

SECTION 1:



BANGALORE WATER SUPPLY AND SEWERAGE BOARD

Office of The Chief Engineer(Design),

9th Floor, Cauvery Bhavan, D Block,
K.G.Road, Bangalore 560009

Website www.eproc.karnataka.gov.in

Telephone: 080- 22945253

INVITATION FOR TENDER (IFT)
(Through e-Procurement Portal Only)

IFT No.: BWSSB/CED/ACE(MIS-IT)/TA / 497 /2020-21 Dt: 23/07/2020

1. The Chief Engineer(Design)invites tenders from eligible tenderers, the Development of Call Centre (24 x 7) and up-gradation of existing website with Operation and Maintenance for 3 years detailed in the Table below. The tenderers may submit tenders for any or all of the works given in the Table. Two Cover Tender procedure as per Rule28 of the KTPP Act shall be followed. The Tenders are required to submit two separate sealed covers, one containing the Earnest money deposit and the details of their capability to undertake the tender (as detailed in ITT Clause 3and 6), which will be opened first and the second cover containing the price tender which will be opened only if the Tenderer is found to be qualified to execute the tendered works. The Tenderers are advised to note the minimum qualification criteria specified in Clause 3 of the Instructions to Tenderers to qualify for award of the contract.
2. Tender documents may be downloaded through the e-procurement website www.eproc.karnataka.gov.in from 03.08.2020 on payment of a non-refundable fee indicated in the Table below, using any of these forms of OTC,NEFT, DEBIT CARD and CREDIT CARD through e-portal only. Interested Tenderers may obtain further information at the Office of e-procurement. Tenderers will be issued a password and authorized for accessing the tender document in the website with URL: www.eproc.karnataka.gov.in
3. Tenders must be accompanied by earnest money deposit specified for the work in the Table below. Earnest money deposit will have to be in any one of the forms as specified in the Tender document and shall have to be valid for 45 days **beyond** the validity of the tender.
4. The last date and time for receipt of tenders in the Electronic Tender Box in website (www.Eproc.karnataka.gov.in) is 17.08.2020 upto 16.00hrs. The technical Bids will be opened on 19.08.2020 at12.00noon. If the bid-opened day remains as public holiday, bids will be opened on the next working day at the original stipulated time .
5. Other details can be seen in the tender documents.

Sl. No	Name of Work	Cost of Tender Document including Taxes Rs.	Amount put to Tender Rs. in Lakh (Approx)	EMD amount Rs. in Lakh	Period of completion	Eligibility Criteria during last 5 years (2015-16,2016-17,2017-18,2018-19, 2019-20)	
						Financial turn Over (Rs. in Lakh)	Performance & Work Qualification
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
1.	The work of Development of Call Centre (24 x 7) and up-gradation of existing website with Operation and Maintenance for 3 years	To be specified by e-procurement cell	Rs.1,77,74,434.00	Rs.2,66,617.00	3 years	Achieved in at least two financial years a minimum financial turnover of Rs.3,55,48,868.00	1. Satisfactory completed as prime contractor for at least one similar work to an extent of Rs. 88,87,217/- 2. The contractor should have experience in the same, not less than 2.4 years in each: a. Website design, development, maintenance, hosting and up-gradation (i.e, work experience certificate issued by end user) b. End to end Operation and maintenance of Complaint Management System (i.e, work experience certificate issued by end user) and

6. The last date for uploading of completed tender document is on Dt:17.08.2020 up to 16:00 hrs.
7. The bids will be opened at the office mentioned in para no.12 on **Dt:19.08.2020 at 12:00 hrs** in the presence of bidders or their authorized representatives. If the bid opening day remains as public holiday, Bids will be opened on the next working day at the original stipulated time.
8. Bidders can access tender documents from the website and upload the required details; those are mentioned in different sections in the bid 2document in to electronic tender box on the website. Scanned documents those are required to be furnished as per Section 2, 3 & 4 of the bid document shall be submitted through e-portal (procurement) preferably in **PDF** format for clear vision.
9. The cost of the tender document once paid will not be refunded.
10. The successful bidder would be required to furnish performance **bank guarantee of 5%** of the contract amount plus additional security for unbalanced bid amount from a Nationalized / Scheduled Indian Bank, with jurisdiction at Bangalore as specified in the clause no.29 of ITT, towards guarantee for completion of work within the stipulated period.

Tender for Development of Call Centre (24 x 7) and up-gradation of existing website with Operation and Maintenance for 3 years

11. Bangalore Water Supply and Sewerage Board reserve the right to cancel or annul the entire or part of this process of invitation at any time without assigning any reason.
12. For any additional information regarding the above tender, the firms who are interested to quote, may contact office of the undersigned at the office address given below on all working days during office hours 10:30hours to 17:00 hours.

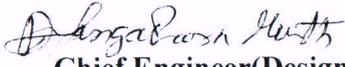
Bangalore Water Supply and Sewerage Board

9 th Floor, Cauvery Bhavan ,Kempe Gowda Road,
Bangalore - 560009
Karnataka, India.

Telephone: +91-80- 22945253

Or visit Website www.eproc.karnataka.gov.in

13. List of documents to support qualification of bidder is to be uploaded to the e-Procurement portal, website www.eproc.karnataka.gov.in
14. Bidders shall submit offers that comply with the requirements of the bid document. Alternatives will not be considered. The attention of the bidders is drawn to clause 23 in section 2 regarding the rejection of the bids, which are not substantially responsive to the requirement of the bid document.
15. Other details can be read from the tender documents.
16. The bidders have to co-ordinate with existing vendors for data migration, application migration and application hosting to successfully complete hosting and migration of various applications of BWSSB.


Chief Engineer(Design),
BWSSB. 22/7/2020