

**RFP for Selection of Service Provider to Setup, Operate and
Management of State Helpline for Senior Citizens, Government of Odisha**

REF No.: OCAC-SEGP-MISC-0027-2020-20048

CORRIGENDUM

SL#	Clause No	Existing Clause	Revised Clause
1	Annexure-A :Call Centre Infra Specification Point no. 5 Page no. 59	L2 Switch HP/CISCO	Preferred Brand: HP/CISCO/JUNIPER/DELL/NETGEAR
2	Annexure-A :Call Centre Infra Specification Point no. 8 Page no. 60	Access Points	Specification : <ul style="list-style-type: none"> • Maximal Ratio Combining (MRC) • 20- and 40-MHz channels • PHY data rates up to 300 Mbps (40 MHz with 5 GHz) • Packet aggregation: A-MPDU (Tx/Rx), A-MSDU (Tx/Rx) • 802.11 Dynamic Frequency Selection (DFS) • Cyclic Shift Diversity (CSD) support • 3x3 MIMO with two spatial streams, single-user or multiuser MIMO • 20-, 40-, and 80-MHz channels • PHY data rates up to 867 Mbps (80 MHz in 5 GHz) • Maximum transmit power-2.4 GHz • Warranty- 3 Years
3	Annexure-A :Call Centre Infra Specification Point no. 10 Page no. 60	UPS APC/Luminus 6 KVA x 2 nos parallel mode	Preferred Brand: APC/Luminus/BPE/Vertiv 6 KVA x 2 nos parallel mode 1 Hour Backup 3 years warranty
4	Annexure-A :Call Centre Infra Specification Point no. 17 Page no. 60	Resolution: SVGA (640 x 480) to WUXGA_RB (1920 x 1200), Brightness: 3300, Contrast ratio: 13000:1, Display colour: 30 bits. Light Source Wattage: 196W.	Resolution: SVGA (640 x 480) or WUXGA_RB (1920 x 1200), Brightness: 3300, Contrast ratio: 13000:1, Display colour: 30 bits. Light Source Wattage: 196W.

SL#	Clause No	Existing Clause	Revised Clause
5	Annexure-A :Call Centre Infra Specification Point no. 11 Page no. 60	Headsets	Warranty period of Headsets : One Year
6	Detailed Hardware Specification 5) Television specification Point no. 9 Page no. 73	Smart TV For Dashboard : LED, Full-HD, 40" or higher, 2 USB port, 2 HDMI Port, aspect ratio 16:9	Smart TV For Dashboard : LED, Full-HD, 40" or higher, 1 USB port, 2 HDMI Port, aspect ratio 16:9
7	Page-67, Annexure-A	2 x Intel Xeon 8 core, 2.6 Ghz and above, 2 U server 64 GB RAM, 3x1.2 TB SATA/SAS HDD, raid 5 with 3 years onsite warranty. In specification it is mentioned as HDD 3x1.2 TB SATA 2x1 TB	2 x Intel Xeon 8 core, 2.6 Ghz and above, 2 U server 64 GB RAM, 3x1.2 TB SATA/SAS HDD, raid 5 with 3 years onsite warranty
8	Page-72, Annex-A	Server Storage Controller RAID 0,1	RAID 0,1,5
9	Annexure-A, Page 72	Server RAID Support : Hardware Raid PERC H330+ RAID Controller	Server RAID Support : Hardware RAID Controller. It must support SAS, NLSAS, SATA & SSD

Revised Bill of Material – Call Centre Infra (Annexure)

Item no. 21 : MFP – 1 No

Specification

S. No.	Feature	Specifications/ Descriptions	Compliance (Yes / No)	Deviation (Reason)
1.	All-in-one Functions	Print, Copy, Scan, Fax, Send to email/ Network Folder		
2.	Print Speed	Min. 25 ppm or Higher		
3.	Print technology	A4 Mono Laserjet		
4.	Print resolution, black	600*600 dpi or better		

5.	Duplex printing	Required, speed 14 PPM or more		
6.	Scanner type	Flatbed with ADF, CIS		
7.	Scan Resolution, optical	Up to 600 dpi		
8.	Scan size	A4 & Legal		
9.	Duplex Scanning	Required		
10.	USB SCAN	Required		
11.	Digital sending features	Send to e-mail		
12.	Supported File formats	PDF, JPG, TIFF		
13.	Copier Copy Resolution, black	600 dpi		
14.	Copy reduce/ enlarge settings	Up to 400%		
15.	Monthly Duty Cycle	10000 or more		
16.	Networking	Required		
17.	OS Compatibility	Windows 10, Windows 8, Windows 7, Windows Vista, Windows XP, Windows Server 2003, Windows Server 2008, Latest version of Mac OS, Latest version of LinuxOS		
18.	Warranty	Three years comprehensive warranty from OEM (Proof of the warranty must be attached) with onsite service support from the date of installation without any extra cost.		

Item no. 22 : Server Rack

S. No.	Feature	Specifications/ Descriptions	Compliance (Yes / No)	Deviation (Reason)
1.	Size	42U Server Rack (600x1000) with accessories		
2.	Rear & Front Door	Front Glass Door 42U / 600mmW with lock Rear Steel Door 42U / 600mmW Fully Perforated with lock		
3.	PDU	Vertical IEC with 5/15Amp Socket		

S. No.	Feature	Specifications/ Descriptions	Compliance (Yes / No)	Deviation (Reason)
4.	Construction	<ul style="list-style-type: none"> • Heavy Duty Extruded Aluminium Frame for rigidity. Top cover with FHU provision. • Top & Bottom cover with cable entry gland plates. • Front Glass Door 42U / 600mmW with lock • Rear Steel Door 42U / 600mmW • Fully Perforated with lock Fan Housing Unit 4 		
5.	Others	Castor, MED Duty, Levelling Legs, Shelves, Joint Free gasket, Earthing kit etc		

Revised Financial Bid Format

9.13 Financial Bid

9.13.1 Call Centre Infra

Sl#.	Item/Description	Qty	Rate	Tax	Total
1.	Server	1			
2.	PRI card– 4 Port	1			
3.	Laptops	5			
4.	Desktops	5			
5.	L2 Switch	1			
6.	Firewall	1			
7.	Lan cabling	20			
8.	Access Point	1			

9.	Smart TV For Dashboard	1			
10.	UPS	2			
11.	Headsets	10			
12.	Y Jack Headsets	3			
13.	MS -Office	10			
14.	Antivirus	10			
15.	Antivirus for Server	1			
16.	Projector	1			
17.	CC Camera Setup	1			
18.	Door access	10			
19.	Biometric (Face recognition based)	1			
20.	Server Rack	1			
21.	MFP	1			
Sub-Total					

Other terms and conditions of the RFP remain unchanged.