



ODISHA COMPUTER APPLICATION CENTRE

**REQUEST FOR PROPOSAL**

Enq.No.:OCAC-SEGP-INFRA-0007-2023-23006

OCAC invites Request for Proposal (RFP) for the Selection of System Integrator for procurement Supply & Installation of Smart TVs for Anganwadi & Primary School Centres for Govt. of Odisha. For details please visit websites [www.ocac.in](http://www.ocac.in) & [www.odisha.gov.in](http://www.odisha.gov.in). **The bid shall be submitted in electronic mode only in the portal <https://enivida.odisha.gov.in> latest by 17.02.2023, 3.00 P.M.** OCAC reserves the right to accept/ reject any/all bids without assigning any reason thereof.

**General Manager(Admin), OCAC,** Plot No.-N-1/7-D, Acharya Vihar, P.O.-RRL, Bhubaneswar-751013, Ph.-2567280/ 2567064/ 2567295

# Smart TV For Anganwadi Centre



## Request for Proposal (RFP) for Selection of Agency for Procurement, Supply & Installation of Smart TVs for Anganwadi & Primary School Centre Government of Odisha

***RFP Enq. No.: OCAC-SEGP-INFRA-0007-2023-23006,  
Date : 28.01.2023***



**(RFP RESPONSE TO BE SUBMITTED IN e-TENDER MODE  
ONLY THROUGH e-NIVIDA PORTAL:**

**<https://enivida.odisha.gov.in>**)



## **ODISHA COMPUTER APPLICATION CENTRE**

[TECHNICAL DIRECTORATE OF E&IT DEPARTMENT, GOVERNMENT OF ODISHA]

OCAC Building, Acharya Vihar Square, Bhubaneswar-751013, Odisha, India

**W:** www.ocac.in | **T:** 0674-2567295/2567283 | **F:** 0674-2567842

## **Instruction to Bidders for Online Bid Submission**

e-Nivida is the complete process of eTendering, from publishing of tenders online, inviting online bids, evaluation and award of contract using the system. You may keep a watch of the tenders floated under <https://enivida.odisha.gov.in>

The will invite for online Bids. Bidder Enrolment can be done using "**Bidder Enrollment**".

The instructions given below are meant to assist the bidders in registering on the e-Nivida Portal, and submitting their bid online on the portal as per uploaded bid.

More information useful for submitting online bids on the eNivida Portal may be obtained at: <https://enivida.odisha.gov.in>

### **GUIDELINES FOR REGISTRATION:**

1. Bidders are required to enrol themselves on the eNivida Portal <https://enivida.odisha.gov.in> \_ or click on the link "**Bidder Enrollment**" available on the home page of e-tender Portal by paying the Registration fee of Rs.2,500/- + Applicable GST.
2. As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
3. Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication with the bidders.
4. Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (**Only Class III Certificates with signing + encryption key usage**) issued by any Certifying Authority recognized by CCA India (e.g. Sify / TCS / nCode / eMudhra etc.), with their profile.
5. Only valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
6. Bidder then logs in to the site through the secured log-in by entering their user ID /password and the password of the DSC / e-Token.
7. The scanned copies of all original documents should be uploaded in pdf format on e-tender portal.

8. After completion of registration payment, bidders need to send their acknowledgement copy on our help desk mail id [odishaenivida@gmail.com](mailto:odishaenivida@gmail.com) , for activation of the account.

### **SEARCHING FOR TENDER DOCUMENTS**

1. There are various search options built in the e-tender Portal, to facilitate bidders to search active tenders by several parameters.
2. Once the bidders have selected the tenders they are interested in, then they can pay the Tender fee and processing fee (NOT REFUNDABLE) by net-banking / Debit / Credit card then you may download the required documents / tender schedules, Bid documents etc. Once you pay both fee tenders will be moved to the respective 'requested' Tab. This would enable the e- tender Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.

### **PREPARATION OF BIDS**

1. Bidder should take into account any corrigendum published on the tender document before submitting their bids.
2. Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid.
3. Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF formats. Bid Original documents may be scanned with 100 dpi with Colour option which helps in reducing size of the scanned document.
4. To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, GST, Annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use "My Documents" available to them to upload such documents.
5. These documents may be directly submitted from the "My Documents" area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process. Already uploaded documents in this section will be displayed. Click "New" to upload new documents.

## **SUBMISSION OF BIDS**

1. Bidder should log into the website well in advance for the submission of the bid so that it gets uploaded well in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
2. The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document as a token of acceptance of the terms and conditions laid down by Department.
3. Bidder has to select the payment option as per the tender document to pay the tender fee / Tender Processing fee & EMD as applicable and enter details of the instrument.
4. In case of BG bidder should prepare the BG as per the instructions specified in the tender document. The BG in original should be posted/couriered/given in person to the concerned official before the Online Opening of Financial Bid. In case of non-receipt of BG amount in original by the said time, the uploaded bid will be summarily rejected.
5. Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BOQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BOQ file, open it and complete the yellow Coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BOQ file is found to be modified by the bidder, the bid will be rejected.
6. The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
7. The uploaded bid documents become readable only after the tender opening by the authorized bid openers.
8. Upon the successful and timely submission of bid click "Complete" (i.e. after Clicking "Submit" in the portal), the portal will give a successful Tender submission acknowledgement & a bid summary will be displayed with the unique

id and date & time of submission of the bid with all other relevant details.

9. The tender summary has to be printed and kept as an acknowledgement of the submission of the tender. This acknowledgement may be used as an entry pass for any bid opening meetings.

**For any clarification in using eNivida Portal:**

1. Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
2. Any queries relating to the process of online bid submission or queries relating to e-tender Portal in general may be directed to the Helpdesk Support.

Please feel free to contact eNivida Helpdesk (as given below) for any query related to e-tendering.

**Phone No. 011-49606060**

**Mail id: - [odishaenivida@gmail.com](mailto:odishaenivida@gmail.com)**

## Contents

1	Request for Proposal.....	6
2	Structure of the RFP .....	6
3	Background Information .....	7
3.1	Basic Information.....	7
3.2	Project Background.....	7
3.2.1	About the Department .....	7
3.2.2	Project Profile.....	7
4	Instructions to the Bidders.....	8
4.1	General.....	8
4.2	Compliant Proposals/ Completeness of Response.....	8
4.3	Code of integrity .....	8
4.4	Pre-Bid Queries & Clarifications.....	9
4.4.1	Pre-bid Queries.....	9
4.4.2	Responses to Pre-Bid Queries and Issue of Corrigendum.....	10
4.5	Key Requirements of the Bid.....	10
4.5.1	Right to Terminate the Process .....	10
4.5.2	RFP Document Fees.....	10
4.5.3	Earnest Money Deposit (EMD) .....	10
4.5.4	Submission of Proposals.....	11
4.5.5	Contents of the technical bid.....	12
4.6	Preparation and Submission of Proposal .....	12
4.6.1	Proposal Preparation Costs .....	12
4.6.2	Language .....	12
4.6.3	Venue & Deadline for Submission of Proposals.....	12
4.6.4	Late Bids.....	12
4.7	Evaluation Process.....	13
4.7.1	Tender Opening.....	13
4.7.2	Tender Validity.....	13
4.7.3	Tender/Proposal Evaluation .....	13
5	Criteria for Evaluation .....	14
5.1	Prequalification Criteria (General Bid).....	15
5.2	Technical Evaluation Criteria.....	17
5.3	Financial bid Evaluation Criteria.....	17

6	Appointment of Agency or Service Provider .....	17
6.1	Award Criteria .....	17
6.2	Right to Accept Any Proposal & Reject Any / All Proposal(s) .....	18
6.3	Purchaser's Procurement Rights .....	18
6.4	Notification of Award .....	18
6.5	Contract Finalization and Award .....	19
6.6	Signing of Contract .....	19
6.7	Performance Guarantee .....	19
6.8	Failure to Agree with the Terms and Conditions of the RFP .....	19
7	Scope of Work .....	19
7.1	Brief Background .....	19
7.2	Installation of Equipment .....	20
7.3	Insurance .....	20
7.4	Timeline .....	21
7.5	Warranty .....	21
7.5.1	Service Level Change Controls .....	21
7.6	Payment Terms .....	21
7.7	Other General Clauses of payment to be noted .....	23
7.8	Exit Management .....	23
7.9	Bill of Quantity (BOQ) .....	23
7.10	Minimum Technical Specifications .....	24
8	Formats for Submission of Proposal .....	26
8.1	Bidder's Organisation (General Details) .....	26
8.2	Self-Declaration: Not Blacklisted .....	27
8.3	Bidder's Authorisation Certificate .....	28
8.4	Acceptance of Terms & Conditions .....	29
8.5	Technical Bid Cover Letter .....	30
8.5.1	Project Citation Format .....	31
8.5.2	Proposed Solution .....	32
8.5.3	Proposed Work Plan .....	33
8.5.4	Team Composition .....	34
8.5.5	Deployment of Personnel .....	35
8.6	Undertaking on Pricing of Items of Technical Response .....	36
8.7	Manufacturers' Authorization Form (MAF) .....	37
8.8	Format for Bank Guarantee for Earnest Money Deposit .....	38



8.9	Financial Bid Letter.....	40
8.9.1	Commercial Bid.....	42
1	.....	42
2	.....	42
3	.....	42
8.9.10	Performance Security.....	42

## Fact Sheet

This **Fact Sheet** comprising of important factual data on the tender is for quick reference of the bidder.

Clause Reference	Topic
Section 4.3.1	<p>A pre-bid meeting will be held on <b>03.02.2023 at 12:30 PM</b> through VC mode. <u>Only the prospective bidders who have deposited the prescribed RFP document fee shall be allowed to participate in Pre-bid meeting.</u></p> <p>The link of VC shall be shared through the mail to the prospective bidders those have submitted the pre-bid queries along with proof of payment of RFP document fee.</p> <p>Contact Person General Manager (Admin) Email: <a href="mailto:gm.ocac@odisha.gov.in">gm.ocac@odisha.gov.in</a></p> <p>All the queries should be received on or before <b>02.02.2023 at 3:00 PM</b> through email only to <a href="mailto:gm.ocac@odisha.gov.in">gm.ocac@odisha.gov.in</a> (with a copy to <a href="mailto:jayashree.mishra@odisha.gov.in">jayashree.mishra@odisha.gov.in</a> &amp; <a href="mailto:chandan.pradhan@semt.gov.in">chandan.pradhan@semt.gov.in</a> at the above-mentioned address. The bidder has to send the proof of payment of RFP document fee along with the pre-bid queries.</p>
Section 4.4.2	<p>RFP document can be downloaded from <a href="http://www.odisha.gov.in">www.odisha.gov.in</a> or <a href="http://www.ocac.in">www.ocac.in</a>. The bidders are required to submit the document Fee of ₹11,200/-(inclusive of 12% GST), online on the eNivida portal through e-Payment Gateway at any time before Tender Closing.</p>
Section 4.4.3	<p>The bidder is required to submit Earnest Money Deposit (EMD) amounting to <b>₹ 25,00,000/- (Twenty-Five Lakh Only)</b> in shape of <b>Bank Draft / Bank Guarantee</b> in favour of Odisha Computer Application Centre, Bhubaneswar or Bank Guarantee issued from any of the Scheduled Banks <u>as per the prescribed format in this RFP.</u></p>
Section 4.4.4	<p>Bidders must submit response eNivida portal (<a href="https://enivida.odisha.gov.in/">https://enivida.odisha.gov.in/</a>) only</p>
Section 4.5.2	<p>The Proposal should be filled in by the Bidder in English language only.</p>
Section 4.5.3	<p>The bidder should quote price in Indian Rupees only. The offered price must be exclusive of taxes and duties. The taxes as appropriate &amp; applicable would be paid at the prevalent rates.</p>
Section 4.5.4	<p>The proposal submission address is: General Manager (Admin)</p>

Clause Reference	Topic
	Odisha Computer Application Centre N-1/7-D, Acharya Vihar Square P.O.- RRL, Bhubaneswar - 751013 <i>Proposals must be submitted on or before <b>17.02.2023 by 3:00 PM electronic mode only.</b></i> <i>Note: Physical Copies of the Bid documents will not be accepted.</i>
Section 4.6.2	Proposals/ Bids must remain valid 180 days from the date of opening of Commercial Bid.
Section 5	<b>Least Cost Selection (LCS) i.e., L1 method</b> shall be used to select the bidder for this tender. The bidder is required to submit the bids General (Pre-qualification), Technical & Financial bid in eNivida portal ( <a href="https://enivida.odisha.gov.in/">https://enivida.odisha.gov.in/</a> ) . Financial bid of those bidders who qualify in General & Technical Bid shall be opened.
Section 6	<b>Splitting of Bid: - OCAC reserves the right to award the contract to more than one bidder, at L1 price in the interest of speedy implementation of the Project.</b>
Section 7	This project includes procurement, supply, installation & warranty support of Smart TVs at Anganwadi & Primary School Centre for a period of 3 years from the date of commission/UAT.
Section 7.7.5	Total project period is <b>3 years and 3 months</b> . The Agency must supply & deliver the equipment within time frame of 3 months from the date of work order/PO.
<b><i>The Bid document may be purchased by any interested bidder by paying the document fee of ₹11,200/- inclusive of 12% GST &amp; Tender Processing fee of ₹2,800/- inclusive of 12% GST online on the eNivida portal through e-Payment Gateway, at any time before Tender Closing. The complete bid document has also been published on the website <a href="http://www.ocac.in">www.ocac.in</a>, &amp; <a href="http://www.odisha.gov.in">www.odisha.gov.in</a>, <a href="https://enivida.odisha.gov.in">https://enivida.odisha.gov.in</a> (Online Bid submitted on e-Nivida portal will be valid only).</i></b>	

## **1 Request for Proposal**

Sealed proposals are invited from eligible, reputed & qualified bidders for Selection of Agency for Procurement, Supply & Installation of Smart TVs for Anganwadi & Primary School Centre Government of Odisha. A total 8044 numbers of Anganwadi & Primary School Centre have been identified for the Procurement, Supply & Installation of Smart TVs. This invitation to bid is open to all bidders meeting the minimum eligibility criteria as mentioned in this RFP Document.

## **2 Structure of the RFP**

This RFP document for Selection of Agency for Procurement, Supply & Installation of Smart TVs for Anganwadi & Primary School Centre Government of Odisha comprises of the following.

- a) Instructions on the Bid process for the purpose of responding to this RFP. This broadly covers:
  - i) General instructions for bidding process
  - ii) Bid evaluation process including the parameters for Pre-qualification, Technical Specification and Commercial Evaluation for determining bidder's suitability as the Agency
  - iii) Commercial bid and other formats
  
- b) Functional and Technical Requirements of the project. The contents of the document broadly cover the following areas:
  - i) About the project and its objectives
  - ii) Scope of work
  - iii) Functional and Technical Requirements
  - iv) Project Schedule
  - v) Service levels for the implementation partner
  - vi) Timeline of Project implementation

The bidders are expected to respond to the requirements as completely and in as much relevant detail as possible, and focus on demonstrating bidder's suitability to become the implementation partner of OCAC for this project.

The bidders are expected to examine all instructions, forms, terms, project requirements and other information in the RFP documents. Failure to furnish all information required as mentioned in the RFP documents or submission of a proposal not substantially responsive to the RFP documents in every respect will be at the bidder's risk and may result in rejection of the proposal.

### **3 Background Information**

#### **3.1 Basic Information**

OCAC the Technical Directorate of E&IT Department, Government of Odisha invites responses ("Tenders") to this Request for Proposals ("RFP") from System Integration firms ("Bidders") for Selection of Selection of Agency for Procurement, Supply & Installation of Smart TVs for Anganwadi & Primary School Centre Government of Odisha as described in this RFP, "Terms of Reference".

Proposals must be received not later than time, date and venue mentioned in the Fact Sheet. Proposals that are received late will not be considered in this procurement process.

OCAC will award the Contract to the successful bidder whose proposal has been determined as the best value proposal based on Technical and Financial evaluation criteria and accepted by the Tender Accepting Authority.

#### **3.2 Project Background**

##### **3.2.1 About the Department**

The Department of Electronics & Information Technology is the nodal department for Government of Odisha in the matters of IT, ITES and Communication. The department plays a vital role in formulating and implementing policy matters in Information Technology, ITES, Electronics and Telecom; promotion of Odisha as an ultimate ICT destination for investment and facilitating ICT industries; assisting other department for effective e-Governance and capacity building; Promotion of ICT based education in the State.

Odisha Computer Application Centre (OCAC), the Technical Directorate of Electronics & Information Technology Department, Government of Odisha, has evolved through years as a centre of excellence in IT solutions and e-Governance. It has contributed significantly to the steady growth of IT in the state. It helps IT to reach the common citizen so as to narrow down the Digital Divide and widespread applications of IT in establishing a system where the citizens are receiving good governance in addition to ensuring speed of decisions from a transparent Government through an effective e-Governance System.

##### **3.2.2 Project Profile**

Odisha Computer Application Centre (OCAC) on behalf of S&ME Department inviting proposals on **TURNKEY BASIS** from the reputed bidders towards Procurement, Supply, Installation and Warranty Support of Smart TVs for a period of Three (03) Years.

The purpose of this RFP is to Procurement, Supply & Installation of Smart TVs for Anganwadi & Primary School Centre Government of Odisha. This RFP is issued by OCAC, which is the sole point of contact during selection process. The officer responsible for entire

process is **General Manager (Admin)**. The purpose of this RFP is to provide interested Agency (SI) / Bidders with information to enable them to prepare and submit a proposal towards Procurement, Supply, Installation and Warranty Support of Smart TVs for Anganwadi & Primary School Centre for a period of Three (03) Years.

#### **4 Instructions to the Bidders**

##### **4.1 General**

- a) While every effort has been made to provide comprehensive and accurate background information and requirements and specifications, Bidders must form their own conclusions about the solution needed to meet the requirements. Bidders and recipients of this RFP may consult their own legal advisers with regard to this RFP.
- b) All information supplied by Bidders may be treated as contractually binding on the Bidders, on successful award of the assignment by OCAC on the basis of this RFP.
- c) No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed by or on behalf of the OCAC. Any notification of preferred bidder status by OCAC shall not give rise to any enforceable rights by the Bidder. OCAC may cancel this public procurement at any time prior to a formal written contract being executed by or on behalf of the OCAC.
- d) This RFP supersedes and replaces any previous public documentation & communications, and Bidders should place no reliance on such communications.

##### **4.2 Compliant Proposals/ Completeness of Response**

- a) Bidders are advised to study all instructions, forms, terms, requirements and other information in the RFP documents carefully. Submission of the bid shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.
- b) Failure to comply with the requirements set out in this RFP may render the Proposal noncompliant and the Proposal may be rejected. Bidders must:
  - i) Include all documentation specified in this RFP;
  - ii) Follow the format of this RFP and respond to each element in the order as set out in this RFP
  - iii) Comply with all requirements as set out within this RFP.

##### **4.3 Code of integrity**

No official of a procuring entity or a bidder shall act in contravention of the codes which includes

- a. prohibition of
  - i. making offer, solicitation or acceptance of bribe, reward or gift or any material benefit, either directly or indirectly, in exchange for an unfair advantage in the procurement process or to otherwise influence the procurement process.

- ii. Any omission, or misrepresentation that may mislead or attempt to mislead so that financial or other benefit may be obtained or an obligation avoided.
  - iii. any collusion, bid rigging or anticompetitive behaviour that may impair the transparency, fairness and the progress of the procurement process.
  - iv. improper use of information provided by the procuring entity to the bidder with an intent to gain unfair advantage in the procurement process or for personal gain.
  - v. any financial or business transactions between the bidder and any official of the procuring entity related to tender or execution process of contract; which can affect the decision of the procuring entity directly or indirectly.
  - vi. any coercion or any threat to impair or harm, directly or indirectly, any party or its property to influence the procurement process.
  - vii. obstruction of any investigation or auditing of a procurement process.
  - viii. making false declaration or providing false information for participation in a tender process or to secure a contract;
- b. disclosure of conflict of interest.
- c. Disclosure by the bidder of any previous transgressions made in respect of the provisions of sub-clause (a) with any entity in any country during the last three years or of being debarred by any other procuring entity.

In case of any reported violations, the procuring entity, after giving a reasonable opportunity of being heard, comes to the conclusion that a bidder or prospective bidder, as the case may be, has contravened the code of integrity, may take appropriate measures.

#### 4.4 Pre-Bid Queries & Clarifications

##### 4.4.1 Pre-bid Queries

- a) The Bidders will have to ensure that their queries for Pre-Bid meeting should reach to General Manager (Admin) only by email ([gm.ocac@odisha.gov.in](mailto:gm.ocac@odisha.gov.in)) with a copy to [jayashree.mishra@odisha.gov.in](mailto:jayashree.mishra@odisha.gov.in) & [chandan.pradhan@semt.gov.in](mailto:chandan.pradhan@semt.gov.in) on or before **30.01.2023 by 3:00 PM.**
- b) The queries should necessarily be submitted in the following format (Soft copy in MS Word or MS Excel file to be attached):

Sl#	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification

- c) OCAC shall not be responsible for ensuring receipt of the bidders' queries. Any requests for clarifications post the indicated date and time may not be entertained by OCAC.

#### 4.4.2 Responses to Pre-Bid Queries and Issue of Corrigendum

- a) The Nodal Officer notified by the OCAC will endeavour to provide timely response to all queries. However, OCAC neither makes representation or warranty as to the completeness or accuracy of any response made in good faith, nor does OCAC undertake to answer all the queries that have been posed by the bidders.
- b) At any time prior to the last date for receipt of bids, OCAC may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP Document by a corrigendum.
- c) The Corrigendum (if any) & clarifications to the queries from all bidders will be posted on [www.ocac.in](http://www.ocac.in) and [www.odisha.gov.in](http://www.odisha.gov.in).
- d) Any such corrigendum shall be deemed to be incorporated into this RFP.
- e) In order to provide prospective Bidders reasonable time for taking the corrigendum into account, OCAC may, at its discretion, extend the last date for the receipt of Proposals.

#### 4.5 Key Requirements of the Bid

##### 4.5.1 Right to Terminate the Process

- a) OCAC may terminate the RFP process at any time and without assigning any reason. OCAC makes no commitments, express or implied, that this process will result in a business transaction with anyone.
- b) This RFP does not constitute an offer by OCAC. The bidder's participation in this process may result OCAC selecting the bidder to engage towards execution of the contract.

##### 4.5.2 RFP Document Fees

RFP document can be downloaded from [www.ocac.in](http://www.ocac.in) or [www.odisha.gov.in](http://www.odisha.gov.in). The bidders are required to submit the document fee of **₹11,200/- (₹10,000 + 12% GST i.e. ₹1200)** in shape of Bank Draft in favour of Odisha Computer Application Centre and payable at Bhubaneswar from any of the scheduled commercial banks along with the General Bid Proposal. Proposals received without or with inadequate RFP Document fees shall be rejected.

##### 4.5.3 Earnest Money Deposit (EMD)

- a) Bidders shall submit, along with their Bids, EMD of **₹25,00,000/- (Rupees Twenty-Five Lakh only)** in the shape of Bank Draft **OR** Bank Guarantee (in the format specified in this RFP) issued by any scheduled bank in favour of Odisha Computer Application Centre, payable at Bhubaneswar, and should be valid for 180 days from the due date of the tender / RFP. The EMD should be submitted in the General Bid.
- b) EMD of all unsuccessful bidders would be refunded by OCAC within 60 days of the bidder being notified as being unsuccessful. The EMD, for the amount mentioned above, of successful bidder would be returned upon submission of Performance Bank Guarantee.



- c) The EMD amount is interest free and will be refundable to the unsuccessful bidders without any accrued interest on it.
- d) The bid / proposal submitted without EMD, mentioned above, will be summarily rejected.
- e) The EMD may be forfeited:
  - i) If a bidder withdraws its bid during the period of bid validity.
  - ii) In case of a successful bidder, if the bidder fails to sign the contract in accordance with this RFP.
  - iii) If found to have a record of poor performance such as having abandoned work, having been black-listed, having inordinately delayed completion and having faced Commercial failures etc.
  - iv) The Bidder being found to have indulged in any suppression of facts, furnishing of fraudulent statement, misconduct, or other dishonest or other ethically improper activity, in relation to this RFP
  - v) A Proposal contains deviations (except when provided in conformity with the RFP) conditional offers and partial offers.

#### **4.5.4 Submission of Proposals**

- a) The bidders should submit their responses as per the format given in this RFP in the following manner
  - i) Response to Pre-Qualification & Technical Criterion: First Cover
  - ii) Commercial Proposal: Second Cover
- b) Please Note that Prices should not be indicated in the Pre-Qualification Proposal or Technical Proposal but should only be indicated in the Commercial Proposal.
- c) The covers containing the copies of Pre-Qualification Proposal, Technical Proposal and Commercial Proposal should be put in another single sealed envelope clearly marked "Response to the RFP for Selection of Agency for Procurement, Supply & Installation of Smart TVs for Anganwadi & Primary School Centre Government of Odisha" - RFP Enq. No.: OCAC-SEGP-INFRA-0007-2023-23006.
- d) The outer envelope thus prepared should also indicate clearly the Name, Address, Telephone Number, Email Address and Fax Number of the bidder to enable the Bid to be returned unopened in case it is declared "Late".
- e) All the pages of the proposal must be sequentially numbered and must contain the list of contents with page numbers. Any deficiency in the documentation may result in the rejection of the Bid.
- f) The proposal/ bid shall be prepared in indelible ink. It shall contain no interlineations or overwriting, except as necessary to correct errors made by the bidder itself. Any such corrections must be initialled by the person (or persons) who sign(s) the proposals.
- g) All pages of the bid shall be initialled and stamped by the authorized person or persons who sign the bid.

- h) In case of any discrepancy observed by OCAC in the contents of the submitted scan copies of bid documents then clarification related to the documents shall asked by OCAC.
- i) Bidder must ensure that the scan copies of the documents furnished by him is final and original related to the bid documents asked in the RFP.

#### **4.5.5 Contents of the technical bid**

The bidder should give details related to project timeline, plan to be followed, equipment quoted by them with product data sheets & brochures mentioning the Make & Model of quoted items, resource plan, warranty support of the quoted equipment, operation management plan with team structure in technical bid document.

#### **4.6 Preparation and Submission of Proposal**

##### **4.6.1 Proposal Preparation Costs**

The bidder shall be responsible for all costs incurred in connection with participation in the RFP process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/ discussions/ presentations, preparation of proposal, in providing any additional information required by OCAC to facilitate the evaluation process, and in negotiating a definitive contract or all such activities related to the bid process.

OCAC will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

##### **4.6.2 Language**

The Proposal should be filled by the Bidder in English language only. If any supporting documents submitted are in any language other than English, translation of the same in English language is to be duly attested by the Bidders. For purposes of interpretation of the Proposal, the English translation shall govern.

##### **4.6.3 Venue & Deadline for Submission of Proposals**

Proposals, in its complete form in all respects as specified in the RFP, must be submitted to OCAC at the address specified below:

Addressed To	General Manager (Admin) Odisha Computer Application Centre, N-1/7-D, Acharya Vihar P.O.- RRL, Bhubaneswar – 751013, Odisha, India
Submission Schedule	15.02.2023 by 3:00 PM

##### **4.6.4 Late Bids**

- a) Bids received after the due date and the specified time (including the extended period if any) for any reason whatsoever, shall not be entertained and shall be returned unopened.

- b) The bids submitted by telex/ telegram/ fax/ e-mail etc. **shall not be considered**. No correspondence will be entertained on this matter.
- c) OCAC shall not be responsible for any non-receipt of the bid documents. No further correspondence on the subject will be entertained. It is the responsibility of the bidder to ensure that its bid/proposal is received by OCAC within the prescribed timeline.
- d) OCAC reserves the right to modify and amend any of the above-stipulated condition / criterion depending upon project priorities vis-à-vis urgent commitments.

#### **4.7 Evaluation Process**

- a) OCAC will constitute a Proposal Evaluation Committee to evaluate the responses of the bidders
- b) The Proposal Evaluation Committee constituted by OCAC shall evaluate the responses to the RFP and all supporting documents / documentary evidence. Inability to submit requisite supporting documents / documentary evidence, may lead to rejection of the bid.
- c) The decision of the Proposal Evaluation Committee in the evaluation of responses to the RFP shall be final. No correspondence will be entertained outside the process of negotiation/ discussion with the Committee.
- d) The Proposal Evaluation Committee may ask for meetings with the Bidders to seek clarifications on their proposals, if required.
- e) The Proposal Evaluation Committee reserves the right to reject any or all proposals on the basis of any deviations.
- f) Each of the responses shall be evaluated as per the criteria and requirements specified in this RFP.

##### **4.7.1 Tender Opening**

The Proposals submitted up to 17.02.2023 by 3:00 PM will be opened on 17.02.2023 at 4:00 PM by Proposal Evaluation Committee, in presence of those Bidders or their representatives who may be authorized by the bidder to be present at the time of opening. The representatives of the bidders should be advised to carry the identity card or a letter of authority from the tendering firms to be identified as bona-fide for attending the opening of the proposal.

##### **4.7.2 Tender Validity**

The offer submitted by the bidders should be valid for minimum period of 180 days from the date of submission of Tender. However, validity of the price bid of selected bidder will be for 60 months from the date of agreement.

##### **4.7.3 Tender/Proposal Evaluation**

- a) Initial Proposal scrutiny will be held to confirm that Proposals do not suffer from the infirmities detailed below. Proposals will be treated as non-responsive, if a Proposal is found to have been:

- submitted in manner not conforming with the manner specified in the RFP document
- Submitted without appropriate EMD as prescribed herein
- received without the Letter of Authorization
- containing subjective/incomplete information
- submitted without the documents requested in the checklist
- non-compliant with any of the clauses stipulated in the RFP
- having lesser than the prescribed validity period.

The EMD of all non-responsive bids shall be returned to the bidders.

- b) All responsive Bids will be considered for further processing as below:

OCAC will prepare a list of responsive bidders, who comply with all the Terms and Conditions of the Tender. All eligible bids will be considered for further evaluation by a committee according to the Evaluation process defined in this RFP document. The decision of the Committee will be final in this regard.

## 5 Criteria for Evaluation

Tenders for this contract will be assessed in accordance with **Least Cost Selection (LCS i.e., L1)** system i.e., the bidder who have quoted lowest total quote (i.e., Lowest quote in Grand Total column in Commercial bid) will be awarded the work. All bids will primarily be evaluated on the basis of Pre-Qualification Criteria. The Proposal Evaluation Committee will carry out a detailed evaluation of the proposals, only those who qualify all Prequalification criteria, in order to determine whether the technical aspects are in accordance with the requirements set forth in the RFP Documents. In order to reach such a determination, the Proposal Evaluation Committee will examine and compare the technical aspect of the proposals on the basis of information provided by the bidder, taking into account the following factors:

- a) Overall completeness and compliance with the requirement
- b) Proposed technical compliance sheet, quoted product data sheet, brochures & work-plan that the bidder will achieve the performance standards within the time frame described in RFP documents.
- c) Any other relevant factors, if any, listed in RFP document or the OCAC deems necessary or prudent to take into consideration

In order to facilitate the technical proposal evaluation, the technical specification laid down along with the assigned weights have been presented in subsequent section. The marking scheme presented here is an indication of the relative importance of the evaluation criteria. Bidders securing a minimum of eligible marks in the technical evaluation will only be considered for further financial bid evaluation. Bids of Tenders which don't secure the minimum specified technical score will be considered technically non-responsive and hence debarred from being considered for financial evaluation.

### 5.1 Prequalification Criteria (General Bid)

Keeping in nature of the work involved, following criteria are prescribed as pre-qualification criteria for the Bidder interested in undertaking the project. Technical Bids of only the successful pre-qualifiers will be opened for evaluation.

SI#	Basic Requirement	Specific Requirement	Documents required
a)	General	The Bidder or its OEM incorporated in a country sharing a land boundary with India cannot participate in this bid.	Declaration by the Bidder /OEM on their letter head in this regard should submit along with the Bid.
b)	Legal Entity	The bidder must be a company registered in India under Indian Companies Act 1956/2013 and must have GST registration & up- to-date Income Tax Return, PAN and must be having business operations in India for the last five years as on 31st March 2022.  <i>Note: - Consortium of any kind shall not be acceptable for this project. Any deviation would lead to disqualification or termination of the same.</i>	<ul style="list-style-type: none"> <li>- Copy of Certificate of Incorporation</li> <li>- Copy of GST Registration Certificate</li> <li>- Copy of PAN</li> </ul>
c)	Sales Turnover in Agency	Average Turnover of the bidder from IT/ITES must be ₹50 Crores (Rupees Hundred Fifty Crore) in last three financial years ending with 31st March 2022.	<ul style="list-style-type: none"> <li>- Audited Balance sheet</li> <li>- Certificate from CA</li> </ul>
d)	Net worth	The company must be positive net worth in last three financial years ending with 31st March 2022 (i.e., 2019-20, 2020-21 & 2021-22).	- Certificate from CA
e)	Certifications	The bidder must have valid ISO 9001 Certificate as on date of submission of this RFP.	- Copy of certificate
f)	Local Presence	The bidder should have an office in Odisha and a valid GST Registration. However, if the presence is not there in Odisha, the bidder should give an undertaking for establishment of a project office, within one month of award of the contract.	-Relevant Documents

g)	Technical Capability	<p>The bidder/OEM must have successfully undertaken at least the following numbers of similar assignments of value specified herein: -</p> <p>One project of similar nature in system integration, not less than the amount ₹12,00,00,000/- (Twelve Crores Only)</p> <p><b>OR</b></p> <p>Two projects of similar nature in system integration) not less than the amount ₹9,00,00,000/- (Nine Crores Only)</p> <p><b>OR</b></p> <p>Three projects of similar nature in system integration, not less than the amount ₹6,00,00,000/- (Six Crores Only)</p> <p>“Similar Nature” is defined as: Supply, Installation &amp; Commissioning of IT Hardware i.e., Desktop/Laptop/TVs/Panel/other IT Components in any State Govt./Central Govt./PSUs/Corporate in last seven years. Purchase Order (PO) should be in the name of OEM/bidder only. Consortium Purchase orders will not be considered. All the components should be included in a single PO.</p>	Copy of Work Order + Project completion/ Continuation certificate
h)	OEM Authorization	<p>The bidder must attach Manufactures Authorization certificate specific to this tender &amp; Back-to- back support letter from the OEM for providing Warranty Support and services covered under this RFP for a period of Three (03) Years.</p> <p>- 43 Inch Smart TV</p> <p><i>Bid specific MAF should be provided and the same will be verified by the representative available in east India of the concerned OEM.</i></p>	MAF as per Annexure

i)	Blacklisting	The bidder should not be under blacklist by any Government Department / Government Agency / PSU in India as on date of submission of bid	Self-declaration duly signed by authorized bid signatory
j)	Authorized Representative from Bidder	A power of attorney / board resolution in the name of the person signing the bid.	Original Power of attorney on legal paper/ Board resolution copy

## 5.2 Technical Evaluation Criteria

The proposal evaluation committee will evaluate the proposals submitted by the bidders with a detailed scrutiny. During evaluation of proposals, OCAC, may, at its discretion, ask the bidders for clarification of their Proposals. Only those proposals meeting the pre-qualification criteria will be selected for technical evaluation. Financial bid of those bidders who qualify in Technical proposal shall be opened. The product specifications are mentioned in detail in **Clause-7.10** under minimum technical specification. Please refer to the same for required sizing. Bidder should propose products in order to comply the requirement.

## 5.3 Financial bid Evaluation Criteria

- a) The bid with lowest Financial (L1) i.e., "lowest price quoted" in Grand total as mentioned in the Financial Bid/Commercial Table (as above) will be considered as the Successful bid i.e., Lowest Bid (L1 Bid)
- b) Only fixed price financial bids indicating total price for all the deliverables and services specified in this bid document will be considered.
- c) The bid price will be inclusive of all taxes and levies and shall be in Indian Rupees.
- d) Any conditional bid would be rejected.
- e) Errors & Rectification- Arithmetical errors will be rectified on the following basis:
  - i. If there is a discrepancy between the unit price and the total price of any item that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected accordingly.
  - ii. In case of multiple items, grand total price shall be corrected adding the sub-total costs of each item.
  - iii. If there is a discrepancy between words and figures in respect of unit price, the amount in words will prevail.

## 6 Appointment of Agency or Service Provider

### 6.1 Award Criteria

OCAC will award the Contract to the successful bidder whose proposal has been determined to be substantially responsive and has been determined as the most responsive bids as per the process outlined above.

## **6.2 Right to Accept Any Proposal & Reject Any / All Proposal(s)**

OCAC reserves the right to accept or reject any proposal, and to annul the tendering process / Public procurement process and reject all proposals at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for such action.

## **6.3 Purchaser's Procurement Rights**

Without incurring any liability, whatsoever to the affected bidder or bidders, the Purchaser reserves the right to:

- a) Amend, modify, or cancel this tender and to reject any or all proposals without assigning any reason.
- b) Change any of the scheduled dates stated in this tender.
- c) Reject proposals that fail to meet the tender requirements.
- d) Exclude any of the module(s)
- e) Remove any of the items at the time of placement of order.
- f) Increase or decrease quantity of materials
- g) Increase or decrease no. of resources supplied under this project.
- h) Should the Purchaser be unsuccessful in negotiating a contract with the selected bidder, the Purchaser will begin contract negotiations with the next best value bidder in order to serve the best interest.
- i) Make typographical correction or correct computational errors to proposals
- j) Request bidders to clarify their proposal.
- k) No request for change in model or product shall be entertained during the bidding and post bidding process. In case any bidder request for such changes their order will be cancelled by forfeiting the EMD.

## **6.4 Notification of Award**

Prior to the expiry of the validity period, OCAC will notify the successful bidder in writing or by fax or email (in shape of issuing Letter of Intent), that its proposal has been accepted. In case the tendering process / public procurement process has not been completed within the stipulated period, OCAC may like to request the bidders to extend the validity period of the bid.

The notification of award will constitute the formation of the contract. Upon the successful bidder's furnishing of Performance Bank Guarantee, OCAC will notify each unsuccessful bidder and return their EMD.



## **6.5 Contract Finalization and Award**

OCAC shall reserve the right to negotiate with the bidder(s) whose proposal has been ranked best value bid on the basis of Technical and Commercial Evaluation to the proposed Project. On this basis the contract agreement would be finalized for award & signing.

## **6.6 Signing of Contract**

After OCAC notifies the successful bidder that its proposal has been accepted, OCAC shall issue purchase order and a tripartite contract shall be executed among OCAC and successful bidder taking into account the relevant clauses of RFP, pre-bid clarifications, Corrigenda, the proposal of the bidder in addition to other agreed clauses.

## **6.7 Performance Guarantee**

On receipt of a letter of intent from OCAC, the successful Bidder will furnish a bank guarantee, by way of performance security, equivalent to 3% (THREE Percent) of the total contract value excluding tax, on or before the signing of the subsequent contract, typically within 15 days from notification of award, unless specified to the contrary (Performance Guarantee). In case the successful Bidder fails to submit Performance Guarantee within the time stipulated, the Purchaser may at its sole discretion cancel the letter of intent without giving any notice and encash the EMD furnished by the Bidder, in addition to any other right available to it under this RFP.

The Performance Guarantee furnished by the successful Bidder shall be in the manner prescribed at point no. **8.8**. The successful Bidder shall ensure, the Performance Guarantee is valid for 39 months i.e., at all times during the Term of the subsequent contract (including any renewal) and for a period of 60 days beyond all contractual obligations, including warranty terms.

The Purchaser may invoke the Performance Guarantee in the event of a material breach by the successful Bidder leading to termination for material breach.

## **6.8 Failure to Agree with the Terms and Conditions of the RFP**

Failure of the successful bidder to agree with the Terms & Conditions of the RFP and the Proposal submitted by the successful bidder, despite the deviations submitted by the Bidder are adequately considered and mutually agreed, shall constitute sufficient grounds for the annulment of the award, in which event OCAC may award the contract to the next best value bidder or call for new proposals from the interested bidders. In such a case, the OCAC shall invoke the PBG or the EMD as the case may be, of the most responsive bidder.

## **7 Scope of Work**

### **7.1 Brief Background**

Procurement, Supply, Installation & Warranty Support of Smart TVs for Anganwadi & Primary School Centre Government of Odisha

Odisha Computer Application Centre (OCAC) inviting proposals on **TURNKEY BASIS** from the reputed agencies towards Procurement, Supply, Installation & Warranty Support of Smart TVs for Anganwadi & Primary School Centre Government of Odisha. The scope of work primarily focuses on procurement, supply, installation & warranty support of Smart TVs at Anganwadi & Primary School Centre for a period of Three (03) Years. All the hardware, software/firmware required to meet the required functionalities should be supplied by the selected bidder.

The objective of the project is to achieve the digital information in Anganwadi & Primary School Centre. Smart TVs with internet features will enable children to have access to online information and improve their learning outcomes and ensuring digital information access for rural students. The detailed scope for the bidder are mentioned below: -

1. Supply and installation of 43 Inch Smart TV Unit with wall mount kit at respective site, complying to the Technical Specification given in this RFP, along with all accessories. The supplied equipment should have latest technology features and standards.
2. Required documents/manuals will be delivered at respective locations.
3. Three-year default warranty support of the equipment from the date of acceptance.
4. On-site support from Bidder whenever required
5. Advanced replacement of hardware.
6. Software/firmware updates and upgrades at no cost to OCAC.
7. On-site support from bidder for day to day operational issues as and when arises.
8. Central Monitoring of the devices & Content Management.
9. Management of all the devices with asset coding and updating the same to OCAC throughout the contract period i.e. three years.
10. The Bidder shall ensure the safe delivery of the equipment up to the designated place of installation. Any transit insurance, labor, road permits etc., if required for the same, shall be arranged by the Bidder at no extra cost to OCAC/Client Department.
11. Testing of the equipment commissioned and ensuring proper functioning at all location.
12. Helpdesk and onsite support for repair and maintenance of supplied equipment.

## **7.2 Installation of Equipment**

Procurement, Supply and installation of Digital Classroom Assessment System hardware, operating system and application software etc. in selected schools. The Bidder shall ensure the safe delivery of the equipment up to the designated place of installation. Any transit insurance, labor, road permits etc., if required for the same, shall be arranged by the Bidder at no extra cost to OCAC.

## **7.3 Insurance**

The Smart TV is to be fully insured against any loss or damage caused to it including theft, burglary, fire or any physical damage during transit period.

## 7.4 Timeline

The necessary installation, & commissioning of Smart TV in allotted Anganwadi and primary school centre should be completed within the time duration of FOUR MONTHS (04) from the date of issue of Purchase Order.

## 7.5 Warranty

All the equipment supplied under this RFP must have 3 years' warranty.

### 7.5.1 Service Level Change Controls

- a) General
  - i) It is acknowledged that this Service levels may change as Purchaser's business needs evolve over the course of the contract period. As such, this document also defines the following management procedures:
  - ii) A process for negotiating changes to the Service Levels
  - iii) An issue management process for documenting and resolving particularly difficult issues.
- b) Purchaser and Bidder management escalation process to be used in the event that an issue is not being resolved in a timely manner by the lowest possible level of management.
- c) Any changes to the levels of service provided during the term of this Agreement will be requested, documented and negotiated in good faith by both parties. Either party can request a change.
- d) Service Level Change Process: The parties may amend Service Level by mutual agreement in accordance. Changes can be proposed by either party. Unresolved issues will also be addressed. The bidder's representative will maintain and distribute current copies of the Service Level document as directed by Purchaser. Additional copies of the current Service Levels will be available at all times to authorized parties.
- e) Version Control: All negotiated changes will require changing the version control number. As appropriate, minor changes may be accumulated for periodic release or for release when a critical threshold of change has occurred.

## 7.6 Payment Terms

Sl. No.	Project Milestone	Payment (%)	Documents Required
1	Delivery and Installation of Equipment at sites.  <i><b>Note:</b> Payment shall be made on prorate basis on delivery &amp; verification thereof of each 2000 display unit in FOUR lots. (70% of the contract value of each 2000 display unit).</i>	70% of the contract value	1. Original Delivery Challan 2. Original Invoice (In triplicate)  <i><b>Note:</b> In case the site is not ready and any dependency from the department related to site clearance/readiness for delivery of material, then the bidder will get 60% of the amount towards</i>

			<i>delivery.</i>
2	User Acceptance Test (UAT)  <b>Note:</b> <i>Payment shall be made on prorate basis on completion of each 2000 classrooms Installation &amp; UAT- 30 % of the contract value.</i>	30 % of the contract value	1. Demonstration of Equipment 2.Warranty Certificate for THREE (3) years from the date of User Acceptance Test (UAT) from OEM. 3.Acceptance Letter from OCAC.
<b>Additional considerations:</b>			
<ol style="list-style-type: none"> <li>1. All payments will be made in INR only.</li> <li>2. No advance will be paid, or no letter of credit will be issued.</li> <li>3. Any upward/downward revision of taxes (GST) shall be applicable at the time of invoicing. However, to arrive at the bid value of the respective bidder, bidder has to quote the charges inclusive of all taxes mentioning the prevailing tax rates.</li> <li>4. The Successful Bidder will have full and exclusive liability for payment of all Duties, Taxes and other statutory payments payable under any or all of the Statutes/Laws/Acts etc. now or hereafter imposed.</li> <li>5. The invoice may only be raised by the bidder if necessary, documentation supporting the acceptance of required good and related services is provided by the department in writing. These supporting evidences along with the invoice is mandatory to get the payment processed by the TIA. Payment shall be made within 30 days of the submission of invoices.</li> <li>6. The payment will be subject to fulfilment of warranty obligations.</li> </ol>			

**Service Levels and Penalty Terms:**

Sl. No.	Description	Service Level	Applicable Penalty
1.	Supply and complete acceptance testing for 100% of the ordered quantity at all locations of device(s) within 120 days of issuance of Work Order by the Department	120 days	No Penalty
		120 to 150 days	0.5 % (the value of undelivered and / or not accepted quantity) per week or part thereof, for every subsequent week subject to a max of 4 weeks.
		> 150 days	The Contract shall be terminated and the PBG shall be forfeited.

***Note - Public Holidays as declared by Government of Odisha will be excluded for the above downtime calculation.***

## 7.7 Other General Clauses of payment to be noted

- No advance payment shall be made to the bidder under any circumstances
- Payment will be made within 30 days of submission of invoice along with all required supporting documents.
- All payments will be made subject to TDS (Tax deduction at Source) as per the income- Tax Act, 1961 and other taxes if any as per Government of India rules.
- All tax will be calculated and paid as per prevailing rates.
- In case the bidder fails to execute the contract, OCAC shall be at a liberty to get it done through any other agency with full cost recoverable from the bidder in addition to damages and penalty.
- All above reports and certificates are to be signed by the concerned Anganwadi & Primary School Centre representatives.

## 7.8 Exit Management

- The bidder shall submit a systematic Exit Management Plan, Six (6) months prior to the end of the contract period.
- The Exit Management Plan should be discussed with OCAC & Department and finalized prior to its execution.
- In case of termination, the Exit Management Plan will be executed within the minimum period to transfer the knowledge till the next successor has been selected to operate the Contact Centre without affecting its services.
- The bidder needs to submit the following deliverables as part of the Exit Management Process.
  - ✓ Exit Management Plan
  - ✓ Updated Status of the Project with entire equipment details & User Manuals, if any
  - ✓ Knowledge transfer and handover/takeover of documents and other relevant materials between the outgoing and the new bidder.

## 7.9 Bill of Quantity (BOQ)

Sl. No.	Item Details	Offered Make & Model (to be filled in by the bidder)	UoM	Qty.
1	43 Inch or Higher Smart TV		No	8044
2	Content Management		No	8044

### Note:

- ❖ The bidder is responsible for Delivery, Installation & Warranty Support of all the IT Components related to Smart TVs.
- ❖ The bidder is responsible to maintain the warranty support of all IT (Hardware & its associated Software/Firmware) for a period of three years.
- ❖ All the equipment supplied under this RFP must have 3 Years warranty.

## 7.10 Minimum Technical Specifications

Technical Specification for Smart TV			
<b>OEM Criteria:</b>			
<ol style="list-style-type: none"> <li>1. OEM Product should not be manufactured in any country sharing land border with India.</li> <li>2. OEM must have ISO 9001 and 14001 certificate.</li> <li>3. OEM must have Service Centre from last 3 years in India.</li> <li>4. OEM must have R &amp; D centre available in India.</li> <li>5. OEM Should have toll free call Centre number for service call registration.</li> <li>6. OEM must have service centre in more than 05 districts in Odisha. If the service centre is not available in district of Odisha, OEM shall give a declaration stating that the same will be set-up by them in at least five district within one moth of issuance of purchase order.</li> <li>7. OEM shall give a declaration in his official letter head from "Country Head" stating that the product shall not attend end of support within 7 years from the date of supply.</li> </ol>			
Sl. No.	Feature	Description	Compliance (Yes/No)
1	Diagonal Size	43" or Higher	
2	Panel Type	60Hz E-LED BLU / DLED-OD22 Frameless	
3	Resolution	3840*2160 (4K UHD)	
4	Native Contrast Ratio	4700:1 or Better	
5	Viewing Angle(H/V)	178:178	
6	Response Time	8ms	
7	Display Color	16.7 M	
8	Color Gamut	92%	
9	Dynamic C/R	500000:1 or Better	
10	Audio	Built in Speaker(10W + 10W) or Better	
11	Input Type	HDMI x 2 or More	
		HDCP 1.4 / 2.2	
		Minimum One USB 2.0 or More	
12	Output Type	Optical	
13	Duty Cycle	16/7	
14	Special features	Adaptive Sound, Instant On, Game Mode, Mobile to TV Mirroring, DLNA, Remote Access, Easy Setup-, Wi-Fi Direct, TV Sound to Mobile, Sound Mirroring, App (WEBBOS TV, Android, & iOS or Tizen), On/Off timer, Autorun Signage (App auto launch),App pre-installation, OTN On/Off, Panel button lock, USB port lock, Mobile Connection menu lock	
15	File Support	Direct viewing of Images and Video from pen drive	
16	External Control	RJ45,WiFi 5, Bluetooth supported	

17	Vesa Mount	200*200mm	
18	Safety	CE, UL & BIS EMC-Class B	
19	Content Management	Mobile application for Android/IOS device to manage and control content, enabling efficiency and best experience to use display effectively. Install a usage and performance tracking application for Android to track the performance and use.	
20	Warranty	3 Years Onsite	

**Note: -**

- Installation, Commissioning and Warranty support of all the IT equipment for a period of 3 Years from the date of UAT.
- Equipment Configurations are to be followed as per latest Industry Standards.

## 8 Formats for Submission of Proposal

### 8.1 Bidder's Organisation (General Details)

(To be submitted on the Letterhead of the Bidder)

Sl. No.	Information	Details
1.	Name of Bidder	
2.	Registered Address of Bidder	
3.	Address for Communication	
4.	Name, Designation and Address of the contact person to whom all references shall be made regarding this Tender	
5.	Telephone no. of contact person:	
6.	Mobile no. of contact person:	
7.	Fax no. of contact person:	
8.	E-mail address of contact person:	
9.	GST Number of the Firm	
10.	PAN No. of the firm	
11.	EPF Registration No	
12.	ESIC Registration No.	
13.	Address of local office in Odisha, if any	
14.	Name and contact details of the contact person in Odisha, if any	
15.	Turnover	FY 2019-20 FY 2020-21 FY 2021-22
16.	Net Worth	

Authorized Signatory with Date and Seal:



## 8.2 Self-Declaration: Not Blacklisted

To (Company letter head)

The General Manager (Admin)  
Odisha Computer Application Centre  
(Technical Directorate of I.T. Dep't, Govt. of Odisha)  
N-1/7-D, Acharya Vihar P.O. - RRL, Bhubaneswar - 751013

**Sub: Selection of Agency for Procurement, Supply & Installation of Smart TVs for Anganwadi & Primary School Centre Government of Odisha – *Self Declaration for not Blacklisted***

Sir

In response to the RFP Enq. No.: OCAC-SEGP-INFRA-0007-2023-23006 for RFP titled "Selection of Agency for Procurement, Supply & Installation of Smart TVs for Anganwadi & Primary School Centre Government of Odisha", as an owner/ partner/ Director of (organisation name) \_\_\_\_\_ I/ We hereby declare that presently our Company/ firm is not under declaration of ineligible for corrupt & fraudulent practices, blacklisted either indefinitely or for a particular period of time, or had work withdrawn, by any State/ Central government/ PSU.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken, my/ our security may be forfeited in full and the tender if any to the extent accepted may be cancelled.

Thanking you,

Signature  
(Authorised Signatory)

Seal:

Date:

Place:

Name of the Bidder:

### 8.3 Bidder's Authorisation Certificate

To (Company letter head)  
The General Manager (Admin)  
Odisha Computer Application Centre  
(Technical Directorate of I.T. Dep't, Govt. of Odisha)  
N-1/7-D, Acharya Vihar P.O. - RRL, Bhubaneswar - 751013

**Sub: Selection of Agency for Procurement, Supply & Installation of Smart TVs for Anganwadi & Primary School Centre Government of Odisha – Bidder's Authorization Certificate**

Sir,

With reference to the RFP Enq. No.: RFP Enq. No.: OCAC-SEGP-INFRA-0007-2023-23006, Ms./Mr. <Name>, <Designation> is hereby authorized to attend meetings & submit pre-qualification, technical & commercial information as may be required by you in the course of processing the above said Bid. She/he is also authorized to attend meetings & submit technical & commercial information as may be required by you in the course of processing above said application. Her/his contact mobile number is \_\_\_\_\_ and Email id is \_\_\_\_\_. For the purpose of validation, his/ her verified signatures are as under.

Thanking you,

Signature  
(Authorised Signatory)

Verified Signature by  
Director/CEO

Seal:

Date:

Place:

Name of the Bidder:

#### 8.4 Acceptance of Terms & Conditions

To (Company letter head)  
The General Manager (Admin)  
Odisha Computer Application Centre  
(Technical Directorate of I.T. Dep't, Govt. of Odisha)  
N-1/7-D, Acharya Vihar P.O. - RRL, Bhubaneswar - 751013

**Sub: Selection of Agency for Procurement, Supply & Installation of Smart TVs for Anganwadi & Primary School Centre Government of Odisha – *Acceptance of Terms & Conditions***

Sir,

I have carefully and thoroughly gone through the Terms & Conditions along with scope of work contained in the RFP Enq. No.: OCAC-SEGP-INFRA-0007-2023-23006 regarding "Selection of Agency for Procurement, Supply & Installation of Smart TVs for Anganwadi & Primary School Centre Government of Odisha".

I declare that all the provisions/clauses including scope of work of this RFP document are acceptable to my company. I further certify that I am an authorized signatory of my company and am, therefore, competent to make this declaration.

Thanking you,

Signature  
(Authorised Signatory)

Seal:

Date:

Place:

Name of the Bidder:

## 8.5 Technical Bid Cover Letter

To (Company letter head)  
The General Manager (Admin)  
Odisha Computer Application Centre  
(Technical Directorate of I.T. Dep't, Govt. of Odisha)  
N-1/7-D, Acharya Vihar P.O. - RRL, Bhubaneswar - 751013

**Sub: Selection of Agency for Procurement, Supply & Installation of Smart TVs for Anganwadi & Primary School Centre Government of Odisha – *Technical Bid Submission***

Sir,

We, the undersigned, offer to provide solution to OCAC, for Selection of Selection of Agency for Procurement, Supply & Installation of Smart TVs for Anganwadi & Primary School Centre Government of Odisha in response to the RFP Enq. No.: OCAC-SEGP-INFRA-0007-2023-23006.

We are hereby submitting our Proposal, which includes the Pre-Qualification Bid, Technical bid and the Commercial Bid sealed in a separate envelope.

We hereby declare that all the information and statements made in this Technical bid are true and accept that any misinterpretation contained in it may lead to our disqualification.

We undertake, if our Proposal is accepted, to initiate the implementation services related to the assignment not later than the date indicated in the RFP Document.

We agree to abide by all the terms and conditions of the RFP document. We would hold the terms of our bid valid for 180 days as stipulated in the RFP document.

We understand you are not bound to accept any Proposal you receive.

Thanking you,

Signature  
(Authorised Signatory)

Seal:

Date:

Place:

Name of the Bidder:

**8.5.1 Project Citation Format**

<b>Relevant IT / e-Gov Project Experience</b>	
<i>General Information</i>	
Name of the project	
Client for which the project was executed	
Name and contact details of the client	
Date of award and date of completion	
<i>Project Details</i>	
Description of the project	
Scope of services	
Service levels being offered/ Quality of service (QOS)	
Technologies used	
Outcomes of the project	
<i>Other Details</i>	
Total cost of the project	
Total cost of the services provided by the respondent	
Duration of the project (no. of months, start date, completion date, current status)	
<i>Other relevant Information</i>	
Copy of Work Order	

### 8.5.2 Proposed Solution

Technical approach, methodology and work plan are key components of the Technical Proposal. It is suggested to present Approach and Methodology divided into the following sections:

- a) Solution Proposed
- b) Understanding of the project (how the solution proposed is relevant to the understanding)
- c) Technical Approach and Methodology

Thanking you,

Signature  
(Authorised Signatory)

Seal:

Date:

Place:

Name of the Bidder:

**8.5.3 Proposed Work Plan**

Sl#	Activity <sup>1</sup>	Weeks							
		1	2	3	4	5	6	7	n
a)									
b)									
c)									
d)									
e)									
f)									
g)									
h)									
i)									
j)									
k)									
l)									
m)									
n)									
o)									
p)									
q)									
r)									
s)									
t)									
u)									
v)									
w)									
x)									
y)									
z)									

1. Indicate all main activities of the assignment, including delivery of reports (e.g.: inception, interim, and final reports), and other benchmarks such as Purchaser approvals. For phased assignments indicate activities, delivery of reports, and benchmarks separately for each LOT.
2. Duration of activities shall be indicated in the form of a bar chart.







## 8.6 Undertaking on Pricing of Items of Technical Response

To (Company letter head)  
The General Manager (Admin)  
Odisha Computer Application Centre  
(Technical Directorate of I.T. Dep't, Govt. of Odisha)  
N-1/7-D, Acharya Vihar P.O. - RRL, Bhubaneswar - 751013

**Sub: Selection of Agency for Procurement, Supply & Installation of Smart TVs for Anganwadi & Primary School Centre Government of Odisha – *Undertaking on Pricing of Items of Technical Response***

Sir,

I/We do hereby undertake that Commercial Proposal submitted by us, against RFP Enq. No.: OCAC-SEGP-INFRA-0007-2023-23006 is inclusive of all the items in the technical proposal and is inclusive of all the clarifications provided/may be provided by us on the technical proposal during the evaluation of the technical offer. We understand and agree that our Commercial Proposal is firm and final and that any clarifications sought by you and provided by us would not have any impact on the Commercial Proposal submitted by us.

Thanking you,

Signature  
(Authorised Signatory)

Seal:

Date:

Place:

Name of the Bidder:

## 8.7 Manufacturers' Authorization Form (MAF)

(To be submitted in OEM letter head)

To

The General Manager (Admin)  
Odisha Computer Application Centre  
(Technical Directorate of I.T. Dep't, Govt. of Odisha)  
N-1/7-D, Acharya Vihar P.O. - RRL, Bhubaneswar - 751013

**Sub: Selection of Agency for Procurement, Supply & Installation of Smart TVs for Anganwadi & Primary School Centre Government of Odisha - OEM Authorization Form (RFP Enq. No.: OCAC-SEGP-INFRA-0007-2023-23006)**

We who are established and reputable manufacturers / producers of \_\_\_\_\_ having factories / development facilities at (address of factory / facility) do hereby authorize M/s \_\_\_\_\_ (Name and address of bidder) to submit a Bid, and sign the contract with you against the above Bid Invitation.

We hereby extend our full guarantee and warranty for the Solution, Products and services offered by the above firm against this Bid Invitation.

We also undertake to provide any or all of the following materials, notifications, and information pertaining to the Products manufactured or distributed by the Supplier:

- a. Such Products as the Purchaser may opt to purchase from the Supplier, provided, that this option shall not relieve the Supplier of any warranty obligations under the Contract; and
- b. in the event of termination of production of such Products:
  - i. advance notification to the Purchaser of the pending termination, in sufficient time to permit the Bank to procure needed requirements; and
  - ii. Following such termination, furnishing at no cost to the Purchaser, the blueprints, design documents, operations manuals, standards, source codes and specifications of the Products, if requested.

We duly authorize the said firm to act on our behalf in fulfilling all installations, Technical support and maintenance obligations required by the contract.

Yours faithfully,

(Name)

(Name of Producers/Manufacturer)

Note: This letter of authority should be on the letterhead of the manufacturer and should be signed by a person competent and having the power of attorney to bind the manufacturer. The Bidder in its Bid should include it.

## 8.8 Format for Bank Guarantee for Earnest Money Deposit

To

The General Manager (Admin)  
Odisha Computer Application Centre  
(Technical Directorate of I.T. Dep't, Govt. of Odisha)  
N-1/7-D, Acharya Vihar P.O. - RRL, Bhubaneswar - 751013

**Sub: Selection of Agency for Procurement, Supply & Installation of Smart TVs for Anganwadi & Primary School Centre Government of Odisha - RFP Enq. No.: OCAC-SEGP-INFRA-0007-2023-23006**

Whereas <<Name of the bidder>> (hereinafter called 'the Bidder') has submitted the bid for Submission of RFP Enq. No.: OCAC-SEGP-INFRA-0007-2023-23006 for Selection of Agency for Procurement, Supply & Installation of Smart TVs for Anganwadi & Primary School Centre Government of Odisha (hereinafter called "the Bid") to OCAC

Know all Men by these presents that we <<Name of the Bidder>> having our office at <<Address>> (hereinafter called "the Bank") are bound unto the <<Nodal Agency>> (hereinafter called "the Purchaser") in the sum of Rs. <<Amount in figures>> (Rupees <<Amount in words>> only) for which payment well and truly to be made to the said Purchaser, the Bank binds itself, its successors and assigns by these presents. Sealed with the Common Seal of the said Bank this <<Date>>

The conditions of this obligation are:

1. If the Bidder having its bid withdrawn during the period of bid validity specified by the Bidder on the Bid Form; or
2. If the Bidder, having been notified of the acceptance of its bid by the Purchaser during the period of validity of bid
  - a. Withdraws his participation from the bid during the period of validity of bid document; or
  - b. Fails or refuses to participate in the subsequent Tender process after having been short listed;

We undertake to pay to the Purchaser up to the above amount upon receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser will note that the amount claimed by it is due to it owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to <<insert date>> and including <<extra time over and above mandated in the RFP>> from the last date of submission and any demand in respect thereof should reach the Bank not later than the above date.

NOTWITHSTANDING ANYTHING CONTAINED HEREIN:

- i) Our liability under this Bank Guarantee shall not exceed Rs. <<Amount in figures>> (Rupees <<Amount in words>> only)
- ii) This Bank Guarantee shall be valid upto <<insert date>>)
- iii) It is condition of our liability for payment of the guaranteed amount or any part thereof arising under this Bank Guarantee that we receive a valid written claim or demand for payment under this Bank Guarantee on or before <<insert date>>) failing which our liability under the guarantee will automatically cease.

(Authorized Signatory of the Bank)

Seal:

Date:

## 8.9 Financial Bid Letter

To (Company letter head)  
The General Manager (Admin)  
Odisha Computer Application Centre  
(Technical Directorate of I.T. Dep't, Govt. of Odisha)  
N-1/7-D, Acharya Vihar P.O. - RRL, Bhubaneswar - 751013

**Sub: Selection of Agency for Procurement, Supply & Installation of Smart TVs for Anganwadi & Primary School Centre Government of Odisha – *Financial Bid Submission***

Sir,

We, the undersigned, offer to provide the service for Selection of Selection of Agency for Procurement, Supply & Installation of Smart TVs for Anganwadi & Primary School Centre Government of Odisha as per RFP Enq. No.: OCAC-SEGP-INFRA-0007-2023-23006 and our Proposal (Technical and Financial Proposals). Our attached Financial Proposal is for the sum of <<Amount in words and figures>> exclusive of taxes and duties.

### 1) PRICE AND VALIDITY

All the prices mentioned in our Tender are in accordance with the terms as specified in the RFP documents. All the prices and other terms and conditions of this Bid are valid for a period of 5 years from the date of opening of the Bid.

We hereby confirm that our prices do not include any taxes and duties.

We understand that the actual payment would be made as per the existing tax rates during the time of payment.

### 2) UNIT RATES

We have indicated in the relevant forms enclosed, the unit rates for the purpose of on account of payment as well as for price adjustment in case of any increase to / decrease from the scope of work under the contract.

### 3) TENDER PRICING

We further confirm that the prices stated in our bid are in accordance with your clauses in RFP/Tender document.

### 4) QUALIFYING DATA

We confirm having submitted the information as required by you in your RFP. In case you require any other further information/ documentary proof in this regard before/during evaluation of our Tender, we agree to furnish the same in time to your satisfaction.

### 5) BID PRICE

We declare that our Bid Price is for the entire scope of the work as specified in the <Refer Section No.>. These prices are indicated Commercial Bid attached with our Tender as part of

the Tender. In case there is substantial difference between the component wise price approved by OCAC and the price quoted by the bidder, OCAC will have the rights to ask the bidder to realign their cost without impacting the total bid price. We hereby agree to submit our offer accordingly.

6) PERFORMANCE BANK GUARANTEE

We hereby declare that in case the contract is awarded to us, we shall submit the Performance Bank Guarantee as specified in the clause 6.7 of this RFP document.

Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal, i.e., [Date].

We understand you are not bound to accept any Proposal you receive.

We hereby declare that our Tender is made in good faith, without collusion or fraud and the information contained in the Tender is true and correct to the best of our knowledge and belief.

We understand that our Tender is binding on us and that you are not bound to accept a Tender you receive.

Thanking you,

Signature  
(Authorised Signatory)

Seal:

Date:

Place:

Name of the Bidder:

**8.9.1 Commercial Bid****Supply & Installation of Smart TVs for Anganwadi & Primary School Centre**

SL#	Particulars	Quantity	Price Per Unit @ Centre (in Rs.)		
			Before Taxes	GST (Rate)	Total Price
1	Smart TV	01		___ (___%)	
2	Content Management	01		___ (___%)	
3	One time delivery, installation & integration cost	01			
	<b>Total Cost For One Centre</b>	01			
	<b>Grand Total Cost for 8044 Centres</b>	8044			

(All Cost should include 3 years of warranty support)

**8.9.10 Performance Security**

To

The General Manager (Admin)  
Odisha Computer Application Centre  
(Technical Directorate of I.T. Dep't, Govt. of Odisha)  
N-1/7-D, Acharya Vihar P.O. - RRL, Bhubaneswar - 751013

**Sub: Selection of Agency for Procurement, Supply & Installation of Smart TVs for Anganwadi & Primary School Centre Government of Odisha - RFP Enq. No.: OCAC-SEGP-INFRA-0007-2023-23006**

Whereas, <<name of the supplier and address>> (hereinafter called "the bidder") has undertaken, in pursuance of contract no. <Insert Contract No.> dated. <Date> to provide services for Selection of Agency for Procurement, Supply & Installation of Smart TVs for Anganwadi & Primary School Centre Government of Odisha (hereinafter called "the beneficiary")

And whereas it has been stipulated by in the agreement that the bidder shall furnish you with a bank guarantee by a recognized bank for the sum specified therein as security for compliance with its obligations in accordance with the agreement;

And whereas we, <Name of Bank> a banking company incorporated and having its head /registered office at <Address of Registered Office> and having one of its office at <Address of Local Office> have agreed to give the supplier such a bank guarantee.

Now, therefore, we hereby affirm that we are guarantors and responsible to you, on behalf of the supplier, up to a total of <<Cost of Service>> in (words) and we undertake to pay you, upon your first written demand declaring the supplier to be in default under the agreement and without cavil or argument, any sum or sums within the limits of <<Cost of Service>> (in



Words) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the bidder before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the agreement to be performed there under or of any of the agreement documents which may be made between you and the Bidder shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification. This Guarantee shall be valid until <<insert date>>

Notwithstanding anything contrary contained in any law for the time being in force or banking practice, this guarantee shall not be assignable or transferable by the beneficiary i.e OCAC. Notice or invocation by any person such as assignee, transferee or agent of beneficiary shall not be entertained by the Bank.

NOTWITHSTANDING ANYTHING CONTAINED HEREIN:

- i) Our liability under this bank guarantee shall not exceed <<amount>> (Amt. in words).
- ii) This bank guarantee shall be valid up to <<insert date>>.
- iii) It is condition of our liability for payment of the guaranteed amount or any part thereof arising under this bank guarantee that we receive a valid written claim or demand for payment under this bank guarantee on or before <<insert date>> failing which our liability under the guarantee will automatically cease.

(Authorized Signatory of the Bank)

Seal:

Date: