



ODISHA COMPUTER APPLICATION CENTRE

REQUEST FOR PROPOSAL

Enq.No.: -OCAC-SEGP-MISC-0011-2023-23034

OCAC invites Request for Proposal (RFP) for selection of Agency for Supply, Installation & Commissioning of ICT Infrastructure for Setting up of Mission Shakti Helpline. For details please visit websites www.ocac.in & www.odisha.gov.in. **The bid shall be submitted in electronic mode only in the portal <https://enivida.odisha.gov.in> latest by 06.06.2023, 2.00 PM.** 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

**Request for Proposal (RFP) for Selection of Agency for Supply, Installation &
Commissioning of ICT Infrastructure
For Setting up of Mission Shakti Helpline**

RFP No. - OCAC-SEGP-MISC-0011-2023-23034 , dated:08.05.2023



**Odisha Computer Application Centre (Technical Directorate of E&IT Department,
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The information contained in this Request for Proposal (hereinafter referred to as "RFP") document provided to the Bidders, by the Odisha Computer Application Centre (OCAC), Odisha, or any of its employees, is provided to the Bidder(s) on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided.

The purpose of this RFP document is to provide the Bidder(s) with information to assist in the formulation of Proposals. This RFP document does not aim to hold all the information each Bidder may require. This RFP document may not be appropriate for all persons, and it is not possible for the Odisha Computer Application Centre (OCAC) Odisha and its employees to consider the business/investment objectives, financial situation and particular needs of each Bidder who reads or uses this RFP document. Each Bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP document and where necessary obtain independent advice from appropriate sources. Odisha Computer Application Centre (OCAC) Odisha and its employees make no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of the RFP document. Client Department also accepts no liability of any nature whether resulting from negligence or otherwise howsoever caused arising from reliance of any Bidder upon the statements contained in the Bidding Documents.

Information provided in the RFP Document to the Bidder(s) is on a wide range of matters, some of which may depend upon interpretation of law. The information given is not intended to be an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. OCAC/Client Department accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on law expressed herein.

The issue of this RFP Documents does not imply that the OCAC/Client Department is bound to select a Bidder or to appoint the Selected Bidder or Service Provider for the Project and the OCAC/Client Department reserves the right to reject all or any of the Bidders or Bids without assigning any reason whatsoever.

The Bidder shall bear all its costs associated with or relating to the preparation and submission of its Bid including but not limited to preparation, copying, postage, delivery fees, uploading, expenses associated with any demonstrations or presentations which may be required by OCAC/Client Department or any other costs incurred in connection with or relating to its Bid. All such costs and expenses will remain with the Bidder and the OCAC/Client Department shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a Bidder in preparation or submission of the Bid, regardless of the conduct or outcome of the Selection process. OCAC may, in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP document.

Instruction to Bidders for Online Bid Submission

e-Nivida is a complete process of e-Tendering, from publishing of tenders online, inviting online bids, evaluation and award of contract using the system. The instructions given below are meant to assist the bidders in registering on e-Nivida Portal and submitting their bid online on the portal.

More information useful for submitting online bids on the e-Nivida 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 Enrolment” available on the home page by paying Registration Fees of ₹5,600/- inclusive of 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/ 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 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.

Clarifications on using e-Nivida 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 e-Nivida Helpdesk (as given below) for any query related to e-tendering.

Phone No.: 011-49606060/ Nos. available at www.enivida.odisha.gov.in

Mail id: odishaenivida@gmail.com

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1. NOTICE INVITING RFP

OCAC invites proposals from eligible agencies for setting up of ICT Infrastructure for Mission Shakti Helpline, as detailed in the Scope of Work in this RFP.

The RFP document can be downloaded from the OCAC websites <https://ocac.in>, <https://enivida.odisha.gov.in> and <https://www.odisha.gov.in> Response to this Request for Proposal (RFP) shall be deemed to have been done after careful study and examination of this document with full understanding of its implications. This and subsequent sections provide general information about the Issuer, important dates for RFP processing, addresses for communication and correspondence, and the overall eligibility, Technical evaluation criteria and related terms for the interested bidders.

OCAC reserve the right to cancel any or all the bids without assigning any reason thereof.

Issuer

The General Manager (Admn.)
Odisha Computer Application Centre
(OCAC) OCAC Building, Plot No.-N-1/7-D,
Acharya Vihar Square RRL Post Office, Bhubaneswar – 751013 (Odisha)

2. FACT SHEET

This Fact Sheet comprising important factual data of the tender is for quick reference of the Bidder.

Clause Reference	Topic
Bid Reference	OCAC-SEGP-MISC-0011-2023-23034 Request for Proposal (RFP) for Selection of Agency for Supply, Installation & Commissioning of ICT Infrastructure For Setting up of Mission Shakti Helpline
Bid Inviting Authority & Address	Odisha Computer Application Centre (OCAC) invites RFP for Selection of Agency for Supply, Installation & Commissioning of ICT Infrastructure for Mission Shakti Helpline. The General Manager (Admin) Odisha Computer Application Centre (OCAC) (Technical Directorate of I.T. Dept, Govt. of Odisha) N-1/7-D, Acharya Vihar,P.O.- RRL, Bhubaneswar -751013
Availability of Bid Document in the website	08.05.2023 (www.ocac.in , www.enivida.odisha.gov.in , www.odisha.gov.in)
Last date for receiving queries	12.05.2023
Date and Time of Pre-bid Conference	15.05.2023

RFP for Setting up of ICT Infrastructure for Mission Shakti Helpline

Issue of Corrigendum (if Required)	18.05.2023
Last Date and Time for Submission of Bid document	06.06.2023, 2 P.M
Evaluation Schedule	Opening of Pre-Qualification Bids (PQ) – 06.06.2023, 4 P.M. Opening of Technical Bids (TB) – To be intimated later Opening of Commercial Bid(CB) - To be intimated later
Method of Selection	Least Cost Selection (LCS) i.e., L1 method shall be used to select the bidder. The bidder is required to submit the bids General (Pre-qualification), Technical & Financial bid in eNivida portal (https://enivida.odisha.gov.in). Technical bid of those bidders who qualify in General Bid shall be opened. Financial bid of those bidders who qualify in Technical Bid by scoring more than 70% mark shall be opened.
RFP Document Fee	The RFP document can be downloaded from the website www.odisha.gov.in or www.ocac.in or https://enivida.odisha.gov.in/ . The bidders are required to submit the RFP document fee of ₹11,200/-(inclusive of 12% GST) Eleven Thousand Two Hundred Only 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 proposal (General Bid) documents.
Earnest Money Deposit (EMD)	The bidder must have submitted the EMD of ₹ 2,00,000/- (Rupees Two Lakhs only) in the shape of Bank Guarantee/Account Payee Demand Draft from any Nationalized / Scheduled Commercial Bank in favor of Odisha Computer Application Centre (OCAC) payable at Bhubaneswar. The EMD should be valid for a minimum period of 90 days.
Performance Bank Guarantee (PBG)	Performance Bank Guarantee (PBG) @ 10% of the cost of the project from any Nationalized/Scheduled Commercial Bank in the prescribed format in favor of the Odisha Computer Application Centre shall be submitted by the successful bidder within 30 days of issue of work order.
Scope of Work	Selected Bidder is expected to deliver the equipment and services listed in Scope of Work as mentioned in this RFP.
Language	Bid must be prepared by the Bidder in English language only.
Currency	The bidder should quote in Indian Rupees only. The total price inclusive of taxes, levies and duties will be considered for evaluation. So, the bidder must mention the base price and the tax component separately.
Validity Period	Proposals/bid must remain valid for minimum 180 days from the last date of bid submission.
Bid submission date	Proposals must be submitted on or before 06.06.2023, 2 PM through electronic mode only.

3. BACKGROUND INFORMATION

Empowerment of women is one of the key development initiatives identified by the Government of Odisha. It is well-known that economic empowerment of women significantly contributes to their social empowerment. As such helping women to achieve economic independence by enabling them to have independent employment and income has been accorded the highest priority. Therefore, promotion of Women's Self-Help Groups (WSHGs) under the aegis of 'Mission Shakti' programme was adopted in 2001 as a key strategy for achieving women's empowerment.

"Mission Shakti" is the self-help mission for empowering women through promotion of Women Self Help Groups (WSHGs) to take up various socio-economic activities which was launched in the state on 8th March 2001 on the eve of International Women's Day. Mission Shakti has the clear objective of empowering women through gainful activities by providing credit and market linkage. Empowerment of women through WSHGs under Mission Shakti is a flagship programme of the Government. It envisages that over a period of time more & more women would be part of a WSHG.

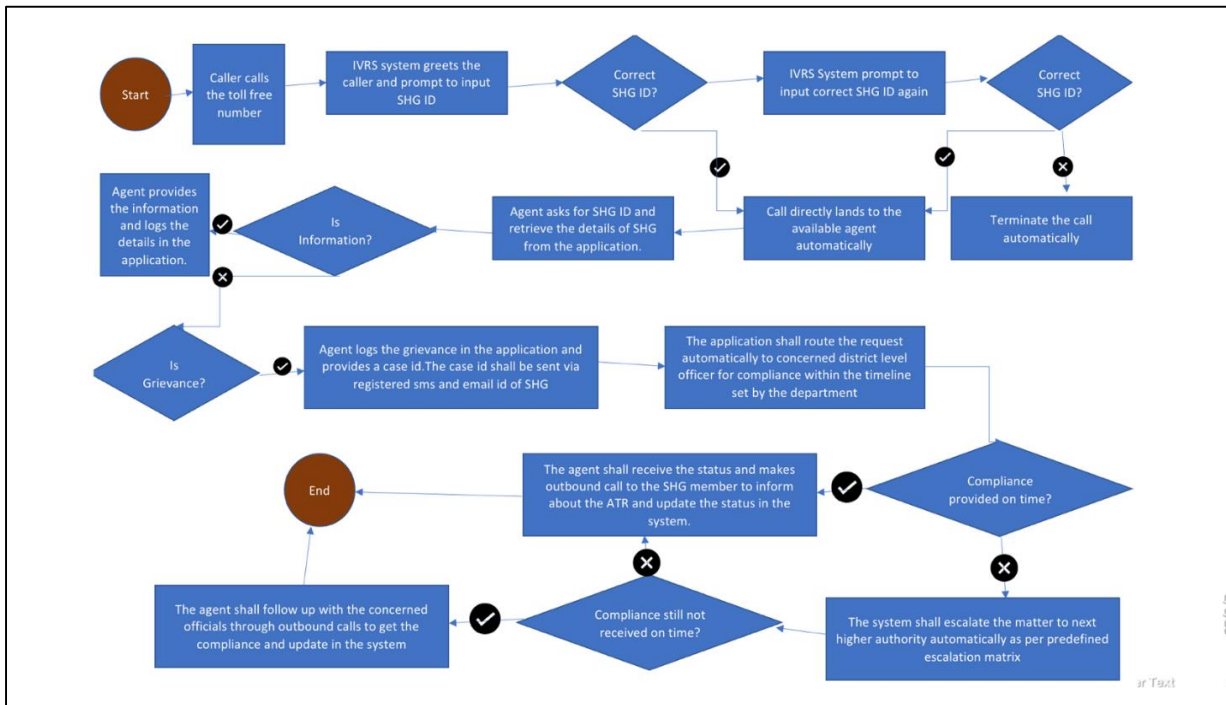
Nearly 70 lakh women have been organized into 6 lakh groups in all blocks and urban local bodies of the State so far. To strengthen the activities of the existing WSHGs and to provide momentum to formation of new WSHGs, constant handholding and monitoring is undertaken throughout the year. For this purpose, Directorate of Mission Shakti was created under the Department of Women & Child Development and Mission Shakti in April 2017. To further the SHG movement in the state and consolidate & deepen the efforts around SHG movement, a separate Department of Mission Shakti came into existence on 1st June 2021.

The Department desires to establish a dedicated Call Centre at its premises to provide Helpline support to SHG members to further the empowerment process. The broad objective is to :

- Provide Information about Mission Shakti Schemes and Programs to SHG members.
- Address day-to-day Grievance and redressal
- Resolution of Queries.
- Gather feedback on program and initiatives from beneficiaries and other stakeholders.
- Conduct survey among SHG members time to time as per requirement

3.1. Call Centre Process Flow and Description of the Helpline

The indicative process flow and description of the helpline are as follow :



The description of the above workflow is as follows.

Step-1: SHG members make calls using toll free or short code number.

Step-2: The call shall be received by IVRS system. IVRS system greets the caller and prompt to input SHG ID.

Step-3: The caller input the SHF ID through his/her phone.

Step-4: The backend system shall validate the SHG ID and if found correct, then transfer the call to the available call center executives. In case, the caller input the wrong SHG ID , the IVRS system shall prompt the caller again to enter the correct SHG ID. If the caller entered the wrong SHG ID in its second attempt, the call shall be terminated.

Step-5: The call center executive shall enter the SHG ID into the system and retrieve the SHG details and register the grievance/ answer queries related to schemes / record feedback as applicable.

Step-6: After successful submission of user information, the system shall generate a service request ID against each type of request i.e. Grievance, Queries and Feedback and send the Service Request ID to the registered/calling mobile number/email id through sms/email to the user.

Step-7: For grievance service requests, the system shall route the request to the appropriate authority based on the user configured in the system.

Step-8: In case the concerned authority does not provide the resolution or address the grievance as per the defined SLA, the system shall auto-escalate the request to the next higher authority based on escalation matrix defined in the system.

Step-9: The call center executives shall access the dashboard of all the requests which are approved, pending, rejected etc. and make outbound calls to the concerned authority in case of a request pending more than defined timeline and follow up with the authority to close the request in timely manner.

Step-10: Once the grievances/query is addressed by the concerned authority in the system, the call center executive shall make outbound call and provide the information to the concerned SHG members.

Step-11: The call center executives shall conduct time-to-time survey based on the requirement of the department and records the survey output in the system for analytics and decision making by the senior authority

3.2. Requirement, Scope of Work, Deliveries & Timelines

The scope of work primarily focuses on setting up of ICT Infrastructure in Mission Shakti Department which includes procurement, supply, installation, commission, operation & management support of Mission Shakti Helpline for a period of Five (5) years.

3.3. Bill of Materials

The bidder needs to supply, install and commission the following items with required quantity in the proposed helpline.

SI No	Items	UoM	Quantity
Hardware Component			
1	1 Mtr LAN Cable	Nodes	10
2	Server Rack (42U)	Nos.	1
3	Online UPS for power backup (10 KVA)	Nos.	1
4	Server (2U)	Nos.	1
5	24 Port Network Switch	Nos.	1
6	NAS Storage	Nos.	1
7	Soft Phones	Nos.	6
8	Firewall	Nos.	1
9	CCTV Camera (2 Camera and 8 port network DVR)	Nos.	1
10	Biometric Attendance System (Facial Recognition based)	Nos.	1
11	Multi-Functional Printer (MFP)	Nos.	1
System Software Component			
1	Microsoft Windows Server 2022 Standard Edition	Nos	1
2	Contact Centre Solution with facility such as call routing, ACD, IVRS, Call recording and CRM.	Nos	1
Non IT Equipment's			
1	Site preparation such as electrical and network passive fittings as per requirement	Lumpsum	1
2	Office Chair	Nos.	6
3	Office Table	Nos.	6
4	Air Conditioner (5 Star) 1.5 Ton with 4KW Stabilizer	Nos.	2

- a. All the software and hardware required to meet the required functionalities shall be supplied by the selected bidder.
- b. The product specifications are mentioned in detail in the **Annexure-3** under minimum technical specification. Please refer to the same for required sizing. Bidder should propose products in order to comply the requirement.

3.4. Detailed Scope of the Project

- a. Site survey & feasibility study at the location for establishment of Mission Shakti Helpline.
- b. Procurement, Supply and installation/set up of helpline hardware, system software etc.
- c. Ensure the safe delivery of the equipment at 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.
- d. Testing of the equipment commissioned and ensuring proper functioning at all levels.
- e. Deployment of on-site engineer with requisite qualification & experience for a period of Five (5) Years.
- f. Ensure supply of ICT Infra having latest technology features and standards and delivery to the location in good condition. If found defective, the supplied IT equipment and accessories should be replaced with the new ones as early as possible.
- g. Overall operation and management of the entire IT Infrastructure Equipment with its associated software and onsite support for the Helpline setup during the contract period for 5 years.
- h. Verification of existing I/o points, switches and other network equipment to bring them into working condition and integrate with newly procured items.

3.5. Warranty & Support

- a. Bidder shall provide 5-year standard on-site support from date of successful commissioning of all ICT hardware.
- b. During the period, the Bidder shall repair / replace the defective goods or parts thereof with brand new genuine/ authentic ones having similar or higher specifications from the respective OEM, as per defined Response and Resolution times.
- c. The bidder shall ensure that the equipment supplied shall not be declared as End of Support / End of Service for a period of Five years and the software upgrades, if any, shall be available for at least Five years from the date of commissioning of the device
- d. Provide Software updates and upgrades at no cost to OCAC/Client Department
- e. Provide Warranty support of all equipment for a period of Five (5) years.
- f. Deploy one Site Engineer for following activities
 - i. Log issues /Complaints / Grievances related to ICT Infrastructure commissioned for Mission Shakti helpline and must be responsible for handling all IT infra related issue.
 - ii. Track each issue / complaint to resolution.
 - iii. Escalate the issues / complaints / Grievances to Department Authorities, if necessary
 - iv. Providing remote session support to OEMs (if required) for resolving issues.
 - v. The resource should have Minimum Qualification: B.E. / B-Tech / MBA (IT) / MCA/MSc Computers and Minimum Experience required: 3-5 Years of Professional Experience & Skills in the fields of IT Infrastructure Management. Must have handled minimum one no. of IT Infrastructure Project throughout the project Life Cycle.

3.6. Project Deliverables, Milestones & Time Schedule

The milestones, deliverables, and time schedule for the implementation of project shall be deemed to be the essence of the contract and the successful bidder shall arrange supplies and provide the required services within the specified period.

It should be noted that any delay in the project timelines shall attract liquidated Damages to the Agency.

Sl. No.	Activity / Mile stone	Delivery Schedule
1	Delivery of Equipment	8 Weeks from date of issue of purchase order to the Bidder
2	Site Preparation, Installation, Configuration & Integration	4 Weeks from date of Delivery of Equipment
3	UAT, Installation Certificate and Sign-off	12 Weeks from date of purchase order to the Bidder

Note: -Total time for completion of the contract / project is 12 weeks.

3.7. Service Levels and Penalty Terms

SLA defines the terms of the Bidder's responsibility in ensuring the timely delivery and the compliance to the Performance Indicators as detailed in this RFP document. The Bidder shall comply with Service Levels requirements to ensure adherence to timelines, quality and availability of services. OCAC shall have the right to expect the following service levels as also to impose penalty on Bidder on its failure to meet them as under: -

Sl No.	Description	Service Level	Applicable Penalty
1.	Supply and complete acceptance testing for 100% of the ordered quantity at the location from the day of issuance of Work Order by the Department	Within 90 days	No Penalty
		91 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 12 Weeks.
		> 150 days	The Contract shall be terminated and the PBG shall be forfeited.
		Within 2 working days from the date of reporting of issue	No Penalty

2.	Resolution of any hardware or system software issue related to the Device(s) during the maintenance period	> 3 - 14 working days	The bidder shall provide temporary replacement of device(s) in which the issue has been reported. Failing to do so will attract penalty of Rs. 200 per day per reported device
		> 14 working days	Rs. 500 per day per reported device, maximum up to 60 days, post that the department shall reserve the right to terminate the contract and forfeit the PBG

4. INSTRUCTION TO 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.
- d. This RFP supersedes and replaces any previous public documentation & communications, and Bidders should place no reliance on such communications.

4.2. Availability of RFP Document

- a. The availability of bidding documents shall be commenced from the date as mentioned in the Fact Sheet. The complete bidding document can be downloaded from the official website of OCAC (www.ocac.in) and Official website of Govt. of Odisha (www.odisha.gov.in) and in eNivida portal. The prospective bidders are requested download the bidding document from the websites and follow the bidding steps as prescribed.
- b. The bid Notice is also published in leading newspapers for wide Circulation.

4.3. 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 non-compliant and the Proposal may be rejected. Bidders must include all documentation specified in this RFP.
- c. Comply with all requirements as set out within this RFP.

4.4. Pre-bid Meeting & Clarifications

4.4.1. Pre-bid Conference

- a. A pre-bid conference will be scheduled by OCAC to clarify doubts of potential bidders in respect of the procurement and the records of such conference shall be published on the respective websites as Pre-bid clarifications.
- b. The Pre-Bid Conference will be held Online. The details of the Pre-bid meeting schedule will be shared later in the E-Mail id of respective participating organization.
- c. The Bidders will have to ensure that their queries for Pre-Bid meeting should reach the below email id on or before 12.05.2023 5 PM
- d. Pre-Bid Queries to be sent to gm.ocac@odisha.gov.in General Manager (Admin.) with a copy to kalpana.biswal@odisha.gov.in, sujit.mohanty@odisha.gov.in
- e. The Queries should necessarily be submitted in the format as prescribed in this RFP.
- f. 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 endeavor 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, www.odisha.gov.in and [eNIVIDA portal](http://eNIVIDA.portal).
- 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. Amendments to RFP Document

At any time prior to the deadline for submission of Proposal, OCAC reserves the right to modify and amend any of the stipulated condition/criterion in the RFP, depending upon project priorities. Such amendments in shape of corrigendum/addendum shall be hosted in the websites where the original RFP was hosted. The bidder shall acknowledge the receipt of each corrigendum/addendum by submitting a signed copy of it along with the Technical bid to the RFP issuing authority. Failure to acknowledge receipt of each corrigendum/addendum shall be interpreted as receipt of the corrigendum/addendum by the bidder and no claim will be entertained or accepted in this regard.

4.6. Period of Validity of Bids

- a. Bids submitted by the bidders shall remain valid for a period of 180 Days from the date of submission of RFP. A Bid valid for a shorter period shall be rejected by the procuring entity as non-responsive Bid.

- b. Prior to the expiry of the period of validity of Bids, the procuring entity, in exceptional circumstances, may request the bidders to extend the bid validity period for an additional specified period of time. A bidder may refuse the request and such refusal shall be treated as withdrawal of Bid and in such circumstances bid security shall not be forfeited.
- c. Bidders who agree to an extension of the period of validity of their Bids shall extend or get extended the period of validity of bid securities submitted by them or submit new bid securities to cover the extended period of validity of their bids. A bidder whose bid security is not extended, or that has not submitted a new bid security, is considered to have refused the request to extend the period of validity of its Bid.

4.7. 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.

4.8. Alternative/ Multiple Bids

- a. Each bidder shall submit only one Proposal. The bidder who submits or participates in more than one proposal will be disqualified.
- b. The bidder should quote for only one brand/ make/ model for each item in the technical Bid and should also mention the details of the quoted make/ model of the respective items. Quoting multiple brand /make/model leads to rejection of bid.

4.9. RFP Document Fees

The bidders are required to submit the RFP Document Fee of ₹11,200/- (Inclusive of 12% GST) in shape of Demand Draft in favour of Odisha Computer Application Centre and payable at Bhubaneswar from any Nationalized or Scheduled Commercial banks along with the General Bid Proposal. Proposals received without or with inadequate RFP Document fees shall be rejected.

4.10. Bid Security/Earnest Money Deposit (EMD)

The bidder must have submitted the EMD of ₹ 2,00,000/- (Rupees Two Lakhs only) in the shape of Bank Guarantee/Account Payee Demand Draft from any Nationalized / Scheduled Commercial Bank in favor of Odisha Computer Application Centre (OCAC) payable at Bhubaneswar. The EMD should be valid for a minimum period of 90 days from the last date of submission of the Bid.

4.11. Submission of Bids

- a. The bidders should submit their responses as follows:
 - i. Response to Pre-Qualification Criterion
 - ii. Technical Proposal
 - iii. Financial Proposal

- b. The Response to Pre-Qualification criterion, Technical Proposal and Financial Proposal (as mentioned in subsequent paragraph) should be submitted through online mode in e-Nivida Portal.
- c. Please Note that Prices should not be indicated in the Pre-Qualification Proposal or Technical Proposal but should only be indicated in the financial proposal.
- d. The proposal/ bid shall contain no interlineations or overwriting, except as necessary to correct errors made by the bidder itself. Any such corrections must be initiated by the person (or persons) who sign(s) the proposals.
- e. In case of any discrepancy observed by OCAC in the contents of the uploaded bid documents due to improper scanning or not in readable format or verification of authenticity of the scanned documents, OCAC may ask the bidder for resubmission of such documents.
- f. Bidder needs to submit the bids in electronic mode only, hence the date & time of submission of bids will be in sync with the date & time of the server of the e-Nivida portal. Bidder need to plan well in advance to submit the bids in due time.
- g. The bids submitted physically or by telex/ telegram/ fax/ e-mail etc. shall not be considered. No correspondence will be entertained on this matter.
- h. OCAC shall not be responsible for non-submission/delay in submission of bids due to any technical glitches in the eNivida portal. It is the responsibility of the bidder to ensure submission of bid much prior to the deadline and report the issues (If any) in the help desk for resolution, so as to avoid last minute rush.
- i. OCAC reserves the right to modify and amend any of the above-stipulated condition / criterion depending upon project priorities vis-à-vis urgent commitments.

4.12. Submission of Manufacturer's Authorization Form

Bidder must submit the dully signed MAF of the major items at the time of bid submission in the Prequalification Proposal as per the prescribed format (Annexure-9). The MAF should be submitted in OEM's letter head mentioning required details.

4.13. Deadline Submission of Bids

- a. Bidder must ensure to submit their response on or before the deadline date as mentioned in Fact Sheet of this RFP.
- b. Normally, the date of submission and opening of Bids will not be extended. In exceptional circumstances or when the bidding document are required to be substantially modified as a result of discussions in pre-bid meeting/ conference or otherwise and the time with the prospective bidders for preparation of Bids appears insufficient, the date may be extended by the procuring entity. In such case the publicity of extended time and date shall be given in the manner, as was given at the time of issuing the original Bidding Document.
- c. It shall be ensured that after issue of corrigendum, reasonable time is available to the bidders for preparation and submission of their Bids. OCAC shall also publish such modifications in the bidding document in the same manner as the publication of initial bidding document. If the last date of submission or opening of Bids is a non- working day, the Bids shall be received or opened on the next working day.

4.14. Mode of Submission of Bids

Response to the Bids through speed post /registered post or by hand delivery will not be accepted. Only online submission through eNivida portal shall be considered as valid bid submission.

4.15. Late Bids

- a. Bidder needs to submit the bids in electronic mode only, hence the date & time of submission of bids will be in sync with the date & time of the server of the e-Nivida portal. Bidder need to plan well in advance to submit the bids in due time.
- b. The bids submitted physically or 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 non-submission/delay in submission of bids due to any technical glitches in the eNivida portal. It is the responsibility of the bidder to ensure submission of bid much prior to the deadline and report the issues (If any) in the help desk for resolution, so as to avoid last minute rush.
- 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.

4.16. 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 based on any deviations.
- f. Each of the responses shall be evaluated as per the criteria and requirements specified in this RFP.

4.17. 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 entire contract period as mentioned in the RFP and the extension period, if any.

4.18. Tender Opening

The Bids shall be opened on 06.06.2023, 4 P.M. electronically on by the Evaluation Committee. The representatives of the bidders, who to be present at the time of opening, shall submit their email request to gm_ocac@ocac.in with a copy to kalpana.biswal@ocac.in & sujit.mohanty@odisha.gov.in enclosing the identity card or a letter of authority from the tendering firms.

5. TENDER EVALUATION

Initial Bid scrutiny will be held and incomplete details as given below will be treated as nonresponsive if Proposals:

- a. are not submitted as specified in the Bid document.
- b. are found with suppression of details.
- c. with incomplete information, subjective, conditional offers and partial offers submitted.
- d. submitted without the documents requested, Document Fee, EMD and Bid processing fee (if applicable).
- e. with lesser validity period.

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.

5.1. Pre-Qualification/Eligibility Criteria

Following table describe the pre-qualification criteria. A bidder participating in the bidding process shall possess the following minimum pre-qualification/ eligibility criteria. Any bidder failing to meet the stated criteria shall be summarily rejected and will not be considered for Technical Evaluation.

Pre-Qualification Evaluation Criteria			
Sl. No.	PQ Criteria	Description of the Criteria	Documents to be Submitted
1	Legal Entity	<p>The bidder must be a company registered in India under Indian Companies Act 1956/2013 or a partnership firm and must have GST registration & up- to-date Income Tax Return, PAN Number as on 31st March, 2022 and must be having business operations in India for the last five years as on 31st March 2022.</p> <p>Note: - Consortium of any kind shall not be allowed. Any deviation would lead to disqualification or termination of the same.</p>	<ol style="list-style-type: none"> a. Valid copy of certificate of incorporation and registration certificates. b. Copy of GST registration. c. Copies of relevant Certificates of registration Income Tax / PAN Number from the respective Government Department.

2	Turnover	The average annual turnover of the bidder during the last 3 financial years ending with 2021-22 (i.e. 2019-20, 2020-21, 2021-22) should not be less than Four (4) Crores from IT/ITeS services (as per the last published audited balance sheets).	- Audited Balance Sheets - CA Certificate
3	Net Worth	The net worth of the company must be positive in last three financial years ending at 31st March 2022.	- Certificate from CA
4	Technical Capability	<p>The bidder must have successfully undertaken at least the following values of supply of IT and Non IT equipment of value specified herein:</p> <p>One project of similar nature, not less than the amount ₹65,00,000/- (Sixty Five Lakhs Only) OR Two projects of similar nature not less than the amount ₹50,00,000/- (Fifty Lakhs Only) OR Three projects of similar nature not less than the amount ₹30,00,000/- (Thirty Lakhs Only)</p>	Copy of the Work Order & Completion Certificates Annexure-15
5	Bidder Quality Certification	The bidder must have valid ISO 9001 and ISO 20000 Certificate as on date of submission of this RFP.	Copies of the valid Certificates till the date of bid submission.
6	Blacklisting	The bidder should not be under a declaration of Ineligibility for corrupt and fraudulent practices issued by any Government or PSU in India.	Self- declaration Annexure- 13
7	OEM Authorization	<p>The bidder must attach Manufactures Authorization Certificate (MAF) specific to this tender from OEMs for providing Comprehensive support and services covered under this RFP as below: -</p> <ul style="list-style-type: none"> • Server Rack (42U) • Online UPS (10 KVA) • Rack Server (2U) • 24 Port Network Switch • NAS Storage, Firewall • MFP • CCTV Camera (2 Camera and 8 port network DVR) • Biometric Attendance System (Facial Recognition based) • Microsoft Windows Server 2022 Standard Edition • Contact Centre Solution with facility such as call routing, ACD, IVRS, Call recording and CRM. • - Air Conditioner (5 Star) 1.5 Ton with 4KW Stabilizer 	OEM MAF

8	Local Presence	The bidder should have an office in Odisha. However, if the presence is not there in the state, the bidder should give an undertaking for establishment of a project office, within one month of award of the contract.	Relevant Documents supporting office addresses/ Undertaking.
9	RFP fee	The bidder must have made a payment of ₹11,200.00 (Eleven Thousand Two Hundred Only) towards RFP document fee.	The RFP document fee must be in favor of Odisha Computer Application Centre from any Nationalized / Scheduled Commercial Bank payable at Bhubaneswar.
10	EMD	The bidder must have submitted the EMD of ₹ 2,00,000/- (Rupees Two Lakhs only) in the shape of Bank Guarantee/Account Payee Demand Draft from any Nationalized / Scheduled Commercial Bank in favor of Odisha Computer Application Centre (OCAC) payable at Bhubaneswar. The EMD should be valid for a minimum period of 90 days.	DD/BG

Purchase Order (PO) provided for Prequalification and Technical Evaluation should be in the name of bidder only. Consortium Purchase orders will not be considered.

5.2. Technical Evaluation Criteria

In order to facilitate the technical proposal evaluation, the technical criteria 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 more than 70% marks in the technical evaluation will only be considered for further financial bid evaluation. Bids or Tenders which do not secure the minimum specified technical score will be considered technically non-responsive and hence debarred from being considered for financial evaluation.

Technical Evaluation Marks (Total Marks = 100)			
Sl. No.	Description of the Parameters	Max Score	Supporting Document
1	<p>Bidder should have related annual average turnover minimum of ₹ 4 Crores generated from IT/ITES during last three Financial Years i.e., FY 2019-20, FY 2020-21 and FY 2021-22.</p> <ul style="list-style-type: none"> • ₹4 Cr. : 5 Marks • Thereafter 1 mark for additional ₹1.5 Cr. • Subject to max 20 mark 	20	Proof of Supporting Documents
2	<p>Bidder's Quality Certification:</p> <ul style="list-style-type: none"> • ISO 9001: 3 Mark • ISO 20000: 3 Mark • ISO 27001: 04 Marks 	10	Proof of Supporting Documents
3	<p>The bidder must have implemented similar nature i.e., "Procurement, Supply, installation and commissioning of IT and Non IT equipment in Govt. location in last five years, ending on March 31st, 2023." PO should be in the name of bidder only. Consortium Purchase Orders will not be considered.</p> <ul style="list-style-type: none"> • Equal to 5 Nos of Supply projects : 12 Marks • 2 mark for each additional similar project <p>Subject to Maximum 20 Marks</p>	20	Proof of Supporting Documents
4	<p>The bidder must have implemented similar nature i.e., "Procurement, Supply, installation and commissioning of IT and Non IT equipment for setting up of Call Centre in Govt/PSUs in last five years, ending with March 31st, 2023." PO should be in the name of bidder only. Consortium Purchase Orders will not be considered.</p> <ul style="list-style-type: none"> • Equal to 3 Nos of Call Centre set up : 7 Marks • 1 mark for each additional similar project <p>Subject to Maximum 10 Marks</p>	10	Proof of Supporting Documents
5	<p>Experience in supply and installation of IT and Non-IT component of following values in any govt locations in India in last five years</p> <ul style="list-style-type: none"> • Between 1 Crore to 2 Crore : 10 Marks • >=2 Crore to 3 Crore : 15 Marks • >= 3 Crore : 20 Marks 	20	Proof of Supporting Documents

6	<p>Presentation on the proposed solution capturing the major features:</p> <ul style="list-style-type: none"> • Understanding of the project • Solution Proposal with detailed work-plan and methodology submitted along with the technical proposal. • Implementation, Operation & Maintenance Support plan with team structure. • Demonstration of Contact Centre Solution and features 	20	Presentation before the committee
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Note: - All the bidders who secure a Technical Score of more than 70 marks out of total 100 marks shall be declared as technically qualified and are eligible for financial bid opening.

5.3. Evaluation & Tabulation of Pre-Qualification Bid

- a. Determination of Responsiveness: The designated committee of OCAC shall determine the responsiveness of the Bid on the basis of bidding document and the provisions of pre-qualification/ eligibility criteria of the bidding document.
- b. A responsive Bid is one that meets the requirements of the bidding document without any material deviation, reservation, or omission where
 - i. “Deviation” is a departure from the requirements specified in the bidding document.
 - ii. “Reservation” is the setting of limiting conditions or withholding from complete acceptance of the requirements specified in the bidding document; and
 - iii. “Omission” is the failure to submit part or all the information or documentation required in the bidding document.
- c. A material deviation, reservation, or omission is one that, if accepted, would :
 - i. Affect in any substantial way the scope, quality, or performance of the subject matter of procurement specified in the bidding documents; or
 - ii. Limit in any substantial way, inconsistent with the bidding documents, the procuring entity’s rights or the bidder’s obligations under the proposed contract; OR
 - iii. If rectified, would unfairly affect the competitive position of other bidders presenting responsive Bids.
- d. The designated committee of OCAC shall examine the technical aspects of the Bids in particular, to confirm that all requirements of bidding document have been met without any material deviation, reservation, or omission.
- e. Fulfillment of eligibility criteria: All the criteria mentioned in **Section-5 (Eligibility Criteria)** are mandatory. The bidder must comply with all the components mentioned in the eligibility criteria.

5.4. Evaluation & Tabulation of Technical Bid

The Technical evaluation committee will evaluate the technical response submitted by the Bidder.

The Technical bid response includes the below details:-

- a. The Technical Bid response will be initiated with the Technical Bid Cover letter in specified format as mentioned in Annexure- 8.
- b. Detailed Compliance Sheet of the Technical Specification asked in the RFP (Annexure-3) dully signed in Company Letter Head.
- c. In case of deviation while evaluating the Technical Bid response based upon the criteria, the bid will be subjected to rejection.

5.5. Evaluation & Tabulation of Financial Bids

- a. The Financial Bids of the technically qualified bidders (those have secured more than 70% of mark in technical evaluation) will be opened on the prescribed date in the presence of bidders' representatives.
- b. The bid with lowest Financial (L1) i.e. "lowest price quoted" will be awarded the contract.
- c. Only fixed price financial bids indicating total price for all the deliverables and services specified in this bid document will be considered.
- d. The bid price will be inclusive of all taxes and levies and shall be in Indian Rupees.
- e. Any conditional bid would be rejected
- f. Errors & Rectification: Arithmetical errors will be rectified on the following basis: "If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail"

5.6. Correction of Arithmetic Errors in Financial Bids

The Proposal evaluation committee shall correct arithmetical errors in substantially responsive Bids, on the following basis, namely: -

- a. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected, unless in the opinion of the Proposal Evaluation Committee there is an obvious misplacement of the decimal point in the unit price, in which case the total price as quoted shall govern and the unit price shall be corrected.
- b. If there is an error in a total corresponding to the addition or subtraction of Subtotals, the subtotals shall prevail and the total shall be corrected; and
- c. If there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail subject to clause (a) and (b) above.

5.7. Exclusion of Bids / Disqualification

A procuring entity shall exclude/ disqualify a Bid, if: -

- a. The information submitted, concerning the qualifications of the bidder, was false or constituted a misrepresentation; or
- b. The information submitted, concerning the qualifications of the bidder, was materially inaccurate or incomplete; and
- c. The bidder is not qualified as per pre-qualification/ eligibility criteria mentioned in the bidding document;
- d. The Bid materially departs from the requirements specified in the bidding document or it contains false information.
- e. The bidder, submitting the Bid, his agent or anyone acting on his behalf, gave or agreed to give, to any officer or employee of the procuring entity or other governmental authority a gratification in any form, or any other thing of value, so as to unduly influence the procurement process;
- f. A bidder, in the opinion of the procuring entity, has a conflict of interest materially affecting fair competition.
- g. Bid shall be excluded/ disqualified as soon as the cause for its exclusion / disqualification is discovered.

- h. Every decision of a procuring entity to exclude a Bid shall be for reasons to be recorded in writing and shall be communicated to the concerned bidder in writing and shall publish on the State Public Procurement Portal, if applicable.

5.8. Lack of Competition

- a. A situation may arise where, if after evaluation of Bids, the proposal evaluation committee may end-up with one responsive Bid only. In such situation, the Proposal Evaluation Committee would check as to whether while floating the Bid all necessary requirements to encourage competition like standard bid conditions, industry friendly specifications, wide publicity, sufficient time for formulation of Bids, etc. were fulfilled.
- b. If not, the tender would be re-floated after rectifying deficiencies. The bid process shall be considered valid even if there is one responsive Bid, provided that:-
 - i. the Bid is technically qualified;
 - ii. the price quoted by the bidder is assessed to be reasonable;
 - iii. the Bid is unconditional and complete in all respects;
 - iv. there are no obvious indicators of cartelization amongst bidders; and
 - v. the bidder is qualified as per the provisions of pre-qualification/ eligibility criteria in the bidding document;

6. ACCEPTANCE OF THE SUCCESSFUL BID AND AWARD OF PROJECT

6.1. Award Criteria

OCAC will award the project to the successful bidder whose proposal will be determined to be substantially responsive and the bid most responsive as per the process outlined in preceding paras. Also, OCAC reserves the right to award the Project to multiple successful bidders at L1 price or the negotiated price whose bid will be found to be substantially responsive as per the process outlined in this document.

6.2. Right to Accept Any Proposal and To Reject Any or 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. Increase or decrease the quantity of the hardware items
- e. Remove any of the item at the time of placement of order.
- f. Increase or decrease no. of resources supplied under this project.
- g. Should the Purchaser be unsuccessful in negotiating a contract with the Agency, the Purchaser will begin contract negotiations with the next best value bidder in order to serve the best interest.

- h. Make typographical correction or correct computational errors to proposals
- i. Request bidders to clarify their proposal.

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, 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.

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, as per the guidance provided by CVC. On this basis the Purchase order would be finalized for award.

6.5. Performance Guarantee

The OCAC will require the Agency to provide a Performance Bank Guarantee, within 30 days from the Notification of award, for a value equivalent to 10% of the total cost of ownership i.e. total order value excluding taxes. The Performance Guarantee should be valid for a period of 5 years 3 months (63 months). The Performance Guarantee shall be kept valid till completion of the project and Warranty period.

The Agency shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account of non-completion of the project and Warranty period. In case the Agency fails to submit performance guarantee within the time stipulated, the OCAC at its discretion may cancel the order placed on the Agency after giving prior written notice to rectify the same. OCAC shall invoke the performance guarantee in case the selected Service Provider fails to discharge their contractual obligations during the period or OCAC incurs any damages due to Service Provider's negligence in carrying out the project implementation as per the agreed terms & conditions.

6.6. Issuance of Purchase Order

After the OCAC notifies the successful bidder that its proposal has been accepted, OCAC shall issue a Purchase Order to the 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. 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 Project 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 of the successful bidder.

7. GENERAL TERMS AND CONDITIONS OF RFP

7.1. Definitions

For the purpose of clarity, the following words and expressions shall have the meanings hereby assigned to them: -

- a. "Request for Proposal (RFP)", means this detailed notification seeking a set of solution(s), services(s), materials and/or any combination of them.
- b. "OCAC", shall mean the Odisha Computer Application Centre, the Designated Technical Directorate of Information Technology Department, Government of Odisha.
- c. "GM" shall mean the General Manager of Odisha Computer Application Centre or any authorized officer to act on his behalf for a specified work.
- d. "Authorized Representative" shall mean any person authorized by either of the parties.
- e. "Agency/Vendor/Bidder" means any firm offering the solution(s), service(s) and /or materials required in the RFP. The word Vendor/Bidder when used in the pre award period shall be synonymous with Bidder, and when used after award of the Work shall mean the successful Bidder or Agency to whom OCAC issues the Purchase Order for rendering of sales & services.
- f. "Service" means provision of Contracted service as per this RFP.
- g. "Site" shall mean the location(s) for which the Order has been issued and where the service shall be provided as per Scope mentioned in the RFP.
- h. "Termination Notice" means the written notice of termination of the Purchase Order issued by one Party to the other in terms hereof.

7.2. Confidentiality

- a. Notwithstanding anything contained in this bidding document but subject to the provisions of any other law for the time being in force providing for disclosure of information, a procuring entity shall not disclose any information if such disclosure, in its opinion, is likely to: -
 - i. Impede enforcement of any law;
 - ii. Affect the security or strategic interests of India;
 - iii. Affect the intellectual property rights or legitimate commercial interests of bidders;
 - iv. Affect the legitimate commercial interests of the procuring entity in situations that may include when the procurement relates to a project in which the procuring entity is to make a competitive bid, or the intellectual property rights of the procuring entity.
- b. The procuring entity shall treat all communications with bidders related to the procurement process in such manner as to avoid their disclosure to competing bidders or to any other person not authorized to have access to such information.
- c. The procuring entity may impose on bidders and sub-contractors, if there are any for fulfilling the terms of the procurement contract, conditions aimed at protecting information, the disclosure of which violates (a) above.
- d. In addition to the restrictions specified above, the procuring entity, while procuring a subject matter of such nature which requires the procuring entity to maintain confidentiality, may impose condition for protecting confidentiality of such information.

7.3. Notices

- a. Any notice given by one party to the other pursuant to the Project shall be in writing to the address specified in the Purchase Order. The term “in writing” means communicated in written form with proof of dispatch and receipt.
- b. A Notice shall be effective when delivered or on the Notice’s effective date, whichever is later.

7.4. Governing Law

The Project shall be governed by and interpreted in accordance with the laws of the Govt. of Odisha, unless otherwise specified in the Purchase Order.

7.5. Scope of Supply

- a. Subject to the provisions in the bidding document and Purchase Order, the Goods/ Equipment and related services to be supplied shall be as specified in the bidding document (RFP).
- b. Unless otherwise stipulated in this document, the quantity and specifications are for minimum quantity and configuration respectively. The bidder may supply higher configuration.
- c. Unless otherwise stipulated in the Purchase Order, the scope of supply shall include all such items not specifically mentioned in the Purchase order but that can be reasonably inferred from the Contract as being required for attaining delivery and completion of the goods and related services as if such items were expressly mentioned in the Contract.
- d. The bidder shall not quote and supply hardware/ software that is likely to be declared as End of Sale and End of Service/ Support for the period as mentioned in BoM (**Annexure - 2**) from the last date of bid submission. OEMs are required to mention this in the MAF for all the quoted hardware/ software. If any of the hardware/ software is found to be declared as End of Sale/ Service/ Support, then the bidder shall replace all such hardware/ software with the latest ones having equivalent or higher specifications without any financial obligation to the purchaser.

7.6. Project Value

- a. The Project value (PO Amount) shall be paid as specified in the Purchase Order subject to any additions and adjustments thereto, or deductions there from, as may be made pursuant to the Project.
- b. Prices charged by the Supplier/ Agency (for the Goods delivered and the Related Services performed under the Project shall not vary from the prices quoted by the Supplier/ Agency in its bid, with the exception of any price adjustments authorized in the special conditions of the Project.

7.7. Recoveries from Supplier/ Agency

- a. Recovery of liquidated damages, short supply, breakage, rejected articles shall be made ordinarily from bills.
- b. OCAC shall withhold amount to the extent of short supply, broken/ damaged or for rejected articles unless these are replaced satisfactorily. In case of failure to withhold the amount, it shall be recovered from performance security deposit of AGENCY available with OCAC.
- c. The balance, if any, shall be demanded from the Supplier/ Agency and when recovery is not possible, OCAC shall take recourse to law in force.

7.8. Taxes & Duties

- a. The GST if applicable shall be deducted at source.
- b. For goods/Equipment supplied from outside India, the successful/ Agency shall be entirely responsible for all taxes, stamp duties, license fees, and other such levies imposed outside the country.
- c. For goods/Equipment supplied from within India, the successful Agency shall be entirely responsible for all taxes, duties, license fees, etc., incurred until delivery of the contracted Goods to the Purchaser.
- d. If any tax exemptions, reductions, allowances or privileges may be available to the successful Agency in India, OCAC shall use its best efforts to enable the successful Agency to benefit from any such tax savings to the maximum allowable extent.

7.9. Packing and Documents

- a. The Agency shall provide such packing of the Goods as is required to prevent their damage or deterioration during transit to their final destination, as indicated in the Purchase Order. During transit, the packing shall be sufficient to withstand, without limitation, rough handling and exposure to extreme atmospheric temperatures, salt and precipitation, and open storage. Packing case size and weights shall take into consideration, where appropriate, the remoteness of the final destination of the Goods and the absence of heavy handling facilities at all points in transit.
- b. The packing, marking, and documentation within and outside the packages shall comply strictly with such special requirements as shall be expressly provided for in the Project, including additional requirements, if any, specified in the Purchase Order, and in any other instructions ordered by OCAC.

7.10. Insurance

The Agency should be responsible for undertaking comprehensive insurance including liability insurance, system and facility insurance and any other insurance for the personnel, Assets, data, software, etc relating to this assignment.

7.11. Transportation

The Agency shall be responsible for transport by sea, rail and road or air and delivery of the material in the good condition to the consignee at project locations. In the event of any loss, damage, breakage or leakage or any shortage the bidder shall be liable to make good such loss and shortage found at the checking/ inspection of the material by the consignee. No extra cost on such account shall be admissible.

7.12. Extension in Delivery Period and Liquidated Damages (LD)

- a. Except as provided under clause "Force Majeure", if the supplier/ selected bidder fails to deliver the related Services within the period specified in the Purchase Order, the Purchaser may without prejudice to all its other remedies under the Contract, deduct from the Purchase Order Price, as liquidated damages, a sum equivalent to the percentage specified in Section "Service Level Standards" for each week or part thereof of delay until actual delivery or performance, up to a maximum deduction of the percentage specified in the bidding document and/ or Purchase Order. Once the maximum is reached, the Purchaser may cancel the Purchase Order pursuant to clause "Termination".

- b. The time specified for delivery in the bidding document shall be deemed to be the essence of the Project and the supplier/ selected bidder shall arrange goods supply and related services within the specified period.
- c. Delivery period may be extended with or without liquidated damages, if the delay in the supply of goods or service is on account of hindrances beyond the control of the selected bidder:
 - i. The selected bidder/Agency shall request in writing to the Purchaser giving reasons for extending the delivery period of service, if he/she finds himself /herself unable to complete the supply of goods or service within the stipulated delivery period or is unable to maintain prorate progress in the supply of goods or service delivery. This request shall be submitted as soon as a hindrance in delivery of goods and service occurs or within 15 days from such occurrence but before expiry of stipulated period of completion of delivery of goods and service after which such request shall not be entertained.
 - ii. The Purchaser shall examine the justification of causes of hindrance in the delivery of goods and service and the period of delay occurred due to that and recommend the competent authority on the period of extension which should be granted with or without liquidated damages.
- d. Normally, extension in delivery period of service in following circumstances may be considered without liquidated damages:
 - i. When delay has occurred due to delay in approval by OCAC.
 - ii. When the delay has occurred in providing space or any other infrastructure, if OCAC was required to provide the same as per the terms of the Bid.
- e. If the competent authority agrees to extend the delivery period/ schedule, there will be no deduction for the delayed supply of goods and service.

7.13. Termination

OCAC may at any time terminate the Purchase Order by giving written notice to the Bidder if the Bidder becomes bankrupt or otherwise insolvent. In this event, termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to OCAC. OCAC reserves the right to cancel the Purchase Order in the event of happening one or more of the following Conditions:

- a. Failure of the successful bidder to accept the contract.
- b. Delay in delivery beyond the specified period.
- c. In addition to the cancellation of the contract, OCAC reserves the right to appropriate the damages through encashment of Bid Security / Performance Guarantee given by the Bidder.
- d. OCAC would not be liable to pay any damages to the Agency in cases comprising termination for default.

7.14. Settlement of Disputes

- a. General: If any dispute arises between the supplier/ Agency and OCAC during the execution of a Project that should be amicably settled by mutual discussions. However, if the dispute is not settled by mutual discussions, a written representation will be obtained from the supplier/ Agency on the points of dispute. The representation so received shall be examined by the concerned Committee which sanctioned the tender. The Procurement Committee may take legal advice of a counsel and then examine the representation. The supplier/ Agency will also be given an opportunity of being heard. The Committee will take a decision on the representation and convey it in writing to the supplier/ Agency.

- b. Settlement of Disputes: If a question, difference or objection arises in connection with or out of the Order issued or the meaning of operation of any part, thereof or the rights, duties or liabilities of either party have not been settled by mutual discussions or the decision of tender sanctioning Procurement Committee, it shall be referred to the OCAC Authority for decision.

8. SPECIAL TERMS AND CONDITIONS OF RFP

8.1. Payment Terms and Schedule

The payment schedule is as follows: Each milestone payment will be made to the bidder against submission of Performance Bank Guarantee (PBG) which is 10% of the Project Cost.

Sl.No.	Project Milestone	Payment (%)	Deliverables
1	Delivery of Equipment & Verification	80% of the total contract value	1. Original Delivery Challan 2. Original Invoice (In triplicate)
2	Completion of Site Preparation	5% of the total contract value	Confirmation through letter/email from HoO (Head of the Office) of the deployment location.
3	Installation, Configuration, Integration, Commissioning and hands-on training.	5% of the total contract value	1. Installation Certificate 2. Warranty Certificate
4	Day-to-Day Operation Maintenance of Hardware Equipment and Deployed Manpower Support Services for entire five years	10% of the total contract value to be paid on QGR basis	On submission of quarterly activity report and manpower attendance sheet with seal and signature of the successful bidder. after the end of respective quarter. (Total 20 Quarters)

8.2. Payment of Goods & Services Tax

GST shall be shown extra by the bidder in their invoices for the items applicable. The same shall be paid by OCAC as per actual after verification If there is any tax savings, the same shall be reduced from the payable amount. In case of any new incidence of tax or increase in existing tax rates taking place during the Project Period, that shall be borne and payable by the OCAC over and above the agreed price for each item as may be applicable as per the Invoice raised by the agency on the OCAC. Similarly, any reduction in taxes shall be to the benefit of OCAC.

8.3. Penalty

Penalty will be charged as per the percentage specified in Section "Service Level Standards" subject to maximum of 5% of total order value, in case of delayed in supply of stipulated time period. Similarly, 0.5 % will be deducted from the PBG on each time there is a delay in providing support in terms of Repair/replace of equipment's per hour beyond the minimum support assistance response period of 48 Hrs. maximum value that may be deducted from the PBG is 3%.

Annexure- 1: Particulars of the Bidders

Sl. No.	Information Sought	Details to be Furnished
1	Name of the bidding Company	
2	Address of the Company	
3	Incorporation status of the firm (Public limited / Private limited, etc.)	
4	Year of Establishment	
5	Date of registration	
6	RoC Reference No.	
7	Details of company registration	
8	Details of registration with appropriate authorities for GST	
9	Name, Address, e-mail ID, Phone nos. and Mobile Number of Contact Person	
10	Roles & Responsibilities	

Annexure-2: Indicative Bill of Quantity (BOQ)

SI No	Items	UoM	Quantity
Hardware Component			
1	1 Mtr LAN Cable	Nodes	10
2	Server Rack (42U)	Nos.	1
3	Online UPS for power backup (10 KVA)	Nos.	1
4	Server (2U)	Nos.	1
5	24 Port Network Switch	Nos.	1
6	NAS Storage	Nos.	1
7	Soft Phones	Nos.	6
8	Firewall	Nos.	1
9	CCTV Camera (2 Camera and 8 port network DVR)	Nos.	1
10	Biometric Attendance System (Facial Recognition based)	Nos.	1
11	Multi-Functional Printer (MFP)	Nos.	1
System Software Component			
1	Microsoft Windows Server 2022 Standard Edition	Nos	1
2	Contact Centre Solution with facility such as call routing, ACD, IVRS, Call recording and CRM software. License 5 Agents and One Supervisor	Nos	1
Non-IT Equipment's			
1	Site preparation such as electrical and network passive fittings as per requirement	Lumpsum	1
2	Office Chair	Nos.	6
3	Office Table	Nos.	6
4	Air Conditioner (5 Star) 1.5 Ton with 4KW Stabilizer	Nos.	2

OCAC reserves the right to increase/decrease the quantity of the items or completely drop any items (if required)

Annexure-3: Technical Specifications

S.N.	Rack Server (42U)
1.	42U rack with dimension (HWD) 2000mmX800mmX1200mm respectively.
2.	The design of the rack should be in accordance with the following agency standards or certifications. <ul style="list-style-type: none"> · EIA-310 standard for IT rail hole spacing · CE/UL · RoHS
3.	The rack frame shall be constructed as a welded steel/ bolted frame and frame shall have the depth marking for ease of EIA rail installation.
4.	All 19" rails should be made of 14-gauge steel, 5 times folded for maximum rigidity and must have EIA-310 standard hole-mounting pattern with U marking on front and rear of each rail for ease of installation.
5.	EIA rails two sets should be fully depth adjustable within 980mm use space area. 19" Rails should accept tool less Cable Management Accessories.
6.	Rack should have single front door 16GA and split rear door 18GA with min 75% perforation to provide the maximum airflow eliminating the need of additional FHU in the rack.
7.	Doors shall be tool-less lift off and field reversable design and must allow 135° door opening for ease during maintenance activity.
8.	Rack should have side panels with slam latch for quick and easy installation and maintenance, single person removal and installation eliminates the manpower dependencies.
9.	The roof of the racks should be removable from the interior of the enclosure with/without tools and should have cable entry holes to allow up to 1800 cat cables or 60A PDU plug.
10.	Every rack should have 2 pair of PDU/cable management bracket shall include button-mount keyhole throughout to accommodate button mounted PDU's of various size.
11.	All rack components door, side panel, top panel, 19" rail, PDU bracket shall be directly grounded to the frame to eliminate any external grounding wire and frame must have provision of grounding points to ground each rack to the building ground.
12.	The frame shall come with two swivel casters, two fixed casters and levelling feet accessible from top when IT equipment are installed in the rack.
13.	Rack shall have the necessary hardware accessories ((30 each M6 cage nuts and screws), Cage nut installation tool, plastic gland plates (tool less removable) for top panel cable entry).
14.	Every rack should have the baying kit to help seal the gap between the racks to maintain proper air circulation.
15.	Every rack should have bolt down bracket kit used to secure rack to datacenter floor.
16.	The rack should have a capability of complete knock down format for ease of transportation.

17.	Each rack should have provision to seal the space between the 19" rail and the side panels to prevent air recirculation within the rack.
18.	Rack frame and all the sheet metal components of the rack should be powder coated black colour, RAL 7021 (80 - 120 MICRONS).
19.	Rack must be supplied with minimum 20 nos. of tool-less plastic blanking panels to avoid air recirculation. The rack must also come with 3-piece split design bottom panel to manage cable entry from bottom.
20.	The Rack frame should be strong & durable, nine folded solid frame profile which can support at least 1600 kg weight static load, 1000 kg dynamic load.

Online UPS 10 KVA		
	Rating	10KVA/10kw (3in-1out)
System parameter	Technology	IGBT based Double conversion PWM based online UPS
	Installation mode	Tower
Input	Rated voltage	400VAC 3-phase,4-wire
	Volatge Range	Three phase 175VAC -498VAC
	Rated Frequency	50Hz/60Hz
	Frequency Range	40Hz ~ 70Hz
	l/p phase reversal protection and correction	Yes
	Power factor	>=0.99 for Single Phase/0.95 for Three Phase
OUTPUT	Rated power	10KVA/10kw
	Voltage	Single Phase 230/220 Vac.
	Frequency synchronization range	Rated frequency±3Hz. Configurable range: ±0.5Hz ~ ±5Hz
	Rated Power Factor	Unity
	Crest Factor	3:1'
	Voltage harmonic distortion	< 2% (linear load)
	Voltage Regulation	1%
	Dynamic response recovery time	60ms
	Inverter Overload Capability on utility mode	At 25°C: 105% ~ 125%- 5min; 125% ~ 150%-1min; 150%- more than 200ms
	Inverter Overload Capability on battery mode	At 25°C :105% ~125%-60~ 30 s; >125%- more than 200ms
	Isolation transformer	Inbuilt at o/p side

Bypass	Seperate bypass	Yes
	Maintenance Bypass	Inbuilt
	Static bypass	Inbuilt
Efficiency	ECO Mode	94%
	Online mode (AC-AC)	> 91%
	Inverter Efficiency(DC-AC)	>88%
BATTERY back up on 8 kw	Type	Sealed, lead-acid,Tubular,LI-ION
	back up 1 hr	minimum 15000 VAH
	Battery charging capacity	8A
Transfer Time	Mains - Battery	0ms
	Inverter-Bypass	Synchronous transfer: ≤0ms
		Asynchronous transfer (default): ≤20ms
Noise		<65db
Panel display mode	Display type	Graphical LCD display
	No of events stored	Max 256
	Orientation	Gravity sense
Environmental parameter	Operating temperature	0°C ~ 50°C(2)
	Storage temperature	-40°C ~ +70°C (battery excluded); -25°C ~ +55°C (battery included)
	Relative humidity	5%RH ~ 95%RH, non-condensing
	Altitude	≤3000m; derating when higher than 3000m
Mechanical parameter	W*D*H (mm)	550 X 620 X 700
	Weight (Kg)	138
	Ventilation	Forced -air cooled
	Ingress protection level	IP20
	Color	Powder coated Black Texture finish
	Cable entry	Rear
Network Management	Smart RS232/USB	Supports Windows 2000/2003/XP/Vista/2008,Windows 7, Linux,unix and MAC
	SNMP	Inbuilt for web monitoring
	Optional SNMP	Power management from SNMP manager and web browser
	Management software	Site monitor
	Modbus	Inbuilt via multifunction port
Certifications	Safety (CE)	IEC/EN62040-1-1
	Electromagnetic Compatibility(EMC)	IEC/EN62040-2, IEC/EN61000-3-11, IEC/EN61000-3-12, YD/T1095-2008
	Surge Protection	IEC/EN62040-2, meeting IEC/EN61000-4-5

	Energy star	As per UL approved
	ROHS	Required
	FROST& SULLIVAN REPORT	Required
Test report	NABL Approved government lab test report .	Required

Biometric Attendance System (Facial Recognition Based)	
Display	
Dimensions	4.3-inch
Type	LCD
Operation method	Capacitive touch screen
Video	
Pixel	2 MP
Lens	× 2
Audio	
Tone quality	Noise suppression and echo cancellation
Network	
Wired network	10 M/100 M/1000 M self-adaptive
Communication protocol	SDK; ISUP; ISAPI; HTTPS; HikCentral Pro OpenAPI; Hik-ProConnect OpenAPI
Interface	
Network interface	1
Wiegand	1
Lock output	1
Exit button	1
Door contact input	1
Power interface	2-pin
Capacity	
Card capacity	3,000
Face capacity	3,000
Fingerprint capacity	3,000
Event capacity	1,50,000
Authentication	
Card type	M1 card
Card reading frequency	13.56MHz
Face recognition duration	< 0.2 s
Face recognition accuracy rate	>99%
Face recognition distance	0.3 to 1.5 m
Fingerprint recognition duration	<1s
Function	
Face anti-spoofing	Support

Audio prompt	Support
Time synchronization	Support
General	
Button	Touch Screen
Power supply method	2 pin connector
Power supply	12 VDC, 2 A. (power adapter not included)
Working temperature	-30 °C to 60 °C (-22 °F to 140 °F)
Working humidity	0 to 90% (No condensing)
Dimensions	172.5 mm × 83.2 mm × 22.7 mm (6.79" × 3.27" × 0.89")

CCTV Camera	
Camera	
Image Sensor	1/2.7" Progressive Scan CMOS
Max. Resolution	1920 × 1080
Min. Illumination	Color: 0.005 Lux @ (F1.6, AGC ON), B/W: 0 Lux with IR
Shutter Speed	1/3 s to 1/100,000 s
Angle Adjustment	Pan: 0° to 355°, tilt: 0° to 75°, rotate: 0° to 355°
Lens	
Focal Length & FOV	2.8 mm, horizontal FOV 111.6°, vertical FOV 59.3°, diagonal FOV 133.9° 4 mm, horizontal FOV 91.5°, vertical FOV 46.1°, diagonal FOV 109.8° 6 mm, horizontal FOV 56°, vertical FOV 29.8°, diagonal FOV 65.3°
Lens Mount	M12
Aperture	F1.6
DORI	
DORI	2.8 mm: D: 43 m, O: 17 m, R: 9 m, I: 5 m 4 mm: D: 53 m, O: 21 m, R: 11 m, I: 6 m 6 mm: D: 86 m, O: 34 m, R: 17 m, I: 9 m
Illuminator	
Smart Supplement Light	Yes
IR Wavelength	850 nm
Supplement Light Range	Up to 40 m
Video	
Main Stream	50 Hz: 25 fps (1920 × 1080, 1280 × 720) 60 Hz: 30 fps (1920 × 1080, 1280 × 720)
Sub-Stream	50 Hz: 25 fps (640 × 480, 640 × 360) 60 Hz: 30 fps (640 × 480, 640 × 360)
Third Stream	50 Hz: 1 fps (640 × 360) 60 Hz: 1 fps (640 × 360)
Video Compression	Main stream: H.265/H.264/H.265+/H.264+ Sub-stream: H.265/H.264/MJPEG Third stream: H.265/H.264
Video Bit Rate	32 Kbps to 8 Mbps

H.264 Type	Baseline Profile/Main Profile/High Profile
H.265 Type	Main Profile
Region of Interest (ROI)	1 fixed region for main stream
Audio	
Audio Compression	-SF: G.711ulaw/G.711alaw/G.722.1/G.726/MP2L2/PCM/AAC
Audio Bit Rate	-SF: 64 Kbps(G.711 ulaw/G.711 alaw)/16 Kbps(G.722.1)/16 Kbps(G.726)/32 to 160 Kbps(MP2L2)/16 to 64 Kbps(AAC)
Audio Sampling Rate	-SF: 8 kHz/16 kHz
Environment Noise Filtering	-SF: Yes
Network	
Protocols	TCP/IP, ICMP, HTTP, HTTPS, FTP, DHCP, DNS, DDNS, RTP, RTSP, RTCP, NTP, UPnP™, SMTP, IGMP, 802.1X, QoS, IPv6, Bonjour, IPv4, UDP, SSL/TLS
Simultaneous Live View	Up to 6 channels
API	Open Network Video Interface, ISAPI
User/Host	Up to 32 users. 3 levels: administrator, operator and user
Client	iVMS-4200, Hik-Connect
Web Browser	Plug-in required live view: IE 10+ Plug-in free live view: Chrome 57.0+, Firefox 52.0+ Local service: Chrome 57.0+, Firefox 52.0+
Image	
Image Settings	Saturation, brightness, contrast, sharpness, AGC, white balance adjustable by client software or web browser
Day/Night Switch	Day, Night, Auto, Schedule
Wide Dynamic Range (WDR)	120 dB
Image Enhancement	BLC, 3D DNR
Interface	
Ethernet Interface	1 RJ45 10 M/100 M self-adaptive Ethernet port
On-Board Storage	-SF: Built-in memory card slot, support microSD card, up to 256 GB
Audio	-SF: 1 input (line in), two-core terminal block, max. input amplitude: 3.3 Vpp, input impedance: 4.7 K Ω , interface type: non-equilibrium 1 output (line out), two-core terminal block, max. output amplitude: 3.3 Vpp, output impedance: 100 Ω , interface type: non-equilibrium
Alarm	-SF: 1 input, 1 output, (max. 12 VDC, 30 mA)
Reset Key	-SF: Yes

Event	
Basic Event	Motion detection, video tampering alarm, exception
Smart Event	Line crossing detection, intrusion detection
Linkage	Notify surveillance center, send email, trigger recording, trigger capture -SF: Upload to FTP/memory card, trigger alarm output
Deep Learning Function	
Perimeter Protection	Line crossing, intrusion
General	
Power	12 VDC \pm 25%, 0.4 A, max. 5 W, \varnothing 5.5 mm coaxial power plug PoE: 802.3af, Class 3, 36 V to 57 V, 0.2 A to 0.15 A, max. 6.5 W
Material	Metal & Plastic
Dimension	\varnothing 110.8 mm \times 84.7 mm (4.4" \times 3.3")
Package Dimension	135 mm \times 135 mm \times 110 mm (5.3" \times 5.3" \times 4.3")
Weight	Approx. 497 g (1.1 lb.)
With Package Weight	Approx. 597 g (1.3 lb.)
Storage Conditions	-30 °C to 60 °C (-22 °F to 140 °F). Humidity: 95% or less (non-condensing)
Startup and Operating Conditions	-30 °C to 60 °C (-22 °F to 140 °F). Humidity: 95% or less (non-condensing)
Language	English, Ukrainian
General Function	Anti-flicker, heartbeat, mirror, password protection, privacy mask, watermark, IP address filter
Approval	
EMC	FCC SDoC (47 CFR Part 15, Subpart B); CE-EMC (EN 55032: 2015, EN 61000-3-2:2019, EN 61000-3-3:2013+A1:2019, EN 50130-4: 2011 +A1: 2014); KC (KN 32: 2015, KN 35: 2015)
Safety	UL (UL 62368-1); CB (IEC 62368-1:2014+A11); CE-LVD (EN 62368-1:2014/A11:2017); BIS (IS 13252(Part 1):2010/ IEC 60950-1: 2005)
Environment	CE-RoHS (2011/65/EU); WEEE (2012/19/EU); Reach (Regulation (EC) No 1907/2006)
Protection	IP67 (IEC 60529-2013); IK10 (IEC 62262:2002)

Firewall Specification	
Threat prevention with Smart Accel* (Mbps)	440
Threat prevention (Mbps)	340
Next-Gen Firewall (Mbps)	600
Firewall throughput (Mbps)	1,000

Firewall 1518-byte UDP (Mbps)	2,000
VPN AES-128 (Mbps)	970
Connections per second	10,500
Concurrent connections	1,000,000
Security: Firewall, VPN, User Awareness, QoS, Application Control, URL Filtering, IPS, Anti-Bot, Antivirus, Email Security and SandBlast Threat Emulation (sandboxing)	
Unicast, Multicast Routing : OSPFv2, BGPv4 and 4++, RIP, PIM (SM, DM, SSM), IGMP	
Mobile Access User License :100 100 200 200 500 500	
LAN ports	5x 1GbE
WAN ports	1x 1GbE
Wi-Fi 6 (optional)	yes
Console port	yes
USB ports	yes
Power supplies	1

Rack Server		
Sl.	Item	Minimum Specifications
1	Chassis	Maximum 2U Rack Mountable with Security Bezel and Bezel lock.
2	CPU	Dual Intel latest 16-core @2.0 GHz or higher
3	Chipset	Intel C741 Chipset or latest
4	Memory	64GB RAM using minimum 16GB or higher DDR5 memory modules. Server shall support 32 memory module slots with a minimum scalability up to 8TB RAM.
5	Memory Protection	Advanced ECC with multi-bit error protection, Online spare, mirrored memory, and fast fault tolerance.
6	HDD Bays	Support up to minimum 10 SFF HDD/SSD/NVMe drives or higher.
7	Storage	4 no's 1.2TB SAS 10K SFF or higher
8	Controller	PCIe 5.0 based Tri-mode SAS/SATA/NVMe 12Gb/s RAID Controller with RAID 0/1/5/6 with 8GB battery backed write cache
9	Graphics	Integrated Video Standard <ul style="list-style-type: none"> • Video modes up to 1920 x 1200 @60Hz (32 bpp) • 16MB Video Memory • On system management memory • 32 MB Flash • 8 Gbit DDR4 with ECC protection
10	Networking features	1GbE 4-Port Adapter
11	Interfaces	5 x USB 3.0, 1 x VGA, 1 x 1GbE BaseT OOB Management
12	Bus Slots	Server should have at least one free PCI-E 5.0 slots after meeting the asked interfaces.

13	Power Supply	2 x 800 Watts Platinum hot-plug power supplies or higher
14	Industry Standard Compliance & System Security	ACPI 6.4, PCIe 5.0, PXE, Display Port, USB 3.2, UEFI, OCP, TPM 2.0, SMBIOS 3.4, IPMI 2.0, AES, 3DES, SNMP v3, TLS 1.2, DMTF Systems Management Architecture for Server Hardware Command Line Protocol (SMASH CLP), Active Directory v1.0, ASHRAE A3/A4, EU Lot9, NVMe Boot, PTT, CNSA, Secure Erase pf NAND data, Chassis Intrusion Detection. Immutable Silicon Root of Trust.
15	System Management	Federation Management, interface control, one-button secure erase, security dashboard, virtual NIC, virtual media, multi-factor authentication, Dedicated space earmarked in the IPMI OOB system to be used as a repository for firmware, drivers and software components for rollback/patch faulty firmware. REST API.
16	Latest Operating Systems and Virtualization Software Support	Microsoft Windows Server Red Hat Enterprise Linux (RHEL) SUSE Linux Enterprise Server (SLES) VMware
17	Provisioning	<ul style="list-style-type: none"> • Should support tool to provision server using RESTful API to discover and deploy servers at scale. • Provision one to many servers using own scripts to discover and deploy with Scripting Tool (STK) for Windows and Linux or Scripting Tools for Windows PowerShell.
18	System Troubleshooting	Server shall allow capture and storage for replay the console video during a server's last major fault or boot sequence. Server faults include an ASR, server boot sequence, Linux panic, or Windows blue screen. Remote console sharing up to 6 different users in different locations to collaborate using the shared remote console to troubleshoot, maintain and administer remote servers.
19	Firmware security	<ul style="list-style-type: none"> • For firmware security, system should support remote management chip creating a fingerprint in the silicon, preventing servers from booting up unless the firmware matches the fingerprint. This feature should be immutable. • Should maintain repository for firmware and drivers' recipes to aid rollback or patching of compromised firmware. Should also store Factory Recovery recipe preloaded to rollback to factory tested secured firmware.

20	Cloud Enabled Monitoring and Analytics	<ul style="list-style-type: none"> • Offered servers shall have cloud enabled monitoring and analytics engine for proactive management. All required licenses for same shall be included in the offer. • Cloud Enabled Monitoring and analytics engine shall have capability to provide following: <ul style="list-style-type: none"> • Providing Firmware upgrade and patch upgrade recommendations proactively. • Providing power and support entitlement status. • Recommendations to eliminate performance bottlenecks and critical events, based on Analytics engine having capability of proactive recommendation for arresting the issues / problems. • Automatic creation of support cases. • Detection of the Service Pack for Server and notifications for any hotfixes that may be available for the particular Configuration. • Customer advisories based on their relevance to server configuration. • Should have continuous, proactive health monitoring and recording of required system parameters as well as diagnostic telemetry data on a 24x7 basis. • Should have monitoring & analytics feature for the offered server/chassis along with its sub-components to predict, prevent, and auto-resolve problems and by providing automating case creation and log file submission for the problems that can't be auto resolved. • Should help simplify the infrastructure management plan by predicting capacity, performance and bandwidth needs.
21	OS certification	Certification for latest Server version of Windows and minimum two Linux flavors
22	Drive/Software utilities	All required device drivers for OS installation, System Configuration and Server Management
23	IDC Ranking	OEM should be ranked within top 3 as per IDC report for any one of the previous four quarter in India for server.
24	Warranty	Five years on-site comprehensive OEM Warranty Support with 24X7 coverage and access to OEM TAC/support. OEM shall have their own support portal to log the case online and historical data about cases must be available in the same portal.
25	IPv6 support	All devices should be IPv6 implementation ready from day 1. No extra cost will be borne by OCAC for IPv6 implementation
26	Power Cord	Server should be supplied with compatible IEC C13/C14 3pin power cord suitable for PDU.

NAS Storage		
Sl.	Item	Minimum Specifications
1	Chassis	Maximum 2U Rack Mountable with Security Bezel and Bezel lock.
2	Processor	Dual processor of octa Core each. Shall be Intel Xeon Silver 4309Y at 2.8 Ghz or more.
3	Memory	32GB DDR4 Memory or higher, scalable to 384GB DDR4 RAM
4	Hard Drives	Shall be supplied with minimum of 12TB usable capacity using RAID5/RAID6. Offered NAS Storage shall have separate dedicated 400GB or more SSD drives for Operating system in Raid 1+0.
5	Storage expandability	<ul style="list-style-type: none"> Offered NAS controller shall support at-least 16 internal LFF Slots and shall be offered with at-least 12 LFF Slots. Offered storage shall also have capability to attach additional drive enclosures. NAS shall support at-least 300TB of external capacity using 10TB drives.
6	Network Connectivity	Min. 4 X 1GbE BaseT auto sensing NICs ports and shall be further scalable to additional 8 numbers of 10Gbps ethernet port.
7	Protocols support	ISCSI, FTP, FTPS, CIFS/SMB 3.1.1, HTTP, HTTPS, NFS 4.1, WebDev etc.
8	Fault Tolerance for internal drives	Offered NAS shall support Raid 0, Raid 1, Raid 1+0, Raid 5 and Raid 6 for internal drives. Offered Raid controller shall have minimum of 4GB flash back write cache.
9	Network Client Type	Should support Windows 10, Windows 2019 / 2022 , HP-UX, AIX, SOLARIS, Linux etc.
10	OS	Microsoft Windows Server IOT 2019 - 64 bit edition (NAS optimized) including powered OS drivers OR OEM solution
11	Deduplication	Offered NAS shall have block based De-duplication which can be enabled for for all required volumes. De-duplication engine shall have: <ul style="list-style-type: none"> Flexibiity to decide the multiple schedules when de-duplication process can be run. Flexibility to limit the time period of de-duplication process so that production operations remains intact. Flexibility to bypass the recent files under the de-duplication process so that production operations remains intact. License for De-duplication shall be provided. Shall support more than 64TB of file system for de-duplication.

12	File Management	<ul style="list-style-type: none"> Shall have flexibility to expire or move files to different folder / Location / Volumes / drives on the basis of polices like day of creation / modification / access of on the basis of file pattern like extension. Shall also be able to expire or move files to different folder / Location / Volumes / Drives on the basis of content classification within files.
13	SAN Management	Integrated iSCSI for block access over LAN.
14	Snapshot	Point in time copies of your data to guard against data corruption.
15	Encryption & Compression	Shall have support for encryption and Compression. License for both of same shall be offered.
16	Cloud Integration	Offered NAS shall be able to integrate with Microsoft Azure - running with valid subscription with following features: a) Azure File Sync b) Azure backup
17	Replication	Offered NAS shall also be supported with leading NAS replication software in the industry and shall also have 100TB license for replication.
18	Web Management	Shall have web based interface to manage and monitor system health, capacity, performance, hardware events, quotas, snapshots, authentication and network services
19	Resiliency	Offered NAS shall also have Hot Plug redundant power supply and FAN
21	IDC Ranking	OEM should be ranked within top 3 as per IDC report for any one of the previous four quarter in India for Storage.
22	Warranty	Five years on-site comprehensive OEM Warranty Support with 24X7 coverage and access to OEM TAC/support. OEM shall have their own support portal to log the case online and historical data about cases must be available in the same portal.
23	IPv6 support	All devices should be IPv6 implementation ready from day 1. No extra cost will be borne by OCAC for IPv6 implementation
24	Power Cord	Storage should be supplied with compatible IEC C13/C14 3pin power cord suitable for PDU.

24 Port Network Switch	
Item	Description of Requirement
Interface Options	The switch should have Minimum 24*100/1000 T (Gigabit) Ethernet Ports + 4 or more x 1/10G SFP+ ports. Should be ready from day 1, loaded with relevant modules.

Architecture	Single Switch should provide Non-Blocking Wire speed performance.
	Switch shall have minimum 128Gbps switching capacity
	The switch should have less than or equal to 5 uSec latency
	Should have 512 MB RAM or higher
	Switch should support at least 200 concurrent VLANs or higher
	Must support STP/PVST or equivalent
	64-Byte Packet Forwarding Rate: 95Mpps or higher;
	MAC Address Table Size: 8K or higher
Security	802.1x with VLAN assignment, Private VLAN edge or port security, RADIUS
	Port based ACLs, SSL, Secure hardware based storage of crypto keys
	Denial-of-Service (DoS) protection or equivalent
Spanning Tree	Should support Multiple Spanning Tree (802.1s), Rapid Spanning Tree (802.1w),
Multicast	IGMP
Protocols	SNMP v1, v2c, v3, RMON, 9K Jumbo Frames
Certification	EMI/EMC: FCC Class A, VCCI Class A or equivalent
Temperature	operating: 0° C to + 40° C (minimum)
Enclosure & Accessories	Rack Mounting enclosures and other accessories for mounting.
Warranty & Support	3 Years Comprehensive Warranty on Hardware & Software. Warranty on Software should include access to Free Upgrades & Free Updates.

Call Centre Solution Software	
SI No	Features
1	<p>The call center software solution must have following features</p> <ul style="list-style-type: none"> a) Automated Call Distribution b) Skill based Routing c) Agent Callback Management d) Outbound Call e) Advanced Dialer includes Auto , Preview ,Progressive , Preview ,Manual & Predictive. f) Soft Phone Facility g) Call Dispositions h) Live call monitoring i) Call Transfer j) DNC Control/Blacklist management k) Agent Break Details l) Call Historical Reports m) Recording Management n) Historical Reports o) Real-time Reports p) Real-time Dashboards

	<ul style="list-style-type: none"> q) Custome Scripts r) Voice Broadcast s) Prompts and Announcements t) Appointment Scheduling u) Security & Fraud Detection v) Quality Management w) Multi-level IVR x) CSAT y) Third party CRM integration (The solution must have provision to integrate with department master database for validating the SHG ID on the fly during the call after taking input from the caller and transfer of calls to agents after validation) z) Voice Channel – Inbound and Outbound
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Electrical Fittings and Earthings	
Parameter	Specification
Electrical Fittings and LAN Passive Fittings	<p>Electrical works with supply of required components i.e. Wire, Switch, Socket, and Waterproof Back Box, PVC Conduit, earthing etc., as per the site requirement with industry standard. All the components should be ISO certified.</p> <p>UTP Cat 6 cable specifications, Fire Retardant PVC Jacket, 4 Pair 23 AWG Solid Copper Conductors etc., as per the site requirement with industry standard. All the components should be ISO certified.</p>

MFP	
Parameter	Specification
Function	Print, Scan and Copy
Max Monthly Duty Cycle	10000 pages or higher
PPM Black A4	18 PPM or higher
Standard memory	64 MB or higher
Paper Capacity	150 sheets or higher
Connection	Via High speed USB
Resolution	300 X 300 Dpi or higher
Toner	1500 pages or higher
Scan resolution	300 X 300 Dpi or higher
Scan file formats	PDF, JPG, TIFF, BMP
Copy Speed	18 PPM or higher
Copy Resolution	300 X 300 Dpi or higher
Standard interface	High Speed USB 2.0 or higher
Onsite Warranty	5 Years from the date of Commissioning

Air Conditioner	
Parameter	Specification
AC	1.5 ton or higher Split AC with 3 Star or higher energy rating with 4 KVA stabilizer
Onsite Warranty	5 Years from the date of Commissioning

Furniture and Fixtures	
Parameter	Specification
Computer Table (Single Size)	Computer Table size 1200 (L) x 600 (W) x 750 (H) mm approx. It shall be made of 18 mm thick high quality pre-laminated particle boards with PVC strip edge banding of all exposed edge utility space. One lockable drawer, one keyboard tray with space for CPU/UPS, keyboard tray. It should also have lockable drawer Unit of appropriate size. The OEM of the product should be ISO certified.
Charis	Armless molded chair. The OEM of the product should be ISO certified.

Annexure-4: Pre-Bid Queries Format*(To be filled by the Bidder)***Name of the Company/Firm:**

Bidding document Fee Receipt No _____

Person(s) Representing the Company/ Firm:

Name of the Person	Designation	Email-ID(s)	Tel. Nos. & Fax Nos.

Company/Firm Contacts:

Contact Person(s)	Address for Correspondence	Email-ID(s)	Tel. Nos. & Fax Nos.

**Query/Clarification Sought:
(MS-Excel Sheet Format)**

Sl.No.	Bidder Name	RFP Chapter No.	RFP Clause No.	RFP Page No.	Clause Details as per RFP	Query/Clarification/ Suggestion

Note: Queries must be strictly submitted only in the prescribed format (.XLS/ .XLSX/ .PDF). Queries not submitted in the prescribed format will not be considered/ responded at all by the tendering authority. Also, kindly attach the coloured scanned copy of the receipt towards the submission of the bid document fee.

Annexure-5: Bidder's Authorization Certificate

(To be filled by the Bidder)

To,

The General Manager (Admn.)
Odisha Computer Application Centre (OCAC)
OCAC Building, Plot No.-N-1/7-D, Acharya Vihar Square, RRL
Post Office, Bhubaneswar-751013 (INDIA)

I/ We {Name/ Designation} hereby declare/ certify that {Name/ Designation} is hereby authorized to sign relevant documents on behalf of the company/ firm in dealing with RFP reference No. **OCAC-SEGP-MISC-0011-2023-23034** He/ She is also authorized to attend meetings & submit technical & commercial information/ clarifications as may be required by you in the course of processing the Bid. For the purpose of validation, his/ her verified signatures are as under.

Thanking you,

Name of the Bidder:

Verified Signature

Authorized Signatory: - Seal
of the Organization: - Date:
Place:

Annexure-6: Bank Guarantee Format

(To be signed by bank and submitted by Bidder)

RFP REF: OCAC-SEGP-MISC-0011-2023-23034

To

The General Manager (Admn.)

Odisha Computer Application Centre (OCAC)

OCAC Building, Plot No.-N-1/7-D, Acharya Vihar Square, RRL Post

Office, Bhubaneswar-751013 (INDIA)

Whereas <<Name of the bidder>> (hereinafter called 'the Bidder') has submitted the bid for Submission of RFP Ref. No OCAC-SEGP-MISC-0011-2023-23034, dated 08.05.2023 for Selection of Agency for Supply, Installation & Commissioning of ICT Infrastructure for Mission Shakti Helpline (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
3. Withdraws his participation from the bid during the period of validity of bid document;
4. Fails or refuses to participate in the subsequent RFP 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 RFP 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 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:

Annexure-7: RFP Form*(To be filled by the Bidder)*

Name of the Tendering Authority	The General Manager (Admin.)
Address	Odisha Computer Application Centre (OCAC) OCAC Building, Plot No.-N-1/7-D, Acharya Vihar Square, RRL Post Office, Bhubaneswar-751013 (INDIA)

2) Firm Details:

Name of Firm			
Name of CMD of the firm with email id, contact number			
Name of Contact Person with Designation			
Registered Office Address			
Address of the Firm			
Year of Establishment			
Type of Firm Put Tick (✓) mark	Public Limited	Private Limited	Partnership
Telephone Number(s)			
Email Address/ Web Site	Email:		Web-Site:
Fax No.			
Mobile Number	Mobile:		
Certification/Accreditation/ Affiliation, if Any			

3)The requisite tender fee amounting to Rs. _____/- (Rupees <in words>) has been deposited vide DD/BC/receipt no. _____ Dated _____.

4) We agree to abide by all the terms and conditions mentioned in this form issued by the Empanelment Authority and also the further conditions of the said notice given in the attached sheets (all the pages of which have been signed by us in token of acceptance of the terms mentioned therein along with stamp of the firm).

Date:

Name & Seal of the firm: _____

Authorized Signatory: _____

Annexure-8: Covering Letter - Technical Bid

(To be filled by the bidder and signed in Company 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

Subject: Technical Proposal for Selection of Agency for Supply, Installation & Commissioning of ICT Infrastructure in Mission Shakti, RFP Ref.No- **OCAC-SEGP-MISC-0011-2023-23034**

Sir/Madam,

We, the undersigned, offer to provide our services against your RFP enquiry no. *<Insert RFP no>* dated *<insert date>*. We are hereby submitting our Proposal, which includes this Technical Bid sealed in the 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 agree to abide by all the terms and conditions of the tender document. We would hold the terms of our bid valid for 180 days as stipulated in the RFP document.

We agree that you are not bound to accept the lowest or any bid response you may receive. We also agree that you reserve the right in absolute sense to reject all or any of the products / services specified in the bid response without assigning any reason whatsoever.

It is hereby confirmed that I/We are entitled to act on behalf of our corporation/company /firm/organization and empowered to sign this document as well as such other documents which may be required in this connection.

Yours sincerely,

Authorized Signature [*In full and initials*]: _____

Name and Title of Signatory: _____

Name of Firm Address: _____

Annexure-9: Manufacturer's Authorization Form (MAF)

Letter No. _____

To

The General Manager (Admin.)
Odisha Computer Application Centre
Plot No. - N-1/7-D, Acharya Vihar P.O. - RRL,
Bhubaneswar – 751013

Sub: OEM Authorization Letter RFP Ref No: **OCAC-SEGP-MISC-0011-2023-23034**

Dear Sir

We, who are established and reputable _____ having factories / development facilities at (address of factory / facility) do hereby authorize M/s (Name and address of Agent) to submit a Bid, and accept the Purchase Order 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 further undertake that we will support the supplier will all related spares and maintenance during the entire contract period.

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

Yours faithfully,
(Name)
Seal

Note: This letter of authority should be on the letterhead of the OEM and should be signed by a person competent and having the power of attorney to bind the manufacturer.

Annexure-10: Financial Bid Cover Letter and Format

(To be filled by the bidder and signed in Company 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

Date:

Subject: Submission of the financial bid for Selection of Agency for Supply, Installation & Commissioning of ICT Infrastructure in Mission Shakti Helpline.

Dear Sir/Madam,

We, the undersigned, offer to Supply, Installation & Commissioning of ICT Infrastructure in Mission Shakti Helpline RFP.No. OCAC-SEGP-MISC-0011-2023-23034 and our Proposal (Pre-qualification, Technical and Financial Proposals). Our attached Financial Proposal is for the sum of <<Amount in words and figures>>inclusive of taxes and duties.

1. Price and Validity

All the prices mentioned in our RFP are in accordance with the terms as specified in the RFP documents. We declare that our Bid Price is for the entire scope of the work as specified in the appropriate section in the RFP. All the prices and other terms and conditions of this Bid are valid minimum for a period 180 days from the date of opening of the Bid. Subject to further extended period as mutually agreed upon.

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. Qualifying Data

We confirm having submitted the information as required by you in your Instruction to Bidders. In case you require any other further information/documentary proof in Odisha Computer Application Centre (OCAC) this regard before evaluation of our bid, we agree to furnish the same in time to your satisfaction.

4. Bid Price

We declare that our Bid Price is for the entire scope of the work as specified in the RFP. These prices are indicated at Price Bid attached with our bid as part of the Bid. We understand you are not bound to accept any tender you receive.

We hereby declare that our bid is made in good faith, without collusion or fraud and the information contained in the bid is true and correct to the best of our knowledge and belief. We understand that our bid is binding on us and that you are not bound to accept a bid you receive.

Thanking you,

Yours sincerely,

Authorized Signature:

Name and Title of Signatory:

Name of Firm:

Address:

Annexure-11: Commercial Bid

Table-1-Consolidated Cost		
SI No	Items	Total Cost (Inclusive GST)
1	Table-2-Price Bid Format -Hardware Component	
2	Table-3-Price Bid Format -System Software Component	
3	Table-4-Price Bid Format -O & M Component	
4	Table-5-Price Bid Format -Non IT Component	
Total		
In Words ()		

Table-2-Price Bid Format -Hardware Component						
SI No	Items	UoM	Quantity	Unit Cost	GST @ 18%	Total Cost
1	1 Mtr LAN Cable	Nodes	10			
2	Server Rack (42U)	Nos.	1			
3	Online UPS for power backup (10 KVA)	Nos.	1			
4	Server (2U)	Nos.	1			
5	24Port Network Switch	Nos	1			
6	NAS Storage	Nos.	1			
7	Soft Phones	Nos.	6			
8	Firewall	Nos.	1			
9	CCTV Camera (2 Camera and 8 port network DVR)	Nos.	1			
10	Biometric Attendance System (Facial Recognition based)	Nos.	1			
11	Multi-Function Printer (MFP)	Nos.	1			
12	One time supply, installation and commissioning charges	Lumpsum	1			
Total						

Table-3-Price Bid Format -System Software Component

SI No	Items	UoM	Quantity	Unit Cost	GST @ 18%	Total Cost
1	Microsoft Windows Server 2022 Standard Edition	Nos	1			
2	Contact Centre Solution with facility such as call routing, ACD, IVRS, Call recording and CRM for five agents and one supervisor	Nos	1			
Total						

Table-4-Price Bid Format -O & M Component

SI No	Items	1st Year Cost	2nd Year Cost	3rd Year Cost	4th Year Cost	5th Year Cost	Total Cost	GST @ 18%	Grand Total
1	O & M of Hardware and System Software items for a period of 60 Months								
Grand Total									

Table-5-Price Bid Format : Non-IT Component

SI No	Items	UoM	Quantity	Unit Cost	GST @ 18%	Total Cost
1	Site preparation such as electrical fittings and passive fittings as per requirement	Lumpsum	1			
2	Office Chair	Nos	6			
3	Office Table	Nos	6			
4	Air Conditioner (5 Star) 1.5 Ton with 4KW Stabilizer	Nos	2			
Total						

Note ; The above format is indicative in nature . The final price bid format may be referred in the excel sheet uploaded in the eNivida portal. The bidder needs to use that excel sheet to fill up the price.

Authorized Signatory with Official Seal

NOTE: -

- All the above price would be in INR only.
- The bidder has to compulsorily quote for all items mentioned in the Commercial-bid Tables. In case bidder fails to quote for any of this stage, the bid would be summarily rejected.
- No Component of Financial bid should have “ZERO” value.
- Above is indicative, however the quantity may increase or decrease at the time of placing the purchase order as per actual.
- The Tax rates will be mentioned as per standards.

Annexure-12: Financial Capabilities

(To be filled by the Bidder)

Turnover (Rs. In Crores)		
2019-2020	2020-2021	2021-2022
Net worth (Rs. In Crore)		
2019-2020	2020-2021	2021-2022

Annexure-13: Self-Declaration

(Non-blacklisted in company 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
Sir

In response to the RFP.No. **OCAC-SEGP-MISC-0011-2023-23034** , for RFP titled “Selection of Agency for Supply, Installation & Commissioning of ICT Infrastructure in Mission Shakti Helpline”, as an owner/ partner/ Director of (organization 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.

I/We further declare that there is no past / ongoing legal trial in name of any of the Owner / Partner / Director of the bidding company as on the tender submission date. 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,

Name of the Bidder:

Authorized Signatory:

Signature:

Seal:

Date:

Place:

Annexure-14: Project Citation Format*(To be filled by the Bidder)*

Relevant IT Project Experience	
General Information	
Name of the project	
Client for which the project was executed	
Name and contact details of the client	
Project Details	
Description of the project	
Scope of services	
Other Details	
Total cost of the project	
Duration of the project (no. of months, start date, completion date, current status)	

Annexure-15: Project References for Experience of Bidder

(Indicative Format, to be filled by Bidder & submitted in Company Letter Head)

Sl. No.	Name of Customer	Contact person Name	Phone, fax and e-mail of customer	Project Location:	Name of the Project with Brief Description	Year				
						2017-18	2018-19	2019-20	2020-21	2021-22
1										
2										
3										

Note: Please attach a copy of the work order/ completion certificate/ purchase order/ letter from the customer for each project reference.

Annexure-16: Details of documents to be submitted by the Bidder

Sl. No.	Documents to be submitted		
	Pre-qualification bid	Technical Bid	Financial Bid
1	Bidder's Authorization Certificate (Annexure-5)	Technical Bid Covering Letter (Annexure-8)	Financial Bid Cover letter and Format (Annexure-10)
2	Particulars of the Bidder (Annexure-1)	Detailed Bill of material as per components indicated in Bill of Quantity. (Annexure-2)	Financial Bid (Annexure-11)
3	a. Valid copy of Certificate of incorporation and Registration Certificates b. Copy of GST registration. c. Copies of relevant Certificates of Registration, Income Tax/ PAN Number from the respective Government Department.	Technical Specification Compliance Documents with all supporting details (Annexure-3)	
4	Audited Balance Sheets		
5	CA Certificate with CA's Registration Number & Seal (Annexure-12)		
6	Valid Copy of ISO Certificates		
7	Relevant Documents supporting Office Addresses /Undertaking. (Local presence)		
8	RFP Form (Annexure- 7)		
9	MAF (Annexure- 9)		
10	Self-Declaration (Annexure- 13)		
11	Project Citation Format(Annexure- 14)		
12	Project References (Annexure- 15)		
13	RFP document fee as mentioned in the Eligibility/Pre-qualification Criteria of the RFP		