP precedence/DSCP
  - Time based QoS
  - Congestion Control
- Weighted Random Early Detection (WRED)
- Simple Random Early Detection (SRED)
- Access Control List (ACL):**
  - **ACL based on**
  - **802.1p priority**
    - **VID**
  - **MAC address**
    - **Ether Type**
      - **LLC**
      - **VLAN**
    - **IP address**
  - **IP preference/ToS**
    - **DSCP mask**
    - **Protocol type**
  - **TCP/UDP port number**
    - **IPv6 Traffic Class**
    - **IPv6 Flow Label**
    - **Time-based ACL**
  - **CPU Interface Filtering**
    - **Max. ACL entries:**
  - **Ingress (hardware entries): 2048**
  - **Egress (hardware entries): 512**
    - **VLAN Access Map Numbers: 100**
    - Security:
      - Port Security
  - Supports up to 64 MAC addresses per port
  - Broadcast/Multicast/Unicast Storm Control
  - D-Link Safeguard Engine
  - DHCP Server Screening
    - IP Source Guard
    - DHCP Snooping

6	L2 Switch	<p>L2 Switch : 48 -Port Gigabit Smart Managed Switch Interface:</p> <ul style="list-style-type: none"> <li>• 48 x 10/100/1000BASE-T ports</li> <li>• 2 x 100/1000 Mbps SFP ports</li> </ul> <p>Full/Half Duplex: Full/half-duplex for 10/100 Mbps speeds</p> <ul style="list-style-type: none"> <li>• Full-duplex for 1000 Mbps speed</li> </ul> <p>Security Features</p> <ul style="list-style-type: none"> <li>• Access Control Lists (ACLs)</li> <li>• Port Security supports up to 64 MAC addresses per port <ul style="list-style-type: none"> <li>• ARP Spoofing Prevention</li> </ul> </li> <li>• Smart IP-MAC-Port Binding <ul style="list-style-type: none"> <li>• DHCP Server Screening <ul style="list-style-type: none"> <li>• Static Route</li> <li>• Auto Voice VLAN</li> <li>• Dual software images</li> <li>• Dual configuration files</li> </ul> </li> <li>• Green Technology</li> <li>• Link status detection <ul style="list-style-type: none"> <li>• Port shut-off</li> </ul> </li> <li>• System hibernation</li> </ul> </li> <li>• Time-based PoE (PoE models only): <ul style="list-style-type: none"> <li>10/100/1000 Ports: 48</li> <li>10/100/1000 or 100/1000 SFP): 4</li> </ul> </li> </ul> <p>Port Standards &amp; Functions: IEEE 802.3 10BASE-T Ethernet (twisted-pair copper) IEEE 802.3u 100BASE-TX Fast Ethernet (twisted-pair copper) IEEE 802.3u 100BASE-FX 100 Mbps over fiber optic IEEE 802.3ab 1000BASE-T Gigabit Ethernet (twisted- pair copper) IEEE 802.3z 1000BASE-X 1 Gbps over fiber optic IEEE 802.3az Energy Efficient Ethernet (EEE) IEEE 802.3x Flow Control IEEE 802.3af/at compliance (for PoE ports on PoE models) Network Cables: UTP Cat. 5, Cat. 5e (100 m max.) Duplex Mode: Full/half-duplex for 10/100 Mbps Full-duplex for 1000 Mbps Media Interface Exchange: Auto MDI/MDIX adjustment for all twisted-pair ports Switching Capacity: 104 Gbps Transmission Method: Store-and-forward</p>	12			
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MAC Address Table: 8K entries  
Static MAC Addresses:256 entries  
Max. 64 Byte Packet Fwd Rate:77.4 Mpps  
Packet Buffer Memory:12 Mbits  
CPU Memory:DDR3 128 MB  
Flash Memory: 32 MB  
L2 Features:  
MAC Address Table  
• 8K entries  
IGMP Snooping  
• IGMP v1/v2 Snooping  
• IGMP v3 awareness  
• Supports 256 IGMP groups  
• Supports at least 64 static multicast addresses  
• IGMP per VLAN  
• Supports IGMP Snooping Querier  
Loopback Detection  
802.3ad Link Aggregation:  
• Maximum of 8 groups/8 ports per group  
LLDP  
LLDP-MED  
Jumbo Frame  
• Up to 10,000 bytes  
VLAN: 802.1Q  
VLAN Group  
• Max. 256 static VLAN groups  
Configurable VID from 1 - 4094  
Asymmetric VLAN  
Quality of Service (QoS):  
802.1p Quality of Service  
8 queues per port  
Queue Handling  
• Strict  
• Weighted Round Robin (WRR)  
Bandwidth Control  
• Port-based (ingress/egress, min granularity 10/100/1000 is 16 Kbps)  
L3 Features:  
IP interface  
• Supports 4 interfaces  
IPv6 Neighbor Discovery (ND)  
Access Control List (ACL):  
Max. 50 access lists  
Max. 768 rules shared by IPv4, MAC, and IPv6  
Each rule can only be associated with a single port  
ACL based on

		<ul style="list-style-type: none"> <li>• MAC address</li> <li>• 802.1p priority mask <ul style="list-style-type: none"> <li>• VID mask</li> </ul> </li> <li>• Source/destination MAC address mask <ul style="list-style-type: none"> <li>• EtherType mask</li> <li>• IP address</li> </ul> </li> <li>• Source/destination IP address mask <ul style="list-style-type: none"> <li>• DSCP mask</li> <li>• Protocol type mask</li> </ul> </li> <li>• TCP/UDP port number mask</li> </ul> <p>Security:  Broadcast/Multicast/Unicast Storm Control  Safeguard Engine  Traffic segmentation  SSH v2  TLS v1.0  DoS attack prevention  802.1X Port-based Access Control  Port Security</p> <ul style="list-style-type: none"> <li>• Supports up to 64 MAC addresses per port</li> </ul> <p>ARP Spoofing Prevention</p> <ul style="list-style-type: none"> <li>• Max. 127 entries</li> </ul>				
7	<b>Domain Controller Hardware server</b>	Server: Intel Xeon-Silver 4208 (2.1GHz/8-core/85W) 16GB 2Rx8 PC4-2933Y-R Smart Kit Ethernet 1Gb 4-port 366FLR Adapter Dynamic Smart Array S100i controller (RAID 0/1/5/10) Smart Array P408i-a SR Gen10 Ctrlr 2 PCIe (1x16/1x8) 96W Smart Storage Battery 145mm Cbl 5-year parts, 5-year labor, 5-year onsite support with next business day response 1.2TB SAS 10K SFF SC MV HDD-2 Qty Dual SMPS	2			



8	<b>Antivirus &amp; WSUS Hardware Server</b>	<p>Server:  Intel Xeon-Silver 4208  (2.1GHz/8-core/85W)  16GB 2Rx8 PC4-2933Y-R  Smart Kit  Ethernet 1Gb 4-port 366FLR  Adapter  Dynamic Smart Array S100i  controller (RAID 0/1/5/10)  Smart Array P408i-a SR Gen10  Ctrlr  2 PCIe (1x16/1x8) 96W Smart  Storage Battery 145mm Cbl  5-year parts, 5-year labor, 5-  year onsite support  with next business day response  1.2TB SAS 10K SFF SC MV  HDD-2 Qty  Dual SMPS</p>	2			
9	<b>Dialer server and Call storage server</b>	<p>Server:  Intel Xeon-Silver 4208  (2.1GHz/8-core/85W)  16GB 2Rx8 PC4-2933Y-R  Smart Kit  Ethernet 1Gb 4-port 366FLR  Adapter  Dynamic Smart Array S100i  controller (RAID 0/1/5/10)  Smart Array P408i-a SR Gen10  Ctrlr  2 PCIe (1x16/1x8) 96W Smart  Storage Battery 145mm Cbl  5-year parts, 5-year labor, 5-  year onsite support  with next business day response  1.2TB SAS 10K SFF SC MV  HDD-2 Qty  Dual SMPS</p>	2			
10	<b>Dialer server with Software license</b>	Multi-Channel Call Center Software Solution in equipped with enterprise-grade Communication abilities	320			

11	<b>Fileserver</b>	<p>Server:</p> <p>Intel Xeon-Silver 4208 (2.1GHz/8-core/85W) 16GB 2Rx8 PC4-2933Y-R Smart Kit Ethernet 1Gb 4-port 366FLR Adapter Dynamic Smart Array S100i controller (RAID 0/1/5/10) Smart Array P408i-a SR Gen10 Ctrlr 2 PCIe (1x16/1x8) 96W Smart Storage Battery 145mm Cbl 5-year parts, 5-year labor, 5- year onsite support with next business day response 1.2TB SAS 10K SFF SC MV HDD-2 Qty Dual SMPS</p>	1			
12	<b>NAS</b>	<p>RAID:</p> <p>TS-873AeU-RP-4G/40TB RAW (Usable Approx 29.1 TB After Raid-5) TS 873AeU-RP- 4G Diskless NAS with Rail Kit (3 BAY OPEN) 8-bay short- depth rackmount NAS, AMD Ryzen V1000 series V1500B 4C/8T 2.2GHz,4GB DDR4 SODIMM RAM (max. 64GB total, optional ECC RAM support), 2 x 2.5GbE LAN, M.2 2280 NVMe/SATA SSD( PCIe Gen3x1), optional 10GbE expansion via PCIe, 1 x PCIe 3.0 x 8 slot, USB 3.2 Gen2 Type-C &amp; Type-A, 2 x 300W PSU 8TB Exos Enterprise HDD</p>	1			
13	<b>Racks</b>	<p>800W x 1000D PDU 10 Ports 5 Ampr: 2 Cable Manager: 2 Mounting Hardware: 1</p>	4			
14	<b>Hygrometer</b>	<p>Hygrometer : HTC HD-303 Humidity Temperature Meter 0 to 100%RH</p>	2			
15	<b>Door Exit Pass Switch</b>	<p>Stainless Steel Switch Panel Door Exit Push Button Access Control (3/3) inches</p>	2			

16	<b>UCM-Intercom</b>	<p>UCM - Intercom: allows communication with all UCM6300 users &amp; solutions API available for third-party integrations, including CRM and PMS platforms Advanced security protection with secure boot, unique certificate and random default password to protect calls</p>	1			
17	<b>IP phones for UCM</b>	<p>IP Phone for UCM: Up to 3 call appearances Supported by GDMS which provides a centralized interface to configure, provision, manage and monitor Grandstream devices Electronic Hook Switch (EHS) support for Plantronics, Jabra, and Sennheiser headsets Full-duplex speakerphone with HD audio to maximize audio quality and clarity Equipped with noise shield technology to minimize background noise Dual switched autosensing 10/100/1000 Mbps.</p>	5			
18	<b>KVM Switch</b>	<p>KVM Switch : 8 Port USB/PS2 Combo KVM Switch CS 1308, TNP Products 8 Port USB 2.0 KVM Switch Manual Selector Rack Mount Metal Box Adapter with 8 VGA USB KVM</p>	1			

19	<b>Network Monitoring tool</b>	<p>Network Monitoring Tool:  Distributed monitoring Multiple user interfaces Customizable reporting SLA reporting Automatic network discovery Failover cluster Optimized for MSPs</p> <p>Customizable Dashboards  Robust Discovery of Resources: Topology Discovery, Scheduled Automatic Discovery, CSV based Discovery (bulk discovery), Support for wide range of Protocols such as SNMP v1,v2c, and v3, WMI, Netflow, CORBA, Syslog, SSH, HTTP, HTTPS, FTP, SMTP, POP3, Trace Route, PING, CDP, NDP, Spanning Tree, MPLS proxy ping, Cisco SAA etc.</p> <ul style="list-style-type: none"> <li>• Configuration Management</li> <li>• Personalized Accounts &amp; Role Management</li> <li>• Notification &amp; Escalation</li> <li>• Self-Monitoring Capability</li> <li>• Comprehensive Security <ul style="list-style-type: none"> <li>• Flexible Deployment Architecture</li> <li>• Fault Management</li> </ul> </li> <li>• Performance Management <ul style="list-style-type: none"> <li>• Inventory Management</li> <li>• Flexible &amp; Customizable Reports</li> </ul> </li> </ul>	1			
20	<b>WIFI Devices</b>	<p>WIFI Devices :  Business 140AC 802.11ac 2x2 Wave 2 Access Point 1 GbE Port- Ceiling Mount, Limited Lifetime Protection (CBW140AC-B)</p>	5			
21	<b>Webcam</b>	<p>Webcam:  Digital HD Webcam with Widescreen HD Video Calling, HD Light Correction, Noise-Reducing Mic, for Skype, FaceTime, Hangouts, WebEx, PC/Mac/Laptop/MacBook/Tablet - (Black, HD 720p/30fps)</p>	3			
22	<b>LAN Patch cable</b>	<p>RJ45 CAT-6 P NCB-C6UGRYR1-1 1-Meter Patch Cord for Personal Computer</p>	1000			
23	<b>Patch Panel</b>	<p>48 ports patch Panel</p>	30			
24	<b>I/O Socket</b>	<p>CAT6 I/O Sockets</p>	1600			

25	<b>Face plate</b>	I/O socket faceplate	400			
26	<b>LAN Cable</b>	CAT 6 LAN cable	100			
27	<b>Windows server license</b>	Window Server: Server 2022 Standard	5			
28	<b>Video Conferencing</b>	<p>Video Conferencing: Ultra-HD imaging system supports: 4K, 1440p, 1080p, 900p, 720p, and SD at 30fps 1080p, 720p at 30 fps and 60 fps Smooth motorized pan, tilt and zoom Pan: ±90° Tilt: +50° / -90° 15x HD zoom 90° field of view Adaptive pan and tilt speed up to 70°/second (slows when zoomed in for easier control) Automatic inversion detection to correct image orientation and camera controls when mounted upside down Autofocus, 3 camera presets Kensington® security slot Video mute/unmute LED indicator Standard tripod thread Lens parks at -90° in sleep mode for assured privacy</p> <p>MIC POD :Pickup range: 15 ft / 4.5m diameter Four microphones with eight beamforming elements Mute button with LED status indicator Captive cable: 9.6 ft (2.95m) Daisy chain up to 7 Rally Mic Pods Recommended participants: Rally (one Mic Pod): 10 Rally Plus (two Mic Pods): 16 Additional participants per Mic Pod: 6 Recommended participants for Rally with 7 Mic Pods: 46</p>	1			

29		<p>UPS:  20 KVA for floors :  Technology, Input Power :Three phase 300 V - 450V sinewave,50Hz, 3 Phase 400V +/-1% with alternative user setable setting of 380V +/-1% 50 Hz, Movable trolley for Batteries, Without trolley but with rack, Output power : 3 Phase 400V +/-1% with alternative user setable setting of 380V +/-1% 50 Hz, Backup time (Minutes) : 60 Min., Minimum VAH (VAH) : 24960, Warranty for UPS (Years) : 1 Year, Movable trolley for Batteries : Without trolley but with rack, Type of Battery : SMF-VRLA conforming to JISC:8702(Pt.I,II&amp;III)</p>	4			
	UPS	<p>10 KVA for Data center, Input Voltage Range : 305 V to 475 V AC Three Phase at full load, Input Frequency Range : 47 Hz To 53 Hz, Output Voltage Regulation : 230 V <math>\pm</math> 1%, Output Frequency: 50 Hz <math>\pm</math>0.1% Free Running , 50 Hz <math>\pm</math> 4% Synchronized to mains, Output Power Rating : 10000 VA/9000 Watts, Total Harmonic Distortion For Linear And Non-Linear Loads : Less than 5% for Linear and Non-Linear Load, Overload Capacity : 110 % For 10 Minutes, 150 % For 1 Minute, Transient Response For 100% Step Load : <math>\pm</math>10% With Recovery Within 3 Cycles., Battery Charger: Built In Float Cum Boost Charger With CC &amp; CV Mode. Should be able to charge a fully discharged battery in 10 hours, Power management : UPS should have SNMP enabled capability to communicate with the computers and network for early warning and fault status. Supports all major Operating Systems and environments, Warranty : One year on UPS and Two years on batteries</p>	2			

## Format for Financial Proposal

The list of INFRA (Non -Civil) / Admin items indicated hereunder is indicative. The Participant shall consider the components and quantity to fulfil the EOI and project requirements in totality

Group	Particular	Specifications	Quantity Proposed	Unit Base Price (In Indian Rupees )	GST (In Indian Rupees) (Per Unit)	Total Price including GST (In Indian Rupees)
			A	B	C	D=A*(B+C)
Furniture	Agent Workstation	36" X 21" Runner with Raceways.	288			
	Support Workstation	48" X 24" Adjantct to Runners.	40			
	Socket	Each workstation has to be dual power socket & IO Box				
	Training	For 3 training rooms of 25 each. Class Room Seating.	50			
	Cabin Furniture	For IT-1/HR-1/OPS-2/BMS-1/DIRECTOR CABIN-3/PROJECT HEAD-1/ACCOUNTS-1/MIS-1	10			
	Interview Room	1:1 sitting, size of each room: 5" x 8"	2			
	Meeting Room	1 room of 10 seats & 2nd room of 8 seats	2			
	Briefing Room	1 briefing room with capacity of 30	30			
	Conference Room	1 conference table with 20 chairs	1			
Chair	Chair	PU Office Chair.	450			
	Conference Room		20			
	Recruitment Area	3x3 steel chair	20			
	Waiting area Sofa/Table/Chair	15 seater setup for Reception	1			
	Cabin Chair with Headrest		10			
Fixture	False Ceiling	Armstrong Acoustic Board 2X2.	As per Actual			

	Floor Carpet	Good Thickness, Woolen Carpet.	As per Actual			
	Partitions & Fixtures	Glass & Wood partition	Complete Solution			
<b>Security</b>	CCTV	NVR - IP Camera / 40 Pixels per foot resolution. 60 days backup.	40			
	LED for Monitoring	80 cm (32 inches) HD Ready Smart LED Google TV KD-32W820K (Black) (2022 Model)   with Alexa Compatibility	4			
	Fire Extinguisher	Kanex / Any Government approved ISI mark brand.	10 Dry Powder & 2 CO2			
	Smoke Detectors	Alarm Current 90 mA (max). Remote Output 15mA maximum open collector. Smoke Sensitivity (1.96 ± 0.76) % / ft obscuration Air Velocity 0 - 4000 fpm.	1 Per 10 SQFT			
	Biometric / Access Control	ESSL make Turnstiles / Access Control / Card Reader / Sounder.	As per Drawing			
<b>Facility</b>	Water Cooler	150 LTR Capacity.	2			
	Lockers	One Locker having 15 Compartments.	20			
<b>Lights</b>	LED Panels	Syska / Panasonic 2 X 2 Square Lights	200			
<b>Electrical</b>	Diesel Genset	200 KVA Kirloskar Silent Diesel Generator Set, 3-Phase	200 KVA			
<b>Wirings</b>	Electrification	L&T Switches, L&T Panels, L&T Modular Plates, Wire - Anchor/Hawells. Design as per drawing.	Complete Solution			
<b>AC</b>	Air Conditioner	Daikin / LG / Voltas	260 HP			
<b>Power Supply</b>	HT Connection	as per actual	250 KVA			
<b>Centralized Addressing System</b>		PA System For Production, Non Production Floor and the cabins				



#### ELIGIBILITY CRITERIA-

Bidders must conform to the eligibility criteria given below and to this effect must produce the required supportive documents/information as indicated against each as part of their technical proposal:

Sl. No.	Eligibility Criteria	Supporting Documents Required
1	Single entity legally registered under appropriate authority in India. <b><i>Consortium or Joint Venture is not allowed.</i></b> <i>The Bidder must be</i> a Company as registered under Indian Companies Act, 1956 / 2013 or a Society registered under The Societies Registration Act, 1860 or a Trust registered under the Indian Trusts Act, 1882 or a Partnership Firm registered under the Indian Partnership Act, 1932 or a Limited Liability Partnership registered under The Limited Liability Partnership Act, 2008.	Copy of Certificate of Incorporation / Registration of the bidder
2	The agency should have valid PAN and GST registration number. The agency should have a valid labor license issued by the labor department of Chhattisgarh.	
3	The agency should have a minimum average annual turnover of Rs.10 crore or more in the last 3 financial years i.e. (2019-20, 2020-21, 2021-22) from BPO/call center business.	Copies of audited balance sheet/ Income Expenditure Statement for the last three financial years (2019-20, 2020-21, 2021-22)
4	The agency should have completed at least one stand-alone project commissioned by the Government of Chhattisgarh.	Copies of Work Orders / Contract Document / MoU/ Completion Certificate from the previous Clients
5	The agency should have at least one fully functional	Bidder to submit necessary

	call center with at least 1000 seats in the state of Chhattisgarh.	proof of call center operations
6	Bidder should have minimum 2 years of Experience in designing/deploying Call Center.	Bidder to submit necessary proof of call center solution implementations
7	The bidder should not have been blacklisted by the Central Government / any State Government or their agencies in India.	Self-Declaration by the authorised representative on the bidder's letter held.

### **Technical Qualification Criteria and Marking**

<b>Sl.No</b>	<b>Technical criteria</b>	<b>Maximum Marks</b>	<b>Supporting documents</b>
1	The Sole Participant or Lead Participant should have average annual Turnover (TO) in any of the 3 out of last 4 financial years (FY 2018-19, 2019-20, 2020-21 and 2021-22) from IT/ICT/BPOInfrastructure. <ul style="list-style-type: none"> <li>• =&gt;5 Crores and &lt;10 crores - 15 Marks</li> <li>• More than 10 crores- 20 Marks</li> </ul>	20	Certificate from the Statutory auditor / CA clearly specifying the annual turnover for the specified years
2	The sole Participant should have provided jobs in past 24 Months as on date. Certificate from a competent Govt. authority <ul style="list-style-type: none"> <li>• =&gt;500 and &lt;750 - 15 Marks</li> <li>• More than 750 - 30 Marks</li> </ul>	30	Project Citation + Work Order + Client Completion certificate
3	Quality of Service	20	<b>ISO Certification</b> <b>1 – ISO 1000 : 10 marks marks</b> <b>2 – ISO 27001 : 10 marks</b>
4	Presentation	30	<ul style="list-style-type: none"> <li>• Participant to make a presentation on their Technical proposal highlighting Understanding of the scope.</li> <li>• Approach and methodology for implementation and operations.</li> <li>• Approach towards Job creation Core team.</li> <li>• Case studies to demonstrate the</li> </ul>

			successful implementation. *Presentation (Date and time will be intimated to technically qualified Participant at a later date)
	<b>Total Marks</b>	<b>100</b>	

**Note:**

1. In case of Government project, end user certification from Govt/Semi Govt/Central/Private Enterprise to be obtained regarding Work Experience for Department/Company Authorised Signatory.
2. Participants need to submit the Affidavit on non-judicial stamp paper stating genuineness for all the documents submitted as per format.
3. **Financial Evaluation-**
  - a. All the Participants who score minimum of 20 marks in presentation and a minimum of 70 Marks in technical qualification will be notified to participate in Financial Bid opening process.
  - b. The commercial bids for the technically qualified Participants shall then be opened on the notified date and time and reviewed to determine whether the commercial bids are substantially responsive. Bids that are not substantially responsive are liable to be disqualified at Authority's discretion.
  - c. Commercial bids that are not as per the format provided in Section IV shall be liable for rejection
  - d. The commercial bids for the technically qualified Participants shall then be opened on the notified date and time and reviewed to determine whether the commercial bids are substantially responsive. Bids that are not substantially responsive are liable to be disqualified at Authority's discretion.
  - e. The bid price shall include all taxes and levies and shall be in Indian Rupees and mentioned separately.
  - f. Total Price shall be calculated based on the format provided in Section IV Each of the Commercial bids shall be evaluated on a score of 100 points. The Commercial Score of the Participant shall be calculated with respect the lowest Total Price by any Participant. The methodology of Commercial Score shall be as follows.
  - g. Commercial Score of the Participant under consideration  
= (Lowest Total Price from all Commercial Bids / Total Price quoted in Commercial bid by theParticipant under consideration) X 100

**Total Bid Calculation-**

Combined Quality and Cost Based Selection (CQCBS) method will be followed during the overall selection process. Based on the evaluation of technical proposals, the technically qualified bidders shall be ranked highest to lowest Technical Score ( $S_T$ ) in accordance to the marks obtained during the technical evaluation stage. There shall be 40% % weightage to technical score and 60 % weightage to financial score.

The individual bidder's financial score ( $S_F$ ) will be evaluated as per the formula given below:

$$S_F = [F_{min} / F_b] * 100 \text{ (rounded off to 2 decimal places)}$$

where,

- $S_F$ = Normalized financial score of the bidder under consideration  
 $F_{min}$ = Minimum financial quote among the technically qualified bidders  
 $F_b$ = Financial quote of the bidder under consideration
- **Combined Score (S) =  $S_T * 0.4 + S_F * 0.6$** 
  - Where  $S_T$  = Technical score secured by the bidder

The bidder securing the highest evaluated **Combined Score (S)** will be awarded the Contract observing due procedure. For the purpose of evaluation, the total evaluated cost shall be inclusive of all taxes & duties for which the District Administration will make payment to the Bidding Agency including overhead expenses, such as travel, accommodation, logistics, report preparation, printing & other secretarial expenses.

#### Project Timelines and Payment Terms-

SNo	Milestone	Payment term	Acceptance Criteria	Timeline
1	Supply of Hardware/Software	50% of Capex	Submission and Acceptance of Delivered items at site.	T0+1 month
2	Installation of Hardware	15% of Capex	upon getting installation certificate from executive engineer	T0+1 month
3	Go live	15% of Capex	UAT & Go-Live Report -	T0+2 month
4	Successful operation & function of the establishment upto 4 month	20% of Capex	upon getting approval/completion certificate from executive engineer	T0+2 month
T0: Date of Contract/Agreement Signing				

### 3 GENERAL TERMS & CONDITIONS

- 3.1 The Bhilai Municipal Corporation, SupelaBhilai, Chhattisgarh would understand the solution and quantities suggested by all the bidders and shall have further right to decide the final quantity of equipment and/or service thereto.
- 3.2 The bidder should submit their technical response/architecture as per the brief scope of work mentioned above in hard copy duly signed/stamped.
- 3.3 Complete Technical details along with make, model number, complete specification, pamphlets, and literature in respect of the proposed solution and components thereof should be supplied along with the EOI.
- 3.4 Short-listing of the bidders will be done by the Bhilai Municipal Corporation, SupelaBhilai, as per bidder's technical capability which shall be totally based on the EOI response submitted by them.
- 3.5 After review of the EOI responses and if necessary, the bidders may be asked to give technical presentation. Only short-listed bidders would be invited to submit their techno-commercial (formal technical and financial bid) proposal.

- 3.6 The EOI responses shall be evaluated as per the eligibility criteria stated as above. However, within the broad framework of the eligibility criteria as stated in this EOI, the Bhilai Municipal Corporation, SupelaBhilai, reserves all the right to make modifications to the stated eligibility criteria in the EOI which would be uniformly applied to all the bidders.
- 3.7 The BMC further reserves the right to change, modify, add to or alter the bidding process for EOI including the right to rank and shortlist the pre-qualified bidders based on the detailed evaluation of capabilities.
- 3.8 Each page of the EOI document shall be duly signed and sealed by the authorized representative of the bidder.
- 3.9 The language for submission shall be English.
- 3.10 The BMC reserves the right to accept or reject any or all responses without assigning any reason. It also reserves the right to seek further information/details from the bidders/OEMs.

**Commissioner,  
Bhilai Municipal Corporation,  
Supela  
Bhilai, Chhattisgarh**

## BRIEF COMPANY PROFILE

1	Name of the Firm/Company				
2	Year of Incorporation/Registration of the Firm/Company				
3	Address of Corporate/Registered Office				
	Telephone				
	Fax				
	Email				
4	Address for Communication				
	Telephone				
	Fax				
	Email				
5	Address of the local office in Chhattisgarh				
	Telephone				
	Fax				
	Email				
6	Representative's Full Name for this EOI				
	Telephone				
	Mobile				
	Fax				
7	Audited Annual Turnover in last three years	Annula turnover of the Firm/Company in INR			
		Financial Year	Profit before Tax	Profilt after Tax	Turnover
		2019-20			
		2020-21			
2021-22					
8	Certifications (ISO or any other)	Please provide detailed information including year of initial certification			
9	PAN No.				
10	TIN No.& GST No.				

EXPERIENCE ON GOVERNMENT PROJECTS

(Please attach individual sheets for each project)

Name of Client	
Scope of work	
Complete address where project was implemented	
Name and Complete address of the contact person from client who knows about the project	

REPRESENTATIVE AUTHORIZATION LETTER

(In Company/Firm letter head)

Ref: \_\_\_\_\_

Date: \_\_\_\_\_

To,

**Commissioner,  
Bhilai Municipal Corporation,  
Supela  
Bhilai, Chhattisgarh**

Ms./Mr. \_\_\_\_\_, Designation  
\_\_\_\_\_ Mobile No.

\_\_\_\_\_ is hereby authorized to sign relevant documents on behalf of the company/firm in dealing with EOI ref. XXXX. He/She is also authorized to attend meetings and submit technical and commercial information as may be required by you in the course of processing above said application.

Thanking you.

Authorized Signatory

Representative Signature

Signature attested



ACCEPTANCE OF TERMS AND CONDITIONS

(In Company/Firm letter head)

Ref: \_\_\_\_\_

Date: \_\_\_\_\_

To,  
**Commissioner,**  
**Bhilai Municipal Corporation,**  
**Supela**  
**Bhilai, Chhattisgarh**

Sir,

We have carefully gone/examined through the terms and conditions mentioned in the EOI document [Ref. No. XXXX] and I declare that all the provisions/clauses mentioned in this EOI document are acceptable to my company/firm. I further certify that I am an authorized signatory of my company/firm and am therefore competent to make this decision.

Thanking you.

Authorized Signatory

NAME:

\_\_\_\_\_

Designation:

\_\_\_\_\_

Seal of the Company/Firm

SELF DECLARATION

(In Company/Firm letter head)

Ref: \_\_\_\_\_

Date: \_\_\_\_\_

To,

**Commissioner,  
Bhilai Municipal Corporation,  
Supela  
Bhilai, Chhattisgarh**

In response to the EOI [Ref. No. XXXX], I/We Ms./Mr.

\_\_\_\_\_ (Designation)

\_\_\_\_\_ hereby declare that our  
company/firm \_\_\_\_\_ is  
currently not declared as blacklisted or ineligible for corrupt and fraudulent practice by any  
Government/Government organizations in the country.

Signature of witness

Date

Place

Signature of the bidder

Date

Place

OEM SUPPORT DECLARATION

(Must be submitted in addition to OEM Authorization, In Company/Firm letter head)

Ref: \_\_\_\_\_

Date: \_\_\_\_\_

To,  
**Commissioner,**  
**Bhilai Municipal Corporation,**  
**Supela**  
**Bhilai, Chhattisgarh**

Sir,

I, on behalf of M/s \_\_\_\_\_, confirm that the Networking products offered by M/s \_\_\_\_\_ to Bhilai Municipal Corporation Supela Bhilai, Chhattisgarh are based on latest technology and are not declared as End of Life on the date of EOI bid submission.

I, on behalf of M/s \_\_\_\_\_ confirm that in case of placement of order on M/s \_\_\_\_\_, District Bhilai Municipal Corporation Supela Bhilai, shall continue to be supported in providing back-up engineering and spare parts support by us for up to 3 years from the date of commissioning or from the date of purchase order whichever shall be earlier.

Authorized Signatory

NAME:

\_\_\_\_\_

Designation:

\_\_\_\_\_

Seal of the Company/Firm